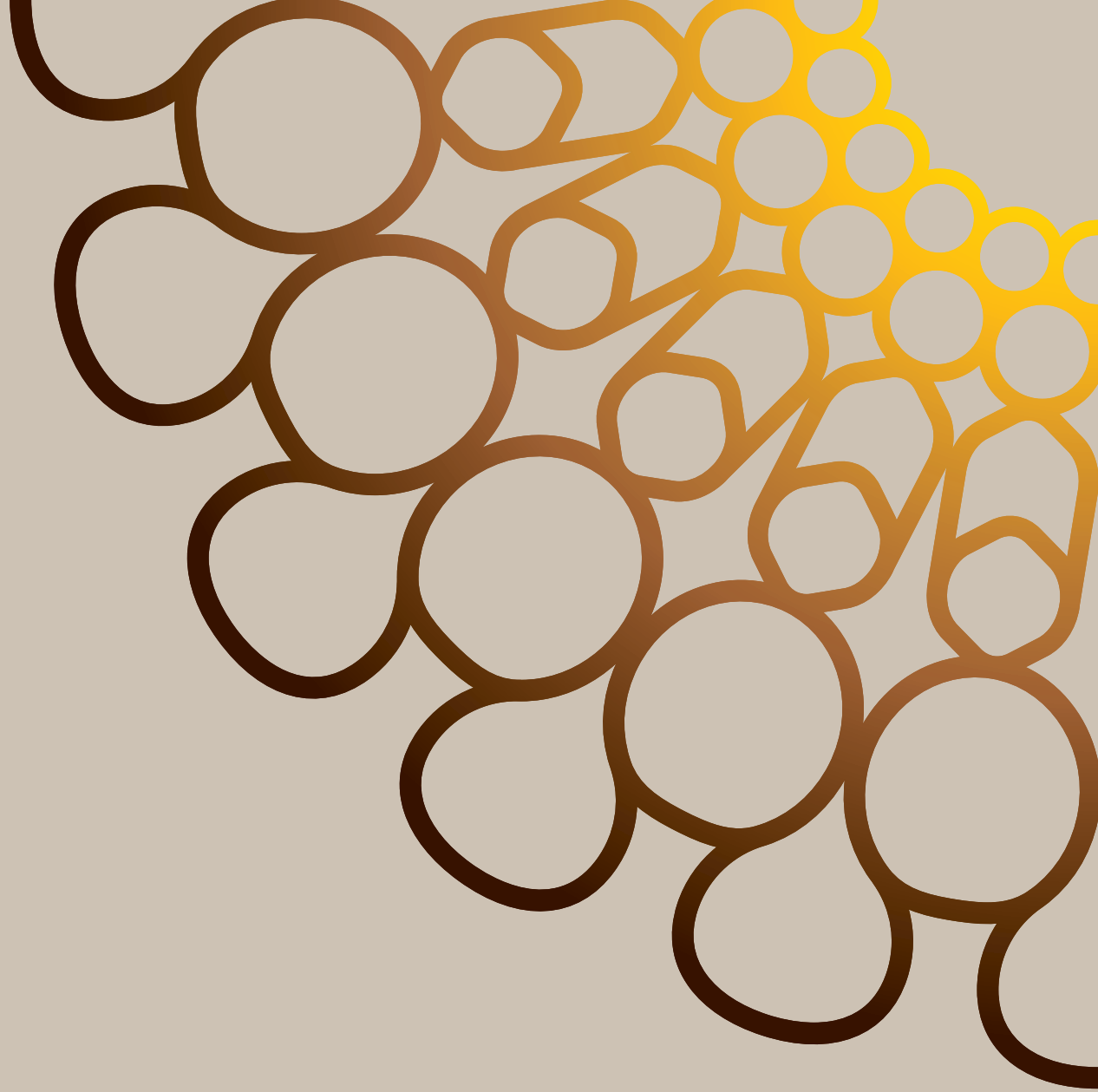


Worker Welfare Minimum Assurance Standards



إكسبو 2020 EXPO 2020
دبي، الإمارات العربية المتحدة
DUBAI, UNITED ARAB EMIRATES



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Acronyms, Abbreviations, and Definitions

Acronyms and Abbreviations

Acronym/Abbreviation	Expansion
EX20	Expo Dubai 2020 LLC - SO
PMDS	Programme Management Delivery System
WPS	Wage Protection System
WWC	Worker Welfare Committee (Contractor)
WWF	Worker Welfare Forum (Expo 2020)
WWMP	Worker Welfare Management Plan
UAE	United Arab Emirates

Definitions

Term	Definition
Accommodation	Leased, managed, or owned Group Labour housing facilities which may be on or offsite within the UAE.
Contractor or Contractors	A party contracting on Expo 2020 Site and shall be deemed to include all subcontractors, including all labour suppliers providing manpower to the contractor.
Client or Clients	Any entity that enters into a contract with contractors to undertake work on the Expo 2020 site. Includes EX20, third-party delivery agents, developers, international participant countries or organisations, contractors and subcontractors.
Employer or Employers	The entity that directly hired and is legally responsible for its Employee as named in the Employment Contract with the Employee.
Forced, compulsory, bonded, human trafficking practices	Work that is performed involuntarily and under the menace of any penalty. It refers to situations in which persons are coerced to work through the use of violence or intimidation, or by more subtle means such as manipulated debt, retention of identity papers or threats of denunciation to immigration authorities. Examples include; performing jobs different to that which workers' were recruited for, compulsory overtime, debt incurred through recruitment fees, substitution of contracts or wages, confiscation of personal documents.
Law or Laws	Any law, regulation, directive, decree, ministerial decision, or order issued and amended and/or updated from time to time by governmental authorities, in the country of work.

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Term	Definition
PMDS	Programme Management Delivery System is an EX20 web based tool to access standard processes, procedures, tools and templates.
Serious Non-Compliance	Non-compliance with a Worker Welfare Standard or UAE Law on employment practices, accommodation or transportation that significantly affects the protection, health, safety, welfare, security, rights or the dignity of any worker.
Site	All parts of the physical location of a project within a defined Expo 2020 site.
Standards	This document. Also known as the Assurance Minimum Standards for Worker Welfare.
Subcontractor or Subcontractors	Another party appointed by a contractor to perform work on the Expo 2020 site. It includes any enterprise that provides workers to conduct construction-related work and includes labour suppliers, and other service providers, it excludes other suppliers.
Third-party Projects	Projects carried out by UAE based developers within the Expo 2020 Site boundaries and not directly managed by EX20.
Wages	Money given to a worker in return for services in line with the terms of their employment and applicable legal requirements, including any other entitlement such as other allowances, overtime, end of service, etc.
Worker or Workers	A paid employee who is eligible for overtime payment and/or employer-provided accommodation.
Worker Welfare	Refers to the protection and preservation of the health, safety, welfare, security, rights and the dignity of workers throughout the entire migration cycle which includes recruitment, mobilisation, living and working, as well as in the case of migrant workers, return to their home countries.

1. Introduction

Bureau Expo Dubai 2020 (EX20) is committed to the health, safety, welfare, security, and the dignity of workers. EX20 require organisations supporting the delivery of Expo 2020 Dubai (“the Event”) to share commitment by making the Expo Worker Welfare Policy an integral component of their operations.

This document describes the Worker Welfare Minimum Standards (“the Standards”) for accommodation, transport and employment practices applicable to contractors and their subcontractors working on the EX20 site. It also describes the operational practices that must be adopted to ensure the successful implementation and management of the Standards.

These Standards are mandatory and predominantly based on the laws and decrees of Dubai and the UAE. Additional EX20-specific requirements have been added to align with expectations of EX20 and the global nature of the event. Within this document the EX20-specific requirements have been highlighted in **orange** and also included within Appendix A.

EX20 believes that compliance with the Standards established in this document will not only improve workers’ health and well-being, but will also enhance performance and efficiency for the benefit of all stakeholders.

1.1 Scope

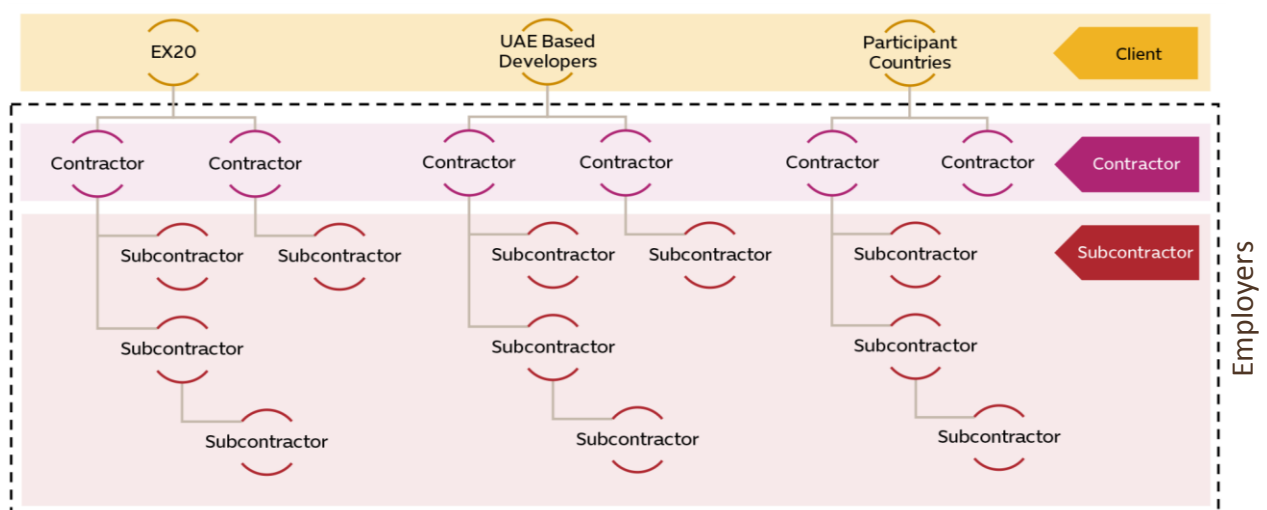
Worker welfare, in this document, means the protection and preservation of the dignity of workers throughout the entire migration cycle including but not limited to, recruitment, mobilisation, working and living conditions and repatriation.

This document and the requirements contained within it apply to all contractors, their subcontractors and all subsequent levels of subcontractors (including manpower suppliers) working within the EX20 site boundary.

Accommodation standards listed in this document are applicable only to employers whose workers reside in company provided accommodation within the United Arab Emirates, regardless of the occupancy capacity, unless otherwise stated.

All clients working on the EX20 site are expected to adhere to and implement policies and practices to meet or exceed the Standards or additional standards as required by applicable local laws and regulations.

Figure 1-1. Client, Contractor, Subcontractor Relationship



1.2 Objectives

The objective of this Standard is to ensure that employers (i.e. contractors and subcontractors) safeguard the health, safety, security and welfare of their workers. The objective is also to ensure that clients take appropriate measures so that all employers associated with EX20 hold an equal regard for this objective. See *Figure 1-1. Client, Contractor, Subcontractor Relationship*.

EX20 appreciates that there may be challenges to achieving the required Standards, and that it may not be possible for all contractors and subcontractors to meet these expectations on first appointment to an EX20 project. However, EX20 expects a commitment of the highest levels from all contractors and subcontractors to improve standards, and for all non-compliant contractors and subcontractors to become fully compliant within an agreed timeframe.

Another objective of the Standards is to achieve continuous improvement in the working and living conditions of workers. EX20 will aim to be transparent and open in its dealings with all contractors and subcontractors delivering EX20 projects.

1.3 Expo Worker Welfare Policy

EX20's goals and commitments for workers' welfare are given in the Expo 2020 Worker Welfare Policy (See Appendix B). EX20 believes that Standards are fundamental to delivering the Event and that every effort should be made by clients to positively influence all stakeholders. The EX20 Worker Welfare Policy ("the Policy") is based on the following fundamental principles where Employers must:

1. Ensure fair and free recruitment.
2. Ensure that employees understand the terms and conditions of their employment.
3. Treat employees equally and without discrimination.
4. Protect and preserve the dignity of employees and not tolerate harassment or abuse of any kind.
5. Respect the right of employees to retain their personal documents.
6. Pay employees' wages and benefits on time and in full.
7. Allow employees freedom to exercise their in-country legal rights without fear of reprisal.
8. Provide a safe and healthy working and living environment.
9. Provide access to grievance mechanisms and remediation.
10. Ensure that bonded, indentured, forced, or child labour is not used.

1.4 Programme Management Delivery System

The Programme Management Delivery System (PMDS) contains common processes, procedures, tools, and forms that are used on the programme. If provided access to PMDS, and where mandated, EX20 Worker Welfare processes and tools in the PMDS must be used. If PMDS access is not granted, the EX20 Worker Welfare processes and tools will be issued through electronic means to the contractor or Clients. In all cases, contractors and subcontractors are required to develop worker welfare specific plans, processes, procedures, tools and forms to fully implement the requirements set in this document.

1.5 Compliance with Legal Requirements

All contractors and subcontractors must adhere to the relevant laws of the UAE and Dubai, including regulations, decrees, orders, guidelines, decisions, or directives issued by the relevant authorities including the following:

- Cabinet Decision No. (13) of 2009 Approving the General Standards Manual for Group Labour Accommodation and Related Services
- Ministerial Resolution No. 212 of 2014 Adopting General Criteria for Collective Labour Accommodation Designated to Accommodate less than Five Hundred Labourers

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- Dubai Municipality, Public Health & Safety Department, Health Requirements for Permanent Labour Accommodation of 2011
- UAE Fire Life Safety Code of Practice of 2011
- Dubai Municipality, Health Requirements for The Services Provided Inside Labour Accommodations of 2011
- Dubai local orders 61 of 1991 and 11 of 2003
- Ministry of Labour Decision No. 32 of 1982
- UAE Federal Law No. (8) of 1980
- Ministerial Decrees 764, 765 and 766 of 2015
- Ministerial Resolution No. 788 of 2009
- Any relevant amendments or additions to the aforementioned laws and any relevant new law promulgated during the run up to the Event.

Where provisions of the EX20-specific requirements are more stringent than the laws of the UAE, the EX20-specific requirements will prevail. Where the provisions of UAE laws differ from those of EX20's, the more stringent legal requirement will apply.

1.6 Consequences of Non-compliance

Failure by any party to adhere to the requirements of this standard may lead to delay of EX20 approvals, suspension of works or deductions/penalties as deemed appropriate by EX20.

1.7 Authority

EX20 or any other party appointed by EX20 will be authorised to govern and audit all matters regarding the implementation of the Standards. EX20 and other designated representatives will, at all reasonable times, have the right of access to the employer's offices, accommodation facilities and records in order to verify adherence to employment practices, accommodation and transportation requirements as described in the Standards and/or UAE laws.

1.8 Client Requirements

The client entities that will award contracts to contractors to build projects within the EX20 site are expected to ensure the health, safety, security and welfare of workers by fully endorsing and deploying the Standards without alteration.

The client should provide leadership and direction for implementation of the Standards. The client must also monitor and measure compliance of their contractors and subcontractors with the Standards.

Clients will need to ensure sufficiency of contractual provisions within their agreements to enable them to enforce the Standards, such that any contractor or subcontractor that fails to adhere to the requirements of the Standard may be penalised by the client. Such penalties may include financial penalties, termination, reporting to the legal authorities or exclusion from tendering on any future works directly or indirectly associated with the Event.

Clients should assess their contractor's capability to deliver upon the required standards during the selection and screening stages, which should include physical inspection of accommodation facilities and employment practices.

Where access is provided to PMDS, the client may adopt the worker welfare procedures held within the PMDS and utilise the tools, forms and templates. If PMDS access is not provided, the client should develop and implement its own procedures that meet the requirements of the Standards.

Once a contractor has been appointed, the client should monitor their contractor's performance, as appropriate, to achieve the overall aims and objectives of the Standards and the Policy.

2 Procurement and Management

2.1 Contractor/Subcontractor Prequalification and Tender

General requirement: Contractor and subcontractor capability to meet the Standards is assessed through prequalification and the tender process to ensure that worker welfare assessed contractors and subcontractors are awarded contracts.

- a. As part of the prequalification process for projects and services, the proposed contractors' level of commitment to worker welfare and their ability to comply with the requirements of these standards will be assessed. Where access is provided to PMDS, a worker welfare prequalification guideline can be used.
- b. An inspection of the accommodation facilities and employment conditions will be undertaken to verify the information provided by contractors and subcontractors wishing to prequalify. This inspection should take place during prequalification, but may be undertaken during the tender process.
- c. Contractors/subcontractors that fail to meet the prequalification requirements may be disqualified. It is, however, possible for the contractor/subcontractor to develop and agree an improvement action plan to address all non-compliances. This must be accompanied by a formal worker welfare commitment statement, signed by the contractor's most senior company representative.
- d. During the tender stage bidding contractors shall submit, their updated improvement action plan (where required), a draft Worker Welfare Management Plan and in their commercial submission include a financial provision (if any) to comply with the EX20's specific requirements in Appendix A.
- e. Where improvements are required, prior to award, all outstanding serious non-compliances must be closed out. In the event the contractor/subcontractor has taken action, but is unable close out all serious non-compliances prior to award for reasons beyond their control, evidence must be provided to substantiate the actions taken and assurance obtained that the serious non-compliance(s) will be closed out prior to mobilisation.

2.2 Contractual Obligation

General requirement: The Standards are contractual obligations placed on all clients, contractors and all subsequent tiers of subcontractors.

- a. All contractors including their subcontractors entering into a contract or agreement with a client on any EX20 related project must agree to abide by the minimum requirements for employment practices, accommodation and transportation as described in this standard.
- b. The enforcement date for compliance with the Standards will commence from the date of signature of the contract between the client and the contractor.

2.3 Worker Welfare Management Plan

General requirement: The content of the Contractor's Worker Welfare Management Plan (WWMP) must include specific elements that demonstrate the contractor's and its subcontractors' ability to implement and deliver the Standards. The plan will include the following:

- a. A worker welfare organisation chart identifying the key personnel and their responsibilities, including Human Resources Manager, Worker Welfare Manager, the Accommodation Manager/Lodging Superintendent and any other responsible person.
- b. Details of how all workers will be informed of worker welfare policies and procedures.
- c. Details of the consultation process, such as the processes for consulting workers on accommodation, food, transportation, employment policies and other related matters.
- d. An overview of the process by which any worker inclusive of subcontractors can raise grievances.

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- e. A plan and schedule for the Contractor Worker Welfare Committee for the duration of the contract, and a process that outlines how worker representatives are selected.
- f. Description of the worker welfare incident reporting and escalation process, including detecting, reporting and managing both alleged and verified incidents and non-compliances.
- g. The monthly reporting process that includes the integration of subcontractor's data.
- h. The plan and identified resources for internal auditing and monitoring of subcontractors for worker welfare compliance.
- i. Where the employer provides accommodation within the UAE, a written description of the accommodation including:
 - i. Location (GPS coordinates) of all accommodation sites used by workers
 - ii. Transportation arrangements to and from worker accommodation
 - iii. Food provision arrangements
 - iv. Kitchen facilities management and dining hall arrangements
 - v. Management of laundry services
 - vi. Emergency response plans and drills for medical and fire emergencies.
 - vii. Security management plan that prohibits the use of force
 - viii. Proactive and reactive maintenance approach
 - ix. Cleaning regime for showers, toilets, bedrooms, kitchens and common areas
 - x. Pest control plan
 - xi. Strategy for recreational and social well-being

2.4 Mobilisation Requirements

General requirement: The contractor must have completed, to the client's satisfaction, all worker welfare related obligations prior to starting on site.

- a. After award and four weeks prior to mobilisation, the successful contractor must submit a combined Health & Safety and Worker Welfare Compliance Statement. This compliance statement will be signed by the contractor's most senior executive to confirm their intention to comply with and uphold the Policy.
- b. The contractor must ensure that all outstanding serious non-compliances within the improvement action plans have been completed by their own organisation and that of their subcontractors.
- c. Prior to commencing work on any EX20 associated project, all contractors will submit their WWMP and receive client approval of its WWMP.

2.5 Contractor's Responsibilities

General requirement: Contractors must take responsibility for ensuring compliance with the requirements of the Standards within its own organisation and that of its subcontractors and all subsequent levels of subcontractors employing workers within the Expo 2020 site.

- a. Where access is provided to the PMDS, the contractor will review the worker welfare procedures held within the PMDS and, where mandated, utilise the tools and standard forms and templates. Otherwise, the contractor will develop and implement its own procedures that meet the requirements of the Standards.
- b. The contractor is responsible for the successful implementation of the Standards.
- c. The contractor is responsible for monitoring, measuring and ensuring compliance with the Standards.
- d. Contractors will take action to resolve worker welfare non-compliances throughout the project life cycle including non-compliance by its subcontractors.
- e. The contractor will ensure that their workers, and those of its subcontractors, on the Expo 2020 site have been made aware of worker welfare policies, procedures and legal rights.

2.6 Monitoring and Auditing

General requirement: Contractors must undertake regular inspections and audits to assure compliance with the Standards.

- a. Contractors shall monitor accommodation facilities and employment practices.
- b. Contractors will conduct regular inspections and audits to satisfy themselves that their own organisations and their subcontractors; measure compliance, implement corrective action (where required), and are in compliance with the Standards.

3 Employment Practices

3.1 Employment Requirements

General requirement: Workers must be employed in accordance with the UAE law and EX20-specific requirements for minimum age.

- a. Workers must not work on a project site unless they are in possession of a valid work permit in accordance with UAE Labour Law.
- b. Women must have equal employment opportunities as men.
- c. All workers must have equal opportunity and treatment in employment and must not be discriminated against in any way.
- d. Only workers 18 years or older will be employed.

3.2 Recruitment

General requirement: Recruitment of newly hired workers to the Expo 2020 site will be conducted in a fair and ethical manner. The responsibility for following these recruitment practices rests with the employer of the worker (i.e. contractor and subcontractor). For contractors, this includes the recruitment practices of their subcontractors.

- a. Recruitment agencies used will be reviewed by the employer to ensure they are reputable, legally registered within the country of operation and adhere to the recruitment standards set in this subsection.
- b. Costs paid by the employer to UAE or overseas registered recruitment agencies, including direct or indirect costs for processing or placement fees, will not be passed on to its workers.
- c. Employers must use recruitment agencies that do not charge workers a fee for any recruitment or recruitment related services.
- d. Recruitment agents or in-house recruiters must provide transparent information to prospective workers about the recruitment process and their terms of employment in the UAE, as well as their rights.
- e. The employer will have formal agreements with their recruitment agencies and/or labour providers.
- f. Contractor shall maintain a current list of recruitment agencies that it uses and those used by its subcontractors.
- g. The client is permitted to prohibit the contractor's use of any recruitment agent used to recruit workers for Expo 2020.
- h. Employers will document their recruitment procedures describing the process it uses to recruit workers from abroad.
- i. Where recruitment fees have been paid by the worker to a UAE or overseas registered recruitment agency, these will be reimbursed by the employer in one amount before or during their next salary payment.
- j. The employer shall prohibit bribery and corruption within its formal agreements with recruitment agencies and will include a governance statement on managing the use of sub-agents (if any).
- k. Employers must undertake assessments to check whether workers have paid fees during the recruitment stage.
- l. In cases where no newly hired workers are brought onto the Expo 2020 site and the worker was recruited by the same Employer, then the Employer shall assess if those individuals are currently repaying debts incurred from recruitment related fees, and that remaining amount should be reimbursed to the worker in the next pay cycle.

3.3 Employment Offer

General requirement: Recruitment of newly hired workers to the Expo 2020 site, shall fully understand the terms and conditions of their employment.

- a. Where the worker's employment offer must be registered with the UAE Ministry of Labour, in accordance with the UAE's employment laws, the employment offer template as prescribed by Ministerial Decree (764) of 2015, must be used to make all offers.
- b. A translated version of employment offer will be provided to the worker, at the time of recruitment, in the worker's native language.
- c. The original employment offer must be signed by the worker, only when they have understood and agreed to the terms and conditions of employment, and must also be signed the employer or the employer's representative.
- d. Where a worker is illiterate, the offer must be explained verbally in a language that the worker understands. If agreed to by the worker, the offer must then be marked with the worker's thumb print. A record documenting the name of the interpreter and contact details will be retained by the employer.
- e. The employer is responsible for all relocation and repatriation costs from the country of hire, including airfare and visa/residency permit costs.
- f. No offers shall be made on a daily wage basis.

3.4 Employment Contracts

General requirement: Workers must benefit from the full protection of UAE Labour Law and must not be coerced into signing unfavourable employment contracts.

- a. The employment contract must match the offer letter with no alteration or substitution of terms unless such alterations or substitutions benefits the worker. Any such change must be agreed by the worker and approved by the UAE Ministry of Labour.
- b. If the employment contract terms are less favourable than the offer of employment, the employer must match the terms of the original offer of employment.
- c. Where the worker's employment contract must be registered with the UAE Ministry of Labour, in accordance with the UAE's employment laws, the employment contract template, as prescribed by Ministerial Decree (764) of 2015, must be used.
- d. A translated version of the employment contract will be provided to the worker in a language that the worker understands.
- e. Workers shall only sign the original employment contract when they have understood and agreed that the terms and conditions of employment match those stated in their original offer letter.
- f. Where a worker is illiterate, the employment contract must be explained verbally in a language that the worker understands. If agreed to by the worker, the employment contract must then be marked with the worker's thumb print. A record documenting the name of the interpreter and contact details will be retained by the employer.
- g. A copy of the signed original employment contract must be provided to the worker.
- h. The employment contract will be signed voluntarily by the worker and no attempt should be made by the employer or any other party to coerce the worker into signing the contract.
- i. At the time of signing the employment contract, the employer will determine whether the worker has been directly or indirectly charged any recruitment, processing or placement fees in line with sub-section 3.2 of this document.
- j. The worker must be free to terminate the employment contract without penalty upon giving reasonable notice in accordance with the terms and conditions of their employment.

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- k. Any changes to the employment contract must have formal and voluntary consent from the worker before seeking approval from the UAE Ministry of Labour.
- l. No employment contracts shall be made on a daily wage basis for new workers hired to work within the Expo 2020 Site.

3.5 Wages

General Requirement: Workers receive a fair wage and that all payments and transactions are auditable and comply with UAE law and EX20 specific requirements.

- a. Employer will have a fair and defined system to set worker wages, and should be reviewed annually.
- b. A minimum wage structure in accordance with UAE Labour Law must be implemented.
- c. Remuneration of women in the workforce must be equal to that of men when they perform the same work.
- d. Wages include basic salary plus allowances, benefits and all other dues payable to workers in accordance with their particular employment contracts.
- e. Workers are entitled to leave with full pay for all UAE public holidays.
- f. Wages must be paid in full at regular intervals not exceeding one month and within five days of the end of the pay period.
- g. Wages must be paid without delay and in line with the requirements of Ministerial Resolution No. 788 of 2009 (Article 2) requiring wages to be transferred to workers using the Wage Protection System (WPS).
- h. Where necessary, bank accounts must be opened for workers by the employer.
- i. Employer must not have access workers' bank accounts other than to deposit wages.
- j. Employer must maintain a payroll register.
- k. Employer must keep a wage register of all its workers setting out all their wages and the calculations.
- l. Employer is able to provide proof of payment of wages on a monthly basis.
- m. Workers must be provided with a payslip. The payslip will provide itemised details of hours worked including overtime, payment for standard hours and overtime, any bonus or performance payments and any authorised deductions. It is permissible to provide electronic or online payslips. Workers to be provided an explanation of the payslip layout in a language that they understand and displayed in worker accommodations or provided within the company induction pack.
- n. Any wage deduction programme must be in accordance with the requirements of the law and must be formally communicated to workers at the time of hire.
- o. Deductions from wages must only be made in accordance with the law.
- p. Wage deductions must not exceed 10% of the monthly wage.
- q. The Employer will be responsible for all costs associated with the worker's application or renewal of employment residency in the UAE, such as Emirates Identification card.
- r. Workers' wage shall not be deducted for:
 - i. Relocation, repatriation and leave airfare
 - ii. Visa/residency permit costs
 - iii. Job specific training (normal wages shall be paid for all time spent in training)
 - iv. Accommodation and other facilities
 - v. Healthcare
 - vi. Food
 - vii. Transportation
 - viii. Safety-related equipment and PPE

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- ix. Uniforms
 - x. Laundry
 - xi. Medical fees or sick leave.
- s. Workers must not be charged interest on any wages paid in advance of the due date, by way of an advance payment or loan.
 - t. At the end of a worker's employment, all wages and an end of service gratuity must be paid promptly to the worker. The end of service gratuity must be paid before repatriation to their country of origin.
 - u. In the event of a death of a worker, all due wages and end of service gratuity must be paid in full to the deceased next of kin within 30 days. Any insurance or other compensatory entitlement must be paid in full as soon as practical.
 - v. Any payments made by the client to the contractor will first be used to pay workers' wages or other payment for the benefit of workers.
 - w. Payment to workers will not be conditional upon the receipt of payment from the client or any other party.
 - x. Contractor's bank guarantees must cover, amongst other things, payment to workers in the event of non-payment of wages in accordance with Cabinet Resolution 26 of 2010 or the contractor must have insurance to the monetary guarantee provided by employers to cover workers' end of service benefits, vacation allowance, overtime allowance, unpaid wages, return air ticket and cases of work injury.
 - y. If the client has reasonable grounds to believe that contractors or subcontractors have failed to pay other payments for the benefit of workers, the client may withhold the monies payable to the contractor and pay other payments and recover or deduct all such payments from monies payable to the contractor.
 - z. In the event of employee fatality the deceased employees' end of service benefits and applicable compensation for their beneficiaries must be given.

3.6 Working Hours, Rest and Leave

General requirement: Workers shall be provided rest and leave in accordance with UAE Labour Law as a minimum.

- a. Contractors must implement a time and attendance recording system to capture the presence of all workers, including subcontractors.
- b. The regular weekly working hours for workers is 48 hours, and a maximum of six (6) work days a week.
- c. Where work circumstances require the worker to work more than the above defined working hours, any period worked in excess must be treated as overtime, and the worker must be remunerated in accordance with UAE Labour Law (i.e. Overtime calculated on gross Salary = basic salary + the agreed allowances).
- d. Normal overtime will not exceed two hours in any one-day period.
- e. Workers may not work on more than two Fridays successively.
- f. Where contractor provides a 24/7 service, a rotation or shift scheme must be used in accordance with the above working hours. Worker must be provided one full day rest per week.
- g. During the holy month of Ramadan, working hours must be decreased in accordance with published legal requirements.
- h. During summer, outdoor work must be restricted to periods specified by the Ministry of Human Resources and Emiratisation, and where required, suitable rest facilities must be provided for workers.

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- i. Worker must not work longer than five (5) continuous hours without a break. The subsequent break must not be less than one hour per day for rest, food, and prayer outside the working hours.
- j. All leave (annual, sick, bereavement or other) must be compliant with the minimum requirements set by the UAE Labour Law.
- k. A leave record for each worker must be created and maintained. This record must include all forms of leave taken by the worker.
- l. Workers must receive a minimum of 30 calendar days paid annual leave each year as mandated by the Ministry of Human Resources and Emiratisation plus the leave salary in advance of departure (at least once every 2 years).
- m. If a fixed annual leave system is implemented, it must not be divided into more than two periods determined after consultation with the concerned worker. Leave should not be unreasonably delayed or withheld.
- n. Periods of incapacity from work resulting from sickness or injury must not be counted as part of the minimum annual holiday with pay.
- o. Workers must be entitled to unpaid leave of up to 14 days in the event of death or serious debilitating injury to a member of their immediate family.
- p. Workers, at all times, are entitled to leave the labour accommodations freely and at their own will, unless there are legitimate safety or security issues that might threaten the health, safety, and well-being of the worker.
- q. Workers must not work more than 60 hours per a week (inclusive of normal + overtime hours) and 66 hours per week for commercial establishments, hotels, restaurants, watchmen and similar operations.
- r. Employers may not withhold or retain any monies from the worker prior to going on leave.

3.7 Healthcare

General requirement: Adequate healthcare must be provided to workers.

- a. Employers must obtain all relevant insurances in accordance with the requirements of the local and federal law to ensure that all workers have access to medical care from the date of assignment.
- b. All workers must be provided with health insurance free of charge.
- c. Where a worker sustains a work-related injury or contracts an occupational disease, the employer shall pay for the cost of their treatment, unless it is covered by insurance, as well as a financial subsidy to the Employee, which will include overtime where applicable.
- d. Where a worker has suffered a work-related injury or any other form of incapacity, they must not return to work without a medical practitioner's 'fit to work' certificate.
- e. Employers must provide medical practitioners to carry out medical examinations at regular intervals of not more than six months for workers who are exposed to occupational diseases while in their employment and care in accordance with the requirements of the UAE Labour Law.
- f. All workers must possess a valid occupational health card for medical examinations at a Dubai Municipality approved clinic in line with the frequencies prescribed in local orders 61 of 1991 and 11 of 2003.
- g. Employer will provide free of charge professional counselling services for workers requiring treatment for emotional, traumatic, and mental illness issues.
- h. Contractor will provide free of charge general wellness checks to workers, including and not limited to, diabetes, heart condition and educational programmes on smoking cessation and nutrition.
- i. Employer will have a death in service procedure, which includes;
 - i. next of kin are to be informed immediately and regularly updated of legal processes,
 - ii. open communications with the deceased's family throughout the whole process.

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- iii. the employer will be responsible for all associated costs and procedures for repatriation of the remains, regardless of cause.
- iv. remains of any deceased employees must be repatriated to their families upon receipt of any police clearance documentation within a maximum of 72 hours.

3.8 Forced Labour and Ethical Treatment

General requirement: Workers must be treated fairly and must not suffer abuse of their human and labour rights. Employers must understand that forced labour is unlawful in the UAE and will incur prosecution under UAE Law.

- a. The dignity of workers must be protected and preserved. No worker must be subject to inhumane treatment, physical, sexual, psychological or verbal harassment or abuse.
- b. Workers must always be treated fairly.
- c. Forced, compulsory, bonded, human trafficking practices, or any other violations of human and labour rights in the UAE are prohibited by law and must not be practiced.
- d. Employers will not impose or request employment bans on workers.
- e. Pregnancy tests will not be a condition of employment nor will they be demanded of workers.

3.9 Passports and Personal Documents

General requirement: All workers are responsible for the safekeeping of their personal documents including passports, identification cards, driving licences, bank cards and health insurance cards.

- a. Employers do not confiscate or withhold worker identity documents, bank cards or other valuable items, including work permits and travel documentation (e.g. passports).
- b. Where workers hold their own passports and personal documents, the employer must provide personal secure lockable facilities to the workers.
- c. Where employers hold their workers' passports and personal documents, the employer will have safeguards that protect the workers legal right to unconditionally request the return of their passport. Required safeguards include:
 - i. A passport retention policy that clearly demonstrates compliance with UAE Law.
 - ii. A passport return procedure that defines the process to return passports within a maximum of 24 hours of a request, and within six hours or less in the event of an emergency.
 - iii. Employer's ability to demonstrate that passports and personal documents have been retained without duress and workers understand that they can unconditionally request the return of personal document.
 - iv. Employer maintains a register of all workers who are not in possession of their passports and personal documents.
 - v. Employer has an assurance programme to verify that their passport retention policy and procedure has been applied as intended.
 - vi. Procedure that informs the worker that their passport is due to expire within 6 months and that the passport renewals process should be facilitated by the employer.

3.10 Grievance and Disciplinary Mechanisms

General requirement: Internal processes that cover grievance management must be in place and understood by all workers including subcontractors.

- a. All workers have the right to a fair hearing in the event of any charge of misconduct and that they also have the ability to raise a grievance and be assured that it will be suitably reviewed and considered by senior management.
- b. Workers must have access to a confidential process in which they can raise grievances, report concerns or non-compliance with both legal requirements without fear of reprisal.

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- c. Employers will have written procedures to address worker grievances. These procedures will include:
 - i. Easy to understand terminology and explained to workers in a language they understand
 - ii. Assurance that workers can report a grievance without fear of penalty, dismissal, or reprisal of any kind
 - iii. A provision that gives workers access to additional support such as interpreters or counselling
 - iv. Protection of workers' confidentiality
 - v. A procedure for senior manager's response to workers' grievance
 - vi. An internal appeal system for unfavourably resolved complaints or disciplinary actions
 - vii. How unresolved grievances will trigger Article 155 of the UAE Federal Law No. (8) of 1980
- d. If both parties fail to reach an amicable settlement, the employer executes its legal responsibilities as required in Article 155 of the UAE Federal Law No. (8) of 1980, including replying to an employee complaint within seven working days from date of receipt of the complaint, and simultaneously submitting to the UAE Ministry of Labour a copy of the complaint and the reply.
- e. Employers will ensure that workers are aware of the grievance resolution process including how a worker can escalate their dispute to the UAE Ministry of Labour (as described in Article 155 of the UAE Federal Law No. (8) of 1980) and access the UAE Ministry of Labour operated toll-free hotline.
- f. Trained and suitably qualified human resource personnel should be available to resolve grievance and conflict.

3.11 Worker Orientation and Communication

General requirement: Effective communication between workers and management must be in place.

- a. All workers will receive an orientation in a language they understand prior to mobilisation to the Expo 2020 site. Including and not limited to the following topics:
 - i. Employer's Employment Policies
 - ii. Disciplinary/Grievance procedures
 - iii. Mechanisms to obtain support or advice
 - iv. Working hours, overtime policy, holidays, vacation, sick leave
 - v. Protections provided by the EX20 specific requirements
 - vi. Safeguarding passports and personal documents
 - vii. Worker Welfare Committee
 - viii. Social and cultural awareness
 - ix. Other relevant employment practices, policies and procedures
 - x. Passport retention and personal documents rights
 - xi. Recruitment fees payment assessments
- b. Orientation will include distribution of materials for reference after the training / induction.
- c. Health and safety and other general notice boards will be established in prominent locations and will be in languages most commonly used by the workers.
- d. Notice boards will include welfare information, including a grievance procedure, contact details for the accommodation manager and other key staff, working hours and other pertinent information.
- e. Topics associated with welfare matters will be communicated to the workers via regular toolbox talks and ad hoc training programmes in a language they understand.

3.12 Records

General requirement: Employee records shall be kept and maintained in a safe and secure location.

- a. Employers will maintain a recruitment register listing all newly recruited workers hired for the Expo 2020 site, including details of the recruitment agency used to hire the workers, and record of payment of recruitment fees.
- b. Employers must maintain a human resources file for each worker. The file must show at least the following information on each worker:
 - i. Name
 - ii. Original offer of employment and employment agreement
 - iii. Job or occupation
 - iv. Age
 - v. Nationality
 - vi. Place of residence
 - vii. Marital status
 - viii. Next of kin
 - ix. Emergency contacts (at least two)
 - x. Date of employment
 - xi. Wages paid and any adjustments made
 - xii. Leave taken (including annual leave, sick leave, and other leave)
 - xiii. Disciplinary record
 - xiv. Period of probation
 - xv. Grievances record
 - xvi. Work appraisals
 - xvii. Records of pre- and post-medical examinations
 - xviii. Induction and training records
 - xix. Occupational illnesses and injuries
 - xx. Date and reason for termination of employment
 - xxi. Copy of valid passport,
 - xxii. Copy of Work visa,
 - xxiii. Copy of work permit (labour card),
 - xxiv. Copy of Emirates ID
 - xxv. Copy of medical health insurance card
- c. Contractors will maintain a manpower register that tracks the number and names of its workers on the Expo 2020 site. The register will show the following for each worker:
 - i. Nationality
 - ii. Languages spoken
 - iii. Start date
 - iv. Visa expiry date
 - v. Job title of each worker
 - vi. Current location of their accommodation
- d. Employer records will be stored appropriately and made available to the contractor or client or their nominated representative to demonstrate the requirements of these standards have been complied with.

3.13 Reporting

General requirement: A mechanism to report performance against the requirements of the Standards must be developed and implemented by the Contractor and the Subcontractor.

- a. Contractors are required to prepare a Worker Welfare Report (using EX20 template) that will be submitted to the client on a monthly basis reporting on their own performance and that of its subcontractors against the Standards.

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- b. Incidents related to worker welfare, defined as a non-compliance with the Standards or UAE Law that seriously affects the protection, health, safety, welfare, security, rights or the dignity of any worker, must be reported to the client immediately. Incidents include:
 - i. Failure to close-out corrective actions for verified serious non-compliance(s)
 - ii. Contractor verified serious non-compliance(s) raised by a worker
 - iii. External allegation of worker welfare non-compliance(s)

3.14 Worker Welfare Manager

General requirement: The employer will nominate a named individual that has responsibility for the implementation and management of the Standards.

- a. Contractors and subcontractors will assign a dedicated employee as the Worker Welfare Manager to implement these standards.
- b. Worker Welfare Managers shall hold at least a Bachelor's degree in human resources management (or equivalent qualifications) or have a minimum of 5 (five) years' experience in human resources management or in a worker welfare related field. Where a subcontractor does not have a person that has the necessary qualifications and experience, they shall identify a senior member of their management team to coordinate with the contractor's Worker Welfare Manager.

3.15 Worker Welfare Forum (Client)

General requirement: Clients lead a Worker Welfare Forum to facilitate effective communication between the client and its contractors with regards to worker relations and compliance with the Standards.

- a. Contractor's Worker Welfare Manager and the contractor's Project Manager will participate in the Client's Worker Welfare Forum, held at least once every two months.
- b. Contractor's Worker Welfare Manager and the Project Manager are both authorised to make decisions at the WWF regarding the following:
 - i. Existing or potential employee relations problems as well as possible solutions
 - ii. Sharing information and ideas to improve worker welfare
 - iii. Supporting the implementation of a common strategy to solve issues
 - iv. Issues arising from inspections and audits
 - v. Issues of non-compliance to the standards

3.16 Worker Welfare Committee (Contractor)

General requirement: Contractor Worker Welfare Committee shall be established to facilitate effective communication with contractors and subcontractors.

- a. Where contractors' combined workforce (between itself and its subcontractors) is more than 50, it shall organise and manage regular WWC, to be held at least once every two months, with required attendance from subcontractors and optional attendance of associated client and EX20.
- b. The contractor's Project Manager shall lead the contractors WWC, with the active participation by the contractor's and subcontractor's Worker Welfare Managers and contributions from Accommodation Managers/Lodging Superintendents and other relevant staff.
- c. The WWC will include worker representatives and be selected by the workers. A clear and transparent process must be created to select representatives from the workforce.
- d. Meeting minutes of the WWC are recorded, actions awarded and followed until closure, with copies distributed to the client.

4 Accommodation & Transportation Standards

4.1 Facility Design

General requirement: Group Labour Accommodation must be designed in accordance with UAE Law, specifically Cabinet Decision No. (13) of 2009 or Ministerial Resolution No. 212 of 2014.

- a. All accommodation facilities must observe the laws of any local authority and be designed in accordance to the engineering standards and specifications of the relevant local authorities.
- b. The accommodation buildings must be compliant with all the sanitary and environmental conditions and the safety requirements of the local authorities.
- c. Regular maintenance must be carried out to ensure sanitary and environmental conditions and the safety requirements of the local authorities.
- d. Accommodation buildings must have concrete or cement walls and floors.
- e. All the building materials used must be environmentally friendly and must not pose a risk to public health.
- f. Buildings materials must be non-flammable and must comply with the standards of the Civil Defence requirements.
- g. Doors must be fireproof as per the standards of the Civil Defence requirements.
- h. In the absence of regulations/legislations/competent local laws, applicable international standards shall govern the use of materials.
- i. Each accommodation facility housing more than 500 persons has 35-40% of the total land of the accommodation site allocated to roads, pedestrian sidewalks, parking spaces, recreational spaces, yards, planted areas and paved roads.
- j. Each accommodation facility housing more than 500 persons must have 5 metres or more space between the residential buildings and is compliant with the building conditions adopted by the local authorities.
- k. The maximum building height must be compliant with the standards approved by the respective competent local authorities.
- l. The outdoor area must be sufficient for safe movement within the accommodation facility.
- m. The outdoor area must be sufficient for vehicle movement and parking, taking into consideration the following:
 - i. Control of site entrances and exits
 - ii. Accessibility by emergency vehicles to all buildings
 - iii. Food delivery, provision and storage
 - iv. Garbage management (storage, collection and transportation)
 - v. Bus stops and car parking
 - vi. Fire prevention and alarm systems
 - vii. Emergency exits and assembly points
 - viii. Outdoor lighting
- n. Signage indicating safe passage throughout the facility must be clearly displayed.
- o. Each accommodation housing more than 500 persons, must have shaded waiting areas provided at bus stations and car stops for worker pickup and drop-off.

4.2 Location and Buildings

General requirement: Employers must take responsibility to ensure that the location of housing it provides to workers are safe, suitable, comfortable and as close as reasonably practical to the place of work so as to avoid excessive journey time to the work site.

- a. The accommodation must be, as far as is **reasonably practicable, less than one hour from the Expo 2020 Site**.
- b. The accommodation must be away from environmental pollution sources (e.g. garbage, livestock, and sewage outlets) and from storm water and flood drainage systems, as per the standards approved by the competent local authorities, irrespective of the accommodation housing size.

4.3 Ventilation and Air Conditioning

General requirement: The air conditioning and ventilation systems shall be appropriate for the local climate and provide residents with a comfortable and healthy environment.

- a. Kitchens, mess halls, corridors, offices and halls must be provided with ventilation and central air conditioning systems as per the standards and conditions adopted by the competent local authorities.
- b. Bed rooms must be supplied with air conditioning.
- c. The window area takes at least 10% of the room floor area, where 50% of the windows can be opened.
- d. A ventilation system must be installed in bathrooms to discharge the air outside the building and replace it with external air using the proper methods.
- e. Ventilation must be fixed at the bottom part of the door of every bathroom, to provide ventilation and create an air current with the air coming from the adjacent area.
- f. External air is provided accordingly for each type of room at an exchange rate as follows:
 - i. Mess halls, laundry rooms, bedrooms, lobby and corridors, security office, offices, prayer room, first aid room at 5 litres per second per persons
 - ii. Kitchens, bathrooms, toilets at 25 litres per second per persons
 - iii. TV and entertainment rooms at 7.5 litres per second per persons
- g. Ventilation systems must be available in the bathrooms, storerooms, copy rooms, computer rooms, kitchens, toilets, furnaces, changing/bathing rooms, swimming pools and other areas that contain pollution sources.
- h. To direct polluted air in the correct direction, air pressure in the areas stated above must be lower than that in the adjacent internal areas and higher than that in the external areas.
- i. The ventilation systems must directly lead outside the buildings and be installed to prevent the return of pollutants into the buildings. Ventilation systems must be at a distance of at least 25 feet (8 metres) from air inlets.
- j. Ventilated air is renewed at the minimum averages of 3.5 litres per metre squared per second for kitchens, 25 to 35 litres per second per unit for bathrooms and 25 to 35 litres per second per unit for toilets.
- k. A system must be available to control the temperature, humidity and air speed and provide a comfortable environment.
- l. In all air-conditioned areas, the relative humidity average must be controlled to between 30% and 60%.

4.4 Bathrooms

General requirement: Accommodation facility must include sufficient sanitary facilities that are kept clean and serviceable.

- a. Easy access must be provided to the sanitary facilities without the need to pass through bedrooms.
- b. For accommodation facilities housing more than 500 persons, bathrooms must be located at a distance of less than 31 metres from any bedroom, mess hall or kitchen. **For each accommodation facility housing less than 500 persons, consideration is given to the distance of private bathrooms from any bedroom, dining hall or kitchen.**
- c. Any common bathroom has at least 2 (two) toilets.
- d. Any common bathroom has 1 (one) toilet for every 8 (eight) residents.
- e. Sufficient water pressure is provided so that the toilets are flushed after use.
- f. Cold and hot water is provided in bathrooms.
- g. One shower is provided for every 8 (eight) residents.
- h. One washbasin is provided for every 5 (five) residents in accommodation facilities housing less than 500 persons or 1 (one) washbasin for every 8 (eight) residents in accommodation facilities housing more than 500 persons.
- i. Washbasins have mixers to control the temperature of the water used.
- j. **Hand wash facilities include soap and hygienic means of drying hands.**
- k. Toilets and bathrooms include mirrors and cabinets and fixtures to hang clothes and towels and place the soap.
- l. The window area takes at least 10% of the bathroom floor area, and at least 50% of the windows are opened to the outside.
- m. Bathroom, toilets, or urinals are not to be placed in any other room not solely designed for that purpose.
- n. Bathrooms and toilets are sanitary and are cleaned using detergents at least daily **and more frequently as conditions dictate.**
- o. **Showers/washroom flooring is made of slip resistant/hard washable materials.**

4.5 Bedrooms

General requirement: Bedrooms in the accommodation facilities shall provide residents with sufficient space to move freely about the bedroom and to sleep comfortably as well as have suitable storage and personal security.

- a. Bedrooms, as much as possible, are located on the upper stories. Bedrooms are only provided on the ground floor when suitable space is available after providing security office, workers equipment room, kitchens, cafeterias, prayer room, first-aid room and any other services located on the ground floor, **irrespective of the accommodation housing size.**
- b. Each resident has space in their bedrooms of not less than **4 (four) m².**
- c. The maximum number of residents allowed per bedroom is **8 (eight)** while observing the specified space area for each resident.
- d. The bedroom ceiling is not less than 7 feet (2.13 m) high.
- e. Each resident is provided with a sleeping area that is not shared with any other person.
- f. Each resident is provided with a bed, side table and a 2 metre high closet with a lock.
- g. **The space between the beds does not impede ease of access/egress.**
- h. The bed height is not less than 12 inches (30 cm) from the ground.

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- i. In case of bunk beds, the distance between the beds is not less than 48 inches (121 cm) from both sides and the rear side, provided that the distance between the upper and the bottom bed is not less than 27 inches (68 cm).
- j. Triple bunk beds must not be used.
- k. Shoe racks are provided and placed at the entrance of every room for the resident to place their shoes before going into the sleeping area.
- l. Cooking stoves or washing machines must not be used in the bedrooms.
- m. The sleeping noise level will be less than 40 dB.
- n. All rooms will be kept clean and in good condition.
- o. Floors are made of easy to clean material.
- p. All doors and windows will be lockable.
- q. All doors and windows will be provided with mosquito nets where conditions warrant.
- r. All mattresses, pillows, duvets/blankets are replaced, free of charge, every 2 (two) years.
- s. Beds will be free of infestation of any kind such as bed bugs.

4.6 Kitchens (Catered and Self-Cooking)

General requirement: Kitchen facilities must have sufficient equipment and resources. Adequate facilities for food storage, preparation and cooking must be available, hygienic and well maintained.

- a. Where catered facilities are provided:
 - i. The kitchen must be managed by a licenced food service company or by professional catering staff
 - ii. Any persons preparing food must be registered and licenced in compliance with local authority and ministry of health requirements
 - iii. The kitchen must be compliant with the public health standards of the concerned authority
 - iv. Different choices of food will be served to take into consideration cultural and religious background, dietary requirements and the need for a balanced and healthy diet
 - v. Meals must be provided at least 3 (three) times a day
 - vi. Kitchen staff will be provided free of charge laundry service and provided at least 2 (two) sets of work clothes
 - vii. There are suitable stores to preserve dry, refrigerated and frozen food
 - viii. There are 3 (three) separate food preparation areas (meat, fish and vegetables), each with a double stainless steel sink, separate cutting tools, fridge and a preparation table of stainless steel
 - ix. There are hand wash basins of stainless steel (according to the number of workers) with hot and cold water, liquid soap and hand drying facilities
 - x. There is at least 1 (one) large and deep wash basin, with hot and cold water, for washing large pots
 - xi. The kitchen is equipped with a proper drainage system and a ventilation outlet with the exhaust outlet at least 2 metres higher than the closest building to the unit
 - xii. Kitchen floor, ceiling and wall surfaces are made of non-absorbent, easy to clean materials
 - xiii. The kitchen and cooking facilities are kept clean
 - xiv. The kitchen is equipped with a means of pest control
 - xv. Food catered to site for meals must follow all UAE regulations on food safety
- b. Where self-cooking facilities are provided:
 - i. Employers will ensure twice daily cleaning of all cooking stations, food preparation surfaces, sinks and floors
 - ii. Employer will provide deep cleaning services for the self-cooking facilities every 3 (three) months
 - iii. There are suitable stores to preserve dry and refrigerated food
 - iv. There are separate food preparation areas, one for raw meat and another for food stuff, each with a stainless steel sink and a stainless steel preparation table

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- v. There are hand wash basins of stainless steel (according to the number of workers) with hot and cold water, liquid soap and hand drying facilities
- vi. There is a wash basin, with hot and cold water, for washing pots
- vii. The kitchen is equipped with a proper drainage system and a ventilation outlet with the exhaust outlet at least 2 metres higher than the closest building to the unit
- viii. **Kitchen floor, ceiling and wall surfaces are made of non-absorbent, easy to clean materials**
- ix. The kitchen and cooking facilities are kept clean
- x. The kitchen is equipped with a means of pest control

4.7 Mess and Dining Areas

General requirement: All accommodation facilities must include a mess/dining hall with sufficient seating space for residents to comfortably eat their meals.

- a. The mess/dining area must be able accommodate at least one-third of the total number of residents at any given time with each person having at least 1.4m².
- b. The mess/dining hall is close to the kitchen and is supplied with enough tables and chairs to seat one-third of all the residents.
- c. The mess/dining hall shall contain water coolers and washbasins with, cold and hot water, liquid soap and hand drying facilities.
- d. A schedule specifying the meal times must be placed at the entrance of the mess/dining hall.
- e. The mess/dining halls must be kept clean at all times.
- f. Where food is transferred from the accommodation to the site, stainless steel containers or any Dubai Municipality approved container shall be used, plastic packaging is strictly prohibited.

4.8 Leisure and General Facilities

General requirement: Accommodation must have adequate leisure and general facilities.

- a. The residents shall have a rest hall with comfortable seats and a suitable number of TV sets within the mess hall or another area.
- b. TV and rest areas must be able accommodate at least one-third of the total number of residents at any given time with each person having at least 1.4m².
- c. **TV schedules should tailor to the languages of the residents.**
- d. **Sports and recreation facilities such as basketball courts, football and cricket pitches, and gyms will be provided for residents to use in their free time. Such facilities can either be within the accommodation facility or free access will be available to nearby facilities.**
- e. Each accommodation facility housing 1,000-5,000 persons must have a barber shop and a grocery store.
- f. Each accommodation facility housing 1,000-5,000 persons must have an Automated Teller Machine (ATM).
- g. Each residential unit must have a prayer room.

4.9 Laundry Services

General requirement: Adequate laundry facilities must be available to residents and accommodation staff.

The Employer shall ensure that:

- a. Free of charge laundry services are provided to residents and accommodation staff for work uniforms/overalls (twice per week), bed linen (once per week) and towels (once per week).
- b. The laundry services are provided as per an announced schedule and management must appoint a person in charge of these services.
- c. Where laundry services for personal items are not offered, they provide the accommodation unit with communal laundry facilities that:
 - i. Are located on the ground floor of the residential buildings
 - ii. Are designed according to the technical specifications of the respective local authority
 - iii. Are provided with all the required services such as hot and cold water connections, ventilation and air conditioning, drainage system and sufficient lighting
 - iv. Where the facilities are not free of charge, the price will be fair and reasonable

4.10 Lighting

General requirement: The accommodation facility must have adequate lighting to ensure safe operation of the facility and provides residents with levels of lighting for them to be able to conduct leisure activities and necessary domestic duties within the facility.

- a. All lighting units fixed in occupied areas provide minimum lighting levels as shown in Table 4-1.

Table 4-1. Minimum Lighting Requirements

Area	Minimum Lighting Level
i. Passages, corridors, lobby, stairs, entrance, reception and open areas	100 Lux
Residential Buildings	
ii. Bedrooms	100 Lux
iii. Kitchens	150 Lux
iv. Cool storage	100 Lux
v. General workplaces	100 Lux
vi. Entertainment places	150 Lux
vii. Ablution places	100 Lux
viii. Shops, storerooms, warehouses	100 Lux
ix. First aid room	300 Lux
Laundry	
x. Receiving, sorting, washing, drying	150 Lux
xi. Dry cleaning	150 Lux
xii. Ironing, inspection, repair	200 Lux

- b. All bulbs used must be low power consumption light bulbs.
- c. The outdoor lighting is sufficient to allow safe pedestrian movement.
- d. The lamp posts are placed in a way so as not to obstruct pedestrian movement.

4.11 Sanitary Drainage

General requirement: All residential buildings must be supplied with a sanitary drainage system that is compliant with the regulations of the local municipality and the laws and standards of the UAE.

- a. Drainage systems must be compliant with the local municipality laws and standards of the UAE.
- b. The drainage system will not create any offensive smell or hazard to health.

4.12 Water Supply

General requirement: Adequate water supply must be available to the accommodation facility.

- a. Water supply systems must be compliant with the requirements of the local authorities.
- b. The average capacity of the water supply is based on the total number of residents that the facility can accommodate, at an average of 35 Gallons (132.5 litres) for each resident per day.
- c. The increase in demand at peak hours, especially in the early morning and evening, must be compensated appropriately. Water supply systems must provide 2.5 times the consumption average per hour at peak times.
- d. The residential facilities must have:
 - i. Underground reservoirs and adjacent water pumps to supply drinking water to the entire facility, unless bottled water is provided
 - ii. An underground reservoirs and water pumps to feed fire extinguishing systems in each residential building
- e. Water supply can be provided using a backup diesel pump.
- f. The water systems are installed, operated and maintained to prevent the growth of bacteria and other air carried microbes, as per the local authority and the laws and regulations of the UAE.

4.13 Hot and Cold Water Supply

General requirement: Sufficient hot and cold water supply is available to the accommodation facility at all times.

- a. All the bathrooms, showers, washbasins and kitchens must be supplied with hot and cold water.
- b. Each resident shall have access to at least 35 litres of cold water per 24-hour period.
- c. Cold water tanks mounted above ground shall be shaded.
- d. Each resident shall have access to at least 20 litres of hot water per 24-hour period.
- e. Hot water storage of a capacity of a minimum of 1,000 litres is provided for kitchen use and 600 litres for ablution.
- f. Water storage systems shall be regularly tested for legionella and treated where legionella is found to be present.
- g. Where possible, solar water systems for power conservation are used which can include the installation of a double heating system that operates on both solar energy and/or electricity.

4.14 Drinking Water

General requirement: Adequate drinking water supply must be available to the accommodation facility and it conforms to local requirements.

- a. The average capacity of the drinking water supply to the residential facility is based on the total number of residents that the facility can accommodate, at an average of 1.32 Gallons (5 litres) for each resident per day.
- b. Any drinking water storage facility must be routinely inspected, cleaned and maintained in accordance to a defined schedule by an approved water tanks cleaning company.

4.15 Internet Services

General requirement: Sufficient internet services must be installed for the use by residents.

- a. Free Wi-Fi internet facility will be provided to all residents.

4.16 Electricity Supply

General requirement: Supply of electricity must be strictly in accordance with local requirements. Sufficient number of electrical outlets must be installed for all residents.

- a. All electricity supply and wiring systems must be designed and installed according to the requirements set out by the Water and Electricity Authority.
- b. The devices and power distribution panels must be distributed among the floors, and separate isolating switches must be installed for every light and electric circuit across the facility.
- c. Separate electrical isolation devices must be installed for the ventilation and air conditioning systems, electrical control rooms, kitchens and other service areas, and every water heating device.
- d. The main air conditioning/cooling units are supplied with three-phase electric power systems that are disconnected individually in the relevant unit location.
- e. Electrical outlets must be installed in the wall as follows:
 - i. In all bedrooms near every bed for personal use
 - ii. In each main corridor, with a 15-m distance between the outlets
 - iii. In all the occupied rooms such as the offices, warehouses, security offices, control rooms, workshops and stores
 - iv. In all communal areas to plug in the required number of washing machines, refrigerators, in-wall air conditioners, cleaning equipment, vending machines and water coolers

4.17 Gas Supply

General requirement: Gas supply must be designed in accordance with civil defence requirements.

- a. Gas cylinders must be placed outside and kept secure and shaded from sunlight.
- b. Gas supply must be compliant with civil defence requirements.

4.18 Firefighting Systems

General requirement: The firefighting systems must be adequately designed, installed and maintained to deal with all fire hazards within accommodations facilities in line with legal requirements, including UAE Fire Life Safety Code of Practice of 2011, Cabinet Decision (13) of 2009 (where applicable) or Ministerial Resolution No. 212 of 2014 (where applicable).

- a. Compliance with Civil Defence and Cabinet Decision/Ministerial Resolution for firefighting systems will be evidenced.
- b. Sufficient water quantities must be available for extinguishing fires and feeding the water hoses located both inside and outside the buildings.
- c. Three firefighting pumps must be installed, one to be diesel operated and the other electrically operated, and a backup pump.
- d. The main passages of the facility must be equipped with hose reels and fire extinguishers.
- e. Automatic sprinkler systems must be fitted to stores and warehouse areas.
- f. Automatic gas suppression firefighting systems shall be installed in electrical substations and other required electrical rooms, as per the international standards and relevant UAE Laws.

4.19 Firefighting Alarm and Public Address Systems

General requirement: The firefighting prevention, detection and alarm systems, including the monitors, electric installations and sprinkler systems are designed and installed in accordance with the UAE Fire Life Safety Code of Practice of 2011, Cabinet Decision (13) of 2009 (where applicable) and/or Ministerial Resolution No. 212 of 2014 (where applicable).

- a. Compliance with Civil Defence and Cabinet Decision/Ministerial Resolution for firefighting systems will be evidenced.
- b. Each floor of a residential building with an area more than 1,000 m² must be divided into fire sectors.
- c. An automatic fire alarm system shall be installed and monitored from within the accommodation by means of an automatic fire alarm panel, which must be installed in secure places such as the security offices on the ground floor.
- d. Fire detection systems must be available in each bedroom, as per UAE Fire Life Safety Code of Practice of 2011.
- e. Fire detection systems must be available in all electrical substations, other required electrical rooms and pump stations.
- f. Call-points that activate the fire alarm system must be available within the accommodation facility, as per UAE Fire Life Safety Code of Practice of 2011.
- g. Fire alarm sirens must be installed in all the occupied units at a distance of 75 m from each other.
- h. A public announcement system must be installed in every accommodation facility.
- i. Accommodation must be equipped with a security system (surveillance cameras) to monitor all the sections of the facility and must be integrated into the public announcement system.

4.20 Firefighting Equipment and Emergency Exits

General requirement: Firefighting equipment and emergency exits must be provided in accordance with local regulatory requirements to effectively assist in the fighting of any outbreak of fire and to expedite the successful evacuation of residents from an area where fire has broken out.

- a. The firefighting equipment and emergency exits must comply with the Civil Defence standards.
- b. Emergency exits must be kept clear at all times.
- c. The emergency roads and passages must be provided with battery-powered exit lights to use in case of power outage.

4.21 Medical Services

General requirement: Adequate medical services must be included within the accommodation facilities and provided with professionally trained staff, equipment and medical supplies.

- a. Each accommodation facility must have at least 1 (one) first aid room that is supplied with enough furniture, materials and a drug cabinet, as per Table 3 under Article 4 of Ministry of Labour Decision No. 32 of 1982.
- b. Each accommodation facility housing 1,000-5,000 persons must have a licensed medical clinic that is capable of providing health services to all the residents and dealing with the cases that require medical care except for cases requiring hospitalisation. The clinic must:
 - i. be available 24/7 including the weekends, official holidays and religious and national holidays
 - ii. have easy access including the provision of an inclined ramp
 - iii. have a waiting area with sufficient space for patients
 - iv. have rooms/offices with sufficient spaces for consultation, treatment, convalescence and medical records
 - v. have an adequate number of employees including an on-duty physician and a nurse
 - vi. have bathrooms and washbasins with hot and cold water for patients and visitors

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- vii. have an onsite ambulance for transporting patients to nearest hospitals for emergencies
- viii. have equipment, bandages and a drugs room
- c. Accommodation facilities will have an isolation room for patients with all the necessary furniture and equipment.
- d. An adequate number of first aid kits are available in the accommodation facility (at least one on every floor) and adequately stocked.
- e. Every building must have at least 3 (three) first aiders identified and displayed on each floor and common areas. 1(one) trained first aider is to be available for every 200 residents.

4.22 Public Health Hazards

General requirement: Adequate controls shall be in place for the prevention of any health hazard.

- a. All necessary and effective measures must be implemented to prevent public health hazards such as, insects and rodents from existing or multiplying in or around the accommodation facility.
- b. A company specialising in controlling public health hazards and licenced by the competent local authority is contracted to carry out extermination activities as per an approved programme.
- c. Records and reports of completed extermination activities must be kept.

4.23 Waste Disposal

General Requirement: Adequate methods are provided for the cleaning of accommodation facilities and the disposal of waste.

- a. Waste from residential buildings and bedrooms must be removed daily.
- b. Closed and washable waste bins must be provided in sufficient quantities.
- c. At least one industrial size waste bin must be provided per 50 residents/staff.
- d. Industrial waste containers must be placed on a wooden, metal or concrete stand; the waste containers and the surrounding area must be kept clean at all times.
- e. Waste containers are emptied and cleaned daily.
- f. The methods of waste disposal observe the environmental and health requirements of the local authority.

4.24 Accommodation Management

General requirement: Adequate accommodation management teams must be available at all facilities. Such teams must be staffed by competent managers to fully manage all aspects of the accommodation facility.

- a. An Accommodation Manager/Lodging Superintendent must be appointed to manage all the facilities. If a third-party service provider is being used, clear contractual management responsibilities and reporting requirements must be established.
- b. Depending on the size of the accommodation, sufficient accommodation staff are employed to run the facilities.
- c. Inspection and testing plans must be in place to manage electrical, mechanical, fire and emergency systems.
- d. The Accommodation Manager/Lodging Superintendent must maintain a register of the residents in the accommodation facility within a database.

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- e. The Accommodation Manager/Lodging Superintendent is responsible for:
 - i. Appointing staff to perform necessary tasks for day-to-day management of the residential facility.
 - ii. Providing proper training for the facilities' staff.
 - iii. Coordinating regular inspection of all accommodation facilities.
 - iv. Controlling and managing the planned occupation percentage against actual occupation (population density).
 - v. Issuing instructions and following up on; onsite maintenance, food activities and nutrition, utilities management, ensuring observance of housing instructions by all the residents, managing inspection activities and corrective actions, managing the housing budget, organising and holding periodic training sessions on evacuation in case of emergency, and supervising the introductory training programme.
- f. Conduct regular drills for fire and medical emergencies and maintain records.

4.25 Health, Safety and Security

General Requirement: Health, safety and security measures must be in place to prevent injury to residents, protect their health and guard against theft, trespassing and vandalism.

- a. A specific fire safety plan must be prepared. The plan must include training of fire marshals (1 per 50 residents), periodic inspection, testing and maintenance of fire safety equipment, fire safety inspections and periodic drills.
- b. The person-in-charge of managing the accommodation must have a specific duty to report to the health authorities the eruption of any contagious diseases, food poisoning and other important casualties.
- c. Each resident, within one week from the checking into the accommodation facility must attend an awareness programme that covers the following topics:
 - i. Instructions of the unit management/residential compound
 - ii. House rules
 - iii. Proper use of services and facilities, recreational activities
 - iv. Personal hygiene, diseases
 - v. Waste disposal
 - vi. Preventing pollution
 - vii. Pest control
 - viii. Fire prevention and proper use of firefighting equipment
 - ix. Responsibilities during emergencies
- d. Copies of the house rules, in a language understood by all the residents and signed by the accommodation manager, must be displayed on every floor of the accommodation facility.
- e. The house rules must include, as a minimum, the following topics:
 - i. Cleanliness
 - ii. Prohibitions (smoking, cooking)
 - iii. Use of storage facilities
 - iv. Waste disposal
 - v. Loud music
 - vi. Tampering with the building equipment
 - vii. Water preservation
 - viii. Visitors
 - ix. Any other matter deemed necessary by the manager/superintendent
- f. The residents, staff and visitors must not be permitted to use tobacco products inside the accommodation facilities or within 20 feet from any entrance or within 20 feet from fresh air inlets. Suitable signage must be erected around the accommodation facility to ensure strict enforcement.
- g. The use of tobacco products must be permitted outdoors or in designated smoking areas that are completely isolated from non-smoking areas by walls from ground to ceiling.

4.26 Transportation and Vehicle Safety

General requirement: Vehicles used in the transportation of workers must have sufficient equipment to ensure comfort of the passengers and also assist in preventing accidents and injuries while travelling.

- a. Vehicles must be subject to annual inspection by the competent local authority.
- b. Vehicles must have lighting to help show its dimensions.
- c. The name of the company employing the workers must be visibly placed on the vehicle.
- d. The maximum number of passengers allowed must be clearly displayed on the bus.
- e. Smoking inside the vehicle must be prohibited and this requirement must be clearly displayed.
- f. Drivers must be licenced in accordance with road transport authority requirements.
- g. **Contractor must have a system to ensure that its vehicles are regularly maintained and road worthy.**
- h. The vehicle must be air-conditioned.
- i. All seats within the vehicle must have seat belts and handgrips.
- j. The vehicle exit/entry points must have handgrips for passengers to alight or enter the bus.
- k. The vehicle must have a first-aid kit with easy access in a clearly visible location.
- l. The vehicle must have 2 (two) fire extinguishers of at least 5 kg each, 1 (one) placed in the front and the other at the back of the vehicle.
- m. The vehicle must have hammers to break the windows in case of an emergency.
- n. The vehicle must have emergency windows.
- o. The emergency exits in the vehicle must be indicated with clearly lit signs.
- p. The vehicle exit door(s) must have a lighting system.
- q. The vehicle must have an anti-lock braking system.
- r. The vehicle must run on tubeless tires.
- s. The alighting points must be near the passengers' destination to avoid crossing main roads.
- t. During scheduled days off, free transportation to and from the nearest public transportation point must be provided, unless the transportation point is not greater than **500 metres** from the accommodation facility. **Notwithstanding this requirement, where possible, free transportation directly to surrounding facilities/local communities should be provided.**

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Appendix A

EX20-Specific Requirements

Note: Where sentences contain extracts from UAE Laws, these are coloured black.

Description	
Section 2	PROCUREMENT AND MANAGEMENT
Sub-section 2.1	Contractor/Subcontractor Prequalification and Tender
a	As part of the prequalification process for projects and services, the proposed contractors' level of commitment to worker welfare and their ability to comply with the requirements of these standards will be assessed. Where access is provided to PMDS, a worker welfare prequalification guideline can be used.
b	An inspection of the accommodation facilities and employment conditions will be undertaken to verify the information provided by contractors and subcontractors wishing to prequalify. This inspection should take place during prequalification, but may be undertaken during the tender process.
c	Contractors/subcontractors that fail to meet the prequalification requirements may be disqualified. It is, however, possible for the contractor/subcontractor to develop and agree an improvement action plan to address all non-compliances. This must be accompanied by a formal worker welfare commitment statement, signed by the contractor's most senior company representative.
d	During the tender stage bidding contractors shall submit, their updated improvement action plan (where required), a draft Worker Welfare Management Plan and in their commercial submission include a financial provision (if any) to comply with the EX20's specific requirements in Appendix A.
e	Where improvements are required, prior to award, all outstanding serious non-compliances must be closed out. In the event the contractor/subcontractor has taken action, but is unable close out all serious non-compliances prior to award for reasons beyond their control, evidence must be provided to substantiate the actions taken and assurance obtained that the serious non-compliance(s) will be closed out prior to mobilisation.
Sub-section 2.2	Contractual Obligation
a	All contractors including their subcontractors entering into a contract or agreement with a client on any EX20 related project must agree to abide by the minimum requirements for employment practices, accommodation and transportation as described in this standard.
b	The enforcement date for compliance with the Standards will commence from the date of signature of the contract between the client and the contractor.
Sub-section 2.3	Worker Welfare Management Plan
a	A worker welfare organisation chart identifying the key personnel and their responsibilities, including Human Resources Manager, Worker Welfare Manager, the Accommodation Manager/Lodging Superintendent and any other responsible person.
b	Details of how all workers will be informed of worker welfare policies and procedures.
c	Details of the consultation process, such as the processes for consulting workers on accommodation, food, transportation, employment policies and other related matters.
d	An overview of the process by which any worker inclusive of subcontractors can raise grievances.
e	A plan and schedule for the Contractor Worker Welfare Committee for the duration of the contract, and a process that outlines how worker representatives are selected.
f	Description of the incident reporting and escalation process, including detecting, reporting and managing both alleged and verified incidents and non-compliances.
g	The monthly reporting process that includes the integration of subcontractor's data.
h	The plan and identified resources for internal-auditing and monitoring of subcontractors for worker welfare compliance.

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
i	Where the employer provides accommodation within the UAE, a written description of the accommodation including: <ol style="list-style-type: none"> i. Location (GPS coordinates) of all accommodation sites used by workers ii. Transportation arrangements to and from worker accommodation iii. Food provision arrangements iv. Kitchen facilities management and dining hall arrangements v. Management of laundry services vi. Emergency response plans and drills for medical, and fire emergencies vii. Security management plan that prohibits the use of force viii. Proactive and reactive maintenance approach ix. Cleaning regime for showers, toilets, bedrooms, kitchens and common areas x. Pest control plan xi. Strategy for recreational and social well-being
Sub-section 2.4 Mobilisation Requirements	
a	After award and four weeks prior to mobilisation, the successful contractor must submit a combined Health & Safety and Worker Welfare Compliance Statement. This compliance statement will be signed by the contractor's most senior executive to confirm their intention to comply with and uphold the Policy.
b	The contractor must ensure that all outstanding serious non-compliances items within the improvement action plans have been completed by their own organisation and that of their subcontractors.
c	Prior to commencing work on any EX20 associated project, all contractors will submit their WWMP and receive client approval of its WWMP.
Sub-section 2.5 Contractor Responsibilities	
a	Where access is provided to the PMDS, the contractor will review the worker welfare procedures held within the PMDS and, where mandated, utilise the tools and standard forms and templates. Otherwise, the contractor will develop and implement its own procedures that meet the requirements of the Standards.
b	The contractor is responsible for the successful implementation of the Standards.
c	The contractor is responsible for monitoring, measuring and ensuring compliance with the Standards.
d	Contractors will take action to resolve worker welfare non-compliances throughout the project life cycle including non-compliance by its subcontractors.
e	The contractor will ensure that their workers, and those of its subcontractors, on the Expo 2020 site have been made aware of worker welfare policies, procedures and legal rights.
Sub-section 2.6 Monitoring and Auditing	
a	Contractors shall monitor accommodation facilities and employment practices.
b	Contractors will conduct regular inspections and audits to satisfy themselves that their own organisations and their subcontractors; measure compliance, implement corrective action (where required), and are in compliance with the Standards.

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
Section 3	EMPLOYMENT PRACTICES
Sub-section 3.1	Employment Requirements
d	Only workers 18 years or older will be employed.
Sub-section 3.2	Recruitment
a	Recruitment agencies used will be reviewed by the employer to ensure they are reputable, legally registered within the country of operation and adhere to the recruitment standards set in this sub-section.
b	Costs paid by the employer to UAE or overseas registered recruitment agencies, including direct or indirect costs for processing or placement fees, will not be not passed on to its workers.
c	Employers must use recruitment agencies that do not charge workers a fee for any recruitment or recruitment related services.
d	Recruitment agents or in-house recruiters must provide transparent information to prospective workers about the recruitment process and their terms of employment in the UAE, as well as their rights.
e	The employer will have formal agreements with their recruitment agencies and/or labour providers.
f	Contractor shall maintain a current list of recruitment agencies that it uses and those used by its subcontractors.
g	The client is permitted to prohibit the contractor's use of any recruitment agent used to recruit workers for Expo 2020.
h	Employers will document their recruitment procedures describing the process it uses to recruit workers from abroad.
i	Where recruitment fees have been paid by the worker to a UAE or overseas registered recruitment agency, these will be reimbursed by the employer in one amount before or during their next salary payment.
j	The employer shall prohibit bribery and corruption within its formal agreements with recruitment agencies and will include a governance statement on managing the use of sub-agents (if any).
k	Employers must undertake assessments to check whether workers have paid fees during the recruitment stage.
l	In cases where no newly hired workers are brought onto the Expo 2020 site and the worker was recruited by the same Employer, then the Employer shall assess if those individuals are currently repaying debts incurred from recruitment related fees, and that remaining amount should be reimbursed to the worker in the next pay cycle.
Sub-section 3.3	Employment Offer
b	A translated version of employment offer will be provided to the worker, at the time of recruitment, in the worker's native language.
d	Where a worker is illiterate, the offer must be explained verbally in a language that the worker understands. If agreed to by the worker, the offer must then be marked with the worker's thumb print. A record documenting the name of the interpreter and contact details will be retained by the employer.
f	No offers shall be made on a daily wage basis.

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Description	
Sub-section 3.4 Employment Contracts	
d	A translated version of the employment contract will be provided to the worker in a language that the worker understands.
f	Where a worker is illiterate, the employment contract must be explained verbally in a language that the worker understands. If agreed to by the worker, the employment contract must then be marked with the worker's thumb print. A record documenting the name of the interpreter and contact details will be retained by the employer.
h	The employment contract will be signed voluntarily by the worker and no attempt should be made by the employer or any other party to coerce the worker into signing the contract.
i	At the time of signing the employment contract, the employer will determine whether the worker has been directly or indirectly charged any recruitment, processing or placement fees in line with sub-section 3.2 of this document.
l	No employment contracts shall be made on a daily wage basis for new workers hired to work within the Expo 2020 Site.
Sub-section 3.5 Wages	
a	Employer will have a fair and defined system to set worker wages, and should be reviewed annually.
m	Workers must be provided with a payslip. The payslip will provide itemised details of hours worked including overtime, payment for standard hours and overtime, any bonus or performance payments and any authorised deductions. It is permissible to provide electronic or online payslips. Workers to be provided an explanation of the payslip layout in a language that they understand and displayed in worker accommodations or provided within the company induction pack.
q	The Employer will be responsible for all costs associated with the worker's application or renewal of employment residency in the UAE, such as Emirates Identification card.
r	Workers' wage shall not be deducted for: <ul style="list-style-type: none"> i. Relocation, repatriation and leave airfare (at least once every 2 years)
v	Any payments made by the client to the contractor will first be used to pay workers' wages or other payment for the benefit of workers.
w	Payment to workers will not be conditional upon the receipt of payment from the client or any other party.
y	If the client has reasonable grounds to believe that contractors or subcontractors have failed to pay other payments for the benefit of workers, the client may withhold the monies payable to the contractor and pay other payments and recover or deduct all such payments from monies payable to the contractor.
Sub-section 3.6 Working Hours, Rest and Leave	
l	Workers must receive a minimum of 30 calendar days paid annual leave each year as mandated by the Ministry of Human Resources and Emiratization plus the leave salary in advance of departure (at least once every 2 years).

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
p	Workers, at all times, are entitled to leave the labour accommodations freely and at their own will, unless there are legitimate safety or security issues that might threaten the health, safety, and well-being of the worker.
r	Employers may not withhold or retain any monies from the worker prior to going on leave.
Sub-section 3.7 Healthcare	
g	Employer will provide free of charge professional counselling services for workers requiring treatment for emotional, traumatic, and mental illness issues.
h	Contractor will provide free of charge general wellness checks to workers, including and not limited to, diabetes, heart condition and educational programmes on smoking cessation and nutrition.
i	Employer will have a death in service procedure, which includes; <ol style="list-style-type: none"> i. next of kin are to be informed immediately and regularly updated of legal processes, ii. open communications with the deceased's family throughout the whole process. iii. the employer will be responsible for all associated costs and procedures for repatriation of the remains, regardless of cause. iv. remains of any deceased employees must be repatriated to their families upon receipt of any police clearance documentation within a maximum of 72 hours.
Sub-section 3.8 Forced Labour and Ethical Treatment	
d	Employers will not impose or request employment bans on workers
e	Pregnancy tests will not be a condition of employment nor will they be demanded of workers
Sub-section 3.9 Passports and Personal Documents	
b	Where workers hold their own passports and personal documents, the employer must provide personal secure lockable facilities to the workers.
c	Where employers hold their workers' passports and personal documents, the employer will have safeguards that protect the workers legal right to unconditionally request the return of their passport. Required safeguards include: <ol style="list-style-type: none"> i. A passport retention policy that clearly demonstrates compliance with UAE Law ii. A passport return procedure that defines the process to return passports within a maximum of 24 hours of a request, and within six hours or less in the event of an emergency iii. Employer's ability to demonstrate that passports and personal documents have been retained without duress and workers understand that they can unconditionally request the return of personal document iv. Employer maintains a register of all workers who are not in possession of their passports and personal documents v. Employer has an assurance programme to verify that their passport retention policy and procedure has been applied as intended vi. Procedure that informs the worker that their passport is due to expire within 6 months and that the passport renewals process should be facilitated by the employer
Sub-section 3.10 Grievance and Disciplinary Mechanisms	
c	Employers will have written procedures to address worker grievances. These procedures will include: <ol style="list-style-type: none"> i. Easy to understand terminology and explained to workers in a language they understand ii. Assurance that workers can report a grievance without fear of penalty, dismissal, or reprisal of any kind

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
	<ul style="list-style-type: none"> iii. A provision that gives workers access to additional support such as interpreters or counselling iv. Protection of workers' confidentiality v. A procedure for senior manager's response to workers' grievance vi. An internal appeal system for unfavourably resolved complaints or disciplinary actions vii. How unresolved grievances will trigger Article 155 of the UAE Federal Law No. (8) of 1980
e	Employers will ensure that workers are aware of the grievance resolution process including how a worker can escalate their dispute to the UAE Ministry of Labour (as described in Article 155 of the UAE Federal Law No. (8) of 1980) and access the UAE Ministry of Labour operated toll-free hotline.
f	Trained and suitably qualified human resource personnel should be available to resolve grievance and conflict.
Sub-section 3.11 Worker Orientation and Communication	
a	<p>All workers will receive an orientation in a language they understand prior to mobilisation to the Expo 2020 site. Including and not limited to the following topics:</p> <ul style="list-style-type: none"> i. Employer's Employment Polices ii. Disciplinary/Grievance procedures iii. Mechanisms to obtain support or advice iv. Working hours, overtime policy, holidays, vacation, sick leave v. Protections provided by the EX20 specific requirements vi. Safeguarding passports and personal documents vii. Worker Welfare Committee viii. Social and cultural awareness ix. Other relevant employment practices, policies and procedures x. Passport retention and personal documents rights xi. Recruitment fees payment assessments
b	Orientation will include distribution of materials for reference after the training / induction.
d	Notice boards will include welfare information, including a grievance procedure, contact details for the accommodation manager and other key staff, working hours and other pertinent information.
e	Topics associated with welfare matters will be communicated to the workers via regular toolbox talks and ad hoc training programmes in a language they understand.
Sub-section 3.12 Records	
a	Employers will maintain a recruitment register listing all newly recruited workers hired for the Expo 2020 site, including details of the recruitment agency used to hire the workers and record of payment of recruitment fees.
b	<p>Employers must maintain a human resources file for each worker. The file must show at least the following information on each worker:</p> <ul style="list-style-type: none"> ix. Emergency contacts (at least two) xxi. Copy of valid passport, xxii. Copy of Work visa, xxiii. Copy of work permit (labour card), xxiv. Copy of Emirates ID xxv. Copy of medical health insurance card
c	<p>Contractors will maintain a manpower register that tracks the number and names of its workers on the Expo 2020 site. The register will show the following for each worker:</p> <ul style="list-style-type: none"> i. Nationality ii. Languages spoken iii. Start dates

Appendix A EX20-Specific Requirements

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Description	
	<ul style="list-style-type: none"> iv. Visa expiry date v. Job title of each worker vi. Current location of their accommodation.
d	Employer records will be stored appropriately and made available to the contractor or client or their nominated representative to demonstrate the requirements of these standards have been complied with.
Sub-section 3.13 Reporting	
a	Contractors are required to prepare a Worker Welfare Report (using EX20 template) that will be submitted to the client on a monthly basis reporting on their own performance and that of its subcontractors against the Standards.
b	<p>Incidents related to worker welfare, defined as a non-compliance with the Standards or UAE Law that seriously affects the protection, health, safety, welfare, security, rights or the dignity of any worker, must be reported to the client immediately. Incidents include:</p> <ul style="list-style-type: none"> i. Failure to close-out corrective actions for verified serious non-compliance(s) ii. Contractor verified serious non-compliance(s) raised by a worker iii. External allegation of worker welfare non-compliance(s)
Sub-section 3.14 Worker Welfare Manager	
a	Contractors and subcontractors will assign a dedicated employee as the Worker Welfare Manager to implement these standards.
b	Worker Welfare Managers shall hold at least a Bachelor's degree in human resources management (or equivalent qualifications) or have a minimum of 5 (five) years' experience in human resources management or in a worker welfare related field. Where a subcontractor does not have a person that has the necessary qualifications and experience, they shall identify a senior member of their management team to coordinate with the contractor's Worker Welfare Manager.
Sub-section 3.15 Worker Welfare Forum (Client)	
a	Contractor's Worker Welfare Manager and the contractor's Project Manager will participate in the Client's Worker Welfare Forum, held at least once every two months.
b	<p>Contractor's Worker Welfare Manager and the Project Manager are both authorised to make decisions at the WWF regarding the following:</p> <ul style="list-style-type: none"> i. Existing or potential employee relations problems as well as possible solutions ii. Sharing information and ideas to improve worker welfare iii. Supporting the implementation of a common strategy to solve issues iv. Issues arising from inspections and audits v. Issues of non-compliance to the standards
Sub-section 3.16 Worker Welfare Committee (Contractor)	
a	Where contractors' combined workforce (between itself and its subcontractors) is more than 50, it shall organise and manage regular WWC, to be held at least once every two months, with required attendance from subcontractors and optional attendance of associated client and EX20.
b	The contractor's project manager shall lead the contractors WWC, with the active participation by the contractor's and subcontractor's worker welfare managers and contributions from Accommodation Managers/Lodging Superintendents and other relevant staff.
c	The WWC will include worker representatives and be selected by the workers. A clear and transparent process must be created to select representatives from the workforce.
d	Meeting minutes of the WWC are recorded, actions awarded and followed until closure, with copies distributed to the client.

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
Section 4	ACCOMMODATION & TRANSPORTATION STANDARDS
Sub-section 4.2	Location and Buildings
a	The accommodation must be, as far as is reasonably practicable, less than one hour from the Expo 2020 Site.
Sub-section 4.4	Bathrooms
b	For accommodation facilities housing more than 500 persons, bathrooms must be located at a distance of less than 31 metres from any bedroom, mess hall or kitchen. For each accommodation facility housing less than 500 persons, consideration is given to the distance of private bathrooms from any bedroom, dining hall or kitchen.
j	Hand wash facilities include soap and hygienic means of drying hands.
n	Bathrooms and toilets are sanitary and are cleaned using detergents at least daily and more frequently as conditions dictate.
o	Showers/washroom flooring is made of slip resistant/hard washable materials.
Sub-section 4.5	Bedrooms
a	Bedrooms, as much as possible, are located on the upper stories. Bedrooms are only provided on the ground floor when suitable space is available after providing security office, workers equipment room, kitchens, cafeterias, prayer room, first-aid room and any other services located on the ground floor, irrespective of the accommodation housing size.
b	Each resident has space in their bedrooms of not less than 4 (four) m ² .
c	The maximum number of residents allowed per bedroom is 8 (eight) while observing the specified space area for each resident.
g	The space between the beds does not impede ease of access/egress
m	The sleeping noise level will be less than 40 dB.
n	All rooms will be kept clean and in good condition.
p	All doors and windows will be lockable.
q	All doors and windows will be provided with mosquito nets where conditions warrant.
r	All mattresses, pillows, duvets/blankets are replaced, free of charge, every 2 (two) years.
s	Beds will be free of infestation of any kind such as bed bugs.
Sub-section 4.6	Kitchens (Catered and Self-Cooking)
a	Where catered facilities are provided: <ul style="list-style-type: none"> iv. Different choices of food will be served to take into consideration cultural and religious background, dietary requirements and the need for a balanced and healthy diet vi. Kitchen staff will be provided free of charge laundry service and provided at least two sets of work clothes xii. Kitchen floor, ceiling and wall surfaces are made of non-absorbent, easy to clean materials
b	Where self-cooking facilities are provided: <ul style="list-style-type: none"> i. Employers will ensure twice daily cleaning of all cooking stations, food preparation surfaces, sinks and floors ii. Employer will provide deep cleaning services for the self-cooking facilities every 3 (three) months

Appendix A EX20-Specific Requirements

Worker Welfare

Description	
	viii. Kitchen floor, ceiling and wall surfaces are made of non-absorbent, easy to clean materials
Sub-section 4.8	Leisure and General Facilities
c	TV schedules should tailor to the languages of the residents.
d	Sports and recreation facilities such as basketball courts, football and cricket pitches, and gyms will be provided for residents to use in their free time. Such facilities can either be within the accommodation facility or free access will be available to nearby facilities.
Sub-section 4.9	Laundry Services
a	Free of charge laundry services are provided to residents and accommodation staff for work uniforms/overalls (twice per week), bed linen (once per week) and towels (once per week).
c	Where laundry services for personal items are not offered, they provide the accommodation unit with communal laundry facilities
Sub-section 4.11	Sanitary Drainage
b	The drainage system will not create any offensive smell or hazard to health.
Sub-section 4.14	Drinking Water
a	The average capacity of the drinking water supply to the residential facility is based on the total number of residents that the facility can accommodate, at an average of 1.32 Gallons (5 litres) for each resident per day.
Sub-section 4.15	Internet Services
a	Free Wi-Fi internet facility will be provided to all residents.
Sub-section 4.21	Medical Services
d	An adequate number of first aid kits are available in the accommodation facility (at least one on every floor) and adequately stocked.
e	Every building must have at least 3 (three) first aiders identified and displayed on each floor and common areas. 1(one) trained first aider is to be available for every 200 residents.
Sub-section 4.24	Accommodation Management
b	Depending on the size of the accommodation, sufficient accommodation staff are employed to run the facilities.
f	Conduct regular drills for fire and medical emergencies and maintain records.
Sub-section 4.25	Health, Safety and Security
a	A specific fire safety plan must be prepared. The plan must include training of fire marshals (1 per 50 residents), periodic inspection, testing and maintenance of fire safety equipment, fire safety inspections and periodic drills.
Sub-section 4.26	Transportation and Vehicle Safety
g	Contractor must have a system to ensure that its vehicles are regularly maintained and road worthy.
t	During scheduled days off, free transportation to and from the nearest public transportation point must be provided, unless the transportation point is not greater than 500 metres from the accommodation facility. Notwithstanding this requirement, where possible, free transportation directly to surrounding facilities/local communities should be provided.

Appendix B

Expo 2020 Dubai Worker Welfare Policy

Appendix B

Worker Welfare

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Expo 2020 Dubai Worker Welfare Policy

At Expo 2020 Dubai® we are working together to advance worker welfare standards. Worker welfare is a social responsibility and aligned to our objective to deliver a sustainable Expo. Hosting a world exposition in the Middle East for the first time represents a unique opportunity for key stakeholders to collaborate and contribute to a positive impact and a meaningful legacy for worker welfare.

We are committed to the health, safety, welfare, security, and dignity of workers. We require organisations supporting the delivery of Expo 2020 Dubai, including our third-party developers, contractors and partners, to share our commitment by making our worker welfare policy an integral component of their operations.

Organisations working with us must demonstrate effective leadership on worker welfare and allocate sufficient resources to ensure this policy is implemented throughout their supply chain to meet our requirements. Throughout the base build, operational readiness, the event and legacy transformation, we will proactively support and influence organisations with the following ten principles of this policy.

Employers must:

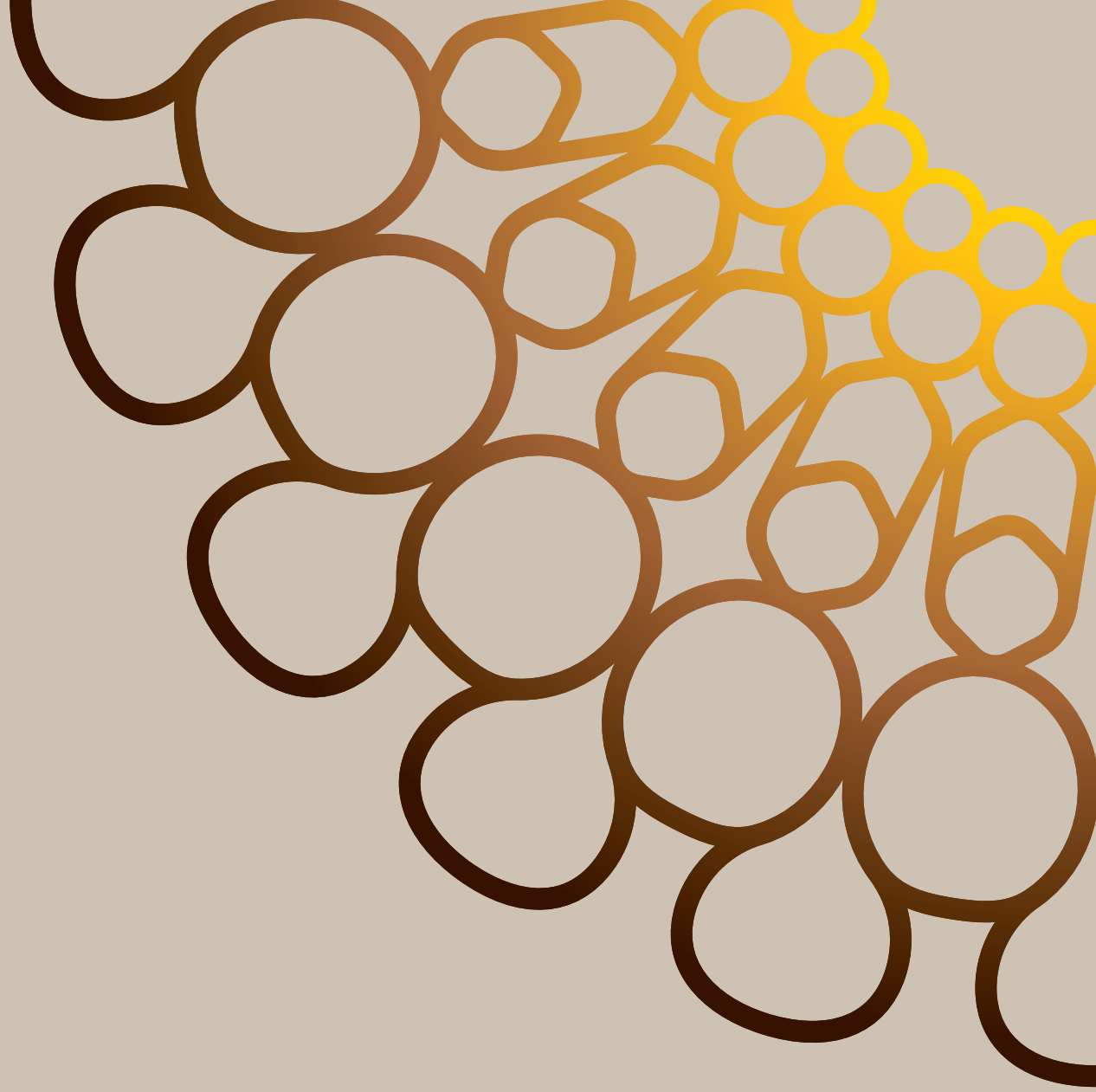
1. Ensure fair and free recruitment.
2. Ensure that employees understand the terms and conditions of their employment.
3. Treat employees equally and without discrimination.
4. Protect and preserve the dignity of employees and not tolerate harassment or abuse of any kind.
5. Respect the right of employees to retain their personal documents.
6. Pay employees' wages and benefits on time and in full.
7. Allow employees freedom to exercise their in-country legal rights without fear of reprisal.
8. Provide a safe and healthy working and living environment.
9. Provide access to grievance mechanisms and remediation.
10. Ensure that bonded, indentured, forced, or child labour is not used.

Our worker welfare policy is applicable to all organisations working to deliver Expo 2020 Dubai. The policy will be reviewed regularly. We look forward to working with our stakeholders to continually improve worker welfare and deliver a lasting legacy.



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