



قطر للبترول  
Qatar Petroleum

## GUIDELINES FOR PROVISION OF SERVICES TO WORKERS WITHIN WORKERS' ACCOMMODATION IN DCA

IMD-CMP-GDL-011

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# GUIDELINES FOR PROVISION OF SERVICES TO WORKERS WITHIN WORKERS' ACCOMMODATION IN DCA

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## 1.0 OBJECTIVES

The objective of this document is to establish guidelines for the provision of Workers Accommodation facilities and related services to workers at Workers' Accommodations within and around Dukhan Concession Area (DCA).

The guidelines shall ensure that the services provided to the workers comply with the workers' welfare requirements as per State of Qatar relevant Laws and approved Qatar Petroleum Regulations.

The Contractors Facilities Supervisor shall be responsible to monitor the compliance of the guidelines by the respective Workers Accommodation Managements.

## 2.0 SCOPE

The guidelines shall be applicable the following types of Workers Accommodations:

1. All residential Workers Accommodations managed by the EPC Contractors within DCA.
2. All residential Workers Accommodations managed by the Asset Operators within DCA.
3. All respective Operations and Maintenance Service Providers for all residential Workers Accommodations managed within DCA.

The document covers the following type of services:

1. Catering facilities and services.
2. Food handling practices.
3. Packed meal to work site services.
4. Isolation zone management during communicable disease outbreak.
5. Operation and maintenance, housekeeping, laundry and recreational services.
6. Workers committee establishment and workers disputes.
7. Religious and special functions venues and services.
8. Operations Commencement Certificate (OCC) approval for catering, non- catering business and commercial outlet facilities inside the Workers Accommodations.
9. Business and commercial outlets within DCA boundaries.

## 3.0 TERMINOLOGY - DEFINITIONS AND ABBREVIATIONS

### 3.1 DEFINITIONS

Terms	Description
Approval	Agreement to proceed with specified activities.
Asset Operators	O & G Industries i.e. QP Joint Venture companies.
Contractor	Companies working under a contract with QP or JV companies but without a land lease agreement.
Shall	Mandatory Action.
Should	Preferable Action.
Worker	Skilled/un-skilled labour.



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Terms	Description
Workers' Accommodation Facility	A facility (temporary or permanent) consisting of workers dormitory buildings as well as all other minimum social amenities, utilities and infrastructure.

### 3.2 ABBREVIATIONS

Abbreviation	Definition
DCA	Dukhan Concession Area
EPC	Engineering, Procurement and Construction
HSSE	Health, Safety, Security and Environment
IH(D)	Manager, HSSE (DCA)
IHN(D)	Contractors Facilities Supervisor
IHF(D)	Chief Fire Officer (DCA)
IHS(D)	Head of Safety, DCA (Inspection Process Owner)
IM(D)	Manager, Dukhan Concession Area
QP	Qatar Petroleum
VI	Executive Vice President, Industrial Cities



## **4.0 PROCEDURE**

### **4.1 PROCESS OVERVIEW**

Workers welfare has been a key focus area for QP since the early stages of project development in DCA. The QP Performance Management Plan has clearly identified a set of requirements for the workers welfare, which provide them with the following:

1. High quality residential and recreation facilities.
2. Quality catering and non-catering facilities.
3. Easy access to communication networks for communication with families.

These requirements have been incorporated into the Regulations for the Planning and Construction of Workers Accommodations inside Industrial Cities, which also includes the following:

1. Establishment of Workers Accommodation with reliable infrastructure.
2. Provision of centralized facilities that allow the workers to pursue the following activities as part of the Workers Welfare Programme:
  - a. Sports and recreational activities.
  - b. Community events and support.
  - c. Communication with families.
  - d. Establishment of shopping, travel, dining, car rental and banking services.
  - e. Establishment of social support infrastructures.
  - f. Provision of medical, occupational and safety support.
  - g. Promotion of healthy lifestyle through organised programs via the available facilities.

## **5.0 PROCESSES**

### **5.1 CATERING SERVICES**

Catering services form an integral part of worker welfare in DCA especially in Workers Accommodations where safe and nutritious food contributes to the productivity of workforce in the projects.

There are two types of catering services currently being provided in DCA as follows:

1. Catering services provided within commercial food outlets.
2. Catering services provided within EPC / Sub-Contractor Workers Accommodations and site mess hall.

#### **5.1.1 Catering Services within Commercial Food Outlets**

Catering services within the commercial food outlets operated by QP Authorized Service Providers or commercial outlets lessees shall cater to all types of customers.

All catering and non-catering outlets must adhere to respective Qatari Municipal laws and DCA regulations including the operation times.



### 5.1.2 Catering Services within EPC/Sub-Contractor Workers Accommodation and Site Mess Halls

As per the Regulation for the Planning and Construction of Workers Accommodations in DCA, packed meals shall be limited to the minimum possible numbers to avoid any risks depending on the facilities provided and conditions approved by concerned Departments.

However, it is recommended that EPC / Sub-Contractors set up a site mess hall to cater for the food if more numbers are required at the project site during construction / shutdown / turnaround periods.

### 5.1.3 Catering Equipment at Site Mess Halls

As a minimum, the following catering equipment shall be available for the operation of site mess halls:

1. Bain Marries (Hot food counters).
2. Water coolers and refrigerators.
3. Sinks/ rinsing area for rinsing utensils.
4. Insect/ Fly killers.
5. Dish washer/ Dish rinsing and dish rack storage area.
6. Stainless steel shelving to store utensils.
7. Beverages and condiments stands.
8. Ice Cube Machines (Optional).
9. Hot food holding cabinets.
10. Separate access/ egress for food and for waste.
11. Identified waste management plan and area.
12. Nearby ablution, units based on number of site mess hall users.

### 5.1.4 Catering Facilities Pre-Requisites

The "Catering Service Package" shall include all relevant details required to provide a food catering service to the Contractor such as labour build up figures, nationality split, required menus, etc.

As such, the following pre-requisites shall be complied with:

1. The Mess Hall and kitchen details shall be submitted for approval along with proposed equipment list.
2. Construction of Mess Halls, Kitchens or related buildings shall not be allowed prior to the "Fire and Life Safety Report", "General Workers Accommodation Layout"; "Grading and Drainage" and "Catering Services" packages have been approved by QP/DCA.
3. The "Catering Services Agreement" must be in place before the start of services in the Workers Accommodation/site area.
4. Operation Commencement Certificate (OCC) shall be obtained from the Workers Accommodation Services Section prior to operation of any catering facility and non-catering food business outlet.
5. Fire Certificate from the Fire Division of Industrial Cities HSSE (DCA) department shall be obtained prior to the application of the Operation Commencement Certificate.



## **5.2 FOOD HANDLING**

### **5.2.1 Food Handling Practices**

Maintenance of standard food hygiene shall be adhered to, regardless of the types of operation or location, based on the following requirements:

1. Food preparation, handling, transport and storage areas shall be and food handlers shall maintain good standards of personal hygiene at all times.
2. All food, especially meat/fish/poultry shall be prepared properly and as per agreed standards.
3. Food must be maintained at the appropriate temperature in an environmentally controlled mode as per the approved standards.

### **5.2.2 Food Handlers Requirements**

#### **A. Personal Hygiene**

All food handlers must obtain the Food Handlers Certificate from the local authority and shall maintain a strict personal hygiene as follows:

1. All food handlers shall thoroughly wash (using warm water and liquid soap) and dry (using disposable towels or air), for the following activities:
  - Prior to handling of food.
  - Immediately after handling raw food, especially raw meat or poultry.
  - After going to the toilet.
  - After handling money.
  - After blowing their nose, sneezing or coughing.
  - After breaks.
2. All food handlers shall wear proper Personal Protection Equipment (PPE) where practicable, protective food handling gloves and food handling tongs in order to reduce direct contact with food.
3. All food handlers shall tie their hair back and use a hair net or cap.
4. All food handlers shall cover any cuts or sores with clean waterproof dressings.
5. All food handlers shall avoid wearing any jewellery, false nails or other items that might fall into food.
6. All food handlers shall avoid touching their face or hair.
7. All food handlers shall not cough or sneeze over food.
8. No food handlers shall smoke while handling the food.

#### **B. Training and Supervision**

Food business owners and license holders shall be responsible for ensuring that all food handlers receive adequate supervision, instruction and training in food hygiene.

#### **C. Illness**

Any food handlers that experience any symptoms associated with food poisoning such as diarrhoea, vomiting or stomach pains must not handle food and must leave the food preparation areas immediately.





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Other illnesses and skin conditions that occur must be reported to the manager or the license holder who shall then determine if these conditions pose a risk of spreading bacteria or disease if the food handler continues to handle the food.

### 5.2.3 Food Handling Requirements

#### A. Food Ingredients

Food service facilities shall ensure that they shall purchase the necessary food ingredients from reputable suppliers with quality assured systems and maintain high food hygiene standards.

#### B. Food Storage

Stored foods must clearly display the 'Use by' or 'Best Before' dates with the following storage requirements:

1. Chilled food shall be maintained at below 8 degrees Celsius.
2. Hot food shall be maintained at above 63 degrees Celsius.
3. Raw food shall be stored away from ready to eat foods, ideally in separate fridges.
4. Raw meat shall be stored in sealable containers at the bottom of the fridge.
5. Fridges shall not be overloaded.
6. Dried foods shall be stored off the floor in suitably sealed containers in order to protect them from pests.

#### C. Food Preparation

Food must be handled diligently to prevent any contamination. As such, food handlers shall adhere to the following requirements:

1. Food handlers shall observe good personal hygiene.
2. Food handlers shall use different chopping boards/work surfaces, equipment and utensils for raw and ready-to-eat food.
3. Food handlers shall clean food equipment and surfaces thoroughly before and after use.
4. Food handlers shall avoid unnecessary handling of food.
5. Food handlers shall minimise the time for chilled food to remain outside the fridge.

#### D. Cooking

All poultry, minced/chopped meat (including burgers and sausages) and rolled joints should be cooked thoroughly with the centre of the meat maintained at the following temperatures:

- 60 degrees Celsius for at least 45 minutes; or
- 65 degrees Celsius for at least 10 minutes; or
- 70 degrees Celsius for at least 5 minutes; or
- 75 degrees Celsius for at least 2 minutes.

#### E. Food Transportation



Food handlers shall ensure that contamination of foods during transportation be prevented by ensuring that all food are transported in appropriate industrial packaging containers and vehicles.

Vehicles used to transport food, must be maintained in good condition and shall be cleaned with separate storage for food and non-food products.

#### 5.2.4 Food Handling Areas

##### A. Design

The design of the food handling areas must allow the food handlers to work hygienically and keep the premises clean as well as adequately protected from pests.

##### B. Cleanliness

Food service facilities, equipment and surfaces must be clean and disinfected at all times according to the established cleaning system/schedules.

All food wastes shall comply to the following:

- Not be permitted to build up in food areas.
- Be stored in a clean area.
- Be removed frequently.
- Do not cause any tripping, slipping or obstruction hazard.

##### C. Facilities

Suitable facilities (including hot and cold water supply) for food handlers to wash their hands, food and equipment shall be provided as follows:

1. Separate basin stocked with liquid soap and hot air dryer or disposable towel facility.
2. Separate sink for washing food.
3. Sink for cleaning premises, equipment, utensils, etc.

##### D. Mobile/Temporary Premises

Mobile and temporary premises for storing, preparing and handling food shall be, as far as practical, subject to the same provisions as other food service facilities.

In particular these premises must ensure that:

- There are adequate facilities to safely store, prepare and serve the food in accordance with the provisions of this document.
- Adequate washing facilities are accessible.

##### E. Non-Conformance

All non-conformances shall be reported to the Contractors Facilities Supervisor.

Food service proprietors and/or mobile/temporary premises operators shall be required to rectify any breaches immediately.

A verbal warning shall be issued to first offenders with repeated breaches reported to the HSSE Department for further action.

##### F. Food Poisoning



Any suspected or confirmed cases of food poisoning must be reported to the HSSE Department immediately. A food poisoning related investigation shall be conducted as per VI-IHH-GDL-022 Guidelines for investigation of Food Poisoning in Industrial Cities.

### **5.3 FOOD SERVICES GENERAL REQUIREMENTS**

The following requirements for provision of food services in Workers Accommodations shall be provided by the EPC/Sub Contractor/Food Services Providers:

1. Adequate food preparation and dining facilities.
2. Food storage facilities shall require adequate protection from flies, rats and other vermin.
3. Non-absorbent, non-corrodible containers with close-fitting lids to be provided for food wastes.
4. All kitchen walls and floors shall be finished with tiles that allow for easy cleaning and maintenance. Floors shall be sloped to drains.
5. Mess hall sizes shall be based on the maximum number of occupants per sitting and at a minimum, floor space of 1.0 m<sup>2</sup> net shall be provided per person.
6. Contractors shall provide all the required kitchen/mess hall equipment and furnishings.
7. Special water tanks to be built for cooking/washrooms with capacity of at least 72 hours stock of potable water. These tanks shall only be used in case of emergency.
8. Use of Gas Cylinders is prohibited. The food shall prepared via a central tank area and a tank constructed by QP Authorized dealer/ approved list of Contractors and shall be built as per the specifications set by local authorities in addition to QP set standards for LPG Bulk Gas Tanks operations and maintenance approved by QP / Industrial Cities Fire Division.
9. Provision of suitable sanitary facilities for kitchen personnel.
10. Pest control, housekeeping including deep cleaning of all food production areas, laundry, Workers Accommodation maintenance, kitchen maintenance including spare parts, etc. will be the Operations and Maintenance Contractor's responsibility.
11. All kitchens shall be equipped with appropriate food waste disposer(s) with food wastes properly sourced and separated, macerated/grounded-up and then be disposed of in the sewer system pipelines to be treated at the respective WWT Plant as applicable.
12. All kitchens are to be equipped with fire protection measures as required in *QP Fire Division Guidelines-6.2 - Fire Protection for Cooking Operations in the applicable regulations* (QRG-VI-002 Regulation for Workers' Accommodation within Industrial Cities -Rev07).
13. Workers Accommodation Services Section shall be notified at least three months in advance of all catering needs.
14. Air-conditioned garbage room shall be provided in each mess hall as applicable.
15. Gas, water lines and electric cables coming to the kitchen have to be vertically installed, wherever required, from the ground instead of across the floor.
16. Chiller/Freezer additional storage containers shall be provided according to operation needs and as per the Maintenance Division Approval.
17. Exhaust hood shall be constructed with stainless steel with powerful turbine type fan or similar as approved by QP or Industrial Cities. The roof shall be strong enough to hold the weight of the hood. The hood must be installed instead of supported by rods from the ground.
18. Separate storage room for chemicals is required in each kitchen.



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19. Catering office with the facilities of telephone and fax line (for day-to-day communication) must be provided.

Packed meals request from EPC/Sub-Contractors should be minimized. Contractor has to provide a dining hall on site with all the basic equipment as approved by QP. In case of unavoidable circumstances, the Packed Meal Guidelines outlined in this document shall be followed.

### 5.4 NUTRITIONAL STANDARDS

Contractors shall ensure that all meal types are available to all eligible Workers Accommodation residents and visitors irrespective of their nationality. Contractors shall be required to allocate a minimum quantity of foodstuff for each meal. However, such stated minimum quantity shall not be the criteria for determining the actual required amounts of foodstuffs.

Minimum quantities for all types of cuisine for breakfast, lunch and dinner are listed in table below.

Note that for workers meal protein items such as meat, poultry and fish listed below, they shall be boneless cut. If it is with bone, it must be at least 180 Grams per portion for the main course item.

Item	Deluxe	Regular	Worker
Salad/Cold cuts	Unlimited	100 gm	100 gm
Soup	Unlimited	200 ml	150 ml
Meat, poultry, fish or vegetarian per main course	Unlimited	150 gm	120 gm
Cooked Vegetable	Unlimited	200 gm	150 gm (cooked)
Lentil (Dal)	Unlimited	200 gm	250 gm
Rice (boiled, fried, steamed, etc.)	Unlimited	Unlimited	Unlimited
Assorted bread	Unlimited	3 pcs/100 gm	3 pcs/100 gm
Fruit	Unlimited	1 Pc	1 Pc
Potatoes	Unlimited	-----	-----
Cheese	Unlimited	-----	-----
Dessert/Pastries	Unlimited	1 portion/150 gm	1 portion/100 gm
Condiments	Unlimited	Make available	Make available
A la Cart	Unlimited	-----	-----



## **5.5 PACKED MEAL GUIDELINES**

### **5.5.1 Objectives**

The objectives of the packed meal guidelines are as follows:

1. Ensure the hygienic standard in the preparation, packing and packaging of packed meal.
2. Ensure the hygienic standards (environmentally controlled mode) in transporting packed meals to the locations of requestor.
3. Ensure that no food contamination occur during handling and transporting process.

### **5.5.2 Packed Meal and Temporary Site Mess Hall**

The requesting party shall approach the Catering Service Contractor and request for packed meals as per the regulations.

Transportation of the packed meal to the required site must be compliant to the agreed standards.

The client representative shall be responsible for the quality and quantity of the served food and must take all responsibility to risks associated to the service.

If the number of packed meals are for a long period such as during turn around and shut down activities, a temporary site mess hall must be allocated. The temporary site mess hall shall be as per the standards and must be approved by QP / Industrial Cities Fire Division as well as approval of the OCC from the Senior Workers Accommodation Services Supervisor.

The packed meal must be of the same quantity and quality as served in the Workers Accommodation Mess Hall for the same category and client.

## **5.6 ISOLATION ZONE MANAGEMENT**

In the event of a communicable disease outbreak in Workers Accommodations where patients need to be isolated, the HSSE Department shall advise the Workers Accommodation owner/project management group, EPC, or Workers Accommodation management Contractors to prepare an isolation zone to accept and quarantine those patients.

Depending on the condition of the patients and seriousness of the outbreak, the Health & Hygiene Advisor, shall either instruct the client to evict the Workers Accommodation or to quarantine the patients.

Daily follow-ups, reporting on the conditions of patients and inspection of the Isolations Zone shall be the sole responsibility of the HSSE Department of the Contractor in coordination with the Industrial Cities HSSE Department.

The assigned Workers Accommodation Management Contractor shall make the necessary arrangements and measures for the quarantine which include the following:

1. Beds.
2. Food.
3. Housekeeping, cleaning and laundry.
4. Access control.
5. Entertainment/ recreation such as TV, Internet, indoor game.
6. Special equipment such as sanitizers and PPE.
7. Appropriate waste management system.



8. All disposable utensils, PPE, etc.
9. Daily patient condition monitoring in coordination with HSSE Department.

## **5.7 OPERATIONS & MAINTENANCE OF QP OWNED ASSETS**

Regulatory audits and asset verification inspections shall be conducted by the Operations and Maintenance Teams in coordination with the Workers Accommodation Services Section.

These audits shall ensure proper usage of QP owned assets, which have been handed over within a leased facility area or Workers Accommodation.

In addition, other regulatory audits are geared towards services provided by the Operations & Maintenance (O & M) Contractors in areas such as landscaping, general area housekeeping, indoor and outdoor housekeeping, laundry services, kitchens and food service areas, ablution units, recreational and worship facilities.

### **5.7.1 Damaged Assets**

For any assets, which are found damaged during the O & M Contractor/lessee performance of duties or lease agreement, the assigned Workers Accommodation management Contractor must report the damages and instantly work on the maintenance, repairs or replacement of those assets. This shall include all aspects of the Workers Accommodation general areas such as roads, parks, facilities, buildings and any other listed movable or fixed assets.

### **5.7.2 Housekeeping (Indoor/Outdoor) and General Area Landscape Services**

Contractor of the Workers Accommodation Management shall ensure that a proper housekeeping is planned and executed for all the indoor/outdoor and General Area Landscape in the Workers Accommodations as per the agreed standards.

### **5.7.3 Laundry Services**

Laundry facilities and services must be provided to workers residing inside the Workers Accommodation.

### **5.7.4 Reporting**

At the end of each month, a monthly report on all activities related to Operations and Maintenance of the Workers Accommodation including workers welfare programs shall be submitted for Workers Accommodation Services Section for review and further advice.

Workers Accommodation Services Section Representative may conduct a compliance inspection, if necessary, to ensure the accuracy of the work completed after reviewing the report.

Other reports must include staff movement, security gate passes, liquor permits, senior staff movement, etc.



## **5.8 WORKERS WELFARE COMMITTEE**

A list of workers committee members of each Workers Accommodations shall be established by the Workers Accommodation management group and be submitted to the Workers Accommodation Services Section. Workers Accommodation Services Section shall monitor the performance of these committees by attending their ad-hoc meetings, review of Minutes of Meetings (MoM), etc.

Workers Accommodation Services Section shall review and address any of the issues raised during the meeting and ensure the immediate implementation of the corrective actions of those issues by the responsible party, be it the project management, the Workers Accommodation management, or the service Contractor, if deemed necessary.

Details of the Workers Welfare Committee establishment and process is provided in the Appendices Section of this document.

## **5.9 WORKERS DISPUTES AND MEDIATION**

### **5.9.1 Workers Disputes**

Upon notification of unrest, Workers Accommodation Services with Industrial Security, shall gather all necessary details with regard to the unrest. The details would include:

1. Location of unrest.
2. Number of people involved.
3. Causes of unrest.
4. Any other relevant details.

In addition, the Industrial Security (Dukhan) shall notify the following parties of the unrest for support through QP Communication Protocol:

- Asset Operators.
- Relevant Contractors.
- Control Room/Management.
- Relevant State Organizations as outlined in the protocol, if deemed necessary.

### **5.9.2 Disputes Mediation**

Once the situation has been diffused, Workers Accommodation Service Representative being the mediator will meet with workers representatives for immediate solutions.

Workers Accommodation Services Representative shall coordinate the negotiation with the workers representatives supported by the Contractor, Workers Accommodation stakeholders, client representatives (workers committee), Contractor service provider, the Workers Accommodation management and the project management team.

The agreed corrective actions and measures shall then be implement as scheduled and planned and the progress of the corrective actions shall be monitored until the problems are solved.

Workers Accommodation Services Representative shall monitor the situation of the implemented actions for a period until the situation becomes normal and stable.



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A report of the incident shall be prepared and submitted to management at the earliest by the Workers Accommodation Services Representative.

Details of workers dispute and mediation is provided in the Appendices Section of this document.

### 5.10 EVENTS, SPECIAL FUNCTIONS, NATIONAL DAYS & RELIGIOUS ACTIVITIES / FACILITIES

#### 5.10.1 Events, Special Functions & National Days

For events and special functions, organizer shall submit an application to QP concerned groups i.e. Workers Accommodation Services Representative, Industrial Security and Safety Departments together with a Hazard Identification & Risk Assessment (HIRA) Study for the intended function.

Workers Accommodation Services Representative shall review the application from the respective Workers Accommodation management group to ensure that the workers welfare and all other regulations related to Workers Accommodations and catering comply with DCA regulations & guidelines.

Industrial Security, HSSE (Safety) and Workers Accommodation Services Representative will conduct a field Hazard Identification & Risk Assessment (HIRA) inspection of the function site (if found necessary) before approving or rejecting the application.

Upon approval of the application by Industrial Security, Safety and Workers Accommodation Services Representative, the requesting Workers Accommodation management can make the necessary arrangements to hold the event and/or special functions.

Industrial Security Representatives shall monitor the execution of the function to ensure its compliance to the security regulations, the HIRA and the approved application guidelines.

#### 5.10.2 Religious Related Activities & Facilities

For religious related activities and facilities, Workers Accommodation Services Representative shall review the application from the respective Workers Accommodation management and shall consult with local authorities (i.e. AWQAF, or any other local authorities if deemed necessary) for advice and recommendations before approving the application.

Any religious facilities such as mosques and prayer rooms, the open/closed areas guidelines must be included in the original Workers Accommodation construction plan. Otherwise, the Contractor must submit a supplementary application/amendment for further review and approval by QP/DCA management.

Upon approval of the application by QP management, the Contractor's Workers Accommodation management can make the necessary arrangements to construct, modify, establish, re assign the facility or hold the event.

All religious activities / events / national days shall require an application from the EPC Workers Accommodation management. This application shall be reviewed and approved by Workers Accommodation Services Representative for implementation.

All religious facilities/venues within DCA boundaries must be inspected and approved by Workers Accommodation Services Representative based on the approved Regulation for





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Workers' Accommodation within Industrial Cities (QRG-VI-002), and the approval shall be granted in coordination with AWQAF or the relevant local authority, if deemed necessary.

### 5.11 OPERATION COMMENCEMENT CERTIFICATE (OCC)

#### 5.11.1 OCC Application

Upon receipt of request / application for Operations Commencement Certificate together with relevant supporting documents from the client or Contractor, Workers Accommodation Services Representative shall review, inspect the facility and approve the suitability of the catering/non-catering facility, business outlet and commercial shops.

Workers Accommodation Services Representative may issue a conditional OCC based on a prior approval from QP / Industrial Cities Fire Division.

#### 5.11.2 OCC Issuance

Upon completion of the catering/non-catering facility, business outlet and commercial shops etc., the client/Contractor shall seek approval of Fire Division of QP / Industrial Cities HSSE department, prior to requesting Workers Accommodation Services Representative for inspection and issuance of Operation Commencement Certificate.

The OCC can only be issued upon the issuance of the Fire Division Occupancy Certificate for the same period of operation.

Workers Accommodation Services Representative shall conduct inspection of the facility with support from the Fire Division of QP / Industrial Cities. If the facility is deemed satisfactory, Workers Accommodation Services Representative shall issue the OCC to the applicant.

### 5.12 Provision of Transportation

Contractor shall make arrangements to provide transportation for his workers not only to worksites, but also to non-work related areas including medical clinics, airport, shopping or other visits.

### 5.13 Provision of Internet/Wifi

Contractor shall make arrangements to provide free Internet / WIFI access for use by the workers, in general common areas / recreational areas of the workers' accommodation.

## 6.0 REFERENCES

1. QRG-VI-002 Regulation for Workers' Accommodation within Industrial Cities
2. VI-IHH-GDL-022 Guidelines for investigation of Food Poisoning in Industrial Cities



## 7.0 APPENDICES

### APPENDIX – A: WORKERS WELFARE COMMITTEE

#### 1. OBJECTIVES

The objectives of the Workers Welfare Committee is to achieve the following:

1. Establish a common platform for workers to address all issues that are related to their welfare and living conditions in Workers Accommodations and at the job site.
2. Ensure transparent communication of worker concerns to the concerned parties.
3. Serve as a proactive approach in dealing with workers affairs.
4. It is important to differentiate between workers welfare and workers wellness at work site.

#### 2. APPLICABILITY

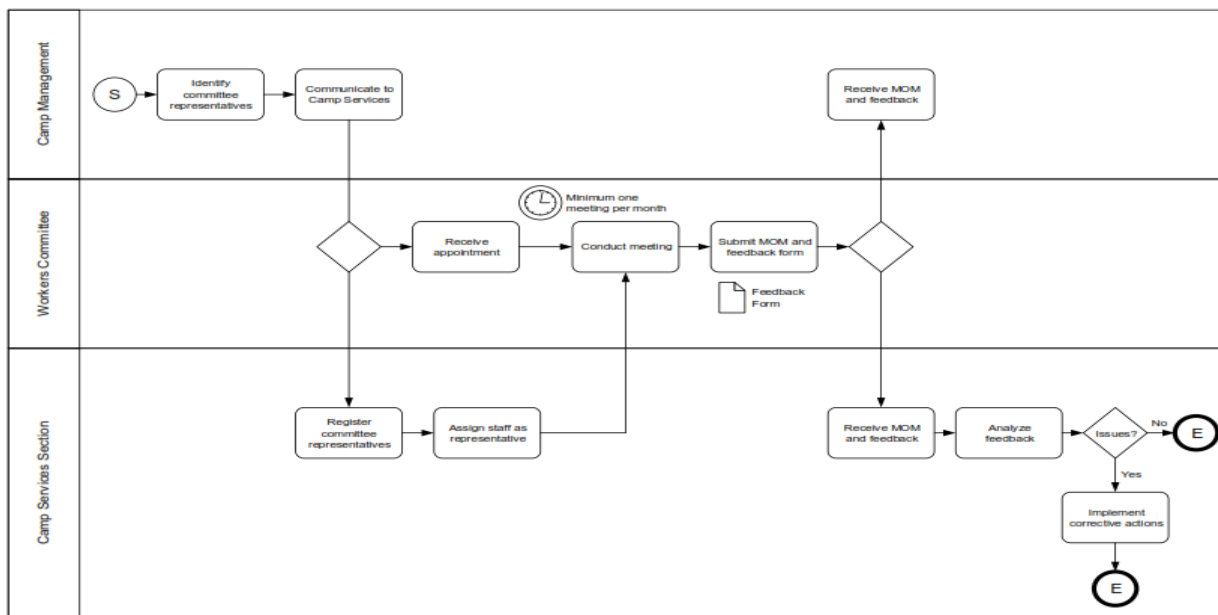
The Workers Welfare Committee establishment and operation shall be applicable to all Workers Accommodations operated within DCA.

The Workers Welfare Committee's formation is the responsibility of the Facility Manager or EPC managing the facilities or Workers Accommodations. A regular report and / or MOM must be submitted to the Workers Accommodation Services Representative.

Monitoring and coordination with the workers welfare committees is the responsibility of the Workers Accommodation Services Representative.

#### 3. HIGH LEVEL PROCESS VIEW

A process view of the operation of Workers Welfare Committee is illustrated in a process diagram below.



#### 4. COMMITTEE STRUCTURE



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Each ethnic or work group within the Workers Accommodations shall represent the Workers Welfare Committee. These representatives shall be identified by the respective Workers Accommodation Management and be communicated to the Senior Workers Accommodation Services Supervisor for record and further communication purposes.

Any changes to the representatives list shall be updated and communicated to the Workers Accommodation Services Representative.

### 5. MEETING FREQUENCY

The frequency of the Workers Welfare Committee meetings shall be agreed by the respective Workers Accommodation Management. The schedule of the meetings can be on a weekly, monthly or fortnightly basis. However, a minimum of one meeting per month is mandatory.

Details of the meeting (i.e. date, time, representatives names & contact details, venue and agenda) of meeting shall be communicated to the Workers Accommodation Services Representative.

### 6. RECORDS OF MEETING

Any grievances, comments, suggestions, etc. received from workers during the committee meeting shall be recorded in a Workers Welfare Committee Feedback Form.

After the meeting, the Feedback Form must be submitted to the Workers Accommodation Services Representative.

### 7. RECORDS REVIEW AND IMPLEMENTATION

All feedbacks from the Committee meeting shall be reviewed and analysed by the Workers Accommodation Services Representative and further verification & analysis shall be made if deemed necessary.

The feedback form shall then be converted into a report where the information shall be divided into two main groups as follows:

1. Catering related issues.
2. Non-catering workers welfare related issues.

All the findings shall be discussed with the Workers Accommodation Management/Project Management for any corrective or remedial actions.

For issues related to workers welfare including, but not limited to, accommodation, recreation, transport, welfare, salary, duty hours, overtime, etc., Workers Accommodation Services Representative may call for a meeting with the client representative to discuss the demands made by the Committee Members.

Workers Accommodation Services Representative shall monitor the implementation of all agreed actions and shall provide further guidance for improvement and business continuity, if necessary.



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## 8. WORKERS WELFARE COMMITTEE FEEDBACK FORM

An example of a Workers Welfare Committee Feedback Form is provided below.

Company  
Logo

### WORKERS WELFARE COMMITTEE MEETING – FEEDBACK FORM

NAME OF CAMP/COMPANY:  
NUMBER OF OCCUPANTS:  
DATE OF MEETING/REPORT:

Attendees:

S#	NAME	COMPANY	DESIGNATION	SIGNATURE

### FACILITIES S AND RELATED SERVICES

COMMENTS BY	SALARY NOT PAID	OVER TIME NOT PAID	LONG WORKING HOURS	NO BREAK	TRANSPORTATION PROBLEM

Comments:  
\_\_\_\_\_

### CATERING RELATED ISSUES (FOOD QUALITY)

COMMENTS BY	COLOR	TEXTURE	TASTE	INGREDIENTS	PREPARATION

Comments:  
\_\_\_\_\_



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**SERVICE QUALITY**

COMMENTS BY	ATTITUDE OF SERVICE	CLEANLINESS OF DINING HALL	AVAILABILITY OF FOOD ITEMS ON	SHORTAGE OF FOOD	OTHER

Comments:

**ACCOMMODATION AND RECREATIONAL FACILITIES**

COMMENTS BY	1	2	3	4	5

Comments:

**CAMP SERVICES ACTION**

COMMENTS	ACTION	FOLLOW UP



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### APPENDIX – B: TEMPORARY SITE MESS HALL

#### 1. OBJECTIVES

The objectives of setting up of a temporary site mess hall are as follows:

- Minimize the use of packed meals within and from outside DCA.
- Reduce the traffic congestion within the DCA during the peak hours.
- Allow for effective time utilization of the work force.
- Limit the number of pack meals to the minimum during the shutdown/turn around activities.
- Avoid any risks related to safe food handling such as, but not limited to, drop of food temperature, uncertain food consumption time, improper food storage at the site, etc.

#### 2. ACTIVITIES AND FACILITY

The activities of temporary site mess halls shall be limited to the following:

1. Ready-to-eat food services and storage (maximum of one hour) from pick up point (kitchen/ production area) to the service line.
2. Clearance of used trays.
3. Pre rinsing of soiled cutlery, crockery prior to transporting to the Workers Accommodation for washing and sanitizing.

The facility shall comprises of the following:

1. Food storage area (close to the serving line) consists of warm and cold cabinets.
2. Serving line with Bain marries and other mess hall equipment and accessories.
3. Wash line in pantry.
4. Storage for food items, disposables, cutlery and crockery.
5. A separate storage or a stainless steel cabinet for chemical and cleaning materials.
6. Hand wash facility and toilet for workers and customers.
7. Waste management system and dedicated area.
8. Program plan for the catering including procedure by EPC Contractor operating the site mess hall.
9. A temporary building/structure shall equipped with air conditions, seating and dining furniture and fire and life systems as per the DCA Fire Division regulations.

#### 3. APPROVALS

Based on the requirements from client such as number of people to dine, menu types, categories of people to be served, etc., the client shall submit the necessary documents and drawings to Senior Workers Accommodation Services Supervisor and the DCA Fire Division for review and approval. Special attention should be given to the specifications and requirements for site mess hall as stipulated in the Regulations for Planning and Construction of Workers Accommodations in DCA.

Prior to the commencement of construction of the site mess hall, the drawing has to be approved by DCA Fire, Life and Safety Department and DCA Workers Accommodation Services Section in co-ordination with the Service Provider. The drawing shall also be submitted to the DCA Business Development Division in order to obtain a land allocation permission.

Upon completion of construction, a joint inspection by the DCA Workers Accommodation Services Section and DCA HSSE Department will be conducted. Once approved, the Workers Accommodation Services Section shall issue an “**Operation Commencement Certificate (OCC)**” to the client and the service provider. Note that the Occupancy Certificate shall be only issued after the issuance of the OCC.



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### 4. HAND OVER OF SITE MESS HALL FACILITY

Prior to the handover of the facility to the Service Provider by the Project Owner/EPC Contractor, a punch list of minor items shall be prepared for any rectification, if any. Once all the items have been rectified and approved, the facility shall physically be handed over.

### 5. MENU

The food served in temporary site mess hall shall be the mandatory menu options to avoid any dissatisfactions among the workers.




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**6. COMPLIANCE CHECKLIST FOR TEMPORARY SITE MESS HALL**

Below is a sample of the compliance checklist for the temporary site mess hall.



**Inspection Checklist**  
**Catering - QP Satellite Mess Halls**

**Location:** \_\_\_\_\_ **Date:** DD / MM / YYYY

No	Description	Compliance		Remarks
		Yes	No	
<b>1.0</b>	<b>Menu and food quality :</b>			
1.1	Is food prepared and served as per menu	<input type="checkbox"/>	<input type="checkbox"/>	
1.2	Is the colour, texture, flavour and taste of the food acceptable	<input type="checkbox"/>	<input type="checkbox"/>	
1.3	Is the hot food served hot and cold food served cold at correct temperature?	<input type="checkbox"/>	<input type="checkbox"/>	
1.4	Proper garnishes and accompaniments served.	<input type="checkbox"/>	<input type="checkbox"/>	
1.5	Variety of fruits and dessert are acceptable.	<input type="checkbox"/>	<input type="checkbox"/>	
1.6	Cutlery, crockery are adequate	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>(TOTAL – 6)</b>			
<b>2.0</b>	<b>Personal Hygiene:</b>			
2.1	Appropriate PPE used by staff.	<input type="checkbox"/>	<input type="checkbox"/>	
2.2	Service staffs are pleasant and well groomed.	<input type="checkbox"/>	<input type="checkbox"/>	
2.3	Uniform for staffs are clean and tidy	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>(TOTAL – 3)</b>			
<b>3.0</b>	<b>Food transportation:</b>			
3.1	Food transported in a purpose built vehicle.	<input type="checkbox"/>	<input type="checkbox"/>	
3.2	Temperature maintained while transporting.	<input type="checkbox"/>	<input type="checkbox"/>	
3.3	Hot boxes, trolleys, etc. used.	<input type="checkbox"/>	<input type="checkbox"/>	
3.4	Vehicle is clean (in and out) and in proper condition	<input type="checkbox"/>	<input type="checkbox"/>	
3.5	Is food stored on the floor while transporting	<input type="checkbox"/>	<input type="checkbox"/>	
3.6	Spillage minimized while transporting.	<input type="checkbox"/>	<input type="checkbox"/>	
3.7	Food transported on time.	<input type="checkbox"/>	<input type="checkbox"/>	
	<b>(TOTAL – 7)</b>			
<b>4.0</b>	<b>Maintenance issues and equipment:</b>			
4.1	Are all equipment working properly?	<input type="checkbox"/>	<input type="checkbox"/>	
4.2	Any requirement for additional equipment.	<input type="checkbox"/>	<input type="checkbox"/>	





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No	Description	Compliance		Remarks
		Yes	No	
4.3	Is the floor, walls, drainage, waterline, grease trap posing a hazard?	<input type="checkbox"/>	<input type="checkbox"/>	
4.4	Are the equipment adequate in ratio with number of diners?	<input type="checkbox"/>	<input type="checkbox"/>	
4.4	Are all maintenance issues logged and followed up.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>(TOTAL – 4)</b>				
<b>5.0 General Cleaning and hygiene:</b>				
5.1	The ambience is suitable	<input type="checkbox"/>	<input type="checkbox"/>	
5.2	Surfaces are dust free (window, doorsills, light fittings, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	
5.3	Any unpleasant odour	<input type="checkbox"/>	<input type="checkbox"/>	
5.4	Pest control adequately carried out.	<input type="checkbox"/>	<input type="checkbox"/>	
5.5	Floor cleaning and polish.	<input type="checkbox"/>	<input type="checkbox"/>	
5.6	Decor is appealing.	<input type="checkbox"/>	<input type="checkbox"/>	
<b>(TOTAL – 6)</b>				
No	Description	Remarks		
<b>6.0 Customer complaints/suggestions:</b>				
6.1				
<b>7.0 Suggestion for improvements:</b>				
7.1	Menu:			
7.2	Service:			
7.3	Staff:			
7.4	Other:			
TOTAL POINTS ACHIEVED				
PERCENTAGE OF COMPLIANCE				
8.0	Further Action/Follow Up:			

Checked and Filled by:  
Name / Reference Indicator




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### APPENDIX – C: OPERATION COMMENCEMENT CERTIFICATE (OCC)

Below is an example of an Operations Commencement Certificate issued for shops, food outlets, offices, commercial outlets, site mess hall and temporary service area.



**CAMP SERVICES**  
**OPERATIONS COMMENCEMENT CERTIFICATE**

Shops/ Food Outlets/ Commercial Outlets/ Site Mess Hall/ TSF & Turn Around Dining Facilities

Name of the Outlet	:	
Area/ Location	:	
Contact Name & Details	:	
Type of Occupancy	:	
Others	:	

S #	Description	Endorsement	Comments/ Notes
	Fire Engineering & Rescue requirements fulfilled. IHF(L)		
	Fire Engineering & Rescue Requirements are per Standard. IHF(L)		
	Facility Adequate to Operate IOS/3(L)		


**Authorized to Operate:**  
This is to state that approval has been given to operate the above mentioned facility, in compliance with Guidelines for Provision of Camps and Related Services to Workers within RLC Camps. (QGDL-CL-013), And to Regulation for Workers' Accommodation within Industrial Cities. (QRG-VI-002)

**Note:**  
QRG-VI-002  
QGDL-CL-013

Approved to commence from: \_\_\_\_\_  
Period: \_\_\_\_\_ Subject to Fire Dept Approval

Worker Accommodation Supervisor

Stamp & Date

 <p>قطر للبترول Qatar Petroleum</p>	<p><b>GUIDELINES FOR PROVISION OF SERVICES TO WORKERS WITHIN WORKERS' ACCOMMODATION IN DCA</b></p> <p>DOC. No. IMD-CMP-GDL-011 <span style="float: right;">Rev. 00</span></p>
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## 8.0 REVISION HISTORY LOG

Revision  
Number: 00

Document Revision Date: 06/05/2020

Revision Description	Page No.
New document established to guide the relevant DCA staff in conducting their functions in controlling the Contractors.	All
<p><b>Remarks:</b></p>	