

Assurance Standards

Worker Welfare

Revision 1

Prepared for

Expo City Dubai LLC

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EXPO CITY DUBAI

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APPENDICES

Appendix A – Expo City Dubai Worker Welfare Policy

Acronyms, Abbreviations, and Definitions

Acronyms and Abbreviations

Acronym/Abbreviation	Expansion
Expo City or Expo	Expo City Dubai LLC
UAE	United Arab Emirates
WPS	Wage Protection System
WWC	Worker Welfare Committee (Employer)
WWMP	Worker Welfare Management Plan
MOHRE	Ministry of Human Resources and Emiratisation
MOHAP	Ministry of Health and Prevention
DHA	Dubai Health Authority
DM	Dubai Municipality

Definitions

Term	Definition
Accommodation	Leased, managed, or owned Group Labour housing facilities or company provided apartments /villas within the UAE.
Basic Wage	The wage stipulated in the employment contract, which is paid to the work in consideration of his/her work under the employment contract, on monthly or piece work basis, and which does not include any other allowances or benefits in kind.
Client or Clients	Any entity that enters into a contract with employers to undertake work on Expo site. This includes Expo City, third-party delivery agents, third party developers, international participant countries or organisations, and all other entities.
Employer or Employers	The entity contracted with Expo, that directly hires and is legally responsible for its employees as named in their employment contracts.
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.

Term	Definition
Worker Welfare Pack (WW Pack)	A set of Expo's worker welfare standard processes, procedures, tools and templates.
Access Restriction	Non-compliance with a Worker Welfare Standard or UAE Law on employment practices, accommodation or transportation that has a debilitating effect on the protection, health, safety, welfare, security, rights or the dignity of any worker. This non-compliance can result in restricting the entity's access to the Expo site until resolved.
Serious Non-Compliance	Non-compliance with a Worker Welfare Standard or UAE Law on employment practices, accommodation or transportation that affects the protection, health, safety, welfare, security, rights or the dignity of any worker.
Private Sector	Companies, institutions, establishments or any other entities wholly owned by individuals or in partnership with federal or local government, companies and institutions wholly owned by the federal or local government, unless the laws of their establishment stipulate that they shall be subject to the provisions of another law. Establishment: Every economic, technical, industrial, commercial unit or other categories approved in the County, employing workers and aiming at producing goods, marketing them or providing services and licensed by the competent authorities.
Site	All parts of the physical location of a project within the defined Expo site.
Standards	This document. Also known as the Assurance Standards for Worker Welfare.
Subcontractor or Subcontractors	Any party or subsidiary appointed by an employer to perform work on the Expo site. It includes any enterprise that provides workers to carry out work at the Expo site.
Supplier or Suppliers	A person or organization appointed by an employer that provides any product(s) or service(s) for Expo without any physical presence on site, regardless of the duration.
Third-party Projects	Projects carried out by UAE based developers within the Expo site boundaries and not directly managed by Expo City.
Wages or Salary	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	Every natural person authorised by the relevant authority to work for one of the licensed establishments in the country, under supervision and direction of the employer. A paid employee who is usually: <ul style="list-style-type: none"> • in the lowest salary bands and/or • eligible for an overtime payment and/or • staying in employer-provided accommodation
Work Patterns	The patterns of work to be contracted upon shall be in line with the following: <ul style="list-style-type: none"> • Full time: which means working for one employer for full daily working hours throughout the working days.

Term	Definition
	<ul style="list-style-type: none"> • Part time: which means working for one or more employers for a specified number of working hours or days designated for work. • Temporary work: which is work whose execution requires a specific period, or is based on a certain task and is ended by its completion. • Flexible work: which is work whose hours or working days change according to the work load, as well as the economic and operational variables of the employer. <p>The worker may work for the employer at variable times according to the work conditions and requirements.</p>
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 return to their home countries.

1. Introduction

Expo City Dubai LLC (Expo City) is committed to the health, safety, welfare, security, and the dignity of workers. Expo City requires organisations supporting the delivery of Expo City to share commitment by making the Expo City Worker Welfare Policy (the Policy) an integral component of their operations.

This document describes the Worker Welfare Assurance Standards (“the Standards”) for accommodation, transport and employment practices applicable to employers and their subcontractors working on the Expo 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, specific requirements have been added to align with expectations of Expo City. Within this document the Expo-specific requirements (Section-2 onwards) have been written in **orange**.

Expo City 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 employers, their subcontractors and all subsequent levels of subcontractors (including manpower suppliers) working within the Expo site boundary.

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

All clients working on the Expo 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.

1.2 Objectives

The objective of this Standard is to ensure that employers (including their 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 Expo City hold an equal regard for this objective.

Expo City appreciates that there may be challenges to achieving the required Standards, and that it may not be possible for all employers and their subcontractors to meet these expectations on first appointment to the Expo project; however, Expo City expects a commitment of the highest level from all employers and their subcontractors to improve standards, and for all non-compliant employers and their 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. Expo City will aim to be transparent and open in its dealings with all employers and their subcontractors.

1.3 Expo City Dubai Worker Welfare Policy

Expo City’s goals and commitments for worker welfare are given in the Expo City Worker Welfare Policy (“the Policy”) (See Appendix A). Expo City believes that the Standards are fundamental to delivering the contracted projects and that every effort should be made by clients to positively influence all stakeholders. 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.

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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 Expo City Dubai Worker Welfare Tools and Templates (“WW Pack”)

The WW Pack contains common processes, procedures, tools, and forms that are used on the programme. This will be issued through electronic means to the employer or Client. In all cases, employers and their subcontractors are required to utilise 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 employers and their subcontractors must adhere to the relevant laws of the UAE and Dubai, including regulations, decrees, orders, guidelines, decisions, or directives (and any amendments or changes) 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.
- Dubai Municipality, Public Health & Safety Department, Health Requirements for Permanent Labour Accommodation of 2011.
- UAE Fire Life Safety Code of Practice of 2018.
- 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.
- Federal Decree-Law No. (33) of 2021
- Cabinet Resolution No. (1) of 2022 On The Implementation Of Federal Decree-Law No. (33) of 2021 Regarding The Regulation Of Labour Relations
- Ministerial Resolution No. (43) of 2022 Regarding Wages Protection System
- Ministerial Resolution No. (44) of 2022 Regarding Occupational Health and Safety and Labour Accommodation
- Ministerial Resolution No. (45) of 2022 Regarding Constitution of Grievance Committee on the Ministry of Human Resources & Emiratization Decisions
- Ministerial Resolution No. (46) of 2022 Regarding Work Permits, Job Offers and Employment Contracts' Forms
- Ministerial Resolution No. (47) of 2022 Regarding The Settlement of Labour Disputes and Complaints Procedures
- Ministerial Resolution No. (51) of 2022 Regarding Licensing and Regulating The Activities of Recruitment Agencies
- Ministerial Decrees 764, 765 and 766 of 2015.
- Ministerial Resolution No. 788 of 2009.

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- Relevant DHA / DM / MOHAP guidelines for any pandemic or epidemic outbreaks.
- Any relevant amendments or additions to the aforementioned laws and any relevant new law promulgated.

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

Abrogation (Article 73 of Federal Law No.33 of 2021)

1. Federal Law No. 8 of 1980 regulation employment relationships shall be abrogated.
2. Each provision that violates or contradicts the provisions hereof shall be abrogated.
3. The resolutions, regulations and rules in force prior to the enforcement of the provisions hereof shall remain in force, in a way not contradicting its provisions, until they are replaced in accordance with the provisions thereof.

1.6 Consequences of Non-compliance

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

1.7 Authority

Expo City or any other party appointed by it will be authorised to govern and audit all matters regarding the implementation of the Standards. Expo City 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 the Employers to operate within the Expo 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 the Employers 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 Employer that fails to adhere to the requirements of the Standards 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 Expo City.

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

Where access is provided to the WW Pack, the client may adopt the worker welfare procedures held within the pack and utilise the tools, forms and templates. If the WW Pack is not provided, the client should request for it from Expo.

Once an Employer has been appointed, the client should monitor and manage their performance, as appropriate, to achieve the overall aims and objectives of the Standards and the Policy.

1.9 Applicability of the requirements

The Policy is applicable to all the entities that are working for Expo City and The Standards are applicable to all the entities that are working at the Expo site.

2. Procurement and Management

2.1 Prequalification and Tender of Employer/Subcontractor (including manpower suppliers and supply chain)

General requirement: Employers' and their subcontractors' (including manpower suppliers and supply chain) capability to meet the Standards is assessed through prequalification and the tender process to ensure that worker welfare assessed employers and subcontractors are awarded contracts.

- a. As part of the prequalification process for projects and services, the proposed employers' level of commitment to worker welfare and their ability to comply with the requirements of these Standards will be assessed. Worker welfare prequalification tools and templates from the WW pack must be used.
- b. An assessment of the accommodation facilities and employment conditions will be undertaken to verify the information provided by employers and subcontractors (including manpower suppliers) wishing to prequalify. This assessment should take place during prequalification, prior to contract award.
- c. Suppliers/Supply chain entities will be assessed based on the Expo WW Policy and its ten principles. This must take place during pre-qualification, prior to contract award/any agreement.
- d. Employers/subcontractors (including manpower suppliers, and supply chain) that fail to meet the prequalification requirements may be disqualified. It is, however, possible for the employer/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 employer's/subcontractor's most senior company representative.
- e. Where improvements are required, prior to award, all outstanding access restrictions and serious non-compliances must be closed out. In the event the employer/subcontractor (including manpower suppliers and supply chain) has taken action, but is unable to close out all access restriction and 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 access restrictions and serious non-compliance(s) will be closed out prior to mobilisation.
- f. Within two weeks of contract award, employers shall submit, their updated improvement action plan, a Worker Welfare Management Plan draft (not applicable to subcontractors, manpower suppliers and supply chain) and in their commercial submission include a financial provision (if any) to comply with the Expo's specific requirements mentioned in "orange" font in this document.
- g. For the manpower suppliers, it is not permissible to undertake the activity of employment or mediation to recruit or employ workers, except with a license from the relevant authority in accordance with the conditions and procedures specified in the regulation.

2.2 Contractual Obligation

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

- a. All employers including their subcontractors entering into a contract or agreement with a client on any Expo 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 contracts/agreements between the client and the employer.

2.3 Worker Welfare Management Plan

General requirement: The content of the Employer's Worker Welfare Management Plan (WWMP) must include specific elements that demonstrate the employer'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/Accommodation-In-Charge and any other responsible person.

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- b. Details of how all workers will be informed of worker welfare policies and procedures.
- c. Employers should have processes and plans to meet the requirements of employment practices detailed in section 3 of this document (The Standards).
- d. The plan and identified resources for internal auditing and monitoring of subcontractors and suppliers for worker welfare compliance. The first compliance audit on a subcontractor should be conducted within two weeks of mobilisation to Expo site. Any successive audit should not be more than 6 months after the previous assessment.
- e. 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
 - xii. Provision of medical facility / clinic and ambulance facility

2.4 Employer's Responsibilities

General requirement: Employers must take responsibility for ensuring compliance with the requirements of the Standards and the Policy within its own organisation and that of its subcontractors, suppliers and all subsequent levels of subcontractors.

- a. The employer will utilise the tools and standard forms and templates provided in the WW Pack.
- b. The employer is responsible for the successful implementation of the Standards.
- c. The employer is responsible for monitoring, measuring and ensuring compliance with the Standards.
- d. Employers will take action to resolve worker welfare non-compliances throughout the project life cycle including non-compliance by its subcontractors and suppliers.
- e. The employer will ensure that their workers, and those of its subcontractors and suppliers, have been made aware of worker welfare policies, procedures and legal rights.
- f. Where the monthly wage of each worker is AED 2,000 or less, the employer must provide accommodation for its worker.

2.5 Reporting

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

- a. Employers are required to prepare reports (using WW Pack templates) that will be submitted to the client on a monthly basis, reporting on their own performance and that of its subcontractors against the Standards. These will include:
 - i. Issue logs or IAPs (whichever applicable).
 - ii. Manpower Register.
 - iii. Subcontractor Declaration.
 - iv. Worker Welfare Committee meeting minutes.

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- b. Employers must report immediately, 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) Incidents include:
 - i. Failure to close-out corrective actions for verified access restrictions and serious non-compliance(s).
 - ii. Contractor verified access restrictions and serious non-compliance(s) raised by a worker.
 - iii. External allegation of worker welfare non-compliance(s).

2.6 Worker Welfare Representative

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

- a. Employers and their subcontractors will assign a dedicated employee as the Worker Welfare Representative to implement these standards.
- b. Worker Welfare Representatives 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, health and safety 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 employer's Worker Welfare Representative.

2.7 Worker Welfare Committee Meetings

General requirement: Worker Welfare Committee meetings shall be organised to facilitate effective communication with the workers.

- a. Employers shall organise and manage regular WWC meetings, to be held at least once a month, with required attendance from subcontractors and optional attendance of associated client and Expo.
- b. There must be an active participation by the employer's and subcontractor's Worker Welfare Representatives and contributions from Accommodation Managers and other relevant staff.
- c. The WWC meetings will include worker representatives selected by the workers. A clear and transparent process must be created to select representatives from the workforce.
- d. WWC meeting minutes are recorded, with details of agenda, and (if any) identified issues and resolutions. A copy of the WWC meeting minutes will be shared with the client.

2.8 Monitoring and Auditing

General requirement: Employers must undertake regular assessments and audits to assure compliance with the Standards and the Policy.

- a. Employers will conduct regular assessments and audits of employment practices, accommodation and transportation facilities. Employers shall measure compliance, implement corrective action (where required), and ensure compliance with the Standards and the Policy for their own organisations and their subcontractors and suppliers. The first compliance audit on subcontractor should be conducted within two weeks of mobilisation to Expo site.

3. Employment Practices

3.1 Employment Requirements

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

- a. It is not permissible to undertake work in the UAE and the employer may not recruit or employ any worker, except after obtaining a work permit from the relevant authority as per the provisions of this Decree-Law and its Implementing Regulation.
- b. All workers must have equal opportunity and treatment in employment and must not be discriminated against in any way.
- c. **Only workers 18 years or older will be employed.**

3.2 Recruitment

General requirement: Recruitment of workers to the Expo site will be conducted in a fair and ethical manner. The responsibility for following these recruitment practices rests with the employer of the worker (including subcontractor).

- 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. The employer is prohibited from charging the worker for the fees and costs of recruitment and employment or collecting them, whether directly or indirectly.
- c. **Employers must use recruitment agencies that do not charge workers a fee for any recruitment or recruitment related services.**
- d. **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.**
- e. **Employers must undertake assessments to check whether workers have paid fees during the recruitment stage.**
- f. **In cases where no newly hired workers are brought onto the Expo 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.**
- g. **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.**
- h. **The employer will have formal agreements with their recruitment agencies and/or labour providers.**
- i. **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).**
- j. **Employers shall maintain a current list of recruitment agencies that it uses and those used by their subcontractors.**
- k. **The client is permitted to prohibit the employer's use of any recruitment agent used to recruit workers for the Expo project(s).**
- l. **Employers will document their recruitment procedures describing the process they use to recruit workers.**
- m. The employer is responsible for all relocation and repatriation costs from the country of hire, including airfare and visa/residency permit costs.

3.3 Employment Offer and Contract

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

- a. Worker's employment offer and contract must be registered with the MOHRE or other applicable legal authorities (such as free zones), in accordance with the UAE's employment laws.
- 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. The offer must be explained verbally (where applicable) 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.
- d. No employment offers and contracts shall be made on a daily wage basis for the workers within the Expo site.
- e. Where there is no employment contract issued by the government entity, the company contract should include:
 - i. The name and address of the employer.
 - ii. The name, nationality and date of birth of the worker.
 - iii. The job or occupation.
 - iv. The date of work commencement.
 - v. The workplace.
 - vi. The working hours and the rest days.
 - vii. The probationary period (if any).
 - viii. The term of the contract.
 - ix. The wage agreed upon including the benefits and allowances.
 - x. The annual leave entitlements.
 - xi. The notice period and procedures for terminating the employment contract.
 - xii. Proof of his/her identity (if needed).
- f. 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 MOHRE or other applicable legal authorities.
- g. 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.
- h. The employer shall use the Arabic language in concluding contracts with the workers, in writing and publishing instructions and circulars which it shall issue, provided that there shall be another language, beside the Arabic, which is understood by the non-Arabic speaking worker, taking into account that the text in the other language matches the Arabic text. In case of difference, the Arabic text shall prevail.
- i. The employment contract must be explained verbally in a language that the worker understands, and the 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. A record documenting the name of the interpreter and contact details will be retained by the employer.
- j. 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.
- k. 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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- l. The worker and the employer may agree to introduce new clauses to the approved contract forms, provided that they are in agreement with the provisions of the Decree-Law, the relevant Resolution and the Legal Regulations.
- m. The **signed and translated** employment contract shall be made in two copies; one copy shall be kept by the employer and the other shall be handed over to the worker, as per the forms specified by the Implementing Regulation hereof.
- n. The contract may be changed from one work type to another subject to the following: a. Approval of both the worker and the employer. b. Payment of all the entitlements arising from the original contract.
- o. The worker may not be assigned to undertake work that is fundamentally different from the work agreed upon in the employment contract, unless it is necessary in order to prevent the occurrence of an accident or to rectify the resulting damages, provided that the assignment is temporary and in accordance with what is specified in the Implementing Regulation hereof.
- p. In cases other than those mentioned in the UAE Labour Law, the employer may assign the worker to undertake work not agreed upon in the employment contract, provided that the worker provides his/her consent in writing.
- q. If the worker has to change his/her place of residence in order to be able to undertake work that is different from the work agreed upon in the employment contract, the employer shall bear all the financial costs arising therefrom, including the costs of the worker's relocation and residence.

3.4 Wages

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

- a. **Employers will have a fair and defined system to set worker wages and should be reviewed annually.**
- b. Wages must meet minimum salary requirement as stipulated by UAE Labour Law, if any, and include basic salary plus allowances, benefits and all other dues payable to workers in accordance with their particular employment contracts.
- c. Workers are entitled to leave with full pay for all UAE public holidays.
- d. Wages must be paid in full at regular intervals not exceeding one month and within 15 days of the end of the pay period.
- e. In cases where the employer does not allow the worker to carry out their duty, the employer is still obliged to pay the wage agreed upon.
- f. 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) for MOHRE registered employers and bank transfer for employers registered under the legal authorities.
- g. Bank accounts must be opened for workers by the employer.
- h. Employers must not have access to workers' bank accounts other than to deposit wages.
- i. Employers must keep a wage register of all its workers setting out all their wages and the calculations.
- j. Employer is able to provide proof of payment of wages on a monthly basis.
- k. 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.**
- l. 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.
- m. Wage deductions must only be made in accordance with the law and must not exceed **20% of the monthly wage.**

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- n. **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.**
- o. Workers' wages 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
 - ix. Uniforms
 - x. Laundry
 - xi. Medical fees or sick leave
- p. Workers must not be charged interest on any wages paid in advance of the due date, by way of an advance payment or loan.
- q. **Any payments made by the client to the employer will first be used to pay workers' wages or other payment for the benefit of workers.**
- r. **Payment to workers will not be conditional upon the receipt of payment from the client or any other party.**
- s. The employer 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.
- t. **If the client has reasonable grounds to believe that employers or their subcontractors have failed to pay other payments for the benefit of workers, the client may withhold the monies payable to the employer and pay other payments and recover or deduct all such payments from monies payable to the employer.**

3.5 Working Hours, Rest and Leave

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

- a. Employers must implement a time and attendance recording system (manual or electronic) to capture the presence of all workers, including subcontractors.
- b. The maximum normal working hours for workers shall be (8) eight hours per day or (48) forty-eight hours per 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 the **Standards**.
- d. Normal overtime will not exceed two hours in any one-day period.
- e. A worker shall not be instructed to work for more than two consecutive weekend days.
- f. Workers must be provided one full day rest per week.
- g. Where the employer provides a 24/7 service, a rotation or shift scheme must be used in accordance with the above working hours.
- h. Workers 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. Working hours and breaks shall be arranged at an establishment working according to shifts or for some job categories, as per their nature, such as field jobs, and according to the workers' classification specified in the Implementing Regulation hereof.

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- i. All leaves (annual, sick, bereavement or other) must be compliant with the minimum requirements set by the UAE Labour Law.
- j. A leave record for each worker must be created and maintained. This record must include all forms of leaves taken by the worker.
- k. Workers must receive a minimum of 30 calendar days paid annual leave each year as mandated by the MOHRE. Leave should not be unreasonably delayed or withheld.
- l. The employer may agree to grant the worker a leave from his/her annual leave balance during the probationary period, while the worker shall reserve his/her right to be compensated for the remainder of his/her annual leave balance in case he/she does not pass the probationary period.
- m. Worker is entitled to sick leave as per Article 31 of UAE Federal Decree Law 33.
- n. The regular working hours shall be reduced by two hours during the holy month of Ramadan.
- o. Work performed directly under the sun and in open places shall not be allowed during the hours prescribed by the relevant authority (as summer working hours).
- p. Workers must not work more than 60 hours per week (inclusive of normal + overtime hours).
- q. **Employers must not withhold or retain any monies from the worker prior to going on leave.**

3.6 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. In case of a work injury or an occupational disease, the employer shall bear the expenses of the worker's treatment until he/she recovers and is able to return to work or proves his/her disability, in accordance with the conditions, rules and procedures specified by the Implementing Regulation hereof. If the work injury or occupational disease prevents the worker from performing his/her work, the employer shall pay to the worker an amount equivalent of his/her full wage (**which will include overtime where applicable**) throughout the treatment period or for (6) six months, whichever is less. If the treatment period exceeds (6) six months, the worker shall obtain half wage for another (6) six months, or until the worker is cured or his/her disability or death is proven, whichever is earlier.
- 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. All eligible workers must possess a valid occupational health certificate for medical examinations at a DHA approved clinic in line with the DHA guidelines.
- f. **Employers will provide free of charge professional counselling services for workers requiring treatment for emotional, traumatic, and mental illness issues.**
- g. **Employers 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.**
- h. **Employers 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.**
 - 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.**

3.7 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.

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- a. Sexual harassment, bullying or any verbal, physical or psychological violence committed against the worker by the employer, his/her superiors at work, colleagues or the persons who work with him/her, are prohibited. Workers must always be treated fairly.
- b. 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.
- c. Employers will not impose or request employment bans on workers.
- d. Pregnancy tests will not be a condition of employment, nor will they be demanded of workers.
- e. The employer shall not use any means that would oblige or force the worker, threaten him/her with any penalty to work for it, or compel him/her to undertake work or provide a service against his/her will.

3.8 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. The employer shall not withhold the official documents of the worker.
- 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. This can be a passport consent form (signed by the worker) that gives workers an option to keep with them or the employer.
 - iv. Employers maintain a register of all workers who are/are not in possession of their passports and personal documents.
 - v. 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.

3.9 Grievance and Disciplinary Mechanisms

General requirement: 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. The termination of the worker's service by the employer is unlawful if the termination of the worker's service is due to filing a serious complaint to the relevant authority or filing a lawsuit against the employer, whose validity is proven.
- c. Workers must have access to a confidential process in which they can raise grievances, report concerns or non-compliance without fear of reprisal.
- d. 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.

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- 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. 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 MOHRE or other applicable legal authorities (such as free Zones), a copy of the complaint and the reply.
- f. Employers will ensure that workers are aware of the grievance resolution process including how a worker can escalate their dispute to the MOHRE (as described in Article 155 of the UAE Federal Law No. (8) of 1980) or other applicable legal authorities (such as free zones) and access to their toll-free hotline.
- g. Trained and suitably qualified human resource personnel should be available to resolve grievance and conflict.
- h. It is not permissible to impose any disciplinary sanction to the worker for an action committed by him/her outside the workplace unless it is related to work.
- i. It is not permissible to impose more than one disciplinary sanction for a single violation.
- j. None of the penalties set out in Article (39) of the UAE Federal Decree-Law (33) of 2021 may be imposed on the worker except after informing him/her in writing of the charges against him/her, hearing his/her statements, investigating his/her defence and recording the foregoing in a report to be deposited in his/her private file and annotated with the penalty at its end. The worker shall be notified in writing of the penalties imposed thereon, the type and amount thereof, the grounds for their imposition and the penalty he/she will face in case of recurrence.

3.10 Worker Orientation and Communication

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

- a. Employer shall take the necessary actions to ensure that the worker is aware of his/her rights and obligations at work, according to the tools and methods appropriate to the nature of the work and the workers therein.
- b. All workers will receive an orientation in a language they understand prior to mobilisation to the Expo site. Including and not limited to the following topics:
 - i. Employer's Employment Policies and other relevant practices.
 - ii. Disciplinary/Grievance procedures.
 - iii. Mechanisms to obtain support or advice.
 - iv. Working hours, overtime policy, holidays, vacation, sick leave.
 - v. Safeguarding passports and personal documents.
 - vi. Worker Welfare Committee.
 - vii. Social and cultural awareness.
 - viii. Passport retention and personal documents rights.
 - ix. Recruitment fees payment assessments.
- c. Orientation will include distribution or display of materials for reference after the training/induction.
- d. Health and safety and welfare notice boards will be established in prominent locations and will be in languages most commonly used by the workers. This will include information on grievance procedure, contact details for the Accommodation Manager and other key staff, working hours and other pertinent information.
- e. Topics associated with welfare matters, which should include Worker Welfare Hotline and Worker Connect App, will be communicated to the workers via regular toolbox talks and ad hoc training programmes in a language they understand.

3.11 Records

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

- a. Employers will maintain a manpower register that tracks the number and names of its workers on the Expo site. The register will show the following for each worker:
 - i. Employee's company ID number.
 - ii. Name of the worker.
 - iii. Nationality.
 - iv. Job title.
 - v. Emirates ID number.
 - vi. Mobile number.
 - vii. Languages spoken.
 - viii. Name of the employer.
 - ix. Start date at Expo.
 - x. Start date in the company.
 - xi. Visa expiry date.
 - xii. Recruited internally/recruitment agency.
 - xiii. Name of recruitment agency (if applicable).
 - xiv. Amount paid during recruitment.
 - xv. Current location of their accommodation.
- b. Maintaining the workers' files and records as per the conditions, rules and procedures issued by a resolution of the relevant authority, provided that the period of keeping the worker's records shall not be less than two years after the date of the worker's end of service; the HR records must show at least the following information on each worker:
 - i. Name.
 - ii. Original offer of employment and employment agreement (signed).
 - iii. Job or occupation.
 - iv. Age.
 - v. Nationality.
 - vi. Place of residence.
 - vii. Marital status.
 - viii. Next of kin.
 - ix. Date of employment.
 - x. Wages paid and any adjustments made.
 - xi. Leave taken (including annual leave, sick leave, and other leave).
 - xii. Disciplinary record.
 - xiii. Period of probation.
 - xiv. Grievances record.
 - xv. Work appraisals.
 - xvi. Records of pre- and post-medical examinations.
 - xvii. Induction and orientation records.
 - xviii. Qualifications and training records.
 - xix. Occupational illnesses and injuries.
 - xx. Date and reason for termination of employment.
- c. The worker's HR records must also include the following:
 - i. Emergency contacts (at least two).

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- ii. Copy of valid passport.
 - iii. Copy of work visa.
 - iv. Copy of Emirates ID.
 - v. Copy of medical health insurance card.
- d. All records will be stored appropriately and made available to the employer or client or their nominated representative to demonstrate that the requirements of these standards have been complied with.

3.12 Separation

General Requirement: The employer shall not force the worker to leave the country at the end of the employment relationship and shall pay all his/her entitlements as per the Law.

a. Notice Period

- i. If the worker wishes to move during the probationary period, to work for another employer in the country, he/she shall notify the original employer of the same in writing within not less than one month from the date of his/her wish to terminate the contract. Then, the new employer shall compensate the original employer for the costs of recruitment or contracting with the worker, unless otherwise agreed upon.
- ii. If the worker wishes to terminate the employment contract during the probationary period, to leave the country, he/she shall notify the employer of the same in writing not less than fourteen (14) days from the date specified for the termination of the contract. If he/she wishes to return to the country and obtain a new work permit within (3) three months from the date of departure, the new employer shall pay the compensation stipulated in the UAE Law, unless in case of an agreement between the worker and the original employer to the contrary.
- iii. If either party terminates the employment contract without taking into consideration the provisions of the requirement in the UAE Law, it shall pay to the other party compensation equal to the worker's wages for the notice period or the remaining period of the notice period.
- iv. Either party to the employment contract may terminate the contract for any legitimate reason, provided that the other party is notified in writing and work shall be performed during the notice period agreed upon in the contract, provided that such period is not less than (30) thirty days and not more than (90) ninety days.

b. Without Notice

- i. The worker may quit work without notice, while retaining his/her rights upon end of service in the case stipulated in Article 45 of the Federal Decree-Law (33) of 2021.
- ii. The employer may dismiss the worker without notice after conducting a written investigation with him/her and the dismissal decision shall be in writing and justified and the employer or its representative shall hand it over to the worker in any of the cases stipulated in Article 44 of the Federal Decree-Law (33) of 2021.
- iii. The employer may not terminate the worker's service due to his/her lack of health fitness before using the legally accrued leaves. Each agreement to the contrary shall be null and void, even if it is concluded prior to the enforcement of the provisions hereof.

c. End Of Service Benefits

- i. The full-time worker, who completed a year or more in continuous service, shall be entitled to end of service benefits at the end of his/her service, calculated according to the basic wage as per the following: A wage of (21) twenty one days for each year of the first five years of service; A wage of (30) thirty days for each year exceeding such period; where the worker shall be entitled to a benefit for parts of the year.
- ii. Without prejudice to the legislation regarding the granting of pensions or retirement benefits to workers in some establishments, the end of service benefits shall be calculated according to the last basic wage the worker was entitled to, **according to their employment contract or payslip, whichever is higher.**

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- iii. The employer shall pay to the worker, within (14) fourteen days from the end date of the contract term, his/her wages and all his/her other entitlements stipulated herein and resolutions issued for its implementation, the contract or the establishment's by-laws.
- iv. Bearing the repatriation expenses of the worker to his/her place of recruitment or any other place that both parties had agreed upon, unless he/she has already joined the service of another employer or unless the reason for terminating the contract was attributed to the worker, then that the latter shall be liable for incurring those expenses.
- v. In the event of a death of a worker, all due wages, applicable compensation and end of service benefits must be paid in full to the deceased's next of kin within 30 days. Any insurance or other compensatory entitlement must be paid in full as soon as practical.

d. Records

- i. HR files must have date and reason for Termination of Employment;
- ii. Giving the worker, as per his/her request and upon expiry of the employment contract, a certificate of experience, without fees, indicating the date of his/her commencement of work, the date of its expiry, his/her entire service term, job title or type of work he/she was performing, the last wage he/she was receiving and the reason for the termination of the employment contract, provided that the certificate does not include anything that may harm the worker's reputation or limit his/her chances of finding new job opportunities;
- iii. Maintaining a digital or hard copy of both the job offer and the employment contract for no less than two years from the date of expiry or termination of the employment relationship.

4. Group Labour Accommodation

4.1 Facility Design

General requirement: Group Labour Accommodation must be designed in accordance with UAE Law, specifically Cabinet Decision No. (13) of 2009, 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. Employer must register the Labor Accommodation in the approved systems of MOHRE and ensure the validity of the information entered as per Ministerial Resolution No. (44) of 2022.
- d. Regular maintenance must be carried out to ensure sanitary and environmental conditions and the safety requirements of the local authorities.
- e. Accommodation buildings must have concrete or cement walls and floors.
- f. All the building materials used must be environmentally friendly and must not pose a risk to public health.
- g. Building materials must be non-flammable and must comply with the standards of the Civil Defence requirements.
- h. Doors must be fireproof as per the standards of the Civil Defence requirements.
- i. In the absence of regulations/legislations/competent local laws, applicable international standards shall govern the use of materials.
- j. 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.
- k. Each accommodation facility housing more than 500 persons must have 5 metres or more space between the residential buildings and must be compliant with the building conditions adopted by the local authorities.
- l. The maximum building height must be compliant with the standards approved by the respective competent local authorities.
- m. The outdoor area must be sufficient for safe movement within the accommodation facility.
- n. 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.
- o. Signage indicating safe passage throughout the facility must be clearly displayed.
- p. Each accommodation housing more than 500 persons, must have shaded waiting areas provided at bus stations and car stops for worker pick-up 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.

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- a. The accommodation must be less than one hour from the Expo 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. Bedrooms 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, kitchens, toilets, changing/bathing rooms 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 average 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 can be flushed after use.
- f. Cold and hot water is provided in bathrooms.

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- 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 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.
- 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 noise level should be comfortable.**
- 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. **New mattresses, pillows, duvets/blankets should be provided to the new residents and replaced, free of charge, every 2 (two) years or as necessary.**
- 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. If the kitchen facility is not within the accommodation premises and food is brought in from another kitchen outside, it is the responsibility of the employer to assess the caterer/provider on requirements mentioned below in 4.6 (b).
- b. Where catered kitchen facilities are provided within the accommodation premises:
 - 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 services 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 washbasins 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 washbasin, 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 floors, ceilings and wall surfaces are made of non-absorbent, easy to clean materials.
 - xiii. The kitchen and cooking facilities are kept clean.
 - xiv. Deep cleaning services must be provided every three months.
 - xv. The kitchen is equipped with a means of pest control.
 - xvi. Food catered to site for meals must follow all UAE regulations on food safety.
- c. Where self-cooking facilities are provided:
 - i. Employers will ensure twice daily cleaning of all cooking stations, food preparation surfaces, sinks and floors.
 - ii. Employers 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.
 - v. There are hand washbasins of stainless steel (according to the number of workers) with hot and cold water, liquid soap and hand drying facilities.
 - vi. There is a washbasin, 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 floors, ceilings 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 to accommodate at least one-third of the total number of residents at any given time with each person having at least 1.4 m².
- 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 (polythene) 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 1.4 m².
- c. 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.
- d. Each accommodation facility housing 1,000-5,000 persons must have a barber shop and a grocery store.
- e. Each accommodation facility housing 1,000-5,000 persons must have an Automated Teller Machine (ATM).
- f. 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/facilities 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 must have adequate lighting to ensure safe operation of the facility and must provide residents with sufficient 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 in 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.

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- 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. 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 in 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 residents' use.

- 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:

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- 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:
 - i. Must be placed outside and kept secure and shaded from sunlight.
 - ii. Must be compliant with civil defence requirements.
 - iii. Shall be located above ground and a well-ventilated area outdoors.
 - iv. Shall be placed on a firm, clean, dry and level base.
 - v. Must not be stored on roofs, terraces and basements.
- b. Centralised Gas Tank shall:
 - i. Have an industrial type, chain-link fencing around with restricted entrance.
 - ii. Have a warning sign or notice permanently and legibly displayed at the front of the installation, in Arabic and English conveying, "LPG / HIGHLY FLAMMABLE / NO SMOKING / NO NAKED LIGHTS".
 - iii. Have a fixed water spray system.

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.

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 fire alarm 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.

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- 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 a 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 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.
 - vii. Have an onsite ambulance for transporting patients to nearest hospitals for emergencies. **In case of non-availability of onsite ambulance, suitable arrangements should be in place for providing ambulance services within 15 minutes in case of any medical 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 accommodation must have at least one certified first aider for every 200 residents, and should be available 24x7. The details of the first aider(s) should be displayed on each floor and common areas.**

4.22 Public Health Hazards

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

- 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 **including treatment for bed bugs**.

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-In-Charge 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-In-Charge must maintain a register of the residents in the accommodation facility within a database.
- e. The Accommodation Management Team 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.
 - vi. Reporting to the health authorities about the eruption of any contagious diseases, food poisoning and other important casualties.

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- f. **The Accommodation-In-Charge must 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. **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.**
- b. **A Security management plan that prohibits the use of force.**
- c. **An Emergency response plan that includes details of drills for medical and fire emergencies.**
- d. 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.
- e. 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.
 - v. Waste disposal.
 - vi. Preventing pollution.
 - vii. Pest control.
 - viii. Fire prevention and proper use of firefighting equipment.
 - ix. Responsibilities during emergencies.
- f. Copies of the house rules, in a language understood by all the residents, and must be displayed on every floor of the accommodation facility.
- g. 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.
- h. 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.
- i. 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.

5. Apartments or Villas (Employer Provided)

General requirement: This section is applicable to shared accommodation, where employers have accommodated their workers in facilities such as apartments and villas, and the employer is paying for the rent and other required services.

5.1 Location and Buildings

General requirement: Employers must take responsibility to ensure that the housing it provides to workers is safe, suitable, comfortable and is located within one-hour commuting time.

- a. The apartments in which workers are staying must adhere to the concerned Municipality's Tenancy contract and/or Ejari.
- b. All the doors should be fire rated.
- c. Fire/smoke detectors shall be installed in all the bedrooms and the common areas accessible to the residents.
- d. The accommodation must be less than one hours' distance from the Expo Site.
- e. Evacuation procedures should be developed in line with the Civil Defence regulations. Residents must be trained in the evacuation procedures.
- f. The apartment/villa must be ventilated and air conditioned as per the standards and conditions adopted by the competent local authority.

5.2 Bathrooms

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

- a. Bathrooms, showers and toilets are kept clean and hygienic.
- b. Cold and hot water is provided in bathrooms.
- c. One shower, one toilet and one washbasin are provided for every eight residents.
- d. Washbasins have mixers to control the temperature of the water used.
- e. Hand wash facilities include soap and hygienic means of drying hands.
- f. Toilets and bathrooms include mirrors and fixtures to hang clothes and towels and to place the soap.

5.3 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. Each resident has space in their bedrooms of not less than 4 m².
- b. Each resident is provided with a sleeping area that is not shared with any other person.
- c. Each resident is provided with a bed, side table and a 2-m high closet with a lock.
- d. The space between the beds does not impede ease of access/egress.
- e. Triple bunk beds must not be used.
- f. Shoe racks of appropriate size and in numbers should be provided for every room for the workers.
- g. Cooking stoves or washing machines must not be used in bedrooms.
- h. All rooms will be kept clean and in good condition.
- i. New mattresses, pillows, duvets/blankets should be provided to the new residents and replaced, free of charge, every 2 (two) years or as necessary.
- j. Beds will be free of infestation of any kind such as bed bugs, cockroaches etc.

5.4 Kitchens

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

- a. Kitchens will be deep cleaned every three months.
- b. Employers shall provide suitable storage to preserve dry and refrigerated food.
- c. There is a hand washbasin with hot and cold water, liquid soap and hand drying facilities.
- d. The kitchen is equipped with a proper drainage system, and exhaust outlet.
- e. The kitchen and cooking facilities are kept clean.
- f. Gas supply in the accommodation must be compliant with Civil Defence requirements.

5.5 Gas Supply

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

- a. LPG Cylinders indoor installation arrangements are allowed only for residential/apartments/flats and villas, where permitted by Civil Defence.
- b. For domestic residential usage, maximum quantity allowed indoors is one cylinder of 24 kg.

5.6 Leisure and General Facilities

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

- a. The employer shall provide a TV set for workers with channels tailored to the needs of residents.

5.7 Laundry Services

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

- a. The Employer shall ensure that free of charge laundry services or facilities 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. Laundry services may be outsourced. If laundry services are not outsourced/provided, the employer shall provide the accommodation unit with communal laundry facilities.
- c. The communal laundry facilities should be provided with all the required services such as hot and cold-water connections, ventilation and air conditioning, drainage system and sufficient lighting.
- d. Where the communal laundry facilities are not free of charge, the price will be fair and reasonable.

5.8 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.

5.9 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 will not create any offensive/foul smell or hazard to health.

5.10 Water Supply Systems

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

- a. Water supply systems must be compliant with the requirements of the local authorities.
- b. All the bathrooms, showers, washbasins and kitchens must be supplied with hot and cold water.

- c. 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.
- d. Water storage systems shall be regularly tested for legionella and treated where legionella is found to be present.

5.11 Drinking Water

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

- a. 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.
- b. Drinking water shall be provided free of charge by the employer.

5.12 Internet Services

General requirement: Efficient and easily accessible internet services (Wi-Fi) must be made available at no cost to workers. Workers shall be able to access internet on their individual devices for various purposes including education, access to grievance mechanisms such as Expo Worker Connect and internal company online services etc.

- a. Free internet facility (Wi-Fi) will be provided to all workers.

5.13 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. Electrical outlets must be installed in all bedrooms near every bed for personal use.

5.14 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. The main passages and apartments of the facility must be equipped with hose reels and fire extinguishers.

5.15 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. 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.
- b. Fire detection systems must be available in each bedroom, as per UAE Fire Life Safety Code of Practice of 2011.
- c. A public announcement system must be installed in every accommodation facility.

5.16 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.

5.17 Medical Services

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

- a. First aid kits are available in the accommodation facility, at least one in each apartment / at least one for up to 10 people (in case of villa) and are adequately stocked.
- b. Employers must have a medical emergency response plan that includes contagious disease outbreak.
- c. Employers must have at least one certified first aider available for every 50 residents.

5.18 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 including treatment for bed bugs.

5.19 Waste Disposal

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

- a. Waste from apartments must be removed daily.
- b. Closed and washable waste bins must be provided in sufficient quantities and kept clean.

5.20 Accommodation Management

General requirement: Employers shall have adequate accommodation management representatives available to fully manage all aspects of the accommodation facility.

- a. An Accommodation Manager/Officer/In-Charge or any other responsible person 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. The Accommodation Manager/Officer/In-Charge or any other responsible person must maintain a register of the residents in the accommodation facility within a database.
- d. The Accommodation Manager/Officer/In-Charge or any other responsible person is responsible for:
 - i. Coordinating regular inspection of all accommodation facilities.
 - ii. Controlling and managing the planned occupation percentage against actual occupation (population density).
 - iii. 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 (fire, medical, etc.), and supervising the introductory training programme.
 - iv. Reporting to the health authorities, the eruption of any contagious diseases, food poisoning and other important casualties.

5.21 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. 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.
 - v. Diseases.
 - vi. Waste disposal.
 - vii. Preventing pollution.
 - viii. Pest control.
 - ix. Fire prevention and proper use of firefighting equipment.
 - x. Responsibilities during emergencies.
- b. Copies of the house rules, in a language understood by all the residents, and must be displayed in every apartment of the accommodation facility.
- c. 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 Accommodation Manager/Officer/In-Charge or any other responsible person.
- d. The residents, staff and visitors must not be permitted to use tobacco products inside the accommodation facilities. Suitable signage must be erected around the accommodation facility to ensure strict enforcement.
- e. The use of tobacco products must be permitted outdoors or in designated smoking areas that are completely isolated from non-smoking areas.

6. 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. **Employers 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 run on tubeless tires.
- r. The alighting points must be near the passengers' destination to avoid crossing main roads.
- s. 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 A

Expo City Dubai Worker Welfare Policy

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Expo City Dubai

Worker Welfare Policy

At Expo City 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 City. After having hosted a world exposition in the Middle East for the first time, Expo City Dubai 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 City Dubai, including our third-party developers, contractors, employers 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, 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 City 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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مدينة إكسبو دبي

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