



FRAMEWORK AGREEMENT

BETWEEN QDVC - VINCI - BWI

GENEVA - 2017

All construction workers should be treated with dignity, and live and work in decent and safe conditions.



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FOREWORD

This Agreement is founded on the shared belief that all construction workers should be treated with dignity, and live and work in decent and safe conditions.

The parties also see this Agreement between the Building and Wood Workers' International (BWI), a global union federation; VINCI, a multinational group; and Qatari Diar VINCI Construction (QDVC), a Qatari company as a new and innovative way to promote better working and living conditions for all workers, in particular migrant workers.

This Agreement complies with Qatari law and is based on the:

- Principles enshrined in the Universal Declaration of Human Rights;
- UN Guiding Principles on Business and Human Rights;
- OECD Guidelines for Multinational Enterprises;
- ILO Declaration of Fundamental Rights and Principles at Work.

The parties adopt the following Agreement, which aims to explicitly define the practices they will abide by to uphold human rights (chapter 1) and the monitoring method linked to an early-warning process (chapter 2), in order to meet the aforementioned objectives.

PARTIES TO THIS AGREEMENT



QDVC Q.S.C.
(hereinafter QDVC)

QDVC QCS is a Qatari Shareholder Company incorporated under the laws of Qatar, registered in the Registry of Commerce and Companies under number 35543, headquartered in The Gate Mall Tower 4, Floor 16, Al Dafna Area, PO Box 19389, Doha, Qatar.



VINCI S.A.
(hereinafter VINCI)

VINCI SA is the holding company of a concessions and construction group headquartered in Rueil-Malmaison, France. It employs more than 185,000 people in some 100 countries. VINCI is a private company that designs, finances, builds and operates infrastructure and facilities that help improve daily life and mobility for all.



Building and Wood Workers' International
(hereinafter BWI)

BWI is the Global Union Federation grouping free and democratic unions with members in the building, building materials, wood, forestry and allied sectors. BWI groups together around 350 trade unions representing around 12 million members in 135 countries. Their mission is to promote the development of trade unions in the building, building materials, forestry, and wood industries throughout the world, and defend the human rights and labour rights of workers.

PURPOSE OF THIS AGREEMENT

This Agreement addresses society's expectations vis-à-vis multinational companies, in particular as regards their duty to manage the social and environmental impacts of their activities. These expectations have increased drastically over the past few years.

This Agreement also follows longstanding international codes of practice to establish the employment guidelines and best practices that QDVC supports and will apply to improve working and living conditions for QDVC workers at its construction sites in Qatar. These guidelines and best practices are based on international human rights and best practices, and comply with local requirements in Qatar.

The Parties hereto will promote workers' international human rights standards while complying with Qatari law.

QDVC will apply best practices, openly share its results with BWI and VINCI, and openly discuss with them the areas of improvement it has identified and actions it intends to take based on those results.

This Agreement:

1. Formalises QDVC's commitments regarding workers' rights and welfare, encompassing:

- labour migration and recruitment practices;
- working conditions;
- living conditions;
- subcontractors' practices on workers' rights;
- co-contractors;
- grievance mechanism.

2. Defines the reporting process and early-warning mechanism that the parties can use.

Scope of application

- **This document applies to all QDVC QSC operations in Qatar.**

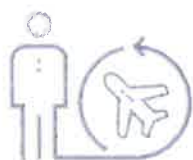
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GUIDELINES ON HUMAN RIGHTS

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GUIDELINES ON HUMAN RIGHTS

This Agreement applies to but is not limited to the following:



1.1 – Labour migration and recruitment practices

Forced labour and human rights infringements often arise at the recruitment state. As a result, QDVC give special attention to the recruitment supply chain processes.

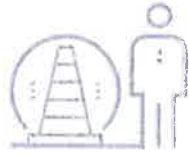
QDVC commits to the following principles of ethical recruitment:

- **QDVC's recruitment process is free of charge** for migrant workers.
- **Contracts with agencies and adverts include a clear no-fees policy.**
- **Workers are informed (verbally and in writing) of their employment terms and conditions** and of their job-related safety and health risks, prior to deployment to Qatar, in a language they understand.
- **Workers are informed of their rights and responsibilities** under the law prior to deployment to Qatar.
- **Workers' passports and other identity documents are never retained.** QDVC provides a locker or safety box for every worker to keep his or her personal documents and valuables.
- **Workers can report complaints** and doing so will not entail any form of retaliation or punishment.



The following points have been identified as the key focus areas going forward:

- **Recruitment-agency selection.**
- **Fees and debt control.**
- **The candidate recruitment process.**
- **Clear and transparent employment contracts:** all worker and in particular migrant workers should be provided with written employment contracts in a language each worker understands, with all terms and conditions explained clearly.
- **Freedom of movement:** workers are free to leave accommodation facilities whenever they so wish.
- **Workers are free to terminate employment** at any time, without incurring administrative or financial penalties (for example, their wages will not be withheld), provided they give reasonable notice; workers are free to change employers and are given Non-Objection Certificates (NOCs) upon request.



1.2 – Working conditions

QDVC has the responsibility to provide its employees and its subcontracted workers with decent working conditions, ensuring workplaces are free from threats to employees' and workers' physical and mental integrity, and ensuring employees and workers can return to their accommodation safely after working hours.



The following points have been identified as the key focus areas going forward:

Occupational health and safety

- QDVC invariably complies with local and international standards. QDVC commits to have occupational health and safety programs and practices in its workplaces, in line with ILO Guidelines for Occupational Health and Safety Management Systems, 2001, in order to ensure safe work environment.
- QDVC monitors accident frequency and severity rates. QDVC commits to a zero-accident policy, training workers on a regular basis with a view to improving health and safety conditions.
- QDVC provides free personal protective equipment (PPE) to all workers.
- Special measures regarding the summer season in Qatar are deployed on a yearly basis, including a Heat Stress Prevention programme, extra-training, dedicated toolbox talks, adapted working hours and specific procedures to stop work when the heat index, which monitors both the temperature and humidity levels, rises above a specify level. In addition, QDVC will comply with the legal requirement of a mid-day break during the summer months.

Employment conditions

- **QDVC pays wages** (including overtime) **on time, directly** into workers' personal bank accounts.
- **Wages** are based on skills and experience.
- **Working hours and rest time.**
- **Paid holidays, medical and emergency leave.**
- **Safe return is guaranteed** and final repatriation will be organized and paid by the company regardless of the reason.
- **Creation of independent and representative workers' committee** is supported by QDVC. QDVC watches over the independence of the workers' representatives and has formalized, with the recommendations of BWI, an election process to reinforce this point.
Workers committees' members shall discuss workplace condition, their rights, interests, security, welfare and living conditions.
A dedicated topic of the agenda is devoted to health and safety issues.
These meetings include open discussion, mutual information, consultation, resolution of workers' complaint and exchanges between employees and the management.
Terms of reference and rules are formalized with the committee members.
A room is made available for the specific time of the meetings. QDVC and BWI will work together on workers' education and a capacity-building program for the members of the workers' committees.



1.3 – Living conditions

QDVC has a duty to provide its workers with decent living areas that meet all their basic needs. It provides its workers with safe, clean and decent living and leisure facilities.



The following points have been identified as the key focus areas going forward:

- **Worker accommodation:** QDVC complies with the Qatar Foundation Mandatory Migrant Workers' Welfare Standards unless the contract for the main project provides higher workers' welfare standards, in which case the latter take precedence.
- QDVC provides safe and functional accommodation for its workers. Workers' rooms are clean, spacious and air-conditioned. Air conditioning has sufficient capacity to cool a fully occupied room during the warmest periods. Buildings and other structures have adequate fire-safety protection.
- **Health and life insurance.**
- **Social and community life.**
- **Freedom of cultural practices.**
- **Right of privacy and communication with family.**



1.4 – Subcontractors' practices on workers' rights

QDVC is committed to guaranteeing the highest working and quality of life for all workers associated with its operations.

QDVC is aware of its duty of due diligence to improve the recruitment, working conditions and living conditions of subcontractor workers involved in its activities, in order to ensure that they enjoy their human and labour rights at all times. QDVC reminds suppliers of manpower and subcontractors of their full responsibility regarding their employees' human and labour rights.

QDVC has an integrated mechanism to manage compliance with labour rights, safety and welfare among its subcontractors and agencies supplying workers. This mechanism applies during the short-listing, tendering and subcontracting phases.

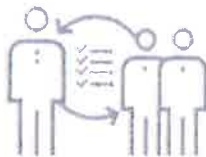
Subcontractors are required to comply with all the provisions relating to human rights and working conditions in their contracts. They submit to QDVC rules. If audits reveal significant or persistent shortfalls on the part of a subcontractor, QDVC may terminate its contract and blacklist that subcontractor.

The same health and safety rules apply to QDVC workers and subcontractor workers at all QDVC sites. The same management system applies to both groups of workers and both are entitled to the same PPE. The QDVC Workers' Welfare Committee therefore discusses health and safety of QDVC employees as well as subcontractor workers.



The following points have been identified as the key focus areas going forward:

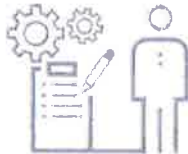
- QDVC health & safety policy applies to all subcontractors on site.
- Working conditions laid at the site applies to all subcontractors.
- Process to monitor subcontractors' compliance with regards to workers' rights, safety and welfare.
- Workers accommodation inspections.
- Audit of labour rights and human resources practices.
- QDVC regularly reviews subcontractors' improvement and provides guidance where areas of non-compliance are observed.



1.5 – Co-contractors

QDVC is committed to guaranteeing the highest standard of work and quality of life for all workers associated with its operations.

In order to achieve this goal, QDVC communicates its standards regarding human and labor rights of workers since the tendering and the contractual phases in order that co-contractors fulfill with these standards. QDVC reminds co-contractors of their full responsibility as employers, regarding the human and labor rights of their own employees.



1.6 – Grievance mechanism

QDVC has a grievance mechanism enabling all workers to raise issues and inform management of any shortfalls.

If an employee has an issue, he/she is invited to share it as soon as possible with his/her line management. In case the grievance is not resolved, he/she can contact an appointed grievance officer who will deal with it in a confidential manner. Workers can raise concerns on topics such as working and living conditions, wages, human resource procedures, leave, health and safety, personal issue, etc. This mechanism aims to protect the workers from any coercion. The grievances are formally recorded and the efficiency of the system is regularly monitored.

A report will be compiled once a year by the welfare committee.

Unresolved complaints or grievances can be referred to the Reference Group (see below) to find a solution agreeable to all parties involved in the conflict.

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GUIDELINES MONITORING AND EARLY WARNING MECHANISM

2.1 – Monitoring

The parties to this voluntary Agreement are committed to supporting it.

They will actively cooperate to ensure the Agreement is applied and fulfilled.

They will actively cooperate to eliminate any existing breaches to this Agreement and to prevent any future breaches.

2.1.1 – Follow-up and reporting

QDVC will report on compliance with this Agreement. Its reports will provide facts and figures illustrating achievements and progress towards full compliance with the guidelines herein.

The Reference Group (see below) will review these reports to approve their content and presentation. These reports are submitted to the Reference Group on a regular basis.

2.1.2 – Reference Group

A Reference Group will be appointed. It will encompass QDVC management, VINCI management and BWI representatives. Each party can appoint one or two members at its discretion.

The Reference Group's first duty will be to agree on its method to jointly monitor this Agreement.

The Reference Group will meet at least once a year, or more often if necessary, to monitor this Agreement's implementation and to review reports on compliance. Reference Group members can agree to conduct a site inspection if they deem doing so necessary to ensure this Agreement is being effectively implemented.

The Reference Group will also, for instance, consider developing a joint program for worker representatives on labour laws, occupational health and safety, the grievance mechanism and skills development.

QDVC will provide all necessary support and assistance for meetings and inspections.

BWI will take part in Reference Group meetings and inspections at its own expense, unless QDVC requires it to take part in an activity, in which case QDVC will cover the cost.

2.2 – Early warning process and audit

QDVC commits to be audited by an independent third party, selected by the Reference Group, once every two years or more often should the need arise. The parties agree to appoint BSR to conduct the first audit.

BWI commits to first discuss with QDVC and VINCI on any topic raised by BWI and which could impact QDVC.



The standard procedure to deal with any breaches to this Agreement follows:

- First, information should be raised with QDVC management. QDVC ensures corrective measures are taken in a timely manner.
- If significant breaches to any part of his Agreement occur and no corrective measures are taken, BWI should alert members of the Reference Group. Following this, VINCI will initiate an audit conducted by an independent third party as noted above.
- VINCI will cover this audit's costs.
- The auditor will audit the issues raised based on documents or on-site. BWI may ask to be designated as observer during this audit.
- Reference Group members will receive a report containing audit findings.

If significant breaches persist, withdrawal from this Agreement should be a final resort.

2.3 – Implementation

The parties acknowledge that local management, workers and the Workers' Welfare Committee need to be involved in order to supply local knowledge and effectively monitor this Agreement.

The Reference Group will consider developing a programme to inform all employees of this Agreement and its content.

QDVC will make the Agreement available for its employees and for suppliers of manpower and subcontractor workers. It will publish this Agreement on the QDVC website.

Any differences of opinion arising from the interpretation or implementation of this Agreement will be examined by the Reference Group.

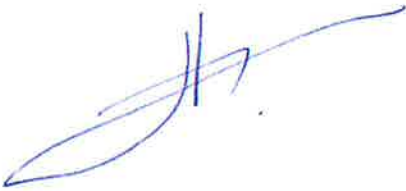
The parties agree to revise this Agreement in order to encompass new fields or to raise existing social standards.

2.4 - Duration

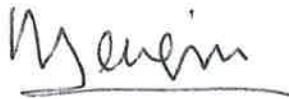
This Agreement takes effect today, and termination requires three months' notice.

Signed in Geneva on 21st Nov 2017

QDVC
CEO,
Philippe Tavernier



VINCI
Executive Vice-President
Human Resources and Corporate
and Social Responsibility,
Franck Mougín



BWI
General Secretary,
Ambet Yuson



References

• The main references VINCI and QDVC used for this Agreement:

- UN Guiding Principles on Business and Human Rights.
- OECD Guidelines for Multinational Enterprises.
- VINCI Code of Ethics and Conduct.
- VINCI Manifesto.
- VINCI CSR self-assessment tool (Advance).
- VINCI CSR department literature.
- QDVC Code of Ethics.
- Health and Safety Corporate Policy.
- Corporate Social Responsibility department literature.
- CSR audits conducted by external international experts.
- The Human Rights Impact Assessment (HRIA), carried out by a third party (BSR).
- Advance, the internal assessment tool and action plan applied to QDVC activities.
- QDVC procurement policy.
- QDVC action starts with the compliance with Qatari Labour law.
- When no specific standard is provided, QDVC voluntarily follows the Qatar Foundation's standards.



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