

Stakeholder Submission to the Universal Periodic Review (Cycle 4) of Qatar

Submitted by Migrant-Rights.org

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About Migrant-Rights.org

1. Migrant-Rights.org is a research and advocacy organisation based in the Gulf Cooperation Council (GCC) region that aims to advance the rights of migrant workers. For over 15 years, we have documented and spotlighted emerging migrant rights issues and abuses across the GCC; worked closely with key stakeholders across the ecosystem, supporting them to implement our recommendations in their unique contexts; and nurtured interregional networks of migrant rights organisations, to strengthen solidarity, knowledge sharing and community support. MR works closely with migrant workers, non-governmental organisations, activists, and civil society organisations across the region. The information and analysis provided in this report are based on our research and engagement with the above stakeholders.

Context

2. Migrants account for over 91%¹ of Qatar's population and 94% of its economically active population.² A large portion of female migrant workers are employed in the domestic work sector. In 2022, this sector employed 168,640 migrant workers, of whom 101,880 (60%) were women.³ Despite significant reforms to labour and immigration laws, several human rights issues facing the majority of Qatar's non-national residents persist.

Summary

3. Qatar has dismantled some aspects of the Kafala system over the last six years. In 2018, the country entered into an ongoing technical cooperation agreement with the International Labour Organisation in 2018 to support labour and immigration reforms in the state.⁴ However, several outstanding issues remain:

- a. The Kafala system is not fully abolished due to work and residence permits being linked to the sponsor/employer.
 - b. Legally, the requirement for a no-object certificate (NOC) to change jobs has been removed. However, a signed resignation letter functions as a de facto NOC, enabling employers to limit job mobility.⁵
 - c. Exit permits were abolished for most workers in 2020.⁶ However, domestic workers must inform their employers of their intended departure 72 hours in advance, leaving them vulnerable to detention and deportation if their sponsor files a false absconding report to prevent them from leaving.⁷
 - d. While domestic workers (DWs) are included in all of the above reforms on paper, their right to enjoy them, particularly for women, is limited by the nature of their live-in employment. Live-in domestic work is the only recognised form of employment due to low wages and the nature of work.
 - e. Furthermore, domestic workers are excluded from the labour law⁸ and are only covered by the less comprehensive domestic workers law of 2017.⁹
 - f. Absconding charges, which allow employers to report workers as ‘runaways,’ remain unchanged. Unscrupulous employers use the threat of absconding or false reports to exploit workers who complain.¹⁰
 - g. The Kafala system continues to abet structural and systemic racism.¹¹
4. Qatar established a minimum wage in 2021. However, the minimum wage is extremely low, given that Qatar has one of the highest costs of living in the region. Low wages ensure that workers are dependent on their employers for survival and discourage them from speaking up against their sponsors when they are exploited.
 5. Qatar has established Qatar Visa Centres (QVCs) in several origin countries to help stop contract substitution. However, the QVC process does not extend to the recruitment phase and begins only with contract-signing. Other forms of recruitment corruption persist, with the bulk of bribes paid by workers to secure jobs routed back to GCC destination states, including Qatar.¹² Although Qatar’s laws explicitly prohibit workers from paying recruitment fees, the country has not taken meaningful action to prevent workers from being charged illegal fees.
 6. Qatar introduced a Wage Protection System (WPS) to monitor salary payments. However, the WPS has not effectively dissuaded employers from unfair deductions and non-payments, and wage theft remains rampant. Because wage calculations and wage slips are not available, workers cannot easily challenge deductions and overtime pay.
 7. Furthermore, workers are often unable to access justice mechanisms due to language barriers, intimidation by employers, and misinformation by court officials.

8. The Workers Support and Insurance Fund (WISF) was established in 2018 to “pay the workers' entitlements decided by Labour Disputes Settlement.”¹³ However, reaching the dispute committee can be a lengthy process, in part because cases must first undergo arbitration. Furthermore, the disbursement process is not transparent, and there is a cap on maximum payouts, limiting the fund’s effectiveness.¹⁴
9. Migrant workers cannot join or form trade unions. Only a small number of workers have access to a very limited form of representation through voluntary joint committees at the company level.

Status of implementation of previous recommendations

Fair minimum wage

10. Qatar accepted the recommendation from Liechtenstein¹⁵ for all workers to have a fair minimum wage. In 2021, Qatar implemented a national non-discriminatory minimum wage law of QAR1000, with an allowance of QAR500 for accommodation and QAR300 for food. The minimum wage for certain nationalities decided by bilateral agreements is higher than Qatar’s minimum wage. The higher wage applies in such cases.
11. The minimum wage is far below realistic living costs in the country.¹⁶ Workers interviewed by MR say they often take on expensive loans to cover their travel, visa, and recruitment fees. Many of them have faced wage theft from their employers who replace their dues with a paltry food allowance – as low as QAR25 a month in a case documented by MR.¹⁷ Even if an employee earns double the minimum wage, if they are not provided company accommodation, they will still have to rent a bed space as the average price for a studio flat is QAR1,500 in a low-income residential area.
12. The government stated that it set up a Minimum Wage Commission that would be “studying and reviewing” the minimum wage.¹⁸ However, since the establishment of the minimum wage in 2021, no such changes have been made to accurately reflect the rising costs of living.

Domestic Worker Protection

13. Qatar accepted seven recommendations from Bulgaria, Norway, Japan, Myanmar, Ireland, Liechtenstein, and Denmark to improve DW rights.¹⁹
14. Qatar has established mandatory rest days, end-of-service benefits, and defined working hours for DW.²⁰ These rights are not defined in the national labour law, which excludes

DWs, but by the 2017 national domestic worker protection law.²¹ Though Qatar supported the recommendation from Denmark²² to improve DWs' rights in line with international standards and noted the recommendations from Switzerland, Belgium and Germany²³ to ratify the ILO Domestic Workers Convention 2011,²⁴ the state's domestic worker legislation remains inconsistent with international standards.²⁵

15. Qatar also accepted the recommendation from Thailand to further protect and promote the rights of migrant workers through effective labour laws, particularly by improving systems of WPS and labour inspection.²⁶ Although Qatar established the WPS in 2015, it excludes DWs. Similarly, while Qatar has increased labour inspections in the private sector, officials are barred from carrying out home inspections without prior permission from the DW's sponsor.

While the probation period for DWs remains at three months, the state has increased the probation period between recruitment agent and employer (from 3 months to 9 months), allowing employers to receive a refund of recruitment fees and government-incurred fees "if the worker refuses to work, runs away or has an illness with a chronic disease."²⁷

16. Qatar supported the recommendation from Norway to implement complaint mechanisms for domestic workers and introduce sanctions for violations.²⁸ However, employers still have impunity, as evidenced by the case of Judith Nyakangi.²⁹ Judith was a victim of assault who filed a complaint against her employer whilst documenting her injuries and experience with MR. Her case was dropped due to a 'lack of evidence,' despite the contrary.

Qatar also supported the recommendations from Belgium, Slovenia, and Pakistan to criminalise domestic violence and include a clause that covers DWs. The state has yet to introduce legislation on domestic violence.³⁰

17. The State's zina laws criminalise women who have children out of wedlock or extramarital sex.³¹ Women consequently risk detention if they report sexual assault.³² Migrant women workers in particular lack access to sexual and reproductive healthcare (SRH) particular, as a marriage certificate required to access SRH healthcare.

Absconding Charges and Job Mobility

18. Qatar supported recommendations from Belgium, Uganda, Spain, Sweden, Ireland, and France³³ to abolish exit permits and dismantle the kafala system. Though components of the kafala system have been reformed, key nodes of control remain intact.
19. For example, although Qatar amended the absconding process in 2022 to require the employer to provide additional details before filing the case, there remains no penalty for filing a false case. In fact, making a report is now facilitated through an app.³⁴ Absconding reports, or the threat of one, is used to control worker mobility. For

example, if a worker informs their sponsor of their impending job change, their employer can cancel their Qatar ID Card (QID) and effectively render their residency status in the country illegal. This threat can only be mitigated if the worker applies for a job change via the Ministry of Labour's online platform. Even then, risks to workers' legal status persist. If the current employer cancels the QID before the job change, the worker must file a complaint and go through a process that is significantly more cumbersome than the initial absconding report filed by the employer.

20. Although the requirement for a no-object certification (NOC) has been officially abolished, it is still common practice to be requested by employers. In 2023, MR supported a case where a worker facing wage theft for five months received written instructions from an MoL officer to obtain a NOC to change jobs.
21. Corrupt recruitment practices have been partially addressed by the state through the opening of 14 Qatar Visa Centres in origin countries. QVCs are not established in all origin countries, leaving workers vulnerable to duplicitous recruitment and trafficking by agents who mislead them about working and living conditions, salary, and employer details.
22. Qatar does not have a drop-in shelter for migrants in distress. There are two shelters that require official referrals: one for victims of domestic violence and another for victims of trafficking. Only embassies of origin countries informally operate drop-in shelters on a limited basis.

Access to Justice

23. Qatar supported recommendations from Nepal and Norway to establish complaint procedures.³⁵ The state has established several channels for workers to file complaints against employers, including: a unified platform for complaints and whistleblowers,³⁶ the National Human Rights Committee,³⁷ the Labour Dispute Settlement Committees (DSC), and in-person at MoL offices.
24. However, access to justice for migrant workers remains encumbered by obstacles. Firstly, there is a severe gender disparity in accessing justice, as women DWs work and live in isolated conditions and risk absconding charges if they attempt to leave the household to file complaints or escape abuse. Based on interviews with local lawyers and independent research, the number of working women who see through complaints, including lawsuits, is lower than that of their male counterparts.
25. All judicial procedures and legal paperwork within the country are conducted in Arabic. Migrant workers depend on the interpretations given to them by officials within the court, as no official translations are available in their native language and/or English. The

process before the cases land in court tends to be unclear. Workers generally file complaints, including lawsuits, as a last resort because of the difficulties involved in the process.³⁸

26. Additionally, even if several cases involve a single employer, they are dealt with individually. Legal professionals have raised concerns about unequal power dynamics, as workers face more pressure pursuing cases alone rather than collectively. Court processes also take longer when cases are dealt with individually.
27. Employers can file false absconding charges to intimidate and punish workers who lodge complaints.³⁹ Human Rights Watch highlighted the case of an Indian migrant worker who was deported after being reported as absconding after filing a claim against his employer for wage theft.⁴⁰
28. While a whistleblower hotline exists on the MoL website to report violations, transparency remains limited. Data on successful outcomes following complaints are unavailable.⁴¹ If the worker is not satisfied with the arbitration decision, they can take it forward to have a hearing with DSC. The state has established 5 committees; however, according to worker testimonies and officials' comments only 2-3 were in operation in 2023.⁴²
29. Workers can also be coerced into settling their cases by the presiding officials. MR supported a case in which a group of migrant workers who faced wage theft and contract substitution were pressured to settle the case before this stage and left the country with a fraction of their dues.⁴³ According to the ILO, 89% of complaints made by DWs were settled before reaching the DSC.⁴⁴
30. Qatar noted recommendations from Australia, Czechia, Sweden and France⁴⁵ to review the 2014 Cybercrime Law.⁴⁶ If a worker speaks out about the abuses that they face online, they can be found in violation of the 2014 law, which allows the state to imprison and fine those who “undermine Qatar’s social values or general order.”⁴⁷ A labour rights activist who documented the abuses of migrant workers through the pseudonym ‘Noah Articulates’ on his personal social media and blog posts on MR, was detained in solitary confinement for 28 days when his identity was uncovered in a phishing attack. He was released only after the intervention of several NGOs and paying a fine of 25,000 QAR (US\$ 6870).⁴⁸
31. The state accepted Canada, Norway, Myanmar, and Bahrain’s recommendations to increase penalties for violating employers.⁴⁹ The state has established fines and suspends operating licences to violators. According to the ILO, 28,266 companies were automatically blocked by the WPS for not paying salaries in 2022.⁵⁰ However, there is no data on the number of fines or penalties issued to offending companies. In cases

documented by MR, employers generally did not face financial or legal penalties for legal violations.⁵¹ Instead, penalties tended to be administrative, with companies blocked from accessing government processes, which can negatively impact employees the most.

32. Companies can skirt around the WPS by withholding ATM cards from employees and paying workers in cash.⁵² Workers in the gig economy (for example, drivers on ride-share and delivery applications) are routinely exploited as they are employed through a subcontracting company. Several drivers that MR has interviewed state that they had to cover the costs for visa renewal, vehicle rental fees, motor insurance, health card, maintenance, and fuel. Alongside these costs, the drivers paid a refundable deposit (usually 1800 QAR or US\$ 495) to their sponsor to trick the WPS.⁵³
33. Qatar noted recommendations from Austria and the Netherlands to allow freedom of association and peaceful assembly for workers.⁵⁴ Migrant workers still cannot join or form trade unions. The state has permitted voluntary joint-committees comprised of worker and management representatives to address problems at the company level. These committees represent only a small number of workers.⁵⁵ Workers have been detained and deported for protesting wage theft, unsafe working conditions, and related grievances.⁵⁶
34. The Workers Support and Insurance Fund (WISF) was established in response to rampant wage theft in the lead-up to the 2022 World Cup. The ILO report revealed that half of the fund went to companies to pay their workers, highlighting major concerns with the state's own contract vetting and award process.⁵⁷

Recommendations

35. Abolish absconding laws. Workers should not be criminalised for leaving their place of employment for any reason. Provisions within the labour laws of the country already provide for disciplinary action against erring employees.
36. Include domestic workers in all provisions of the labour law. Until then, all mechanisms under the Ministry of Labour, including inspections and the WPS, should apply to DWs.
37. Increase the non-discriminatory minimum wage to better reflect the cost of living in Qatar.
38. Eliminate de facto NOC processes, including requirements for signed resignation letters, to ensure job mobility for all.
39. Ensure that the WPS flags wage theft early on, which requires the inclusion of payslips and wage calculations monitored by the system.
40. Shelters for both men and women should be well-located and easily accessible to all. A drop-in shelter is crucial for several reasons: it can empower workers trapped by employer-provided housing to fight exploitation. Additionally, it offers a safe haven from

abuse and protects workers facing potential absconding charges, detention, and deportation while seeking justice.

41. Allow freedom of association and collective bargaining for all migrant workers, including DWs.
42. End legal and de-facto restrictions on migrant mobility and ensure that migrants enjoy equal legal, social, and economic rights regardless of race, colour, origin, or gender. Abolish Law No. 15 of 2010 and allow for family reunification.
43. Improve access to justice by providing free translation services to low-income workers, improving knowledge and capacity among officials involved in the dispute process, and strengthening enforcement mechanisms, including penalties against erring employers.

¹ Qatar's total population as of December 2023 is 2,552,878, of whom 2,323,626 were non-Qataris.

² Planning and Statistics Authority (2023) Table No. (2) Population (15 years and above) by Relation to Labor Force, Nationality & Sex in Labor Force Sample Survey The Fourth Quarter (October – December) 2023. [table] [online] Planning and Statistics Authority p.13. Available at:

https://www.psa.gov.qa/en/statistics/Statistical%20Releases/Social/LaborForce/2023/LF_Q4_2023_AE.pdf (Accessed 11/03/2024) 2,118,986 workers (male: 1,786,620 and female: 332,366).

³ Planning and Statistics Authority (2022) Table No. (21) ECONOMICALLY ACTIVE POPULATION (15 YEARS & ABOVE) BY NATIONALITY , GENDER & SECTOR in CHAPTER II LABOUR FORCE. [table] [online] Planning and Statistics Authority p.13. Available at:

https://www.psa.gov.qa/en/statistics/Statistical%20Releases/Social/LaborForce/2022/2_Labour_Force_2022_AE.pdf (Accessed 11/03/2024)

⁴International Labour Office (2018). *ILO inaugurates its first project office in Qatar*. [online] International Labour Office.

Available at: https://www.ilo.org/beirut/media-centre/news/WCMS_627158/lang-en/index.htm#:~:text=The%20cooperation%20programme%20will%20see,from%20forced%20labour%20and%20give (Accessed 11/03/2024)

⁵ Migrant Rights (2021). *A de facto NOC in Qatar?* [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2021/01/a-de-facto-noc-in-qatar/> (Accessed 11/03/2024)

⁶ In September 2018, the majority of workers in private companies in Qatar no longer needed obtain an exit permit to leave the country either temporarily or permanently. In January 2020, a Ministerial Decision removed exit permit requirements for workers not covered by the 2018 law, including domestic workers; workers in government and public institutions; workers employed in the oil and gas sector and workers employed at sea and in agriculture and grazing. Exit permit requirements remain in place for members of the armed forces and for a maximum of 5 % of the total workforce per company, under strict conditions.

⁷ Migrant Rights, International Labour Office. (2021) *Know Your Rights A Booklet for Domestic Workers in Qatar*. [online] International Labour Office. pg.23. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms_748394.pdf (Accessed 11/03/2024)

“Domestic workers shall have the right to leave the country temporarily, or to depart definitely from the country during the validity of their employment contract. The worker shall inform the employer of his/ her desire at least 72 hours in advance.”

⁸ Domestic workers include house managers, drivers, servants, house cleaners, cooks and caterers, house guards, home farmers, private tutor, housekeepers, personal care workers, coffee makers, travel assistants, home farmers, private speech and hearing specialists, personal assistants, support workers, among others.

⁹ Law No. 15 of 2017 concerning Domestic Workers. [online] pg.3,4. Available at:

<https://www.ilo.org/dyn/natlex2/natlex2/files/download/105099/QAT105099%20Eng.pdf> (Accessed 11/03/2024)

Section 8 - “An employer shall not be considered as having met his/her duties unless he/she proves that he/she had deposited the worker’s wage in his/her bank account, or handed him /her the wage in cash, by virtue of a receipt signed by the worker, which confirms his/her receipt of the wage in full.”

Section 12 - “The maximum hours of work shall not exceed ten hours a day, unless there is an agreement to the contrary, interrupted by periods for worship, rest and food. Such periods shall not be included in the calculation of the hours of work.”

¹⁰ Saraswathi, V. (2020). *Huroob, Runaway, Absconding: Trapping migrants in extreme abuse*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/09/huroob-runaway-absconding-trapping-migrants-in-extreme-abuse/> (Accessed 11/03/2024)

¹¹ Migrant Rights (2020). *UN official presents report on structural racism and ‘de facto caste system’ of Qatar*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/07/un-official-presents-report-on-structural-racism-and-de-facto-caste-system-of-qatar/> (Accessed 11/03/2024)

¹² Migrant Rights (2022). *Huge recruitment fees charged for jobs in the Gulf; Qatar recruiters accused of demanding the highest commissions*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2022/06/huge-recruitment-fees-charged-for-jobs-in-the-gulf-qatar-recruiters-accused-of-demanding-the-highest-commissions/> (Accessed 11/03/2024)

¹³ Law No. (17) of 2018 on Establishing Workers’ Support and Insurance Fund. Available at:

[https://almeezan.qa/EnglishLaws/Law%20No.%20\(17\)%20of%202018%20on%20Establishing%20Workers%E2%80%99%20Support%20and%20Insurance%20Fund.pdf](https://almeezan.qa/EnglishLaws/Law%20No.%20(17)%20of%202018%20on%20Establishing%20Workers%E2%80%99%20Support%20and%20Insurance%20Fund.pdf) (Accessed 11/03/2024)

¹⁴ Saraswathi, V. (2022). *Workers in Qatar remain voiceless and invisible, despite reforms and international furor*. [online]

Migrant Rights. Available at: <https://www.migrant-rights.org/2022/11/workers-in-qatar-remain-voiceless-and-invisible-despite-reforms-and-international-furor/> (Accessed 11/03/2024)

¹⁵A/HRC/42/15, recommendation 134.241 (Liechtenstein)

¹⁶ The Times Kuwait (2023). *Kuwait ranked last among Gulf countries in the cost of living and second on crowding index*. [online]

The Times Kuwait. Available at: <https://timeskuwait.com/news/kuwait-ranked-last-among-gulf-countries-in-the-cost-of-living-and-second-on-crowding-index/> (Accessed 11/03/2024)

¹⁷ Cases of Wage Theft that MR documented

- Acharya, P. (2022). *Months before World Cup, workers forced to return home early and with pending dues*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2022/09/months-before-world-cup-workers-forced-to-return-home-early-and-with-pending-dues/> (Accessed 11/03/2024)
- Bizimungu, N. and Girmay, T. (2023). *Rafeeq and Snoonu food delivery app riders stranded in Qatar*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2023/04/rafeeq-and-snoonu-food-delivery-app-riders-stranded-in-qatar/> (Accessed 11/03/2024)
- Letters to MR (2021). *Meinhardt Bim Studio LLC, Qatar*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2021/06/meinhardt-bim-studio-llc-qatar/> (Accessed 11/03/2024)
- Migrant Rights. (2022). *Qatar Vaccination Centre temporary staff not paid*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2022/03/qatar-vaccination-centre-temporary-staff-not-paid/> (Accessed 11/03/2024)

¹⁸Law No. (17) of 2020 on the Determination of the Minimum Wage for Workers and Domestic Workers. Available at: [https://www.mol.gov.qa/admin/LawsDocuments/Law%20No.%20\(17\)%20of%202020%20on%20the%20Determination%20of%20the%20Minimum%20Wage%20for%20Workers%20and%20Domestic%20Workers.pdf](https://www.mol.gov.qa/admin/LawsDocuments/Law%20No.%20(17)%20of%202020%20on%20the%20Determination%20of%20the%20Minimum%20Wage%20for%20Workers%20and%20Domestic%20Workers.pdf) (Accessed 11/03/2024)

¹⁹ A/HRC/42/15, recommendations 134.267 (Bulgaria), and 134.247 (Norway), and 134.239 (Japan), and 134.244 (Myanmar), and 134.237 (Ireland), and 134.241 (Liechtenstein), and 134.134 (Denmark).

²⁰ Migrant Rights, International Labour Office. (2021) Know Your Rights A Booklet for Domestic Workers in Qatar. [online] International Labour Office. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/documents/publication/wcms_748394.pdf (Accessed 11/03/2024)

²¹Law No. (15) of 2017 on Domestic Workers. Available at: [https://www.mol.gov.qa/admin/LawsDocuments/Law%20No.%20\(15\)%20of%202017%20on%20Domestic%20Workers.pdf](https://www.mol.gov.qa/admin/LawsDocuments/Law%20No.%20(15)%20of%202017%20on%20Domestic%20Workers.pdf) (Accessed 11/03/2024)

²² A/HRC/42/15, recommendation 134.134 (Denmark).

²³ A/HRC/42/15, recommendations 134.255 (Switzerland), and 134.15 (Belgium), and 134.250 (Germany).

²⁴ International Labour Organization (2011). *Convention C189 - Domestic Workers Convention, 2011 (No. 189)*. [online] Ilo.org. Available at: https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:12100:0::NO::P12100_ILO_CODE:C189 (Accessed 11/03/2024)

²⁵ Saraswathi, V. (2017). *Qatar's Domestic Worker Law: A step in the right direction, but weakened by exclusions*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2017/08/qatars-dw-law-a-step-in-the-right-direction-but-weakened-by-exclusions/> (Accessed 11/03/2024)

²⁶ A/HRC/42/15, recommendation 134.256 (Thailand).

²⁷ Migrant Rights (2022). *Qatar's extended probation period increases domestic workers' vulnerability*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2022/01/qatar-increases-domestic-workers-vulnerability-through-extended-probation-period/> (Accessed 11/03/2024)

²⁸ A/HRC/42/15, recommendation 134.247 (Norway)

²⁹ Migrant Rights (2023). *Hostile Qatar judicial system forces Judith to give up her fight and return home*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2023/05/hostile-qatar-judicial-system-forces-judith-to-give-up-her-fight-and-return-home/> (Accessed 11/03/2024)

³⁰ A/HRC/42/15, recommendations 134.198 (Belgium), and 134.184 (Slovenia), and 134.154 (Pakistan).

³¹ Law No. 11 of 2004 Issuing the Penal Code. Available at: <https://www.almeezan.qa/LawArticles.aspx?LawTreeSectionID=255&lawId=26&language=en> (Accessed 12/03/2024)

- ³² Santos, A. (2017) *The Boyfriend System: Migrant Life in Qatar*. [online] Pulitzer Center. Available at: <https://pulitzercenter.org/fr/node/15984> (Accessed 12/03/2024)
- Migrant Rights (2020). *Sexually harassed and deported for 'running away'*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/11/sexually-harassed-and-deported-for-running-away/> (Accessed 12/03/2024)

³³ A/HRC/42/15, recommendations 134.265 (Belgium), and 134.258 (Uganda), and 134.252 (Spain), and 134.254 (Sweden), and 134.237 (Ireland), and 134.240 (France).

³⁴Migrant Rights (2014). Qatar provides new smartphone service for reporting 'absconding' workers. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2014/08/qatar-provides-new-online-service-for-reporting-absconding-workers/> (Accessed 11/03/2024) and Saraswathi, V. (2020). *Huroob, Runaway, Absconding: Trapping migrants in extreme abuse*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/09/huroob-runaway-absconding-trapping-migrants-in-extreme-abuse/> (Accessed 11/03/2024)

³⁵ A/HRC/42/15, recommendations 134.245 (Nepal), and 134.247 (Norway).

³⁶ Ministry Of Labour (2024). Unified Platform for Complaints and Whistleblowers. [online] Ministry Of Labour. Available at: <https://www.mol.gov.qa/En/services/Pages/ServiceDetails.aspx?itemid=7> (Accessed 11/03/2024)

³⁷ National Human Rights Committee (n.d.) Home Page. [online] Available at: <https://www.nhrc-qa.org/> (Accessed 11/03/2024)
- Requires the worker to print out a complaint form and file it in person or create a user profile and file it online.

³⁸ Migrant Rights (2020). From Non-Payment To Destitution. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/10/from-non-payment-to-destitution/> (Accessed 12/03/2024)

³⁹ Saraswathi, V. (2020). *Huroob, Runaway, Absconding: Trapping migrants in extreme abuse*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2020/09/huroob-runaway-absconding-trapping-migrants-in-extreme-abuse/> (Accessed 11/03/2024)

⁴⁰ Human Rights Watch (2020). Qatar: Significant Labor and Kafala Reforms. [online] Human Rights Watch. Available at: <https://www.hrw.org/news/2020/09/24/qatar-significant-labor-and-kafala-reforms> (Accessed 11/03/2024) "After all these years that I've lived and worked in this country, I know now, if I try to stand up to my employers, I will lose,"

⁴¹ ILO Project Office for the State of Qatar (2023) Progress report on the technical cooperation programme between the Government of Qatar and the ILO. [online] International Labour Office p.12. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/---ilo-qatar/documents/publication/wcms_901686.pdf (Accessed 11/03/2024) "Between January and October 2023, the online platform received 1,123 anonymous complaints through the whistleblower channel".

⁴² Migrant Rights (2023). *Qatar's performance reports on labour law reforms raises concern of regressing on commitments*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2023/12/qatars-performance-reports-on-labour-law-reforms-raises-concern-of-regressing-on-commitments/> (Accessed 11/03/2024)

⁴³ Mohamed (2023). *Mohamed: "Migrant workers in Qatar should not be exploited and abused like I was"*. [online] Amnesty International. Available at: <https://www.amnesty.org/en/latest/campaigns/2023/12/migrant-workers-in-qatar-should-not-be-exploited-and-abused-like-i-was/> (Accessed 11/03/2024)

⁴⁴ ILO Project Office for the State of Qatar (2023) Table 1: Complaints by or involving domestic workers in *Progress report on the technical cooperation programme between the Government of Qatar and the ILO*. [table] [online] International Labour Office p.8. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/---ilo-qatar/documents/publication/wcms_901686.pdf (Accessed 11/03/2024)

⁴⁵ A/HRC/42/15, recommendations 134.117 (Australia), and 134.107 (Czechia), and 134.106 (Sweden), and 134.100 (France).

⁴⁶ Law No. (14) of 2014 Promulgating the Cybercrime Prevention Law. [online] Available at: <https://www.cra.gov.qa/en/document/cybercrime-prevention-law-no-14-of-2014> (Accessed 11/03/2024)

⁴⁷ Amnesty International. (2014). *Qatar: New cybercrimes law endangers freedom of expression*. [online] Amnesty International. Available at: <https://www.amnesty.org/en/latest/news/2014/09/qatar-new-cybercrimes-law-endangers-freedom-expression/> (Accessed 11/03/2024)

- ⁴⁸Bidali, M. (2021). *What happens when no one's looking?* [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2021/08/what-happens-when-no-ones-looking/> (Accessed 11/03/2024)
- Migrant Rights (2021). *'Free speech is expensive, free speech is effective.'* [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2021/08/free-speech-is-expensive-free-speech-is-effective/> (Accessed 11/03/2024)

⁴⁹ A/HRC/42/15, recommendations 134.268 (Canada), and 134.247 (Norway), and 134.244 (Myanmar) and 134.263 (Bahrain).

⁵⁰ ILO Project Office for the State of Qatar (2023) Table 2: WPS blocks and violation notices in *Progress report on the technical cooperation programme between the Government of Qatar and the ILO*. [online] International Labour Office p.11. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/---ilo-qatar/documents/publication/wcms_901686.pdf (Accessed 11/03/2024)

- ⁵¹Migrant Rights (2023). *Hundreds of World Cup workers stage protest, remain unpaid and destitute*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2023/02/hundreds-of-world-cup-workers-stage-protest-remain-unpaid-and-destitute/> (Accessed 11/03/2024)
- Supra 14.1
- Migrant Rights (2023). *Testimonies of Qatar World Cup workers allege labour abuse and lack of justice*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2023/06/testimonies-of-qatar-world-cup-workers-allege-labour-abuse-and-lack-of-justice/> (Accessed 11/03/2024)

⁵² Migrant Rights (2017). *Employers in Qatar: Hoodwinking the wage protection system*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2017/06/employers-in-qatar-hoodwinking-the-wage-protection-system/> (Accessed 11/03/2024) "My bank card (ATM) is with the boss. They deposit the salary on time and withdraw with the card as well. We are paid only in cash during the second week of the month. On some occasions the salary has been delayed by a month" - Quote from worker interviewed by MR in Qatar 2017

⁵³ Saraswathi, V. (2022). *Rideshare platforms in Qatar: Big business, poor ethics*. [online] Migrant Rights. Available at: <https://www.migrant-rights.org/2022/04/rideshare-platforms-in-qatar-big-business-poor-ethics/> (Accessed 11/03/2024)

“Drivers pay a refundable deposit of around QR1800 (US\$495) to the sponsor. This amount is deposited and withdrawn monthly by the employer, in the WPS account linked to the driver’s work permit. None of the drivers we spoke to had access to the bank card or the money.”

⁵⁴ A/HRC/42/15, recommendations 134.262 (Austria), and 134.50 (Netherlands).

⁵⁵ International Labour Office (2022). *Worker-management Joint Committees in Qatar celebrate International Workers’ Day*. [online] International Labour Office. Available at: https://www.ilo.org/beirut/countries/qatar/WCMS_844600/lang-en/index.htm (Accessed 11/03/2024)

⁵⁶Supra 14.1

⁵⁷ ILO Project Office for the State of Qatar (2023) *Progress report on the technical cooperation programme between the Government of Qatar and the ILO*. [online] International Labour Office p.13. Available at: https://www.ilo.org/wcmsp5/groups/public/---arabstates/---ro-beirut/---ilo-qatar/documents/publication/wcms_901686.pdf (Accessed 11/03/2024) 52. “The other half was transmitted through the Fund from entities and companies to pay salaries and wages. The vast majority of payments coming from or through the Fund go to companies that have limited liquidity, the aim being to support the completion of the relevant projects or operations.”