

**Subject:** FW: Violations of Migrant Workers' Labour and Human Rights at Galfar Al Misnad - Draft Response.  
**Date:** Tuesday, October 25, 2022 at 15:05:20 Nepal Time  
**From:** Joy G. Pettah  
**To:** Mustafa Qadri  
**CC:** Namrata Raju, Rameshwar Nepal, Equidem  
**Attachments:** image001.jpg, image002.jpg, image003.png, Equidem Letter to Galfar Al Misnad - 221022.pdf

Dear Mr. Qadri,

Please find our response to your letter dated 24<sup>th</sup> October 2022.

We would first like to thank you for giving us a chance to respond to the allegations made against Galfar Al Misnad regarding the subject matter. We officially refute these false claims regarding the company's COVID management and its purported repercussions on labour and human rights of employees. We take safety very seriously at Galfar Al Misnad and were dismayed to hear of such an accusation. Our response is given in detail below:

1. Right from the beginning of the pandemic Galfar Al Misnad has strictly maintained COVID protocols at all sites, accommodations, and offices as per the guidelines laid out by Qatar's Ministry of Public Health.
2. Galfar Al Misnad also created an internal COVID Task Force with concise action plans to tackle various contingencies that could arise due to the pandemic. The Task Force was able to identify and isolate cases rapidly, as well as provide the necessary timely response to move affected employees to the health Centers and to prevent further spread.
3. Isolation facilities were created across the company's assets to enable the safe isolation of COVID positive employees who did not require hospital care. When advised by the health officials, those in close contact were also quarantined until tested and confirmed to be negative.
4. Our response framework went beyond isolation and quarantine protocols, to include counselling for the patient as well as their families, many of whom were far away in the home country.
5. In support of the country's vaccination drive, we encouraged and mobilized employees to get the COVID 19 vaccinations at the earliest, and subsequently the boosters as well.
6. Transportation to and from the work site was conducted strictly by MoPH guidelines, oftentimes with capacities as low as 30% capacity of the vehicle. Masks were mandatory on all buses as per MoPH guidelines. The vehicles were equipped with sanitizers and also had posters communicating sanitation and hygiene protocols in various languages for the ease of understanding. Such posters were also displayed at all camps, sites and offices
7. To empower our employees, we also conducted awareness sessions and toolbox meetings to educate employees on hygiene and safety protocols.
8. Our commitment to the Health and Safety of our employees has been recognized and acknowledged by international safety organizations. We are nine-time recipients of British Safety Council's (BSC) International Safety Awards, and we won our seventh consecutive award in 2022. Our Al Wajba Project won BSC's Best in Country Award in 2021. Galfar Al Misnad also won Royal Society of Prevention of Accidents (ROSPA) Health and Safety Gold Award in 2022 and the Silver Award in 2021. We were also recently acknowledged by Qatar's Ministry of Labour for our staunch commitment to health and safety at the workplace.
9. A Special menu was introduced for our work force which was rich in Vitamin C and other immune boosting vegetables etc as a precaution.
10. Our Counselling program for pre and post Covid actions has helped people to come out from the post covid issues very fast.
11. We also would like to point out that by the grace of God and the precautions taken by us

there has been no Casualties on account of Covid-19.

We trust that our above response duly answers all your concerns. Please do let us know if you require any further information. We also request you to refrain from posting articles like this without proper verification and ascertaining ground realities.

**Best Regards**

**Joy G Pettah**

Sr. General Manager  
Building & MEP - HOD (HR)



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**From:** info [REDACTED]  
**Sent:** 24 October, 2022 11:50 AM  
**To:** Joy G. Pettah [REDACTED]  
**Cc:** Aparna Paivalike Krishna [REDACTED]  
**Subject:** FW: Violations of Migrant Workers' Labour and Human Rights at Galfar Al Misnad

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**From:** Equidem [REDACTED]  
**Sent:** Monday, October 24, 2022 9:58 AM  
**To:** info [REDACTED]  
**Cc:** Rameshwar Nepal [REDACTED]; Mustafa Qadri [REDACTED];  
Namrata Raju [REDACTED]

**Subject:** Violations of Migrant Workers' Labour and Human Rights at Galfar Al Misnad

Dear Mr. Satish G. Pillai,

I am writing to you on behalf of Equidem, a human rights and labour rights charity that monitors labour rights globally, including in the Arab Gulf countries. Between September 2020 and October 2022, Equidem conducted an investigation into working conditions for migrant workers employed on FIFA World Cup 2022 stadiums in Qatar. During our research, we came across workers employed by your company that we believe are being subjected to labour exploitation. We wish to share our findings with you and seek further information about the cases we have documented and rights protections for migrant workers in your company. Where relevant and appropriate, Equidem would like to publish information provided by the company in a public report to be published later this month.

We would appreciate receiving any information you are willing to provide by Monday, October 31<sup>st</sup> so that we can incorporate your responses in the report. We would also be happy to discuss our findings and your responses and may be contacted on [REDACTED]

Best,  
Deepika Thapaliya  
Research Project Manager  
Equidem

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