

SOCIAL IMPACT MANAGEMENT

HAMAD MEDICAL CORPORATION

QATAR



ACCIONA Service





Doha

QATAR

CLIENT

Hamad Medical Corporation (HMC)

OWNERSHIP POSITION

50% ACCIONA, 50% Ghanim Bin Saad Alsaad And Sons Group Holdings (local partner)

PROJECT

Specialized cleaning for health establishments:

- Al Wakrah Hospital
- Al Khor Hospital
- Dukhan Hospital
- 5 Health Centres
- 2 Emergency Paediatric Centres
- 50 Emergency Medical Service Centres
- HMC central storage facility

BUDGET

36 million euros, for a five year contract - 2015 to 2020.

The factor which is distinctive about ACCIONA Service in Qatar is its social action.

Our Client, HMC, is the main health organization in the State of Qatar, a leader in the health sector and registered with the Ministry of Health.

ACCIONA Service carries out the delicate task of ensuring the

cleanliness of all its health areas. This work takes on a distinctive dimension in Qatar because it is a country accustomed to demanding the very highest of standards.

Those who work for ACCIONA Service

are our centre of attention and our priority as regards management of the social impact, bearing in mind the great cultural diversity which working with people from more than 60 different countries implies.

MANAGEMENT OF THE SOCIAL IMPACT AT HAMAD MEDICAL CORPORATION



SOCIAL FEATURES OF THE PROJECT



IDENTIFICATION AND EVALUATION OF IMPACTS



SOCIAL MEASURES PROPOSAL



INTRODUCTION AND MONITORING OF MEASURES



PERMANENT DIALOGUE WITH INTEREST GROUPS

1 SOCIAL FEATURES OF THE PROJECT

- Project conditions determined by the desert climate: maximum temperatures around 45° with very little rain.
- An analysis of the legal and contractual requirements identified that there are determining factors relating to human rights and hiring foreign staff.
- HMC is used by an average of 850 patients per annum.
- Population within the project's catchment area: approximately 100,000 people.
- The country's main business activity is extraction and exploitation of oil and natural gas.

2 IDENTIFICATION AND EVALUATION OF IMPACTS

The impacts that have been identified and evaluated are as follows:

POSITIVE IMPACTS

- Purchase of local goods and services.
- Changes to salaries.
- Improvement to health conditions.
- Increase in living standards.
- Workplace health and safety. Work performance.

NEGATIVE IMPACTS

- Demographic changes.
- Changes in minority groupings.
- Changes in family and social cohesion.
- Cultural and religious changes.
- Drinking water supply.
- Access to banks.
- Integrity of women.
- Discrimination because of sex, race, or religion.
- Prohibition of free association.
- Lack of freedom of movement.
- Lack of access to public rubbish collection services.

3 SOCIAL MEASURES PROPOSAL

It is important to highlight that the measures implemented have been initiated by ACCIONA Service in order to improve conditions, not only for the workers but also indirectly for each of their countries of origin.

- Increase in workers' purchasing power:
 - Savings ratio at 1.5 compared with their country of origin.
 - Upkeep allowance.
 - Payment of transfer taxes by ACCIONA.
 - Payment by ACCIONA Service for journeys by all workers to their countries of origin at the agreed intervals.
 - Free availability of the internet and satellite TV.
- Workers' quality of life:
 - Voluntary grouping of minorities.
 - Free availability of transport for workers 24 hours a day (buses).
 - Choice of lodgings near to work centres.
 - Availability of cold drinking water in all dwellings and work centres.
 - Free access to bank accounts for every worker.
 - Contract cleaning and pest control services for all dwellings.
 - Contracts for the collection of rubbish from every dwelling.
 - Reduction of the working day from 12 to 8 hours.
- Training:
 - Health and hygiene training.
 - Specific training in their jobs to improve skills now and in the future.
- Communication:
 - Suggestions box.
 - Weekly meetings with HR.
 - Involvement of the Client with the workers through monthly recognition activities.
 - Translation of documentation and procedures into the languages of all workers.
- Protection of women:
 - Video surveillance in apartments, security guards.
 - Transport service exclusively for women.
- Leisure activities and free time to encourage a sense of community amongst the workers:
 - Sports competitions.
 - New Year's Eve in the desert.
 - Basketball league.
 - Tourist visits to Doha.
 - Go-Karting circuit.
- Volunteering:
 - "Second Chance Rescue" (programme for the rescue and adoption of abandoned dogs).
 - Tree planting (planting trees in the local community).
 - Beach cleaning.

4 IMPLEMENTATION AND MONITORING OF MEASURES

For the management of this service the social measures have been taken into account right from the bidding stage. For this, all costs that can be allocated to this social management have been included in all the budgets and in the manner appropriate for the functioning of the service. Although this fact means an increase in our budget it has been an *essential condition* for ACCIONA Service as regards the execution of the contract. This means that the service implicitly includes organization covering all social aspects to do with the hiring of foreign staff in Qatar. To monitor these measures, there are staff exclusively dedicated to ensuring they are implemented and that they are adapted in line with how the contract develops.



BUSINESS AS UNUSUAL

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