Islamic Republic of Afghanistan
Ministry of Rural Rehabilitation and Development

Drought Early Warning, Finance, and Action Project
(P173387)

LABOR MANAGEMENT PROCEDURES (LMP)

July 22, 2020
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<td>Affected People</td>
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<tr>
<td>CBT</td>
<td>Community Based Targeting</td>
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<td>CCNPP</td>
<td>Citizen’ Charter National Priority Program</td>
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<td>CDC</td>
<td>Community Development Council</td>
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<td>ESS</td>
<td>Environmental and Social Safeguard</td>
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<td>ESMP</td>
<td>Environmental and Social Management Plan</td>
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<td>ENETAWF</td>
<td>Drought Early Warning, Early Finance and Action Project</td>
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<td>ESF</td>
<td>Environmental and Social Framework</td>
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<td>ESS2</td>
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<td>Early Warning System</td>
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<td>FP</td>
<td>Facilitating Partner</td>
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<td>GRM</td>
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<td>GRC</td>
<td>Grievance Redress Committee</td>
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<td>GRS</td>
<td>Grievance Redress Service</td>
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<td>GoIRA</td>
<td>Government of Islamic Republic of Afghanistan</td>
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<tr>
<td>HQ</td>
<td>Headquarter</td>
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<td>ILO</td>
<td>International Labor Organization</td>
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<td>LMP</td>
<td>Labor Management Procedure</td>
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<td>M&amp;E</td>
<td>Monitoring and Evaluation</td>
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<td>MoLSA</td>
<td>Ministry of labor and Social Affairs</td>
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<td>MRRD</td>
<td>Ministry of Rural Rehabilitation and Development</td>
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<tr>
<td>NGO</td>
<td>Non-Governmental Organization</td>
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<tr>
<td>OHS</td>
<td>Occupational Health and Safety</td>
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<td>PMU</td>
<td>Provincial Management Unit</td>
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<td>PPE</td>
<td>Personal Protection Equipment</td>
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<td>Sexual Exploitation and Abuse</td>
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<td>ToR</td>
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<td>UN</td>
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<td>VC</td>
<td>Village Council</td>
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<td>WB</td>
<td>World Bank</td>
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<td>WHO</td>
<td>World Health Organization</td>
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LABOR MANAGEMENT PROCEDURES (LMP)

The Labor Management Procedures (LMP) describe the requirements and expectations in terms of compliance, reporting, roles and responsibilities, monitoring and training with respect to labor and working conditions in the project. These procedures are adopted by the Ministry of Rural Rehabilitation and Development (MRRD)/Drought Early Warning, Finance and Action Project (ENETAWF), and apply to all full-time, part-time, temporary, seasonal, project workers employed by the project. Civil servants who are working in connection with the project, whether full-time or part-time, will remain subject to the terms and conditions of their public sector employment agreement or arrangement. However, this LMP considers their health and safety needs, and all the measures included in here – in regard to addressing occupational health and safety issues specially those specifically related to COVID-19, will apply to them. The LMP sets out the project’s approach to meeting national requirement as well as the objectives of the World Bank’s (WB) Environmental and Social Framework (ESF), specifically objectives of Environmental and Social Standard 2 (ESS2).

The LMP is applicable to all project workers with the following objectives:

- to promote safety and health at work,
- to promote fair and equitable labor practices for the fair treatment, non-discrimination and equal opportunity of workers engaged under all components of the project;
- to protect all categories of project workers, incl. vulnerable workers such as women;
- to prevent the use of all forms of forced and child labor;
- to protect project workers’ rights and ensure the management and control of activities that may pose labor-related risks;
- to provide project workers with accessible means to raise workplace concerns.

The LMP assesses potential labor risks and impacts and describes how they will be mitigated. The LMP is a living document and will be reviewed and updated throughout development and implementation of the project. On the basis of this LMP, labor management plans for the subprojects will be prepared by the MRRD/ Project Management Units (PMUs)/contractors and will be reviewed and cleared by the supervision of ENETAWF-Environmental and Social Safeguard ESS team.

1. OVERVIEW OF LABOR USE ON THE PROJECT

Number of Project Workers: The project small-scale labor-intensive public works activities are envisaged to contribute to the conservation and rehabilitation of natural resources including vegetation, soil and water, and will also provide temporary employment opportunities to extremely poor and food/nutrition insecure households in 78 districts in Afghanistan. ESS2 categorizes the workers into direct workers, community workers, and primary supply workers. The project is expected to engage about 165,000 Community Workers within the estimated 11,973 communities in the targeted 78 districts for labor intensive activities. Community workers will be engaged to work in labor-intensive public works activities as part of safety nets implementations. These workers are offered conditional cash or in-kind transfers on a seasonal basis in exchange for participation in labor-intensive public works activities, with a wage level set so as not to distort the labor market nor pull workers from traditional agricultural labor or farming activities. The MRRD will engage 410 project-based staff in the 78 districts to perform work related to core functions of the project. Aside from this, the project will explore kitchen gardening and backyard poultry activities which will entail the supply of pre-defined assets on an ongoing basis to the project.
Characteristics of Project Workers: The project will comprise Direct Workers, Community Workers, and Primary Supply Workers. Most project workers are community workers, and about eighty percent of these workers would be unskilled, while the rest would include semi-skilled workers in positions such as foreman. Taking into account the nature of the project workforce (mostly unskilled and semiskilled), prevailing customs in Afghanistan and characteristics of the labor market, it is not expected that the number of female workers will be high. Direct workers will be engaged mostly in technical (i.e. Engineering, ...) and Managerial (i.e. Planning, Finance, ...) aspect of the project. It is estimated that women may represent about 5 percent of all workforce and about 30% of direct workers. It is also expected that the project will engage in construction activities, where the workers who will be supplying construction materials (e.g. aggregates, bitumen, ...) will be regarded as Primary Supply Workers.

It is expected that the Project would include the following categories of project workers as defined by ESS2:

Direct Workers: Direct workers employed directly by the Ministry to work specifically in relation to the project, such as ENETAWF project staff who will be directly engaged. The estimated number of direct workers for ENETAWF are nearly 410, who will be hired under the CCNPP employment structure. The direct workers are also expected to comprise independent consultants, who are specialized in certain aspects (such as technical and community relations). These consultants will likely be hired under individual contracts with specific Terms of References (ToRs). The project will consist of 15 PMUs in provincial level which deals the project staff and short-term consultants based on national Labor law and regulations. Direct workers are expected to be recruited through the existing MRRD’s/CCNPP’s hiring process. Civil servants working on the project will be covered by their existing public sector agreement. The civil servants remain subject to the terms and conditions of their existing public sector employment agreement or arrangement, their health and safety needs to be considered, and the measures adopted by the project for addressing occupational health and safety issues, including those specifically related to COVID-19, applies to them.

Community Workers: Community workers will be engaged to work in labor-intensive public works activities as part of safety nets implementations. The main category of project workforce will be Community Workers, since the project is designed to and conducted for the purpose of providing targeted assistance to vulnerable community members. These workers will comprise those, who are struggling to meet basic needs on a seasonal basis and who are willing to engage in labor-intensive work and will include laborers between the age of 18 and 65. These unskilled and semi-skilled workers will be engaged - on a self-selection basis validated through CDCs using a Community Based Targeting (CBT) mechanism, for carrying out the project activities. The project is expected to absorb about 165,000 Community Workers within the estimated 11,973 communities in the targeted 78 districts for labor-intensive activities. However, the specific number of workers per sub-project is unknown and depends on the nature and volume of subproject as well as on the implementation plan. These labor-intensive works are envisaged to create and provide employment for chronically food insecure and seasonally food insecure households. All categories of workers including community workers are subject to follow the guidance provided in this LMP for Labor intensive public work and COVID-19.

Primary Supply Workers: Workers contracted by third parties (Suppliers etc.) who provide goods on an ongoing basis are core to the functioning of the Project, will be considered as primary supply workers for the purposes of this LMP. During the labor-intensive work there is possibility that communities hire third party suppliers providing
small scale construction materials such as sand or stone etc. Therefore, the provisions of this LMP also apply to those primary supply workers including following measures for COVID-19.

The CDCs will recruit labors for the intensive-labor work, the selection will be based on the food insecure and low-income household status. The public works activities will: (a) schedule activities during the farming off-season, and (b) set the wage level so as not to distort the labor market nor pull beneficiaries from traditional agricultural labor or farming activities. It’s unclear if any vulnerable workers (i.e. people with disabilities, drug addicts) will be employed by the project, but protection of such workers will be based on Afghanistan’s Labor Law and the ESS2. No child workers will be employed by the project, in compliance with the minimum age for work indicated in Article 13 & 120 of Afghanistan’s Labor Law. Based on comparable past experience most of the workers would likely be in the age category 25-40 years old.

**Timing of Labor Requirements:** The direct workers (PIU staff) will be required full time and around the year for the project duration (some staff will join PMU during implementation). Other experts/consultants will be hired on demand basis throughout the project period. Timing for involvement of community workers will be known at later stages; however, it is clear that they will be engaged depending on implementation of various sub-components on specific time slots.

**Consultants:** Among the Direct Workers, the Project will employ consultants and support staff who are working on contractual bases as part of the ENETAWF-PMU. The number of short-term consultants is estimated to not exceed 50 staff, at different level. In view of the need for the ENETAWF project, some of the staff from the CCNPP will serve as consultants. The category of consultant also comprises specialized consultants hired by the PMUs in MRRD or CCNPP, i.e. experts employed or engaged directly by the MRRD or CCNPP to work specifically in relation to this project. These consultants are hired under individual contracts, with specific definition of the assigned tasks and responsibilities. The World Bank’s Procurement Guidelines and Afghan Civil Service Law will be implemented during the selection of consultancy services. In addition, civil servants at the local & central government levels will be involved in the project implementation on full time or on part time basis, and they will remain subject to the terms and conditions of their existing public sector employment agreements.

**COVID-19 Guidance for Labor Intensive Public Work Activities**

Given the nature of the project for labor intensive public work activities and engagement of a huge number of unskilled workers, the potential for the spread of infectious disease in projects involving construction is extremely serious, as are the implications of such a spread. Projects may experience large numbers of the work force becoming ill, which will strain the project’s health facilities, have implications for local emergency and health services and may jeopardize the progress of the construction work and the schedule of the project. Such impacts will be exacerbated where a work force is large and/or the project is in remote or under-serviced areas. In such circumstances, relationships with the community can be strained or difficult and conflict can arise, particularly if people feel they are being exposed to disease by the project or are having to compete for scarce resources. The project must also exercise appropriate precautions against introducing the infection to local communities. Therefore, this LMP outlines specific measures for labor management to minimize the risk of COVID-19 outbreak. This section of the Labor Management Procedure (LMP) should also be reflected in the associated Labor Management Plans (LMP). The key measures to be followed include;
The PMU in coordination with the local communities, should prepare a detailed profile of the project workforce, key work activities, schedule for carrying out such activities, different durations of contract and rotations.

It should also identify workers that may be more at risk from COVID-19, those with underlying health issues or who may be otherwise at risk.

Workers from local communities, who return home daily, weekly or monthly, will be more difficult to manage. They should be subject to health checks at entry to the site.

Establishing a system for controlling entry/exit to the site, securing the boundaries of the site, and establishing designating entry/exit points (if they do not already exist). Entry/exit to the site should be documented.

Confirming that workers are fit for work before they enter the site or start work. While procedures should already be in place for this, special attention should be paid to workers with underlying health issues or who may be otherwise at risk. Consideration should be given to demobilization of staff with underlying health issues.

Checking and recording temperatures of workers and other people entering the site or requiring self-reporting prior to or on entering the site.

Providing daily briefings to workers prior to commencing work, focusing on COVID-19 specific considerations including cough etiquette, hand hygiene and distancing measures, using demonstrations and participatory methods.

During the daily briefings, reminding workers to self-monitor for possible symptoms (fever, cough) and to report to their supervisor or the COVID-19 focal point if they have symptoms or are feeling unwell.

Preventing a worker from an affected area or who has been in contact with an infected person from returning to the site for 14 days or (if that is not possible) isolating such worker for 14 days.

Preventing a sick worker from entering the site, referring them to local health facilities if necessary or requiring them to isolate at home for 14 days.

Training workers and staff on site on the signs and symptoms of COVID-19, how it is spread, how to protect themselves (including regular handwashing and social distancing) and what to do if they or other people have symptoms.

Placing posters and signs around the site, with images and text in local languages.

Ensuring handwashing facilities supplied with soap, disposable paper towels and closed waste bins exist at key places throughout site, including at entrances/exits to work areas; where there is a toilet, canteen or food distribution, or provision of drinking water; in worker accommodation; at waste stations; at stores; and in common spaces. Where handwashing facilities do not exist or are not adequate, arrangements should be made to set them up. Alcohol based sanitizer (if available, 60-95% alcohol) can also be used.

Decreasing the size of work teams.

Limiting the number of workers on site at any one time.

Adapting or redesigning work processes for specific work activities and tasks to enable social distancing, and training workers on these processes.

Continuing with the usual safety trainings, adding COVID-19 specific considerations. Training should include proper use of normal PPE.

If a worker has symptoms of COVID-19 (e.g. fever, dry cough, fatigue) the worker should be removed immediately from work activities and isolated on site.

If the test is positive for COVID-19 or no testing is available, the worker should continue to be isolated. This will either be at the work site or at hospital. If at home, the worker should be transported to their home.

Extensive cleaning procedures with high-alcohol content disinfectant should be undertaken in the area where the worker was present, prior to any further work being undertaken in that area. Tools used by the worker should be cleaned using disinfectant and PPE disposed of.

Co-workers (i.e. workers with whom the sick worker was in close contact) should be required to stop work, and be required to quarantine themselves for 14 days, even if they have no symptoms.
• Family and other close contacts of the worker should be required to quarantine themselves for 14 days, even if they have no symptoms.
• If a case of COVID-19 is confirmed in a worker on the site, visitors should be restricted from entering the site and worker groups should be isolated from each other as much as possible.
• If workers live at home and has a family member who has a confirmed or suspected case of COVID-19, the worker should quarantine themselves and not be allowed on the project site for 14 days, even if they have no symptoms.
• Workers should continue to be paid throughout periods of illness, isolation or quarantine, or if they are required to stop work, in accordance with national law.
• Training of workers should be conducted regularly, as discussed in the sections above, providing workers with a clear understanding of how they are expected to behave and carry out their work duties.
• Training should address issues of discrimination or prejudice if a worker becomes ill and provide an understanding of the trajectory of the virus, where workers return to work.

The Labor Law of Afghanistan and WB standards for labor and working condition will be applied for direct, contract, community and primary supply workers:

2. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Project activities: The project has four components, these include: (i) An early warning system (EWS) that generates timely, robust and actionable early warnings of the onset of a drought. This component will support the Government of Islamic Republic of Afghanistan (GoIRA) in establishing such a system and strengthen their capacity to develop and deliver critical weather, water and climate information services that underpin planning, decision-making and financing for drought risk management; (ii) Early Financing that establish procedures for early financing to support pre-agreed early actions and rapid responses; (iii) Early Action that establish an early action resilience building delivery system that can provide support (cash/in-kind transfers, cash for works and productive nutrition packages) to extremely poor and food/nutrition insecure households and that can be scaled-up during a drought to extend support to others and increase support to pre-registered households who will be affected by the shocks that will be caused by the drought; (iv) Contingent Emergency Response Component (CERC) establish for situations of urgent need of assistance. This will allow for rapid reallocation of project proceeds in the event of a natural or man-made disaster or health outbreak or crisis that has caused or is likely to imminently cause a major adverse economic and/or social impact. (v) Project Management to support the implementation management and monitoring and evaluation of the project as well as the institutional strengthening and capacity development for the relevant departments in the Government.

The project will support specific labor-intensive public work activities that will contribute to the conservation and rehabilitation of natural resources including vegetation, soil and water. The labor-intensive public work activities will be selected by the relevant communities based on the specific needs of the situation of the area in which the project will be implemented. A possible menu of the activities will be identified during the project preparation in consultation with relevant government, Non-Governmental Organizations (NGOs) and United Nation (UN) agencies who are currently implementing similar activities. The following could be some of the labor-intensive activities that might be implemented by the project:
• Rehabilitation and or maintenance of small-scale irrigation schemes, existing developed water sources such as ponds;
• Making terraces on hillside to reduce soil erosion and conserve water;
• Tree planting on degraded areas;
• Small flood control structures to protect farmlands and residential areas,
• Gully control;
• Rehabilitation of community access roads (earth/gravel);
• Small rainwater harvesting ponds using labor-based construction;
• Rainwater harvesting techniques;
• Flood control structures;
• Cobble stone construction;

All the labor-intensive public works that will be implemented under this project will be implemented by human labor and with the use of simple tools. There will be no involvement of heavy machineries. The health and safety risks to which the community workers may be exposed from each type of subproject will be assessed, as well as the ability to prevent or eliminate such risks or, if the risk cannot be prevented or eliminated, measures to protect community workers from exposure will be explored.

**Key Labor Risks:** Potential risks that may arise from the nature of activities to be undertaken include: incidents of child labor, accident or emergencies, Occupational Health and Safety (OHS), safety hazards (injuries and fatality), Gender Based Violence (GBV), Infectious/Transmissible diseases (COVID-19, HIV and STDs) and Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), grievances & recruitment issues. The project will address these risks by providing safety gears and provision of sanitary and waste disposal facilities at each subproject site (table 2.1 and 6.1).

**Child Labor:** The risk of child labor will be mitigated through Certification of laborers’ age. This will be done by using the legally recognized documents such as Tazkira or National Identity Card, birth certificate, driver’s license or medial or school record. Further, awareness raising sessions will be conducted regularly to the communities to sensitize on prohibition and negative impacts of Child and forced Labor.

**Hazardous Work:** To avoid the risk of accidents at work places, the site will be planned to have description of all important areas including Emergence Assembly Point; additionally, the site will have Pictorial Sign Boards located in appropriate places, providing information on precautions and appropriate actions to be taken to avoid accidents including mandatory use of protective gears. No labor camps are expected under the project and the project is not expected to involve working with heavy machinery or working at height or confined, dangerous places. These works also will not involve any hazardous materials, e.g. dynamites

**Possible accidents or emergencies:** The risks of emergencies and accidents are low given the nature of the project’s work and absence of any hazardous nature of working place or materials.

**Occupational Health and Safety (OHS):** The labor-intensive public-work activities (LIPWA) are expected to cause moderate OHS risk as the project will comprise small scale community-based activities which will be performed by simple tools with no machineries. To address OHS risk, adequate measures will be incorporated to the labor management plan- there will be safety gears and provision of PPEs with safety sessions on OHS risks for community workers provided. The labor management plans for LIPWA will also include proper procedures to establish and maintain a safe working environment and prevention of Infectious/Transmissible diseases (i.e. COVID-19, HIV, STDs)
as per requirements of ESS2, will be followed.

**Gender based violence**: Labor risks including labor influx, GBV and SEA/SH, and child labor are considered low given the small size of subproject investments, absence of civil works, and the MRRD adherence to the national Labor Code which also prohibits child and forced labor. There will be specific procedures for addressing GBV/SEA/SH including confidential reporting with safe and ethical documenting of GBV/SEA/SH cases.

The table below summarizes key labor risks associated with the project. However, the possibility of such risks is assessed as very low as the project activities are of small and low-cost in nature.

**Table 2.1: Key Labor Risks and its Corresponding Activities**

<table>
<thead>
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<th>No.</th>
<th>Key Labor Risk</th>
<th>Activities Consistent with the Risk</th>
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| 1   | Child and Forced Labor                              | • Engaging workers below the age 18 in Hazardous Works  
      |                                                     | • Engaging workers below the age 15 in the project activities.  
      |                                                     | • Engaging workers in work or service which is not under the threat for penalty and the workers have not offered himself or herself voluntarily. |
| 2   | Possible accidents or emergencies                    | • Accidents due to hazardous work.  
      |                                                     | • Emergencies due to extreme weather conditions.  
      |                                                     | • Emergencies due to insecurity. |
| 3   | Occupational Health and Safety (OHS)                | • Serious events and fatalities due to improper and lack of OHS measures.  
      |                                                     | • Lack of OHS plan.  
      |                                                     | • Lack of OHS and/or ESS Staff. |
| 4   | Infectious/Transmissible diseases (COVID-19, HIV and STDs) | • Risk of an outbreak and loss of life.  
      |                                                     | • Permanent abnormal conditions, disorders and syndromes after treatment.  
      |                                                     | • Loss of income due to quarantines as a result of an outbreak.  
      |                                                     | • Risk of infecting others (Family members, Co-workers, ...). |
| 5   | Gender Based Violence (GBV) and Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) | • Lack of equal payment and wages for equal work for men and women.  
      |                                                     | • Discrimination during recruitment and employment.  
      |                                                     | • Acts and/or threats of Physical, Sexual and Psychological harm (targeting men and women)  
      |                                                     | • Act of sexual exploitation or abuse (targeting men and women). |
| 6   | Grievance Redress Mechanism (GRM)                   | • Lack of proper and/or adequate and accessible GRM.  
      |                                                     | • Lack of awareness regarding GRM amongst workers.  
      |                                                     | • Inadequate tools for functionality of GRM. |
| 7   | Recruitment                                         | • Nepotism & Corruption during recruitment process.  
      |                                                     | • Exclusion of local eligible labors.  
      |                                                     | • Social conflict by local communities who feel excluded from employment opportunities. |
3. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

The following legislations and standards provide legal basis for safe and decent working conditions in Afghanistan. Key relevant provisions provide guidance around non-discrimination in recruitment (Article 9), compliance with international conventions (Article 12), working hours (Article 30), breaks (Article 40), non-discrimination in payment (Article 59) and special provision for female and youth workers (Article 121, 127-130). These further provides occupational health and safety regulations that provide legislation around safety trainings, hygiene rules, protective equipment and medical treatment when necessary. The law also addresses Work Standards and Regulations (Article 88) as well as how labor disputes over terms and conditions of employment will be resolved in the public, private and joint sector (Article 89). The above terms and conditions apply to employees, workers, service workers, contractual workers, including the long-term consultants. However, some of these terms and conditions applies to community workers i.e. prohibition of child labor, prohibition of forced labor, prohibition of discriminations and maximum hours of work. The legislation requirements conform to guidance provided in WB’s ESF and ESS2.

Project workers will be provided with information that is clear and understandable regarding their terms and condition of employment.

Table 3.1: Relevant Articles from National Labor Legislation

<table>
<thead>
<tr>
<th>National Labor Regulation and Standards</th>
<th>Legislation</th>
<th>Illustration of relevant content (non-comprehensive)</th>
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<td></td>
<td>Labor Law (2007)</td>
<td>Article 4 prohibits compulsory work, which is defined as work that is against the rules and regulations of the office, against the will of the worker, and performed under threat; Article 9 calls for non-discrimination in recruitment; Article 12 requires compliance with the convention of the International Labor Organization to which Afghanistan adheres or plans to adhere; Article 30 concerns working hours and specifies that the normal working week is 40 hours; Article 40 requires employees to be given a one-hour break for prayers and lunch; the break is not included in the normal working hours Article 59 calls for non-discrimination in payment of salary; Article 91 in the chapter on Labor Norms and Discipline states the general obligations of the employer, which include ensuring labor safety and security at work; Article 92 lists the obligations of employees, which include following safety rules and practicing working environment hygiene; Chapter 10 is devoted to provision of health and occupational safety conditions at workplace and involves: Article 107 requires the employer to ensure safe and hygienic working conditions and Article 110 to follow legislated safety and hygiene standards; Article 111 compels the employer to provide continuous safety training and the employee to follow safety rules, standards and instructions and utilize personal protective equipment; Article 113 requests he employer to provide all necessary</td>
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protection clothing and personal protective equipment, free of charge; Article 114 compels the employer to provide for first aid and for transfer to medical centers in case of accidents; Article 121 prohibits assigning female or youth workers to night duties; Article 127 defines youth workers as between the ages of 14 and 18; Articles 128 through 130 states the special requirements that must be followed in employing youth workers.

**National Labor Policy 2017 – 2020**

<table>
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<th>Specific objectives of the National Labor Policy:</th>
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<tr>
<td>● Facilitate the creation of equal opportunities of productive employment to all Afghans of working age regardless of gender, ethnicity and religion.</td>
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<td>● Enhance the employability and productivity of the country’s workforce by increasing its capabilities through public and private skills development.</td>
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<td>● Improve legislation environment and working conditions by establishment and enforcement of laws, regulations and standards.</td>
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<td>● Facilitate the establishment and functioning of representative and democratic unions of workers, and of employers; encourage social dialogue and collective bargaining for determining work related matters and settling issues by the industrial partners.</td>
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<td>● Strengthen the role and partnership of the private sector, as a key driver of national development, in labor related planning and decision-making to achieve optimal labor market outcomes.</td>
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<td>● Facilitate and regulate the migration and employment of Afghan workers abroad and of foreign workers in the country, and assist with the effective reintegration of Afghan returnees.</td>
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<td>● Improve generation and use of labor data and information</td>
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Furthermore, Afghanistan has in addition ratified a number of international agreements and conventions regarding the labor conditions.

**Table 3.2: Afghanistan’s ratification of relevant International Labor Organization (ILO) Conventions**

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<th>No.</th>
<th>Convention</th>
<th>Afghanistan</th>
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<tr>
<td>1</td>
<td>Equal Remuneration Convention, 1951 (No. 100)</td>
<td>In Force (ratified 1969)</td>
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<td>2</td>
<td>Abolition of Forced Labor Convention, 1957 (No. 105)</td>
<td>In Force (ratified 1963)</td>
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<td>3</td>
<td>Discrimination (Employment and Occupation) Convention, 1958 (No. 111)</td>
<td>In Force (ratified 1969)</td>
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<tr>
<td>4</td>
<td>Minimum Age Convention, 1973 (No. 138) <em>Minimum age specified: 15 years</em></td>
<td>In Force (ratified 2010)</td>
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<tr>
<td>5</td>
<td>Worst Forms of Child Labor Convention, 1999 (No. 182)</td>
<td>In Force (ratified 2010)</td>
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4. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

The Labor Law of Afghanistan further provides OHS regulations that provide legislation around safety trainings, hygiene rules, protective equipment, medical treatment when necessary, health insurance compensation, reduced standard work weeks for pregnant and nursing mothers and minors.

It further describes that employers shall provide a safe and healthy workplace setting to prevent accidents and injury to health arising out of, linked with, or occurring during the work or as a result of the operation of employer’s facilities. Employers shall adopt responsible measures to mitigate negative impacts that the workplace has on the environment. Apart from the provisions listed above, Labor Law further describes mandatory assurance of health and safety conditions for the employer in Article 108, “The Administration shall be obliged to ensure reservation of health and labor safety, application of safety techniques to prevent work and production related accident, and to provide healthy condition in order to prevent occupational diseases of Employees”. Based on the Labor Law the employer shall take appropriate precautions to ensure that the workplace is safe and without risk of injury to the safety and health of workers. Mitigation measure will be adopted to protect the workers present at or in the vicinity of an Implementation Site from all risks which may arise from such site.

Besides the national laws and policies, International regulations and frameworks (WHO International Health Regulations, 2005 and WHO Emergency Response Framework, 2017) were also adopted by GoIRA, to protect against, prevent, control and provide a response to the spread of diseases.

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<tr>
<td>6</td>
<td>Night Work (Women) Convention (Revised), 1948 (No. 89)</td>
<td>Abrogated by decision of the International Labor Conference at its 106th Session (2017)</td>
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<tr>
<td>7</td>
<td>Night Work (Women) Convention, 1919 (No. 4)</td>
<td>Abrogated by decision of the International Labor Conference at its 106th Session (2017)</td>
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<td>8</td>
<td>Equal Remuneration Convention, 1951 (No. 100)</td>
<td>In Force</td>
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<tr>
<td>9</td>
<td>Underground Work (Women) Convention, 1935 (No. 45)</td>
<td>In Force</td>
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<tr>
<td>10</td>
<td>Protection of Wages Convention, 1949 (No. 95)</td>
<td>In Force</td>
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<tr>
<td>11</td>
<td>Weekly Rest (Commerce and Offices) Convention, 1957 (No. 106)</td>
<td>In Force</td>
</tr>
<tr>
<td>12</td>
<td>Dock Work Convention, 1973 (No. 137)</td>
<td>In Force (ratified 1979)</td>
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<tr>
<td>13</td>
<td>Occupational Cancer Convention, 1974 (No. 139)</td>
<td>In Force</td>
</tr>
<tr>
<td>14</td>
<td>Paid Educational Leave Convention, 1974 (No. 140)</td>
<td>In Force</td>
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<tr>
<td>15</td>
<td>Human Resources Development Convention, 1975 (No. 142)</td>
<td>In Force (ratified 1979)</td>
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<tr>
<td>16</td>
<td>Vocational Rehabilitation and Employment (Disabled Persons) Convention, 1983 (No. 159)</td>
<td>In Force (ratified 2010)</td>
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Furthermore, to ensure the OHS, PMUs should confirm that projects (i) are taking adequate precautions to prevent or minimize an outbreak of COVID-19, and (ii) have identified what to do in the event of an outbreak. Following are the measures suggested to be taken by PMUs to prevent any danger or to minimize the risks for the worker’s health safety and for the safety of their workplace:

● The PMUs at provincial level, should request details in writing from the CDC of the measures being taken to address the risks as mentioned in the section 3 (Article-92). The construction contract should include health and safety requirements, and these can be used as the basis for identification of, and requirements to implement, COVID-19 specific measures. The measures may be presented as a contingency plan, as an extension of the existing project emergency and preparedness plan or as standalone procedures. The measures may be reflected in revisions to the project’s health and safety manual. This request should be made in writing (following any relevant procedure set out in the contract between the Borrower and the contractor).

● In making the request, it may be helpful for the PMU to specify the areas that should be covered. This should include the items set out in section-5 and take into account current and relevant guidance provided by national authorities, World Health Organization (WHO) and other organizations.

● The PMU should require the CDC to convene regular meetings with the project health and safety specialists and medical staff (and where appropriate the local health authorities), and to take their advice in designing and implementing the agreed measures.

● Where possible, a senior person should be identified as a focal point to deal with COVID-19 issues or similar outbreaks. This can be a work supervisor or a health and safety specialist. This person can be responsible for coordinating preparation of the site and making sure that the measures taken are communicated to the workers, those entering the site and the local community. It is also advisable to designate at least one back-up person; in case the focal point becomes ill; that person should be aware of the arrangements that are in place.

● On sites where there are a number of CDCs and therefore (in effect) different work forces, the request should emphasize the importance of coordination and communication between the different parties. Where necessary, the PMU should request the CDCs to put in place a protocol for regular meetings of the different CDCs, requiring each to appoint a designated staff member (with back up) to attend such meetings. If meetings cannot be held in person, they should be conducted using whatever IT is available. The effectiveness of mitigation measures will depend on the weakest implementation, and therefore it is important that all CDCs understand the risks and the procedure to be followed.

● The PMU, either directly or through the ESS unit and Supervising Engineer, may provide support to projects in identifying appropriate mitigation measures, particularly where these will involve interface with local services, in particular health and emergency services. In many cases, the PMU can play a valuable role in connecting project representatives with local Government agencies, and helping coordinate a strategic response, which takes into account the availability of resources. To be most effective, projects should consult and coordinate with relevant Government agencies and other projects in the vicinity.

● Workers should be encouraged to use the existing project grievance mechanism to report concerns relating to COVID-19, preparations being made by the project to address COVID-19 related issues, how procedures are being implemented, and concerns about the health of their co-workers and other staff. The specific COVID-19 measures will be incorporated in the ESMPs for labor intensive activities. The CDCs and local communities who will be implementing community projects will be trained to practice social distancing and follow the COVID-19 guidance issued by relevant authorities, both national and international (e.g. WHO).
In addition, there are several guidance notes prepared which will be followed. These include: (i) ESF/Safeguard interim note ‘ COVID-19 considerations in construction/civil works project; (ii) Infection prevention and control (IPC) practices in communities and health facilities (WHO); and (iii) Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings.

5. RESPONSIBLE STAFF
To ensure successful management of project workers there is a need to clearly define roles and responsibilities of key players and stakeholders at Community, Project and National levels.

- **National level.** At the national level, enforcement of Labor Law rests on the MoLSA. Their responsibility includes strengthening the capacity to adopt regulations that requires compensating to workers regarding labor-related injuries and addition of further labor inspectors and monitoring role as stipulated by law, ensure periodical labor and working conditions, environmental social audits and facilitate in conducting training for staff that will carry out LMP at project/community level.

- **Project level.** At project level, this responsibility rests upon the MRRD- PMU, and will be supervised by a Supervising ESS unit, where the responsibility for the adequate implementation of the LMP will be ESS unit’s responsibility. The labor management plan (LMP) will be a stand-alone document or a part of the Site-specific Environmental and Social Management Plan (ESMP), which should be disclosed. ESS unit will support CDC/Village Council (VC) in work site management. This will entail ensuring that community workers use safety gears during execution of works. They will also be responsible for training of CDC and Village leadership on safety measures to avoid workplace accident, filling of forms required, prepare quarterly monitoring reports.

- **Community- village level.** CDC and village Shura with support from ESS unit will be responsible to oversee the management of community workers at sites, this include undertaking both compliance monitoring and effects monitoring.

In case of consultant and PMU staff that are employees of MRRD, they will be managed through the ministry’s own institutional structures. ESS and Grievance Officers will be responsible for overseeing OHS, GBV, SEA, environmental and social safeguards and workers complaints on-site.

5.1. Monitoring and Evaluation (M&E), Implementation of OHS and Reporting of Incidents:

ESS unit of PMU will be responsible for OHS measures and its appropriate implementation, and should be monitored on a regular base. Supervising Engineers and ESS unit will report to the PMU. Also, Senior Engineers and ESS Officers from Headquarter (HQ) will be monitoring the projects periodically to ensure proper and effective OHS implementation.

In case of any mishap, the ESS unit and Supervising Engineer should immediately report the incident to the PMU, where the seriousness of the case will be decided. If deemed serious, the PMU will inform the relevant government authorities; otherwise, PMU will direct the ESS unit about solving the matter as per this LMP and Afghanistan’s Law.

The ESS unit will be in direct contact and coordinate with CDC’s Grievance Redress Committee (GRC), in order to avoid any future incidents and mishaps.
6. POLICIES AND PROCEDURES
The participants for labor-intensive public work activities will be enrolled through a community based participatory approach this will entail the following activities:

- MRRD-PMU staff and ESS unit- social mobilizers during community- CDC meeting will introduce the Project explaining thoroughly on the components and the mode of its operations to the prospective participants.
- Furthermore, during the community meeting, the PMU- ESS unit will elaborate on the nature, type and eligibility of community driven labor.
- The eligibility criteria of program participants are given below, these criteria will be used for identification of eligible people for labor-intensive work. The key criteria include:
  i. Extremely poor households identified in community-based targeting and verified through Proxy Means Test – these are households that do not meet daily consumption needs, have limited assets, high family size, elderly, orphans and female headed households, drought affected people, chronically food insecure, families having no income-generating activities, seasonally food insecure household, shocks affected households and other forms of vulnerability.
  ii. In addition to common criteria mentioned in i) above, there should be at least one able bodied person who can provide labor on behalf of the Households, age between 18 – 65 years and who is willing to work.
- The participants will have ultimate option of choice to whether they want/are willing to participate in the Program or not.
- Participants who opt to be in the Program will be enrolled in the Program which will develop a register of participants.

ESS2 para 24-30 on Occupational Health and Safety will be complied with through a provision of Personal Protective Equipment (PPE) to every worker at all working sites where beneficiaries undertake labor-intensive activities. Different PPE will be supplied and used in subprojects depending on subprojects activities. Cost for procuring PPE will be included in the subproject budget. CDC will be responsible for procurement of these inputs. They will also maintain a stores ledger book where all tools procured will be recorded.

ESS2 para 34: Community workers will be engaged to work in labor-intensive public works activities as part of safety nets implementations. During the implementation community assets will be created and these will contribute to the social and economic benefits of the community. The project requires that in order to receive safety nets benefit, any able-bodied persons will have to provide labor to the labor-intensive work activities.

The following measures will be implemented to ensure the above and will be adhered to by Human Resources (HR), Gender, Environmental and Social Safeguard (ESS), Engineering Department (ED), Finance Department (FD), and other relevant departments for fair treatment of all employees.

Table 6.1: Anticipated labor risks and its mitigation measures

<table>
<thead>
<tr>
<th>No.</th>
<th>Anticipated Risk</th>
<th>Mitigation Measures</th>
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| 1   | Forced Labor           | • A Labor Management Plan should be prepared for each sub-project and must be part of ESMP.  
                                 | • Supervising staff (Engineers & ESS Officers) should monitor adherence to LMP and Afghanistan’s Labor Law.  
                                 | • Awareness raising events should be conducted for all stakeholders regarding Forced Labor. |
| 2 | Possible accidents or emergencies | • Proper pictorial warning signs and hazardous site marking at all work sites.  
• Immediate and appropriate steps to investigate and rectify any risks to health and safety arising from the work activity. Smoking should be strictly prohibited and “No Smoking” notices be prominently displayed in all places containing readily combustible or flammable materials.  
• The proper storage of hazardous and non-hazardous materials and equipment using international standards and removal of scrap, waste and debris from workplace.  
• Availability of fire extinguisher equipment at site and workers will be provided trainings about the use of fire extinguisher to that adequate personnel are readily available in case of emergency during whole implementation periods.  
• Where necessary, appropriate suitable directions signs will be installed to indicate the clear direction in case of emergency for visitors and workers.  
• Supply of stretchers and first aid boxes, together with rescue facilities at Site.  
• Immediate Root Cause Analysis of any serious accident or fatality. |
|---|---|---|
| 3 | Occupational Health and Safety (OHS) | • Trainings on OHS, toolbox talks, provision of PPE including safety (helmets, safety boots, goggles and dust masks etc.) for all personnel by ESS officers.  
• Provision of proper safety and emergency regulations for the prevention of fire, traffic, workplace and other accident enshrined in an OHS Policy, OHS Risk Assessment, preparation and adequate implementation of an OHS Plan in conformity with international standards.  
• Awareness and training of workers regarding their work activity by PMU’s ESS Unit.  
• Provision of clean drinking water, appropriate and clean washrooms applying international standards (number of workers per washroom and toilet) shall be readily available for workers/staff at all Sites by contractors. Where needed separate washrooms and toilets for female and male workers.  
• Adhering to the national labor law and its OHS portion as well to the IFC/WBG EHS Guideline including its OHS Guidelines which is also mandatory to applied. Here is the website: [https://www.ifc.org/wps/wcm/connect/topics_extcontent/ifc_external_corporatist/sustainability-at-ifc/policies-standards/ehs-guidelines](https://www.ifc.org/wps/wcm/connect/topics_extcontent/ifc_external_corporatist/sustainability-at-ifc/policies-standards/ehs-guidelines). |
| 4 | Infectious / Transmissible diseases (COVID-19, HIV and STDs) | • Assigning a dedicated and qualified ESS Unit at provincial level. This should include both male and female staff, if applicable.  
• All labors/workers should be trained in Disease’s prevention (i.e. Usage of Condoms, Hygiene, Social Distancing, Measures of reducing airborne diseases, ...) and basic treatment aspect. Sessions should be conducted separately for male and female labors.  
• Reducing the number of workers at a time in times of epidemic and pandemic, and distributing standard PPE (i.e. Masks, gloves, hand sanitizers, ...). |
| 5 | Gender Based Violence (GBV) and Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) | • Files for every employed labor, which should include the personal details, Tazkira and a formal contract that summarizes his/her legal labor rights and amount of daily/monthly wages, must be available.  
• The recruitment process should consider balance in recruitment of men and women to ensure an inclusive employment environment for all.  
• Awareness raising sessions to be held among all relevant stakeholders and labors regarding Acts of Violence, SEA/SH and other relevant GBV by PMU’s ESS Unit. |
| 6 | Grievance Mechanism | • A proper and comprehensive GRM should be prepared. |
- GRM awareness sessions should be inducted for all layers of employees through PMU’s ESS Unit.
- Complaint Box, GRM Hotline and other relevant GRM tools should be easily accessible to all workers.
- Privacy and confidentiality should be taken seriously while filing complaints, to gain trust and ensure transparent implementation.
- Immediate actions should be taken when facing serious issues.

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<tr>
<th>7</th>
<th>Recruitment</th>
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<tr>
<td>• Elders of local communities and CDCs should be consulted, when recruiting unskilled labor.</td>
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<tr>
<td>• All skilled workers should be recruited through a transparent and non-discriminatory process.</td>
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<tr>
<td>• The priority should always be given to local employment, if they are able to fulfill the job requirements.</td>
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7. AGE OF EMPLOYMENT
- Based on Labor Law of Afghanistan, recruitment of underage laborers (below age 15 for all types of work and 18 for hazardous work) is prohibited, and age will be checked on the Tazkira (National Identity Card) as per Article 13 of the mentioned law, and will be act on accordingly.
- Verification and identification of age for all workers is required. This will require workers to provide official documentation at the time of recruitment, which could include a Tazkira (National Identity Card), birth certificate, driver’s license or medial or school record.
- Further, awareness raising sessions will be regularly conducted to the community to sensitize on prohibition and negative impacts of Child and forced Labor.
- Relevant project staff (i.e. Engineers, ESS Officers, Social Organizers and any other relevant staff) will be responsible for overall assessment of child labor in the project.

8. TERMS AND CONDITIONS
The government officials at the MRRD and PMU are civil servants and their terms and conditions of employment are guided by National Labor Legislations. The community workers will work on labor-intensive public work activities in compliance with the Labor Law and ESS2. The labor law stipulates among others the eligibility criteria to participate in the labor-intensive public work. Eligible members must be residents of the respective community and between the age of 18 and 65 years. Community workers are entitled to work for 26 days a year spread over a period of six months during lean seasons. Working conditions will be made clear to the community members prior to commencement of the work. During community mobilization, the ESS unit- community mobilizers will explain to beneficiaries and entire community the labor-intensive work objectives and working conditions. During the meeting beneficiaries will be informed of such working conditions such as:

- Community workers will be working for 8 hours a day
- Work duration will be 26 days a year spread over six months
- Payment will be made on monthly basis after completing the assigned work
- Community workers will be paid 350 Afs for unskilled and 650 Afs for semi-skilled per day

9. GRIEVANCE REDRESS MECHANISM (GRM)
The existing GRM of CCNPP in compliance with ESS2, will be applied to ENETAWF project. Moreover, in the area of ENETAWF Project which is not under the coverage of CCNPP, new GRCs will be established which should fully comply
with the CCNPP/MRDD GRM system. Where this mechanism fails, the Afghan Labor Law stipulates the following (Article 89): “If any dispute arises between the organization and the employee regarding the setting of work related rules and standards, the issue will be resolved by the following authorities: (a) In the ministries, state institutions, private and joint enterprises and ventures in which the state share is more than 50%, the authorized authorities with participation of MoLSA. (b) In social and cooperative organizations and private and joint sector in which the state share is less than 50%, the disputes will be resolved by involved parties under supervision of MoLSA. The Labor High Council in MoLSA is the highest decision-making body on labor related issues (Article. 145).” The CCNPP’s current GRM database will be customized for ENETAWF project.

9.1. Grievance handling structure for workers
The table.9.1 provides steps with responsibilities of grievances relating to the complaint handling linked to labor issue. The key purpose of this practice is to present GRM process in an effective & user-friendly manner.

Table 9.1. GRM procedures for complaint handling process

<table>
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<tr>
<th>Steps</th>
<th>Complainants</th>
<th>GRC/GRM Focal Officer functions</th>
<th>Timeframe</th>
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</table>
| 1     | Submission of complaint to the local or community level GRC. | o Conduct public information sessions among the affected communities to use grievance service.  
 o Registering a grievance in the project logbook and grievance database.  
 o Segregate/sort and process.  
 o Acknowledge and follow up of grievance.  
 o Verify investigate, and act.  
 o Provide written response to the complainants. | 7-14 days |

(a) Sub-Project or CDCs Level GRC:
If resolution at local/community level is unsuccessful, or the Affected Person (AP) can take his or her complaint to a Project level GRC.

| 2     | Submission of grievance to the Project level GRC through one of the channels | o Conduct coordinating meetings among complainants/ public and relevant administrations including, but not limited to; CCNPP’s PMU at provincial level.  
 o Provide written response to the complainant. | 10 days |

(b) GRC for Workers:
The project workers (all three categories, direct workers, community workers and primary supply workers) can directly register their complaints with the GRC for workers. The members of this GRC will be trained to be capable to address grievances by workers, including workplace complaints in an efficient and effective manner to meet national regulations on labors and WB-ESS2.

| 3     | Workers or labor association will submit their grievance to | o Refer workers related complaints to the Workers GRC.  
 o Registration, classification and analysis of grievances. | 10 days |
the GRC for Workers through one of the channels

- Convene the GRC for workers meeting to analyze and resolve the complaint.
- Provide written response to the complainant/CDC.
- Provide guidance with recommendations to the CDC to improve working condition/labor management issues.

(c) Ministry level GRC:
In case the complaint is not resolved within 10 days of its receipt or it is unattended, the complainant can approach the ministry level GRC or directly to the Minister- of MRRD in Kabul. Ministry-GRC and/or minister will then examine the complaint and address the complaint within 20 days.

| 4 | Workers, labor associations or the AP can refer the complaint to the ministry GRC or directly to the Minister’s office of MRRD. | Conduct coordinating meetings/resolution sessions between complainant relevant administrations
- Investigate the complaints
- Provide written response to the complainant | 20 days |

| 5 | If all above fails, the last recourse is the stipulations in the Labor Law, Article 89. | In the ministries, state institutions, private and joint enterprises and ventures in which the state share is more than 50%, the authorized authorities with participation of MoLSA.
- In social and cooperative organizations and private and joint sector in which the state share is less than 50%, the disputes will be resolved by involved parties under supervision of MoLSA. |  |

How to Register a complaint or submit a complaint form?

There shall be a variety of channels to submit complaints:

a) The complaints are submitting to CDC members, the district or provincial representative to whom the community people might have easy access.
b) They can also submit their complaint directly to project authorities.
c) The complainants can put their grievances into the complaint’s boxes, which then will be opened during the GRC meeting.
d) The local GRC/Sub-project Level GRC will refer all labor related complaints to the GRC for workers.
e) Received complaints that might be of any grievance or which would be submitted to any source should be registered in the Complaint Registration Form or complaints registration books at the first stage and signature or finger print should be taken on the form from the person complaining.
f) The project local staff will acknowledge the receipt of complaints and log them into a central register book. There may be complaints that might be solved before reaching to the GRC meetings. The complaint form and details of the case solved should be recorded and maintained for future uses.
g) The CDCs have the responsibility to provide a complaint registration form and a complaint register book. They should also assist the complainant in filling of the form. They will also inform complainant about the timeframe in which a response can be expected.
Complaints can be submitted either at site level or at project level, and if possible be resolved at this level. If resolution fails or the complainant want to appeal a decision, then the complaint will be transferred to the higher level (i.e. to project level to Ministry level), where the final decision will take place.

9.2. World Bank Grievance Redress System
Communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to existing project-level grievance redress mechanisms or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the WB’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the WB’s corporate GRS, please visit: http://www.worldbank.org/en/projects/operations/products and services/grievanceredress-service. For information on how to submit complaints to the World Bank Inspection Panel, please visit: www.Inspection-panel.org.

10. GRM for Gender-Based Violence (GBV)
There will be specific procedures for addressing GBV including confidential reporting with safe and ethical documenting of GBV cases. Multiple channels will be in place for a complainant to lodge a complaint in connection to GBV issue.

Specific GRM considerations for addressing GBV under ENETAWF are:

a) ENETAWF project is rated as moderate risk in terms of GBV, consideration should be given to a separate GBV GRM system, potentially run by a GBV Services Provider with feedback to the project GRM. The GRM operators are to be trained on how to collect GBV cases confidentially and empathetically (with no judgment).

b) ENETAWF project will establish multiple complaint channels, and these must be trusted by those who need to use them. Community consultations- consultation with labors may be one mechanism to identify effective channels (e.g. local community organizations, labor association, health providers, etc.).
c) No identifiable information on the survivor should be stored in the GRM logbook or GRM database.

d) The GRM should not ask for, or record, information on more than three aspects related to the GBV incident:
   i. The nature of the complaint (what the complainant says in her/his own words without direct questioning);
   ii. If, to the best of complainant’s knowledge, the perpetrator was associated with the project; and,
   iii. If possible, the age and sex of the survivor.

e) The GRM should assist GBV survivors by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a survivor. This will be possible because a list of service providers will already be available before project work commences as part of the mapping exercise.

f) The information in the GRM must be confidential—especially when related to the identity of the complainant. For GBV, the GRM should primarily serve to: (i) refer complainants to the GBV Services Provider; and (ii) record resolution of the complaint.

Data Sharing: The GBV Services Provider will have its own case management process which will be used to gather the necessary detailed data to support the complainant and facilitate resolution of the case referred by the GRM operator. The GBV Services Provider should enter into an information sharing protocol with the GRM Operator to close the case. This information should not go beyond the resolution of the incident, the date the incident was resolved, and that the case is closed. Service providers are under no obligation to provide case data to anyone without the survivor’s consent. If the survivor consents to case data being shared the service provider can share information when and if doing so is safe, meaning the sharing of data will not put the survivor or service provider at risk for experiencing more violence.

For more information on GBV data sharing see: http://www.gbvims.com/gbvims-tools/isp/.

1. The costs of operating the GRM are usually modest and should be financed by the project as part of the general project management costs.

2. The GRM should have in place processes to immediately notify both the ministry and the World Bank of any GBV complaints with the consent of the survivor. For World Bank reporting protocol refer to the Safeguards Incident Response Toolkit.

11. CONTRACTOR MANAGEMENT

The project does not involve contractor(s) as the activities will be undertaken by local communities and Community Development Councils (CDS) itself. However, there will be primary supply workers to be engaged by communities, for which the monitoring process may include periodic audits, inspections and field visits of work sites and project locations as well as records and reports compiled by third parties in relation to labor management. These records and reports would consist of representative samples of employment contracts or agreements between local communities and primary supply workers, records relating to grievances and their resolutions, safety inspection reports including incidents, fatalities and their remedies, records of non-compliance with national law and LMP and training reports in relation to OHS.

12. COMMUNITY WORKERS

The ENETAWF project is implemented through CDCs, which monitor, keep records and report on terms and conditions related to labor management. The CDC must provide the project and community workers with proof of
all payments made and other entitlements. Agreements will include provisions related to labor and occupational health and safety as provided in the World Bank Standard ESS Documents and Labor law of Afghanistan.

The project will manage and monitor the performance of CDCs in relation to community workers, focusing on compliance with their agreements (obligations, ToRs, representations, and warranties) and labor management procedures. This may include periodic audits, inspections, and/or spot checks of project locations and work sites as well as of labor management records and reports. Labor management records and reports that may be reviewed would include: records of community workers, records of grievances received and their resolution, reports of safety inspections, including fatalities and incidents and implementation of corrective actions, records regarding incidents of non-compliance with national law, and records of trainings provided for community workers to explain occupational health and safety risks and preventive measures.