

REPUBLIC TAJIKISTAN

TAJIKISTAN'S WOMEN'S ECONOMIC EMPOWERMENT PROJECT (P511398)

**LABOR MANAGEMENT PROCEDURES
(LMP)**

DUSHANBE - 2025

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ABBREVIATIONS

ESS	Environmental and Social Standards of World Bank
GRM	Grievance Redress Mechanism
TJK	Republic of Tajikistan
LMP	Labor Management Procedures
E&S	Environmental and social
PPE	Personal Protective Equipment
OHS	Occupational Health and Safety
PIG	Project Implementation Group
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEBIT	State Enterprise “Business Incubator of Tajikistan”
WB	World Bank

1. INTRODUCTION

1. Introduction

The Tajikistan's Women's Economic Empowerment Project (P511398) (hereinafter referred to as Project or TWEEP) is an initiative aimed at improving the economic situation of women in the country. Its goal is to create conditions for increasing women's participation in entrepreneurship, employment, and business development, as well as to provide them with access to resources, knowledge, and opportunities for sustainable income. The project is being implemented by the State Committee for Investment and State Property Management of the Republic of Tajikistan (SCIPM) with technical support from the World Bank.

The TWEEP complements and builds on projects to expand women's economic rights and opportunities in Tajikistan supported by the World Bank Group and other development partners. The project will build on projects implemented by the European Bank for Reconstruction and Development (EBRD), the Asian Development Bank (ADB), and the United Nations Development Programme (UNDP), as well as the World Bank itself, to ensure relevance and innovation and reduce duplication. Lessons from these projects will inform the project methodology, including the development of business models and women's role and opportunity in value chains.

As part of the project, activities include training and skills development for women entrepreneurs, support for women-led small and medium-sized enterprises, design and promotion of gender-responsive business models, expanding women's access to finance, technology, and markets, as well as engaging women in value chains and broader economic ecosystems.

The project contributes directly to the implementation of two key components of the Partnership Framework Program (PFP) and the achievement of the second objective of the World Bank's Global Gender Strategy.

The project will be the first WEE focused project in the Tajikistan portfolio enabling piloting of innovative livelihoods for women in collaboration with IFC.

The project is being implemented by the State Committee for Investment and State Property Management of the Republic of Tajikistan (SCIPM) with technical support from the World Bank.

A Project Implementation Group (PIG) will be created under the State Committee for Investment and State Property Management of the Republic of Tajikistan (SCISPM). The SCISPM, which has offices in the target areas, is authorized to create favorable legal, financial, and practical conditions for the development of entrepreneurship, as well as to ensure that women have access to all opportunities for investment and innovation.

The PIU will organize the procurement of services from a suitable technical partner to implement all project activities in the target areas. The technical partner will contribute to the capacity development of government partners during project implementation to ensure the sustainability of its results after completion.

To ensure timely and high-quality implementation of the project, it is planned to engage technical support from the State Enterprise "Business Incubator of Tajikistan" (SEBIT), which has proven experience in this field.

1.2 PROJECT DESCRIPTION

The project complements and builds on women's economic empowerment projects in Tajikistan supported by the World Bank Group and other development partners. It will draw on projects being implemented by EBRD, ADB, and UNDP, as well as the World Bank itself, to ensure relevance and innovation and reduce duplication. Lessons from these projects will inform the project methodology, including the development of business models and women's role and opportunity in value chains.

The project will also draw on experience from the World Bank's E-GATE program,¹ promoting digital inclusion by enabling women-led businesses to adopt e-commerce and creating employment pathways for women in platform management aligned with CPF goals on private sector growth, market creation, and human capital. The project will also collaborate with JICA's One Village One Product (OVOP) initiative.

The project is innovative in several ways, including piloting of group livelihood activities, building capacity of women entrepreneurs to break through to non-traditional businesses and linking them with the banking sector. Women livelihood group development will focus on formal registration with the tax authorities and has the potential to provide women with access to sustained income opportunities, improved credit discipline, and enhanced collective bargaining power and enterprise viability. The project will also pilot deepening partnership with IFC, in particular by helping project beneficiaries opening bank accounts and by supporting promising women-led and women-owned businesses with access to regional markets and more advanced form of financial inclusion. The project will also provide policy recommendations to the GoT on how to support women entrepreneurs more effectively.

The project also contributes to strategic objective 2 of the World Bank Group Gender Strategy (FY 2024-30) which focuses on expanding and enabling economic opportunities for women. Tajikistan is one of the 16 fast-track implementation countries for the WBG Gender Strategy.

The project directly contributes to two pillars of the CPF and the second objective of the World Bank Global Gender Strategy. This includes pillar 2 of Tajikistan's Country Partnership Framework (FY 2019-25), which focuses on human capital and social resilience, and pillar 3 which focuses on private-sector development and market creation. Tajikistan is currently in the process of updating the Country Partnership Framework (FY 2025-30). Women's economic empowerment (WEE) is expected to be a distinct objective, in addition to being a cross-cutting theme.

PROJECT COMPONENTS:

The Women's Economic Empowerment Project in Tajikistan consists of three components:

Table 1

Component 1. Support to individuals and groups on livelihoods (US\$ 3.1m)

Component 2: Support to registered women-led or -managed micro, small and medium enterprises (MSMEs) (US\$ 1.2m).

Component 3: Project Management, Monitoring and Evaluation, and Communication (US\$ 0.5m)

¹ <https://www.worldbank.org/en/events/2025/05/27/egate-conference>

Component 1. Support to individuals and groups on livelihoods (US\$ 3.1m). This component will support new or existing informal women enterprises with pre-enterprise trainings, in-kind grants and post-enterprise support. The capacity building and mentorship interventions will build skillsets, confidence and networks for the beneficiaries. It will support 3,200 aspiring women entrepreneurs by training them in business skills, financial literacy and entrepreneurship skills. These trainings will be designed with IFC inputs and tailored to local contexts. Following these trainings, the beneficiaries will be provided hands-on support to develop business plans and given guidance on accessing grants or credit from various sources including government run entrepreneurship programs and local micro-finance institutions. The business plans can be developed either as an individual or a group. The component will also pilot group livelihood models and provide groups hands-on support to put in place governance arrangements and institutionalize saving mechanisms to effectively run shared businesses. From the beneficiaries who receive trainings, this component will also select and finance 1,600 business plans with in-kind (covering tools and equipment) or cash-based grants (up to US\$1,500 for individuals and US\$ 7,000 for groups). Women can submit business plans from any sector in line with their skillsets. In case of agri-businesses, the project will only support business plans focused on processing, aggregation and packaging related activities. Preference will be given to business plans which are either innovative (green, digital) or from vulnerable groups (GBV survivors, women-headed households, abandoned women of labor migrants). The beneficiaries of grants will also receive 12 months mentoring and coaching support on legal registration, opening bank accounts, marketing and procurement. IFC will help identify banking partners to build financial history. Mentors will also review monthly enterprise performance for business sustainability.

Component 2: Support to registered women-led or -managed micro, small and medium enterprises (MSMEs) (US\$ 1.2m). This component will support 100 women-led or managed MSMEs to grow, adopt digital solutions, and create jobs. 100 MSMEs will receive tailored and need based diagnostic support to identify areas for business growth, business development services², and training on sustainability and e-commerce (leveraging EGATE lessons). 50 MSMEs will be competitively selected to receive grants through the project (up to US\$15,000 for each MSME) with a 20 percent co-financing requirement. Preference will be given to business plans that are innovative (digital, green solutions), create more jobs and establish linkages with smaller vendors (preferably women) such as those supported under component 1. The grant beneficiaries will also receive post-grant mentoring for implementation and sustainability. Promising MSMEs will be invited to an IFC-led acceleration program to explore regional markets and access more financing.

Component 3: Project Management, Monitoring and Evaluation (M&E), and Communication (US\$ 0.5m). This component will support effective project implementation through three sub-components: (i) project management and administration: PIG staffing, procurement, audits, and stakeholder coordination, (ii) Monitoring & Evaluation (M&E): includes baseline and endline surveys, a feedback mechanism, and regular progress tracking and (iii) Communications and Knowledge dissemination: Project launch, reporting, peer learning (e.g., study tours), and policy recommendations.

² Business development services will include technical assistance/trainings on accessing financial markets, conducting good procurements necessary to compete for and execute contracts successfully, accessing global markets for e-commerce etc.

Project location

The project will implement activities in eight districts from three regions of Tajikistan including DRS, GBAO, and Dushanbe. In DRS, the project will implement activities in Rogun, Tursunzoda and Nurobod; in GBAO, Roshtqala, Vanj, and Shughnon; and in Dushanbe, peri-urban areas in Shohmansur and Firdavsi districts. These locations are selected in consultation with GoT and using data provided by the Tax Committee on the number of existing and registered women led businesses in districts across the country. Nurobod, Roghun, Roshtqala, Shughnon, and Shohmansur are selected based on lowest figures of registered women-led enterprises relative to other districts in the respective regions. Tursunzoda, Vanj, and Firdavsi have relatively higher number of women-led businesses, but are selected to provide opportunities for information exchange and collaboration for less experienced women entrepreneurs from the lagging target districts. All selected districts are characterized by high levels of social conservatism and higher levels of poverty.

Key risk

The Tajikistan Women’s Economic Empowerment Project adopts innovative approaches to enhance women’s participation in the labor force and entrepreneurship. While the overall risk rating is assessed as Moderate, the project operates within a challenging labor and socio-cultural environment. These challenges include regulatory gaps, institutional limitations, social norms, and market volatility. The table below outlines the key labor-related risks and corresponding mitigation strategies to ensure effective and inclusive implementation.

Governance and Institutional Coordination Risks: Weak coordination across central and local government bodies may hinder the effective implementation of labor-related interventions, particularly in rural or socially conservative districts.

Mitigation: Establish robust inter-agency coordination frameworks, Align project activities with national labor strategies and women’s empowerment policies, Ensure inclusive participation of local authorities through capacity-building and joint planning processes.

Policy and Regulatory Environment: Existing national labor and economic policies insufficiently prioritize women’s entrepreneurship, formalization, or flexible work models tailored to women's needs.

Mitigation: Engage in structured policy dialogue with relevant ministries and stakeholders, Support development of gender-responsive labor policies, including simplified registration processes, maternity protections, and access to social insurance, Align with the upcoming Country Partnership Framework (CPF 2025–30) and WBG Gender Strategy (2024–30).

Institutional Capacity and Labor Oversight: While SCISPM has strong project delivery experience, its capacity to manage women-specific employment support, financial inclusion, and entrepreneurship development is still emerging.

Mitigation: Provide targeted capacity-building to SCISPM and other implementing partners, Deploy technical assistance in areas such as job intermediation, gender-focused business support, and labor monitoring, Leverage partnerships with IFC, JICA, and specialized NGOs.

Social Norms and Gender Barriers: Traditional gender roles in the target regions may limit women’s mobility, access to training, and participation in formal economic activities.

Mitigation: Launch community-based awareness and dialogue campaigns Involve male family members and community leaders in advocacy efforts and promote success stories and peer learning exchanges between conservative and more progressive districts.

Informality and Social Exclusion: Many women operate in the informal economy, lacking legal recognition, social protections, and access to legal remedies. The risk of exclusion is particularly high for youth, rural women, and female-headed households.

Mitigation: Facilitate formal registration of women entrepreneurs and collectives. Link beneficiaries to social insurance schemes and labor rights education and implement inclusive outreach strategies and strengthen grievance redress mechanisms (GRMs).

Financial and Digital Access Constraints: Barriers to accessing banking services, digital platforms, and financial products hinder women’s ability to grow sustainable businesses or access wage employment.

Mitigation: Establish partnerships with local financial institutions and digital service providers, provide digital and financial literacy training, with a focus on rural and underserved groups and expand women’s access to e-commerce platforms and fintech solutions.

Economic and Market Volatility: Macroeconomic shocks, such as inflation or currency depreciation, may reduce the viability of new enterprises and erode real wages.

Mitigation: Incorporate contingency planning and inflation-adjusted budgeting, promote diversification in business models and income sources and monitor labor market trends and adjust implementation accordingly.

Fiduciary and Compliance Risks: Expanding implementation partnerships (e.g., with banks, MFIs, service providers) may increase fiduciary risks related to the management of labor-focused interventions and financial flows to beneficiaries.

Mitigation: Conduct due diligence assessments of all implementing partners, ensure robust financial management, audit trails, and reporting systems and embed transparency and accountability mechanisms into delivery channels, especially those involving direct financial support to women.

The project’s focus on gender-responsive employment and entrepreneurship introduces a set of operational and contextual risks that are well understood and considered manageable. Through adaptive implementation, institutional collaboration, and evidence-based policy support, the project is positioned to significantly improve women's labor market inclusion and contribute to the broader formalization and resilience of the female workforce in Tajikistan.

Environmental and social aspects

This project addresses environmental and social aspects through the World Bank's Environmental and Social Standards (ESS) approach/framework. One of the standards, ESS 2, relates to labor and employment conditions and assumes that the Borrowers will develop labor management procedures (LMPs). The LMP identifies key labor requirements and associated risks and helps the Borrower identify the resources needed to address labor issues. The LMP is an ongoing document that is initiated early in project preparation and is reviewed and updated during project development and implementation. Accordingly, this document details the type of workers that may be involved in the project and the process for managing them.

The degree of environmental risk is considered “Moderate” because the proposed construction activities under Components 1 and 2 are small to medium in scale and the associated environmental impacts will be temporary in nature, predictable and can be mitigated accordingly.

In addition, they are all expected to be community-based works and are not expected to take place in environmentally sensitive areas. Nor are they expected to result in serious adverse effects on human health and the environment. The degree of social risk is “Substantial”.

All social risks as described below have been identified and can be mitigated. The Project areas are distinct regions but subject to common risks of instability. The vulnerability of the border and the lack of sustainable employment opportunities and income generating activities have led to unemployment and poverty, which are key drivers for individuals to join extremist groups. Women and youth are particularly vulnerable to such risks. Thus, the Project areas are characterized by: (i) inter-regional and international/cross-border risks; (ii) economic risks, namely high unemployment, especially among young people, as well as significant dependence of households on remittances, which makes them vulnerable to external economic conditions and fluctuations; (iii) social risks, where certain segments of the population are at risk of exclusion/exclusion due to inherent structural weaknesses and/or control by [local] elites The effectiveness of these measures depends to a large extent on the institutional and project implementation arrangements, in particular the activities of the NGOs to be engaged to provide

social mediation services. As the process of NGO involvement will only occur during project implementation and therefore it is too early to judge the results. Finally, the Project will inherently avoid taking any action that would result in the physical and/or economic displacement or destruction of any existing structures. No structures will be demolished. However, there is the potential for land acquisition and therefore there are risks associated with resettlement. All social risks have been identified and can be mitigated. In view of the above, the Social Risk Grade continues to be “Substantial.”

Scope and structure of the LMP

The scope of the LMP should be as specified in the World Bank's ESS 2 The engagement will be planned as an integral part of the environmental and social assessment of the project, as well as project design and implementation. This report has 10 chapters. This chapter, namely Chapter 1 serves as the Introduction. An overview of labor utilization in the project is presented in Chapter 2. The major potential labor risks are listed in Chapter 3. The legal framework governing labor employment in Tajikistan and the World Bank's ESS 2 gap analysis are discussed in Chapter 4. Implementation arrangements, age requirements, policies and procedures, and timelines for labor claims are given in subsequent chapters. The grievance redress mechanism and dealing with contractors are presented in the last two Chapters 9 and 10, respectively.

2. OVERVIEW OF LABOR USE ON THE PROJECT

2.1 Type of workers

World Bank ESS 2 categorizes the workers into direct workers, contracted workers, community workers and primary supply workers. The Project is expected to encompass the following categories of workers: direct workers and contracted workers. Direct workers are staff of Project Implementation Group (PIG) responsible for overall implementation and coordination of the project, short term consultants involved in preparation of project documents and assessment works, and other specialists and workers hired directly by the project. Contracted workers are workers of companies and organizations selected to perform project activities. Definition of workers category according to ESS2 is provided below:

Direct Workers: People employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project. Therefore, a “direct worker” is a worker with whom the Borrower has a directly contracted employment relationship and specific control over the work, working conditions, and treatment of the project worker. The worker is employed or engaged by the Borrower, paid directly by the Borrower, and subject to the Borrower’s day-to-day instruction and control. Examples of direct workers may include people employed or engaged by the Borrower’s project implementation unit to carry out design and supervision, monitoring and evaluation, or community engagement in relation to the project.

Contracted Workers: People employed or engaged through third parties to perform work related to core functions of the project, regardless of location are referred to as contracted workers. Therefore, a “contracted worker” is a worker employed or engaged by a third party to perform work or provide services related to the core functions of the project, where the third-party exercises control over the work, working conditions, and treatment of the project workers. In such circumstances, the employment relationship is between the third party and the project worker, even if the project worker is working on an ongoing basis on project activities.

Community Workers: People employed or engaged in providing community labor are referred to as community workers. The type of projects in which community workers are involved can vary considerably in terms of complexity, duration, and type of work; number of workers involved; types of project benefits, and the way in which ESS2 applies to the participation of community workers. Examples range from projects where the objective is to construct small-scale community infrastructure to regional or national projects designed to provide a social safety net to address unemployment or underemployment. The application of ESS2 to such projects is designed to address the relevant risks and impacts in a proportionate manner, tailored to the specific context, objectives, and design of the project.

Community Workers will not be involved in the project. Communities will have no role in procurement and management of any contracts. Local residents may be hired as employees by civil works contractors, and as such they will be covered under the provisions of the contracted works of this LMP and the respective Contractors’ LMPs.

Primary Supply Workers: People employed or engaged by the Borrower’s primary suppliers are referred to as primary supply workers. Therefore, a “primary supply worker” is a worker employed or engaged by a primary supplier, providing goods and materials to the project, over whom a primary supplier exercises control for the work, working conditions, and treatment of the person.

Primary supply workers are not expected to be involved in this project.

2.2 Number of project workers

The Project Coordinator supervises and directs all workers associated with the project. State Committee for Investment and State Property Management of the Republic of Tajikistan (SCISPM)'s Administration, Procurement and M&E departments will be responsible for the following:

- Implementing these labor management procedures.
- Ensuring that construction contractors comply with these labor management procedures and prepare health and safety plans before starting work in the field.
- Ensuring that contracts with contractors are developed in accordance with the provisions of this LMP and the Project's ESMF as detailed in the Project Implementation Manual.
- Monitoring to verify that contractors comply with labor and health and safety obligations towards contract and subcontracted workers in accordance with Tajikistan legislation and relevant contracts between SCISPM and contractors.
- Monitoring of contractors' and subcontractors' compliance with labor regulation procedures.
- Monitoring of compliance with health and safety standards at all workplaces in accordance with the health and safety legislation of the Republic of Tajikistan.
- Monitoring and implementation of LMP and GRM training for project workers.
- Ensuring that a grievance mechanism for project workers is established and implemented, and that workers are informed of its purpose and how to use it.
- A system for regular monitoring and reporting on health and safety is in place..
- Monitoring the implementation of the Code of Conduct for Workers.

The Project Operational Manual will include standardized contract templates that include LMP and health and safety aspects, and contractors (NGOs and construction companies) commit to implement them. Contractors' responsibilities in the area of LMP and health and safety are as follows:

- Compliance with labor regulation procedures and health and safety requirements, in accordance with the ESMF and specified in the contracts signed with SCISPM. If the number of employees (core + contract employees) exceeds 50, Contractors shall develop their own Labor Management Procedures and Health and Safety Plans. These procedures and plans will be submitted to the SCISPM Director for review and approval before Contractors are allowed to mobilize to the field.
- Monitor subcontractors' compliance with labor-management procedures and health and safety requirements.
- Maintaining records of the recruitment and employment of contract workers as stipulated in their contracts.
- Clearly communicating job descriptions and working conditions to all workers.
- Ensuring that every project worker employed by the contractor/subcontractor is aware of the dedicated SCISPM phone number, e-mail address, and web portal through which anyone can file a complaint.
- Ensuring the introduction of responsibilities (including social responsibilities) and regular training of workers on labor protection requirements, including training on their rights under Tajikistan legislation, the risks of their work and measures to reduce risks to acceptable levels.
- Providing training on labor regulation procedures and occupational health and safety in cooperation with SCISPM social experts to manage subcontractor performance.
- Ensuring that all contractor and subcontractor employees understand and sign the Code of Conduct prior to commencement of work, and monitoring compliance with the Code.

2.3 Policies and procedures

As stated in the Labor Code, employment of project employees will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspect of the

employment relationship, including hiring, compensation, working and employment conditions, access to training, promotion, or termination. The following measures highlighted in the Project Operational Manual will be implemented by the contractors, and monitored by the Administrative, Procurement, and SCISPM M&E departments to ensure fair treatment of all employees:

- Recruitment procedures will be transparent, public, non-discriminatory and open to ethnicity, religion, sexual orientation, disability or gender.
- Applications for employment will only be considered if submitted in accordance with the contractors formal application procedures.
- Clear job descriptions will be provided prior to recruitment, explaining the skills required for each position.
- All workers will have written contracts describing the terms and conditions of employment and their contents will be explained to them. Workers will sign an employment contract.
- Unskilled workers will be predominantly recruited from surrounding communities, townships and municipalities at a minimum of 50 percent.
- Employees will be informed at least two months prior to the anticipated date of impending layoff.
- Contract employees will not be required to pay any recruitment fees. If any recruitment fees are incurred, they will be paid by the Employer (in this case the “Employer” will be the contractor).
- Depending on the background of the employer and the employee, the terms and conditions of employment will be communicated in two languages, in the national language and in a language understood by both parties.
- In addition to written documentation, workers who may have difficulty understanding the documentation will be provided with oral explanations of the terms and conditions of employment.
- It should be noted that language problems are not expected, but if there are any, workers will be provided with an interpreter as needed.
- Foreign workers will require residence permits that will allow them to work in Tajikistan.
- All workers on construction works must be over 18 years of age. This will be a requirement in the SCISPM contracts with construction contractors.
- Normal working hours should not exceed 40 hours per week. In case of a five-day work week, the duration of daily work is determined by internal labor regulations approved by the employer after prior consultation with workers' representatives, in accordance with the established working week.

2.4 Times of Labor requirements

The direct workers will be required full-time and around the year for the project duration. Consultant Services workers will be required full-time and on an intermittent basis for the project duration. Civil workers will be required, as per the need.

It is expected that the first Contract for construction works will be awarded in the first half of 2025. Each contract will be managed separately in terms of labor and working conditions. The majority of skilled and unskilled workers are likely to come from local and wider communities, while managerial and technical staff might come from entire Tajikistan and the contractor’s home country. Construction season typically lasts from March to November but can vary depending on the weather conditions. It will be up to the contractors to mobilize labor force to coincide with the type of work and the season.

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

3.1 Key Labor Risks

Given the small-scale project construction works, no major risks are envisaged. Labor risks associated with contracted workers at subproject level. Subprojects will be implemented by local contractors and most contracted workers will likely be hired locally. All contractors will be required to have a written contract with their workers materially consistent with objective of ESS2 and in compliance with this LMP, in particular about child and forced labor, following the requirement in the Bank's Standard Procurement Document.

Labor risks including labor influx and associated Gender-Based Violence, and child labor are considered very low given the small size of subproject construction works and PIG adherence to the national labor code which prohibits forced labor (Article 8 of the Labor Code of the Republic of Tajikistan prohibits forced labor). Since civil works to be supported under the project will be very small in scale the risk of forced labor is expected to be small. Nonetheless, the contractor will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against gender-based violence, and PIG staff in charge of contractor supervision will monitor and report the absence of forced labor.

Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) risks are concerns related to any project that involves labor influx or interactions between workers and local communities, especially in contexts where there may be vulnerabilities. These risks typically arise from the power imbalance between workers (especially male laborers) and vulnerable groups (such as women and children) in the local communities. The project includes small construction activities, and the SEA/SH risks are typically lower compared to large-scale infrastructure projects. This is because the scale of labor influx is limited, and there may be fewer external workers interacting with the local population. The project will mostly employ a local labor force, which reduces the risks associated with an influx of external workers who might exploit the local population. Local laborers tend to be more integrated into the community, leading to lower risks of SEA/SH.

Even though the risks of SEA/SH are very low in this project, the project will ensure worker codes of conduct that clearly prohibit harassment or exploitation, establish a Grievance Redress Mechanism (GRM) that includes a specific channel for SEA/SH complaints and include community awareness programs.

3.2 Occupational Health and Safety Risks: Construction phase

Occupational Health and Safety (OHS) risks are low to moderate. Construction phase Hazard Identification and Risk Assessment (HIRA) shall be conducted by selected Contractor(s) when preparing Construction ESMP (C-ESMP) on Occupational Health and Safety Management Plan (OHS Plan). Risk can be defined as an event of known uncertainty and this uncertainty is measured in terms of its probability of occurrence. Regularly review and update the risk assessment based on feedback from workers, incidents investigations and changes in site conditions to ensure ongoing safety during construction of new laboratories or repair/renovation of the existing laboratory facilities. The first step in the risk management process is to identify the hazards associated with construction and renovation works. Examples of hazards include, but not limited to:

Physical Hazards	Chemical Hazards
<ul style="list-style-type: none"> • Worker safety issues potentially lead to injuries/accidents/fatalities • Working around mobile equipment • Short terms effects due to exposure to dust and noise levels, while at work • Rotating and Moving Equipment • Electrical hazard • Welding /Hot Work • Industrial Vehicle Driving and Site Traffic (working near or on roads) • Working Environment Temperature • Ergonomics, Repetitive Motion, Manual Handling • Working at Heights • Collapse of trenches • Confined space entry • Falling objects, for example tools, debris and equipment • Lifting and Rigging activities • Installation of complex and heavy laboratory equipment • Non provision of personal protection equipment (PPE) and • Inadequate accommodation facilities at temporary camps, including inadequate sanitation and health facilities. 	<ul style="list-style-type: none"> • Fire and Explosions • Infection control during repair/demolition works of existing lab. facilities • Working with materials (lime, Portland cement) corrosive to human tissue • Transportation and storage of asbestos-containing materials and products during repair/demolition works of existing lab. facilities • Exposure to dust and odor • Chemical burns and intoxication • Soil Contamination

All contractors will be required to develop and implement Occupational Health and Safety Management Plan (OHS Plan) as part of the site-specific Environmental and Social Management Plan (ESMP) to ensure workers are aware of possible worker health and safety risks and impacts, provided with proper PPE, receive regular safety training and other preventive actions as provided in the Project’s Environmental and Social Management Framework (ESMF), including procedures to establish and maintain a safe working environment as per requirements of ESS2.

In addition to occupational health and safety requirements, contractors will be required to adopt measures to minimize pollution, emissions, and hazardous exposures that may affect not only workers but also surrounding communities. Such measures will include dust suppression, noise control, safe handling and disposal of hazardous chemicals and wastes, and other.

Employment risks. Workers will be hired by PIG, either directly as project staff or indirectly as part of contracts with consultants or service providers. The practice shows that civil works subcontractors do practice a labor contract with a lump-sum payment for a certain type of service or scope of work where the duration of labor will be limited to several months.

Overtime work risk. There is a risk in the current practice of unrecorded working hours and lack of compensation for overtime work. Overtime can extend up to 12 hours per day and must be compensated either with compensatory time or paid at a rate of at least double the normal rate. Night work is paid 1.5 times the regular rate. The conditions for overtime work are outlined in the employment contract, as specified in Article 79 of the Labor Code of the Republic of Tajikistan.

The project will seek to address the risk through informing project workers their rights and establishing a Grievance Redress Mechanisms for all project workers. Potential labor risks for the project are listed in the below Table 2.

Table 2: Summary of potential labor risk and proposed project mitigation measures

Potential Labor Risk	Sensitivity	Justification	Risk Mitigation Measures
Inadequate worker health and safety	High	Workers may face risks such as injuries from falls, slips, and accidents related to the use of machinery and tools.	Develop an OHS plan, provide Personal Protective Equipment (PPE), and conduct regular safety training on using tools and working safely on-site.
Working at heights	High	During construction, workers may need to work on scaffolding or elevated areas, posing risks of falls, which could result in severe injury or death.	Ensure all workers are trained in fall protection, install and maintain guardrails and safety nets, and require use of harnesses and fall-arrest systems where needed.
Handling heavy objects	High	Workers may need to lift and transport heavy materials, which can result in musculoskeletal injuries, especially without proper training or equipment.	Provide manual handling training, ensure the use of lifting aids (e.g., cranes, forklifts), and train workers on proper lifting techniques to prevent injuries.
Use of heavy machinery	High	Operating or working near heavy machinery can pose risks such as crashes, entrapment, or vehicle-related accidents.	Ensure all machine operators are properly licensed and trained, establish clear safety zones, and require safety checks before equipment use.
Child labor or forced labor	Low	In rural areas, there may be a risk of employing underage workers or individuals being coerced into labor, either directly or through subcontractors.	Implement strict hiring practices with age verification and ensure regular monitoring to prevent any child or forced labor situations.
Non-compliance with wage regulations	Moderate	Workers may face issues with wage delays or being paid less than the agreed amount, particularly if contractors do not comply with regulations.	Ensure clear contracts with defined wages, set up payment monitoring, and establish a Grievance Redress Mechanism (GRM) for labor disputes.
Long working hours and overtime	Moderate	Construction workers may be required to work long hours or overtime, which can lead to fatigue, accidents, and health risks.	Monitor compliance with labor laws regarding working hours, ensure overtime pay, and provide sufficient rest breaks during shifts.
Lack of appropriate sanitation facilities	Moderate	Lack of clean and accessible sanitation facilities on-site can lead to health risks, particularly for vulnerable workers.	Ensure the provision of adequate sanitary facilities (clean toilets, washing areas) on-site, and monitor the cleanliness and maintenance of these facilities.

Potential Labor Risk	Sensitivity	Justification	Risk Mitigation Measures
Lack of grievance mechanism	High	Without a formal complaint system, workers may be unable to report unsafe working conditions, harassment, or wage-related issues.	Implement a Grievance Redress Mechanism (GRM), ensure it is accessible and well-communicated to all workers, and guarantee confidentiality and non-retaliation.
Occupational hazards during equipment installation	Moderate	The installation of equipment in the laboratory may expose workers to electrical, chemical, or mechanical risks.	Develop specific safety protocols for equipment installation, provide specialized training for equipment handlers, and monitor compliance with safety procedures.
Exposure to hazardous materials	High	Construction and laboratory setup may involve hazardous materials, especially related to lab installations.	Implement hazardous material handling protocols, provide appropriate PPE, and conduct regular safety audits to minimize exposure risks.
Unfair hiring practices	Low	There may be cases of nepotism, favoritism, or discrimination in hiring, especially in rural areas.	Ensure transparent recruitment processes and provide equal employment opportunities for all local workers without discrimination.
Workplace accidents (slips, trips, falls)	High	Slips, trips, and falls are common construction site hazards, particularly in areas where surfaces are uneven or cluttered.	Ensure the site is properly maintained (clear walkways, non-slip surfaces), and conduct regular inspections to identify and mitigate risks.
SEA/SH risks (Sexual Exploitation and Abuse/Sexual Harassment)	Moderate	Even with a small labor force, interactions between workers and the local community or among workers can result in SEA/SH incidents.	Introducing a Code of Conduct that prohibits SEA/SH, conduct sensitivity and awareness training, and establish confidential SEA/SH reporting channels.
Dust and noise pollution	Moderate	Construction activities may create dust and noise, which can affect workers' health and the surrounding community.	Implement dust suppression measures (e.g., water spraying) and noise control measures, provide PPE for workers, and monitor dust and noise levels regularly.
Inadequate emergency response procedures	High	In the event of an accident or hazardous situation, delays in response or lack of preparedness can result in more severe outcomes.	Establish a clear emergency response plan, conduct regular drills, and ensure workers are trained in first aid and emergency procedures.
Inadequate worker accommodation (if required)	Moderate	If workers are housed in temporary accommodation, poor conditions can lead to health risks and dissatisfaction.	Ensure that worker accommodation meets health and safety standards, with clean water, proper sanitation, and safe living conditions.
Heat or cold stress	Moderate	Working outdoors or in extreme temperatures can lead to heat stress or cold-related illnesses.	Provide workers with adequate breaks, access to drinking water, and protective clothing depending on weather conditions.

Potential Labor Risk	Sensitivity	Justification	Risk Mitigation Measures
Infection control during repair/demolition works of existing lab facilities	High	During demolition or repair of existing labs, there is a risk of exposure to infectious materials that may still be present in the building.	Implement strict decontamination protocols before any repair or demolition begins, provide PPE (masks, gloves, suits), and ensure proper disinfection of surfaces.
Working with materials (lime, Portland cement) corrosive to human tissue	High	Lime and cement can cause burns or irritation to the skin, eyes, and respiratory system if handled improperly during construction.	Provide PPE including gloves, protective eyewear, and respirators, and train workers in handling and safety procedures for corrosive materials.
Transportation and storage of asbestos-containing materials	High	Asbestos is hazardous if fibers are inhaled, leading to long-term health risks like lung diseases or cancer.	Ensure asbestos is handled by licensed professionals, use approved storage and transport containers, and monitor the area for airborne asbestos fibers during demolition.
Soil contamination	Moderate	Demolition and repair activities can lead to the release of harmful chemicals or asbestos into the soil, causing contamination.	Develop a site management plan for proper waste disposal, conduct soil testing before and after construction, and ensure proper containment of hazardous materials.

The Hazard Identification and Risk Assessment shall be conducted by the Contractor to control Hazards. The following provides a guideline for the selected contractor(s) when conducting an OHS risk assessment prior to the start of the construction work, which shall be revisited on a periodic basis by their respective OHS coordinators. There are three steps used to manage health and safety at work:

- Hazard Identification
- Assess the Risk (Risk Assessment)
- Make the Changes (Risk Control)

Hazard Identification: A hazard is anything that has potential to cause harm. Examples of workplace hazards include:

- Frayed electrical cords (could result in electrical shock);
- Noisy machinery (could result in damage to your hearing).

Assess the Risk: Assessing the risk means working out how likely it is that a hazard will harm someone and how serious the harm could be. For example:

- Ensure proper instructions and training before using equipment;
- Ask for help moving or lifting heavy objects;
- Do not start the job if you think work practice could be dangerous.

Control the Risk: The best way to fix a hazard is to get rid of it altogether. The Contractor should try to make hazards less dangerous by looking at the following options (in order from most effective to least effective):

- **Elimination.** Sometimes hazards – equipment, substances or work practices – can be avoided entirely. (e.g. Do the job from the ground and then lift, rather than by climbing a ladder and risking a fall.) Substitution – Sometimes a less hazardous thing, substance or work practice can be used.
- **Isolation.** Separate the hazard from people, by marking the hazardous area, fitting screens or putting up safety barriers. (e.g. Welding screens can be used to isolate welding operations from other workers. Barriers and/or boundary lines can be used to separate areas where forklifts operate near pedestrians in the workplace.).
- **Safeguards.** Safeguards can be added by modifying tools or equipment or fitting guards to machinery. These must never be removed or disabled by workers using the equipment.
- Instructing workers in the safest way to do something. This means developing and enforcing safe work procedures. Students with work experience must be given information and instruction and must follow agreed procedures to ensure their safety.
- **Using personal protective equipment and clothing.** If risks remain after the options have been tried, it may be necessary to use equipment such as safety glasses, respirators, gloves, helmets and earmuffs, etc. PPE can protect from hazards associated with jobs such as handling chemicals or working in a noisy environment. Sometimes, it will require more than one of the risk control measures above to effectively reduce exposure to hazards.

The Table 3 below presents general examples of occupational hazards and types of PPE available for different purposes. Recommended measures for use of PPE in the workplace include:

1. Active use of PPE if alternative technologies, work plans or procedures cannot eliminate, or sufficiently reduce, a hazard or exposure.
2. Identification and provision of appropriate PPE that offers adequate protection to the worker, co-workers, and occasional visitors, without incurring unnecessary inconvenience to the individual.
3. Proper maintenance of PPE, including cleaning when dirty and replacement when damaged or worn out. Proper use of PPE should be part of the recurrent training programs for employees.

Table 3: The Minimum PPE Recommended List

Particulars	Workplace Hazards	Suggested PPE
Eye and face protection	Flying particles, molten metal, gases or vapors, light radiation	Safety glasses with side-shields, protective shades, etc.
Head protection	Falling objects, inadequate height clearance, and overhead power cords	Safety helmets for top and side impact protection.
Hearing protection	Noise, ultra-sound	Hearing protectors (ear plugs or ear muffs).
Foot protection	Falling or rolling objects, points objects. Corrosive or hot liquids	Safety shoes and boots for protection against moving and falling objects, liquids and chemicals.
Hand protection	Hazardous materials, cuts or lacerations, vibrations, extreme temperatures	Gloves made of rubber or synthetic material (Neoprene), leather, steel, insulation materials, etc.
Body / leg protection	Extreme temperatures, hazardous materials, biological agents, cutting and laceration	Insulating clothing, body suits, aprons etc. of appropriate materials

Particulars	Workplace Hazards	Suggested PPE
Respiratory protection	Dust, fog, fumes, mists, gases, smoke, vapors	Facemasks with appropriate filters for dust removal and air purification (chemical, mists, vapors and gases). Single or multi-gas personal monitors, if available
High visibility vest	Traffic, vehicle, lack of proper illumination	Industrial clothes and high visibility vests shall have light reflective tapes.

4. BRIEF OVERVIEW OF NATIONAL LABOR LEGISLATION AND WB ESS2

4.1 National Labor Legislation

The Constitution of the Republic of Tajikistan (adopted on November 6, 1994) includes legal provisions on labor conditions and occupational safety. It provides everyone with the right to:

Safe labor. The use of the labor of women and young people in hazardous and underground work as well as work in hazardous labor conditions is prohibited (Article 35);

The right to rest. That right is ensured by fixing the working hours and providing annual leave, weekly days off and other conditions stipulated under laws (Article 37);

Health Protection. The state takes measures to improve the environment, promote mass sports, physical culture and tourism (Article 38); and

Social security in old age in the event of disease, disability, loss of breadwinner and in other cases stipulated under the law (Article 39).

Labor Code of the Republic of Tajikistan (dated July 26, 2016) is the fundamental legislative act aimed at regulating all labor issues arising in the Republic of Tajikistan. This Code governs employment relationships and other relations, directly related, directed to protection of the rights and freedoms of the parties of employment relationships, establishment of the minimum guarantees of the rights and freedoms in the sphere of work. Article 7 of the Code prohibits discrimination and guarantees that all citizens have equal rights to work; discrimination in labor relations is prohibited. Any differences, non-admission or preference, denial of employment, regardless of nationality, race, gender, language, religion, political beliefs, social status, education, property, leading to a violation of equality of opportunities in the field of labor, are prohibited.

Forced labor and child labor. Article 8 of the 2016 Labor Code prohibits forced labor. The Code also sets the minimum age at which a child can be employed as well as the conditions under which children can work (Articles 113, 67, and 174). The minimum employment age is 15, but in certain cases of vocational training, mild work may be allowed for 14-year-olds (Article 174). In addition, there are some restrictions on what type of work can be done by workers under the age of 18, and what hours of work are permissible. Examples of labor restrictions include that those between 14 and 15 cannot work more than 24 hours per week while those under 18 cannot work more than 35 hours per week; during the academic year, the maximum number of hours is half of this, 12 and 17.5 hours, respectively. Article 216 of the Law prohibited for use of women labor in heavy and hazardous works. There is a list of works prohibited for the use of women labor and the minimum norms of weight, manual lifting and delivery of which is allowed for women.

Wages and deductions. Contracts and collective agreements establish the form and amount of compensation for work performed. The Government establishes a minimum wage, which is called a “social norm” (Article 103), and this can be adjusted by an index based on discipline and possibly other factors. Work in desert, other arid (“anhydrous”) areas, and mountainous areas is subject to additional compensation.

Employers are obligated to pay workers at least once per month (Article 108). If payment is not paid as specified in the contract and this is the fault of the employer, the employer must then pay “...additional cash according to the bank discount rate for each day of delay” (Article 108). Employers also must pay for work-related damage to health or property, and families are compensated in case of death. Deductions are allowed for specific reasons but may not exceed 50 percent of the amount owed to the employee, and payment after deductions may not be less than the minimum rate determined by the government (Article 109).

Gender. Article 162 prohibits overtime, weekend work, and business trips for women who are pregnant or who have children under three years of age. For women with children between three and 14 years

of age, overtime and business trips are allowed, but only if the woman agrees. Other gender-specific provisions are described in relevant subsections.

Women are provided maternity leave for up to 70 calendar days, or 86 days in case of complicated labors, and then are provided 100 days leave after giving birth 100 days, with benefits paid from the state social insurance. Maternity leave is calculated in total and is paid in a lump sum, regardless of the actual number of days off before giving birth. After giving birth, a mother may take additional leave until the child is six months old, again covered by social insurance. She may take unpaid leave until the child is three years of age. Her position is guaranteed upon her return from all these types of leave. In addition, this “baby-minding” leave can be used by the father, grandparents, or other relatives/trustees if they are actually responsible for childcare.

Working hours. The standard work week is 40 hours, with less allowed for those under 18. The number of hours per day, and days per week, is established in the contract/agreement between the employer and employee. Employers must provide up to two hours of unpaid time off each workday for “rest and catering”, and also paid time off in case time is needed to cool off, to warm up, or to breastfeed children. Details of time off are established in contracts/agreements.

Leave. In addition to national holidays, employees have to receive at least 24 days of paid leave per year, with workers under 18 years of age receiving at least 30 days and disabled employees receiving 30 days. In addition, those who work in unhealthy and unfavorable working conditions receive an additional seven days and those who work in unfavorable climate conditions receive an additional eight days.

Leave without pay may also be taken by certain groups of people and may also be covered in contracts. At termination of employment, employees are paid for unused leave, or they may use the leave as their last days of employment.

Overtime work. Overtime can be required for up to 12 hours per day and is compensated for by taking an equal time or at a rate at least double the normal rate. Night work is paid at 1.5 times the normal rate. Conditions for overtime work are determined in the contract.

Labor disputes. Labor disputes are considered to be “unregulated discrepancies between the employer and employee on the issues of application of legislative and other normative actions on labor of the Republic of Tajikistan and working conditions provided by labor agreement (contract) and collective agreement and contracts” (Article 189). Disputes may be adjudicated by commissions that are created “on a par with employer and agencies representing the interests of employees, ...” (that is, with equal representation of employee/employees and employer), if such commissions are provided for in labor agreements/contracts (Article 191). Commissions must consider issues within 10 days. If the employer, employee, or their representatives disagree with decisions by commission, or if the commission does not consider applications within 10 days, any of the parties may appeal to the courts, but that must be within 10 days of the decision (or no decision). In addition, the public prosecutor may appeal if the decision is contrary to law “or other normative actions” (Article 192).

Appeals to the commission or the court must be made within a limited period of time after the event that triggered the dispute: within three months for appeals to a commission and for varying periods for appeals to the court, depending on the nature of the dispute (unlimited for non-property rights and for indemnification for damages to life or health). Employees are exempted from having to pay court costs in such cases.

In comparison to individual disputes, collective disputes are “unregulated discrepancies between employers (employers’ unions) and collective of employees (employees’ representatives) on establishment and changing of working conditions in enterprises, signing and implementation of collective agreements and contracts, and also on issues of applying conditions of legislative and other normative and legal actions, collective agreements and contracts.” Mediators are selected by agreement of the parties (that is, the union and the employer’s representatives). If this does not result in agreement,

a “labor arbitration” is created by the parties “with the collaboration of district or city government” (Article 209), with the parties selecting the members and chairperson of the arbitration. The arbitration has 10 days to decide. If agreement cannot be reached, it is referred to the labor collective or trade union, which can use all means of the law to resolve the issue, including strikes. If disputes concern the application of legislative “and other normative actions”, they may be referred to the court by one of the parties.

Grievances. Law on Appeals of Individuals and Legal Entities (from July 23, 2016) contains legal provisions on established information channels for citizens to file their complaints, requests and grievances. Article 14 of the Law sets the timeframes for handling grievances, which is 15 days from the date of receipt that do not require additional study and research, and 30 days for the appeals that need additional study.

Age of Employment: the Republic of Tajikistan law prohibits anyone under 18 from performing “unhealthy or heavy” and there are special requirements for leave, work hours, and other conditions of employment. The SCISPM will ensure that no construction workers under 18 years are employed unless they are hired for office work. Based on the local legislation, workers between 15-18 years could be hired for office work with shortened working hours (during out of school time with guardian permission).

Contractors will be required to verify the identity and age of all workers. This will require workers to provide official documentation, which could include a birth certificate, national identification card, passport, or medical or school record. If a child under the minimum age is discovered working on the project, measures will be taken to immediately terminate the employment or engagement of a child in a responsible manner, considering the best interest of a child.

4.2 Occupational Health and Safety

Occupational health and safety are also governed by the Labor Code. Section 5 of the Law narrates the roles and responsibilities of employers and employees related to occupational health and labor safety. The law requires employers to:

- Be responsible for ensuring safe working conditions and safety at every workplace;
- Apply the means to protect workers individually and collectively (including protective clothing and equipment);
- Provide appropriate work and rest regimes;
- Training workers in their jobs and safe methods of work;
- Provide instructions on labor protection;
- Test and verify the knowledge of workers in working safely;
- Provide certifications of workplace at least every five years;
- Investigate accidents;
- Provide sanitation and medical services;
- Provide access to premises by state officials; and
- Providing social insurance for accidents and diseases.

Employees, on the other hand, are required to pass initial and periodic tests medical examinations, pass training and periodic checks of their knowledge of their jobs and safety requirements, and to carry out medical and health measures that are prescribed by medical institutions if paid by employer.

Not only state officials have the right to inspect premises to verify safety conditions. In addition, trade unions “and other representative bodies” also may “freely check” compliance with labor protection

requirements and propose measures to eliminate violations, which must be considered by the Employer.

In addition to inspections by state authorities and trade unions, for World Bank projects it is important to have regular internal monitoring, reporting, and corrective actions by the PIG and contractors. Contractors will also maintain comprehensive OHS records (including incidents, near misses, and corrective measures taken) and submit periodic reports to the PIG.

Employers with over 50 employees must establish a Labor Protective Service. This requirement is to be met by PIG and will be one of the requirements for civil works contractors with over 50 workers.

The law gives workers the right to refuse to undertake work that violates labor protection requirements. In addition, workers engaged in hazardous working conditions are entitled to free medical and preventative care, additional paid leave and other benefits and compensation. In case of disability or death, employers must provide compensation in multiples of average annual earnings as well as other amounts required by law.

4.3 The World Bank Environmental and Social Standards: ESS 2

The World Bank's stipulations related to labor are outlined in its ESS2. Implementing agency promotes sound worker-management relationships and provides safe and healthy working conditions. Key objectives of the ESS 2 are to:

- Promote safety and health at work;
- Promote fair treatment, nondiscrimination and equal opportunity of project workers;
- Secure protection of project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate;
- Prevent the use of all forms of forced labor and child labor;
- Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and
- Provide project workers with accessible means to raise workplace concerns.

ESS2 applies to project workers including full-time, part-time, temporary, seasonal and migrant workers. Where government civil servants are working in connection with the project, whether full-time or part-time, they will remain subject to the terms and conditions of their existing public sector employment agreement or arrangement, unless there has been an effective legal transfer of their employment or engagement to the project. ESS2 will not apply to government civil servants.

Working conditions and management of worker relationships. These procedures will set out the way in which project workers will be managed, in accordance with the requirements of national law and this ESS. The procedures will address the way in which this ESS will apply to different categories of project workers including direct workers, and contract workers.

Project workers will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment. The information and documentation will set out their rights under national labor law and ESS requirements (which will include collective agreements), including their rights related to hours of work, wages, overtime, compensation and social packages. This information will be provided at the beginning of the working relationship and when material changes occur.

For more details on the WB Environmental and Social Standards, please follow the below links: www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards and

<http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>.

5. KEY GAPS BETWEEN NATIONAL LEGISLATION AND WORLD BANK ESS2

Summary of World Bank Requirements and Key Gaps with the Republic of Tajikistan Legal Requirements:

ESS and Topic	Major WB requirements	Key requirements/gaps in the Republic of Tajikistan legal framework	Principles to be followed by the Project
A. Working conditions and labor relations management	<ul style="list-style-type: none"> • Written labor management procedures. • Terms and conditions of employment. • Non-discrimination and creation of equal opportunities. • Worker's organizations. • Elaborate Labor Management Plans, including contractors' ESMP. 	<ul style="list-style-type: none"> • Written employment contract required, including procedures and employment conditions • Specific nondiscrimination and equal opportunity requirements • No provision for Labor Management Plans. 	LMP developed for the project. Terms and conditions in the LMP are consistent with national law.
B. Workforce protection	<ul style="list-style-type: none"> • Child labor prohibition • Forced labor prohibition 	<ul style="list-style-type: none"> • No forced labor is allowed (which requires free will) • Definition of child labor - National State Program on Eradication of Worse Forms of Child Labor adopted • Promotes elimination of hazardous forms of child labor for children aged below 18 	<ul style="list-style-type: none"> • No children below the age of 18 will be engaged in civil works
C. Grievance redress mechanism	<p>Grievance redress mechanism (GRM) should be developed and implemented for direct and contracted workers.</p> <p>Anonymous complaints are accepted.</p>	<ul style="list-style-type: none"> • No project specific GM is warranted. • However, it is allowed to apply to: a) conciliation commission; b) Labor Inspection under the Ministry of Labor; and c) court. • Grievance registration and follow-up procedures are stated in the Law on Appeals of Individuals and Legal Entities. • No anonymous grievances are accepted. 	<ul style="list-style-type: none"> • PIG will develop GM for their workers (Direct workers) as per this LMP. • Contractors will establish and maintain GRM for their employees. • Anonymous grievances are accepted within project specific GRM
D. Occupational health and safety	<ul style="list-style-type: none"> • Detailed Procedure required for every project. • Requirements to protect workers, train workers, document incidents, emergency preparation, addressing issues; and • Monitor OHS performance 	<ul style="list-style-type: none"> • There is no detailed procedure specific to each and every project. 	<ul style="list-style-type: none"> • ESMF will identify the framework approach. • The site-specific ESMPs will include OHS measures and monitoring plans.

ESS and Topic	Major WB requirements	Key requirements/gaps in the Republic of Tajikistan legal framework	Principles to be followed by the Project
E. Category of workers	Establish categories of workers	<ul style="list-style-type: none"> • No reference to Community and Primary Supply Workers 	No community workers will be involved in the Project. Screening and monitoring measures will be introduced as per this LMP.
F. Minimum age of workers	<ul style="list-style-type: none"> • The minimum age for employment is 14 years. • A child between 14- 18 may be employed or engaged under certain conditions. 	<ul style="list-style-type: none"> • Employment permissible for 15 plus age, but only with permission of one of the parents (guardian). • 15-18 years are not permitted to work under difficult and unsafe working conditions 	All workers will be 18 years old or above for civil works.
G. Employee Code of Conduct	<ul style="list-style-type: none"> • Employee Code of Conduct is required. 	<ul style="list-style-type: none"> • General Code of Ethics 	Each project worker to be introduced to a Code of Conduct and sign it.
H. Initial training for employees	<ul style="list-style-type: none"> • Safety training and instructions for contractors are provided. 	<ul style="list-style-type: none"> • Safety training and instructions for contractors are provided. 	Safety training and instructions for contractors to be provided to all project workers.

6. RESPONSIBLE STAFF

Project coordination and management will be the responsibility of SCISPM that has a team of experienced specialists in working with IFI projects. The SCISPM will coordinate with relevant ministries and institutions and serve as a single focal point for monitoring and reporting to the Government and World Bank. It will also monitor and evaluate day-to-day project activities and outputs and ensure environmental and social due diligence and compliance in accordance with the World Bank’s ESS Standards, the relevant EHS Guidelines and best international practices. Led by a designated project manager, the PIG personnel will include (i) an environmental specialist with health and safety expertise, (ii) a social development specialist with SEA/SH expertise, and (iii) an expert specializing in laboratory biosafety and medical waste management. Additional environmental and social capacity support will also be provided as required to assist in the management of risks, given the multi-sectoral nature of the project.

The LMP will be managed and implemented by the SCISPM Environment and Social Development Specialists. SCISPM Environmental specialist will be responsible for implementation and monitoring of OHS related activities and Social Development Specialist will be responsible for labor grievances and SEA/SH issues. Roles and responsibilities for LMP implementation are defined in the below Table 4.

After the bidding process is completed and the Contractors are known, this labor management procedure can be updated to include additional details about companies, as necessary.

Table 4: Roles and Responsibilities for LMP implementation

Stakeholders	Responsibilities
SCISPM	<ul style="list-style-type: none"> • Monitoring the implementation of this Procedure; • Updating this Procedure, when necessary, in the course of preparation, development and implementation of the Project, as well as in case the national legislation changes in any aspects of importance for this Procedure; • Ensure that contractors prepare their OHS plan before the design stage; For stand-alone construction works separate C-LMP will be prepared; for minor reconstruction or rehabilitation works LMP provisions including OHS will be integrated in the site-specific SEMP. • Monitor that the Contractors are meeting obligations towards contracted and sub-contracted workers as included in the General Conditions of Contract the World Bank Standard Bidding Documents, and in line with ESS2 and national labor code; • Monitor implementation of contractors’ labor management procedures; • Monitor that occupational health and safety standards are met at work places in line with national occupational health and safety legislation and Occupational Health and Safety Plan; • Monitor training of the project workers; • Establishment and maintenance of grievance resolution mechanisms in compliance with requirements of this LMP for project workers.

Stakeholders	Responsibilities
Contractors	<ul style="list-style-type: none"> • Prepare site specific OHS plan; • Conduct Hazard Identification and Risk Assessment; • Employ or appoint qualified social, labor and occupational safety experts to prepare and implement project specific labor management procedure, occupational health and safety plans, and to manage subcontractor performance; • Maintain records of recruitment and employment process of contracted workers; • Communicate clearly job description and employment conditions to contracted workers; • Develop, and implement workers' grievance mechanism and address the grievance received from the contracted and sub-contracted workers; • Have a system for regular review and reporting on labor, and occupational safety and health performance; • Deliver regular induction (including social induction) and OHS training to employees; • Ensure that all contractors and sub-contractor workers understand and sign the Code of Conduct prior to the commencement of work.

7. POLICIES AND PROCEDURES

As specified in the Labor Code of TJK, employment of project workers will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspects of the employment relationship, including recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment. The following measures will be followed by contractors and monitored by PIG to ensure fair treatment of all employees:

Employment-Related

- Recruitment procedures will be transparent, public and non-discriminatory, and open with respect to ethnicity, religion, disability or gender;
- All workers will have written contracts describing terms and conditions of work and will have the contents explained to them. Workers will sign the employment contract;
- All workers shall be introduced to the Code of Conduct developed by the Employer (sample Conduct of Code is presented in Annex 1) and sign in on application of its rules before recruitment.
- Employees will be informed at least two months before their expected release date of the coming termination;
- The contracted workers will not be required to pay any hiring fees. If any hiring fees are to be incurred, these will be paid by the Employer (in this case, the “Employer” would be the contractor);
- Depending on the origin of the employer and employee, employment terms and conditions will be communicated in a language that is understandable to both parties;
- In addition to written documentation, an oral explanation of conditions and terms of employment will be provided to workers who may have difficulty understanding the documentation;
- That workers are entitled to a regular salary, as well as to compensation of salary for periods of absence from work or specific conditions of work (nighttime work, overtime work, etc.);
- That workers are entitled to rest during working hours, daily rest, weekly rest and annual holidays as prescribed under the law;
- Foreign workers, if any of them are hired, will require residence permits, which will allow them to work in the Republic of Tajikistan;
- That discrimination must not be present in any aspects of the labor law relationship (employment, compensation, conditions of work and rights resulting from labor relation, education, training and development, promotion at work, notice on termination of labor contract) on the basis of sex, sexual orientation, marital condition, age, disability, pregnancy, language, religion etc.
- Implementation of measures of protection at work and safety for jobs with increased risk of injury and damage to health, as well as organization of training for workers in such jobs;
- All workers will be 18 years old or above for civil work. This will be a requirement in project-related contracts with civil works contractors.
- Normal working hours should not exceed 40 hours per week. With a five-day or six-day working week, the duration of daily work is determined by the internal work regulations approved by the employer after prior consultation with the representatives of the workers, in compliance with the established working week duration.

OHS Related Policies

- Conduction of induction training to all workers on OHS;
- Provision of adequate water and sanitation facilities at work places;
- Provision of separate toilet facilities for men and women;
- Provision of Personal Protection Equipment for workers, including visitors;
- Emergency procedures;
- Accommodation provision;
- Accidents handling procedure;
- Grievance handling policies.

8. AGE OF EMPLOYMENT

The law of the Republic of Tajikistan prohibits individuals under 18 from engaging in "unhealthy or heavy" work, and it sets specific requirements for leave, working hours, and other employment conditions. Employers must ensure that no construction workers under the age of 18 are employed. Workers under 18 are permitted to work only in sectors with no health risks and are subject to reduced working hours: employees aged 14 to 16 may work no more than 24 hours per week, and those aged 16 to 18 may work no more than 36 hours per week.

Contractors will be required to verify the age of all workers. This process will involve collecting official documentation such as a birth certificate, national identification card, passport, or medical or school records. If it is discovered that a minor below the minimum legal working age is employed on the project, immediate steps will be taken to responsibly terminate the minor's employment, ensuring their best interests are prioritized.

9. TERMS AND CONDITIONS

The employment terms and conditions applying to PIG employees will be set out in this document. These internal labor rules will apply to all PIG employees who are assigned to work on the project (direct workers). Terms and conditions of part-time direct employees are determined by their individual contracts.

The project will use two types of labor contracts: one-year agreements and short-term service contracts. Contracts with a defined monthly remuneration and an applicable model of 40 working hours per week are civil law contracts.

The signing and number of short-term contracts will be based on the need to implement specific project activities. All these consultants will be familiarized with World Bank policies and procedures and the Republic of Tajikistan legislation.

The contractors' labor management procedure will set out terms and conditions for the contracted and subcontracted workers. These terms and conditions will be in line, at a minimum, with this labor management procedure, the Republic of Tajikistan Labor Code and specified in the standard contracts to be used by SCISPM under the project, which will be provided in Project Operations Manual and follow this LMP and the project ESMF.

In addition to the above specialists, PIG will engage individual consultants as needed to assist in the implementation of specific project activities. All these consultants will be familiar with the policies and procedures of the World Bank, and after the launch of the project will provide additional support in its implementation.

Terms and conditions of direct workers are determined by their individual contracts. Permanent project staff will have individual agreements (labor contract or service contract) with fixed monthly wage rates. All the recruiting procedures should be documented and filed in the folders in accordance with the requirements of labor legislation of the Republic of Tajikistan. The terms and conditions of employment or engagement of the project worker must meet the inter alia the following standards:

- The project worker should in advance be clear about the job he/she is going to do and the wage/salary/fee he/she is going to receive.
- The project worker will be paid on a regular basis, at least once a month, or, if so agreed, upon the completion of specific activities, in accordance with the employment contract or engagement agreement.
- The project worker will work 8 or fewer hours a day, with overtime payment.

- Any work longer than 8 hours is considered overtime work, and the project worker should receive extra payment for the hours of overtime work. In any case, the project worker cannot work more than 12 hours a day.
- Any work is adjusted based on certain weather conditions to minimize OHS risks. Contractors must assess on a periodic basis and approved by the supervision engineer.
- The project worker is entitled to a daily rest of at least 11 hours within 24 hours.
- The project worker is entitled to a weekly rest of at least 24 consecutive hours.
- Average weekly hours of work in a six-month period cannot exceed 40 hours.
- The project worker is entitled to annual, sick, maternity and family leave, as required by the national legislation. Where national legislation does not stipulate entitlement to leaves on any ground (i.e. temporary or seasonal work), the contracted party will provide the project worker, at his/her request, with a reasonable period of leave taking into consideration all the circumstances.
- An employment contract or engagement agreement, except in case of permanent employment, ends on the date of its expiry, unless both parties have agreed otherwise. In case of an early termination, a written notice will be submitted at least two months in advance. The termination of employment contract and payment of any related entitlements will be done in compliance with the national legislation.
- The third party will assess the risk related to specific jobs. Contractors will be responsible for taking preventive and protective measures to ensure a safe and healthy work environment and inform the project worker on all the relevant issues and conditions affecting his/her health and safety at work. The project worker will respect regulations relating to safety and protection of life and health at work in order not to put in danger his life and health or life and health of others.
- The third party will have to made effort to establish mechanisms that will prevent discrimination, harassment, sexual harassment and abuse at work and ensure equal treatment and equal opportunity for all. The service providers working in the Republic of Tajikistan should follow the procedure laid out by the national legislation regulating the area of discrimination, harassment and equal opportunity.
- The Contractor has obligation to provide OHS training, including tool-box meetings to all workers, adequate for their position and relevant to activities they perform. This is obligation of the Contractor to all his workforce.
- Project workers have the right to form or join unions or other organizations of their choosing and to bargain collectively, in accordance with the national legislation. The employer (third party) will not interfere with the worker's right to choose the organization or opt for an alternative mechanism to protect their rights regarding working conditions and terms of employment.
- The project worker will be able to raise his/her grievances using the grievance mechanism defined in Section 10 below.

10. GRIEVANCE MECHANISM

A Grievance Redress Mechanism (GRM) is a set of arrangements that enable local communities, employees, out-growers, and other affected stakeholders to raise grievances with the investor and seek redress when they perceive a negative impact arising from the investor's activities. It is a key way to mitigate, manage, and resolve potential or realized negative impacts, as well as fulfill obligations under international human rights law and contribute to positive relations with communities and employees.

The main objective of a GRM is to assist in resolving complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GRM:

- Provides affected people and other stakeholders with avenues for providing feedback or making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensure that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

For Direct workers (such as external consultants) employed or engaged by SCISPM grievance mechanism shall be conceived and housed by the SCISPM. This grievance mechanism should address workplace concerns specifying procedures as to whom a direct worker should lodge the grievance, the time frame for receiving a response or feedback and steps to refer to a more senior level, while allowing for transparency, confidentiality and non-retribution practices. This category of workers should be informed of the available grievance mechanism upon their employment or engagement.

Any third party engaging or employing Contracted workers, shall be under the obligation to establish a mechanism for workplace and dispute resolution instrument in compliance with requirements of this LMP and ESS2 unless such a mechanism is already established in their organizations and will be required to establish such a mechanism before signing any contract with the project. Such requirement shall be made clear during the tendering procedure and by signing the contract any third party shall become bound by its confirmation that the mechanism has been established and that all the workers are informed of its existence.

The establishment of a grievance mechanism involves the setting-up of a grievance registry and informing all the workers on the existence of the mechanism (for example, during induction training, through notifications on notice boards or similar communication channels).

The grievance mechanism will be described during participatory meetings, announced through the project website, published in local newspapers and at the information boards installed at the project sites and distributed through project information leaflets and brochures. The mechanism will be based on the following principles:

- The process will be transparent and allow affected people to express their concerns and file grievances.
- There will be no discrimination against those who express grievances, and any grievances will be treated confidentially.
- Anonymous grievances will be treated equally as other grievances, whose origin is known.
- Management will treat grievances seriously and take timely and appropriate action in response. Information about the existence of the grievance mechanism will be readily available to all project

affected persons through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed.

The grievance mechanism should not interfere with access to other judicial or administrative legal remedies that could be accessible in compliance with the law or through existing arbitration proceedings or replace grievance mechanisms that are envisaged under collective agreements.

10.1 Description of Project GRM

The overall process for the project GRM will be comprised of six steps, as described below.

Step 1: Uptake. Project stakeholders will be able to provide feedback and report complaints through several channels: contacting PIG by mail, telephone, email, social media, SMS and messengers. Available grievance channels are provided in the below Table 5.

Table 5. Project GRM Channels

GRM Channels	Contact Details
Name of the Responsible Person	General Unit
Postal Address (for mail)	Rudaki Ave. 40
Phone Number (fax)	+992 (37) 221-57-29; Fax: +992 (37) 221-57-29
Website	https://investcom.tj/
E-mail	info@investcom.tj

GRM Channels	Contact Details
Name of the Responsible Person	Firdavs Nabizoda
Postal Address (for mail)	21 Tehron st., Dushanbe, Tajikistan
Phone Number (fax)	+992 940000472
Website	https://bizincubator.tj/en/home/
E-mail	office@bizincubator.tj

Step 2: Sorting and processing. Complaints and feedback will be compiled by the Social Development Specialist at SCISPM and recorded in a register. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, within 14 days of receipt. The log will be kept electronically (on an Excel table). The form of the log is given in the Table 6.

Table 6. Sample Log for recording grievances on Excel table

ID number of complaint	Date of receiving of complaint	Name and contact details of applicant	Gender (F/M)	Brief description of complaint	Responsible person	Progress on solving the complaint	Date of closing the complaint	Notes
1								
2								

Step 3: Acknowledgement and follow-up. Within seven days of the date a complaint is submitted, the responsible person/ agency will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 14 days, the person responsible will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.

Step 4: Verification, investigation and action. This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint’s validity, and then developing a proposed resolution, which could include changes of decisions concerning eligibility for mitigation, assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or more grievances will be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

Step 5: Monitoring and evaluation. Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The SCISPM will be responsible for consolidating, monitoring, and reporting on complaints, enquiries and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

Step 6: Providing Feedback. This step involves informing those to submit complaints, feedback, and questions about how issues were resolved, or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person (communicating by telephone or other means).

If the complainant is not satisfied with the resolution, he or she can approach the Tajik National system. He or she will also be informed of the World Bank’s grievance mechanism, as described below Section 10.4. The SCISPM will report to National One Health Coordination Structure on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 14 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

10.2 Handling of sensitive grievances

Taking into account the standards regarding the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed, and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the

understanding of the principles of control and prevention of risks of SEA/SH. The GM will ensure the access and confidentiality of the complaint mechanism and will allow the complainant not to fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

- Gender sensitivity will be sought in the employment of social safeguard specialist;
- Social safeguard specialists will be informed about SEA/SH issues;
- Establishment of a referral pathway.

In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training and Codes of conduct will include the following information on SEA/SH:

- Definition of violence against women in national and international documents;
- Types of violence (physical, sexual, economic, emotional);
- Legal sanctions;

The grievance mechanism will be accessible and ensure the confidentiality of personal information. Information activities will be carried out to inform women about the mechanism. The following types of information are presented in these information activities:

- Women's rights;
- Self-protection in cases of violence and sexual abuse;
- Emergency phone numbers;
- Contact information about the institutions and organizations they can apply to;
- Grievance mechanism and privacy policy;
- The confidentiality principle of the grievance mechanism and protection of the survivors will be repeated in all information materials.

The project will utilize additional mitigation measures proportional to risk. The contractor will be responsible for developing the workforce management procedure, health, and safety plans as well as SEA/SH protocols which will apply to their own and subcontractor employees who work on the Project. These procedures and plans will be submitted to SCISPM for review and approval before the contractors are allowed to mobilize the field of construction. All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PIG staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GM will be treated in a confidential manner unless the complainant consents to the disclosure of their personal information. Especially, the confidentiality of sensitive issues and complaints related to SEA/SH raised by communities will be followed.

10.3 GRM Responsibilities

The SCISPM has the main responsibility for the implementation of the GRM. The GRM Team within the PIG consists of the Chief Beneficiary Feedback Mechanism Specialist, Chief Environmental and Social Safeguard Specialist, Chief Social Development Specialist and the Project Coordinator, and related day-to-day tasks rest specifically with the Chief Social Development Specialist.

At the Contractor's side the Grievance Mechanism implementation team shall be comprised of the HSE Managers from Contractor, who will be also acting as community liaison officer (CLO) as per need. Clear lines of responsibility and accountability will be established within the implementation team. Main responsibilities on GRM are presented in Table 7 below.

It is important that all members of the team are adequately trained in stakeholder engagement. It is important that the CLO be a local person, who is fluent in Tajik and familiar with the local customs.

Table 7. Responsibilities for managing grievances

Entity	Responsibilities for managing grievances
PIG/ SCISPM	<ul style="list-style-type: none"> ❖ Main responsibility for the implementation of the GRM; ❖ Ensure GRM is integrated into the overall project management process. ❖ Coordination between all project participants and management of the complaints process; ❖ Management and resolution of grievances; ❖ Management of Project Information Centre; ❖ Analysis of complaint statistics and preparation of reports. Develop recommendations to improve GRM performance. ❖ Monitor the effectiveness of the grievance process and make alterations to improve its effectiveness where required.
Contractor	<ul style="list-style-type: none"> ❖ Implementation and compliance with internal and external GRM procedures at construction sites, including cases of GBV/SEA/SH; ❖ Regular reporting of complaints received, and actions taken; ❖ Nominate a dedicated Community Liaison Officer (CLO) for the handling and reporting of grievances; ❖ Ensure that the CLO has the necessary resources and personnel required to meet the commitments of the GRM. Support the resolution of grievances by conducting investigation of serious grievances and proposing appropriate resolutions to those grievances; ❖ To receive and register all incoming grievances into the Grievance Registration Book (grievance logbook and central grievance excel-sheet). ❖ To analyze grievances in order to understand the nature of grievances and an appropriate way to deal with them; ❖ To categorize all incoming grievances; ❖ To refer the analyzed grievances to the related committees/entities for resolution, and complainants, if they wish to come forward, should be able to explain; ❖ To follow up on the grievances with the responsible committees/entities to speed up the process and reach the result (timeline based;) ❖ To hold periodic Grievance Redressal Committee meetings, as required ❖ To feed the result back to the complainant; ❖ To check the complaints box and address the incoming complaints.

Entity	Responsibilities for managing grievances
Contractor's Community Liaison Officer (CLO)	<ul style="list-style-type: none"> ❖ Raise awareness of the GM and distribute copies of the GM leaflet and forms. ❖ Ensure that grievances raised are used to improve the Project's environmental and social performance in the future, so that similar grievances to not re-occur over time. ❖ Provide practical assistance to people seeking to raise a grievance, so that they are able to complete a Grievance Form. ❖ Send information to the Company E&S Manager, copies of completed Grievance Forms so that the Grievance Register can be updated. ❖ Support the investigation and resolution of grievances in close coordination with other concerned parties, including the person/group raising the concern.
World Bank	<ul style="list-style-type: none"> ❖ Ensure compliance with international standards and requirements for social and environmental management. ❖ Conducting audits and inspections.

Tajikistan National Grievance System

According to the Law on Appeals of Individuals and Legal Entities (from July 23, 2016) contains legal provisions on established information channels for citizens to file their complaints, requests and grievances. Article 14 of the Law sets the timeframes for handling grievances, which is 15 days from the date of receipt that do not require additional study and research, and 30 days for the appeals that need additional study.

Each of the participating state organizations has its own publicly available channels for submitting appeals and grievance:

- Ministry of Agriculture of the Republic of Tajikistan – <https://moa.tj/contacts.html>
- Ministry of Health and Social Protection of the Population of the Republic of Tajikistan – <https://moh.tj/en/appeals-from-citizens/>
- Committee for Food Security under the Government of the Republic of Tajikistan - <https://cfs.tj/call>
- Committee for Environmental Protection under the Government of the Republic of Tajikistan – <http://tajnature.tj/en/>

Additionally, citizens can apply to regional and district municipal authorities and territorial branches of participating state ministries and committees.

10.5 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also make complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Tajik or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313

- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street, Northwest, Washington, DC 20433, USA.
- To the World Bank office in the Republic of Tajikistan, Address: 48 Ayni Street, Business Center "Sozidanie", 3rd floor, Dushanbe, the Republic of Tajikistan, Phone: +992 48 701-5810, E-mail: tajikistan@worldbank.org.

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

11. CONTRACTOR MANAGEMENT

PIG will use the World Bank's 2017 Standard Procurement Documents for solicitations and contracts, and these include labor and occupational, health and safety requirements and will refer to this LMP. The PIG shall ensure that the contractors are legitimate and reliable entities, and that any written labor procedures the contractors have in place are following this Procedure. As part of the selection process the PIG may review the following information:

- Information in public records, for example, corporate registers and public documents relating to violations of applicable labor law, including reports from labor inspectorates and other enforcement bodies;
- Business licenses, registrations, permits, and approvals;
- Documents relating to a labor management system, including OHS issues, for example, labor management procedures;

While during implementation of the Contracts the following shall be reviewed:

- Identification of labor management, safety, and health personnel, their qualifications, and certifications;
- Workers' certifications/permits/training to perform required work;
- Records of safety and health violations, and responses;
- Accident and fatality records and notifications to authorities;
- Records of legally required worker benefits and proof of workers' enrollment in the related programs;
- Worker payroll records, including hours worked and pay received;
- Copies of previous contracts with contractors and suppliers, showing inclusion of provisions and terms reflecting ESS2.

Contracts concluded with contractors shall contain provisions on mandatory compliance with relevant legislation on labor and OHS, as well as the obligation to establish a grievance mechanism for workers (if such a mechanism is not already in place) in the manner defined in this LMP. Such provisions shall be deemed to apply to any sub-contractor.

In the contractual agreements with contractors/subcontractors the PIG shall include appropriate non-compliance remedies, such as termination of the contract should the contractor fail, within the reasonable time given, to comply with any notice to correct related inter alia to compliance with the national labor laws, OHS laws and this LMP.

The PIG can, if necessary, request contractors to submit additional documentation, including, without limitation, the following:

- Written policies on labor (for example, the Rulebook on Labor);
- Reports on labor inspection and other authorities;
- Documentation in connection with the labor management system, including OHS procedures;
- Workers' payroll records, including hours worked and pay received;

- Copies of previous contracts with contractors and suppliers, showing inclusion of provisions and terms reflecting ESS 2;
- OHS records, including entries on accidents and fatalities, as well as information provided to competent authorities.

Contractors' labor management shall be monitored on the basis of Reports on Compliance of Conditions of Work with the ESS 2, which the contractors shall submit to the PIG on a semi-annual basis. In case any irregularities are found on the basis of these reports or through the mechanism for grievance management, PIG shall inform the competent labor inspectorate.

The PIG will manage and monitor the performance of Contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties). This may include periodic audits, inspections, and/or spot checks of project locations or work sites and/or of labor management records and reports compiled by contractors.

Contractors' labor management records and reports may include: (a) a representative sample of employment contracts or arrangements between third parties and contracted workers; (b) records relating to grievances received and their resolution; (c) reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions; (d) records relating to incidents of non-compliance with national law; and records of training provided for contracted workers to explain labor and working conditions and OHS for the project.

In addition, the tendering process for contractors will require that contractors can demonstrate their labor management and OHS standards, which will be a factor in the assessment processes. Prior to starting any civil works, Contractor shall prepare, consult upon and implement a site-specific Occupational Health and Safety Plan (OHS Plan) as part of the C-ESMP, The Plan shall be reviewed and approved by the PIG's environmental and social staff. The OHS Procedures are outlined below:

The following OHS procedures shall be developed and implemented by Contractors:

- Contractors include the budgetary requirements for OHS measures in their respective bids.
- The contractor will develop and maintain an OHS management system that is consistent with the scope of work, which must include measures and procedures to address all the following topics listed below and in accordance with local legislation and GIIP (as defined by World Bank Group EHSs).
- Contractor will conduct workplace hazards identification and adopt all applicable E&S risk mitigation measures in accordance with local legislation requirements and WBG EHSs.
- Contractor designates a responsible person to oversee OHS related issues at the project site and define OHS roles and responsibilities for task leaders and contract managers.
- Contractors should put in place processes for workers to report work situations that they believe are not safe or healthy, and to remove themselves from a work situation in which they have reasonable justification to believe presents an imminent danger to their life or health, without fear of retaliation.
- Contractor provides preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances informed by assessment and plan. Whenever PPEs are required for the work, it must be provided at no cost for the workers.
- Contractors should assess workers' exposure to hazardous agents (noise, vibration, heat, cold, vapors, chemicals, airborne contaminants etc.) and adopt adequate control measures in accordance with local regulations and WB EHSs.
- Contractors provide facilities appropriate to the work's circumstances, including access to canteens, hygiene facilities, and appropriate areas for rest. Where accommodation services are

provided to project workers, policies will be put in place and implemented on the management and quality of accommodation to protect and promote the health, safety, and well-being of the project workers, and to provide access to or provision of services that accommodate their physical, social, and cultural needs.

- Contractor provides appropriate training/induction of project workers and maintenance of training records on OHS subjects.
- Contractor documents and reports on occupational incidents, diseases, and incidents in accordance with Labor Code of the Republic of Tajikistan. The reporting protocol should be developed to establish reporting to all parties involved.

Contractor provides emergency prevention and preparedness and response arrangements to emergency situations including and not limited to workplace accidents, workplace illnesses, flooding, fire outbreak, disease outbreak, labor unrest and security.

The key OHS features should include:

Health and Safety Policy Statement:

- Outline Contractor's commitment to providing a safe and healthy work environment for all employees, subcontractors, and stakeholders.
- Describe the responsibilities of management and workers in ensuring compliance with OHS regulations and promoting a culture of safety.

Occupational Health and Safety:

- Details on how Contractor will manage safety throughout the project, including hazard identification, risk assessment, and control measures.
- Specify procedures for incident reporting, investigation, and corrective actions.
- Include protocols for emergency response, evacuation, and first aid.

Training and Certification Records:

- Provide documentation of safety training completed by Contractor's employees, including certifications for operating machinery, handling hazardous materials, and first aid.
- Highlight any specialized training relevant to construction and repair/rehabilitation of laboratory facilities.
- Occupational Health and Safety (OHS), environmental and social training
- Training on Code of Conduct for Contractor's Personnel.

Risk Assessments:

- Include copies of risk assessments conducted for the project, identifying potential hazards and control measures to mitigate risks.
- Provide evidence of consultation with workers and subcontractors during construction as part of the risk assessment process.

Incident and Injury Records:

- Contractor shall provide a summary of your company's safety performance, including records of incidents, injuries, near misses, and their resolution on previous projects.
- Highlight any lessons learned and improvements made as a result of incident investigations.

Safety Equipment and Personal Protective Gear:

- Specify the safety equipment and personal protective gear the Contractor will provide to workers, ensuring compliance with relevant standards and regulations.
- Include information on the maintenance, inspection, and replacement of safety equipment.

Contractual provisions will require that contractors shall monitor:

Labor conditions:

- Monitor, keep records and report on terms and conditions related to labor management;
- Provide workers with evidence of all payments made, including benefits and any valid deductions;
- Keep records regarding labor conditions and workers engaged under the Project, including contracts, registry of induction of workers including Code of Conduct, hours worked, remuneration and deductions (including overtime);

Safety:

- Record safety incidents and corresponding Root Cause Analysis (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required (for example, revised job safety analysis, new or different equipment, skills training, etc.).

Workers:

- Number of workers, indication of origin (expatriate, local, nonlocal nationals), gender, age with evidence that no child labor is involved, and skill level (unskilled, skilled, supervisory, professional, management) for instance by keeping employment records and/or proof of age checks when needed.

Training:

- Training/induction dates, training plans (Compulsory and internal), number of trainees, and topics.

Details of any security risks:

Details of risks the Contractor may be exposed to while performing its work — the threats may come from third parties external to the project.

Worker grievances:

Details of any worker grievances including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken. Grievances listed should include those received from the preceding report and those that were unresolved. The SCISPM will manage and monitor the performance of the Contractor in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties). This may include audits, inspections, and/or spot checks of project locations or work sites and/or of labor management records and reports compiled by contractors. Contractors' labor management records and reports may include:

- A representative sample of employment contracts or arrangements between third parties and contracted workers;
- Records relating to grievances received and their resolution;
- Reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions;
- Records relating to incidents of non-compliance with national law; and
- Training records provided for contracted workers to explain labor and working conditions and OHS for the project.

The following procedures are to be followed by the SCISPM for contractor management, adhering to LMP provisions and shall be liable to comply with these procedures:

- Ensure that Contractors have valid contracts with clearly define service level agreement and all environmental and social clauses.
- Contractor induction to national Labor Law, standards and LMP.
- Monthly submission of records: Contractor submission to Project Implementation Unit, copied to the Supervision Engineer. This includes:
- Managing incidents and accidents, the Incident Reporting and Investigation Procedure is followed, and the Incident/Accident Monitoring Register is used to monitor. b. Contractor employees recorded using Contractors Employee List
- Monthly site visits (at a minimum) and reports
- Major concerns or issues tracking using monitoring register.
- Implementation of the contractor requirements include training, OHS documents, certifications and others.
- The evaluation results in Portfolio Reports which include recommendations for contract extension or termination.
- Training needs assessment identified and recorded in Contractor Training Schedule.

ANNEXES

Annex 1. Sample Code of Conduct for Employees

SCISPM Code of Ethics and Official Conduct

General provisions

- 1.1. The Code is a set of general principles of professional ethics and basic rules of official conduct by which the employee/consultant of the Project should be guided regardless of their position.
- 1.2. Every Project employee/consultant, irrespective of their position, must take all necessary measures to comply with the provisions of the Code and every employee/consultant has the right to expect from other employees in relations with him/her the conduct that complies with the provisions of the Code.
- 1.3. Knowledge and observance of the provisions of the Code is one of the criteria for assessing the quality of their professional activities and labor discipline.
- 1.4. The Code is a guide to action when there is a conflict of personal interests and interests of SCISPM, as well as in other situations of ethical choice. Employees/consultants are required to confirm their awareness of the requirements of the Code and the importance of reporting violations. Each employee/consultant is personally responsible for the implementation of the Code.
- 1.5. For any issues related to the implementation of the Code, one can contact his/her immediate supervisor or other SCISPM official.
- 1.6. SCISPM protects the confidentiality of information and the rights of employees/consultants in cases of filing bona fide complaints about a violation of the Code.
- 1.7. Special responsibility for the observance of the Code rests with the governing structure of SCISPM. Head of each department is obliged by personal example to encourage ethical behavior and observance of the law, to form a safety culture, to prevent and take prompt measures to eliminate violations of the Code, and to take into account the observance of the requirements of the Code when assessing the staff.
- 1.8. Any legal entity or individual that renders services or acts on behalf of SCISPM must be informed on the Code. The Agency requires from business partners unconditional respect and observance of ethical principles related to security and prevention of corruption.
- 1.9. An official is appointed to inform the SCISPM employees and administration of appeals. The Executive Director of SCISPM controls an execution of the Code.

Duties. Rules of official conduct of employee/consultants

- 2.1. Be honest and open.
- 2.2. Timely and honestly report the error made.
- 2.3. Strictly observe official and commercial secrets, do not allow situations where references to the need to protect information cover inefficiency or poor quality of work.
- 2.4. Provide a full, accurate and coordinated representation of the SCISPM position in cooperation with the state and municipal authorities, suppliers and contractors of works and services, public organizations and the mass-media.
- 2.5. Do not take or give bribes in any form; do not condone bribery, extortion and embezzlement of property owned by SCISPM within the projects implemented by SCISPM.
- 2.6. Eliminate the possibility of using official position for personal or group benefit, as well as for unfair competition.
- 2.7. Carry out procurement activities in strict accordance with the legislation and maximum benefit for SCISPM and for projects implemented by SCISPM.
- 2.8. Identify inefficient processes and management procedures; seek their change for the better.

- 2.9. Effectively delegate authority, providing the necessary balance of responsibility and resources for the performance of the assigned task.
- 2.10. Observe the rules of business communication, be punctual and impeccably polite with colleagues, business partners, representatives of the media and other stakeholders.
- 2.11. Do not create the conditions for obtaining a certain benefit, taking advantage of their official position.
- 2.12. Observe the rules of information provision established in SCISPM.
- 2.13. Inform the direct Head or SCISPM Management about the possibility of arising or has been already arisen conflict of interests with employee.
- 2.14. Behave in a proper manner, act in strict accordance with his/her work duties, principles and norms of professional ethics.
- 2.15. Avoid situations that cause damage to business reputation and the credibility of the Project.

Protection of interests of the employee / consultant

- 3.1. An employee/consultant, who performs professional duties in good faith, may be threatened, blackmailed, insulted and defamed in order to discredit his/her and Project activities.
- 3.2. Protection of the employee/consultant from unlawful acts of a defamatory nature is the moral duty of the Project Management.
- 3.3. The Project Manager should support and protect the employee/consultant in the case of a baseless charge against him/her.
- 3.4. In case of false accusation of the employee/consultant in corruption or other unlawful actions, he/she has the right to refute these charges, including in the court.

Recommendation ethical rules of official conduct of employees / consultants

In his/her official conduct, the employee/consultant shall refrain from:

- 4.1. Any type of statements and actions of a discriminatory nature on grounds of gender, age, race, nationality, language, citizenship, social, property or family status, political or religious preferences.
- 4.2. Rudeness, displays of scornful tone, arrogance, prejudiced remarks, presentation of unfair undeserved accusations, threats, abusive language or remarks and actions interfering with normal communication or provoking unlawful behavior.
- 4.3. Employees/consultants should be polite, friendly, correct, attentive and tolerant in communicating with colleagues and other citizens.
- 4.4. An appearance of the employee/consultant in performance of his/her work duties, depending on the working conditions, must correspond to the generally accepted business style, which is distinguished by moderateness, conventionality, and accuracy.

Responsibility of SCISPM employees / consultants

Employees of SCISPM for the commission of offenses and violation the norms established in this Code of Conduct bear disciplinary responsibility in accordance with the legislation of the Republic of Tajikistan.

According to Articles 62 and 42 of the Labor Code of the Republic, disciplinary sanctions include, in particular: the remark, reprimand and dismissal of an employee. According to Article 62 of the Labor Code of the Republic, the Labor Contract can be terminated at the initiative of the employer in the following cases:

- liquidation of the organization or termination of the employer
- an individual or a reduction in the number or staff of employees

- termination of the employment contract in connection with the change of ownership, the inconsistency of the employee revealed the position or work performed due to insufficient qualifications, or health conditions that prevent the continuation of this work, if this employee mismatch is confirmed by the certification or on the basis of a medical opinion
- systematic non-performance by an employee without good reason of the labor duties assigned to him by an employment contract or internal labor regulations if disciplinary measures have been previously applied to the employee
- absence from work without good reason, including absence from the workplace for more than three hours during the working day
- failure to appear for work for more than four consecutive months due to temporary disability, not counting maternity leave, if the legislation of the Republic of Tajikistan does not establish a longer period of preservation of the place of work (position) for a certain disease
- the appearance at work in a state of intoxication caused by the use of alcohol, drugs, psychotropic or other intoxicating substances
- the decisions of the relevant authorized state body that entered into legal force on the employee committing theft of property and other acts that preclude the continuation of work
- the employee commits an offense of a corruption nature, which excludes, on the basis of a judicial act, the possibility of further work
- continued employee participation in the strike after bringing to his attention a court decision to declare the strike illegal or to prohibit the strike
- violation of labor duties by the head of the executive body of the employer, his deputy or the head of the employer's unit, which entailed causing material damage to the employer
- refusal to undergo a medical examination to establish the fact of intoxication caused by the use of alcohol, drugs, psychotropic or other intoxicating substances
- violation by the employee of the rules of labor protection or fire safety or traffic safety that entailed or could entail serious consequences, including injuries and accidents
- the provision of false information, fake documents and non-compliance with other rules established by this Code and other regulatory legal acts of the Republic of Tajikistan when hiring
- a negative result of work during the probationary period when applying for a job.

SCISPM consultants for the commission of offenses and violation of norms of conduct established in this Code are liable in accordance with the terms of the Contracts between the SCISPM and the Consultant, as well as the legislation of the Republic of Tajikistan.

Name and Surname _____

Date _____

Signature _____