

**STATE COMMITTEE BY INVESTMENTS AND STATE PROPERTY
MANAGEMENT REPUBLICS TAJIKISTAN**

PREPARED BY

**PROJECT FINGROW IN TAJIKISTAN TO SUPPORT THE
DEVELOPMENT OF THE ENTREPRENEURSHIP ECOSYSTEM**

(P512525)

LABOR MANAGEMENT PROCEDURES

(LMP)

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CONTENT
ABBREVIATIONS

ESS	Ecological and social standards World Bank
MRI	Mechanism consideration of complaints
RT	Republic Tajikistan
LMP	labor management Procedures
E&S	Ecological and Social
PPE	Funds individual protection
SLTS	Security labor and technique security
GRP	Group implementation project
State University BIT	State Institution Business Incubator Tajikistan"
WB	World Bank

INTRODUCTION

1. Introduction

2. The "FINGROW Tajikistan Supporting Entrepreneurship Ecosystem Development Project" project is an initiative aimed at improving the country's entrepreneurship ecosystem. Its goal is to create an enabling environment for increasing public participation in entrepreneurship, employment, and business development, as well as providing them with access to resources, knowledge, and opportunities for generating sustainable income. The project is being implemented by the State Committee on Investment and State Property Management of the Republic of Tajikistan (SCISPM) with technical support from the World Bank.
3. Tajikistan's economic structure and weaknesses at the company level pose a central development challenge: the country's economic growth is not supported by a dynamic and highly productive private sector. Therefore, strengthening the entrepreneurial ecosystem, supporting the productivity of start-ups and MSMEs, and creating conditions for a private sector with high growth potential are crucial to unlocking the country's economic potential. Targeted measures to develop company capabilities, facilitate market entry, support innovation, and expand access to finance will be necessary to develop a private sector capable of driving sustainable job creation, inclusive growth, and structural transformation.
4. Access to finance is key to boosting productivity, growth, and job creation, yet it remains a significant constraint for startups and MSMEs. Weaknesses in the entrepreneurial ecosystem are closely linked to these financing gaps. The financial system remains shallow and bank-dominated, with limited financial intermediation, relatively high intermediation costs, and few financing options outside traditional bank lending. Even within the banking sector, lending to MSMEs remains limited—only 1.9 percent of GDP in 2024 (approximately 17.5 percent of total bank loans), despite a relatively low non-performing loan (NPL) rate in this segment—3.3 percent, significantly below the banking system average. Moreover, World Bank enterprise research shows that a significant number of companies face constraints in accessing credit, particularly entrepreneur-led businesses, which face additional barriers. The Project is being implemented by the State Committee on Investments and State Property Management of the Republic of Tajikistan (SCISPM) with technical support from the World Bank. A Project Implementation Unit (PIU) has been established under the State Committee on Investments and State Property Management of the Republic of Tajikistan (SCISPM). SCISPM ensures that the Activities will be implemented in accordance with the Environmental and Social Standards (ESS) and this Human Resources Management Plan (HRMP) in a manner acceptable to the Association.

2. DESCRIPTION PROJECT

The purpose of the project.

To increase the use of financial services by businesses and the public and promote the creation of new and better jobs. The project will have two key beneficiary groups: startups and existing micro, small, and medium-sized enterprises.

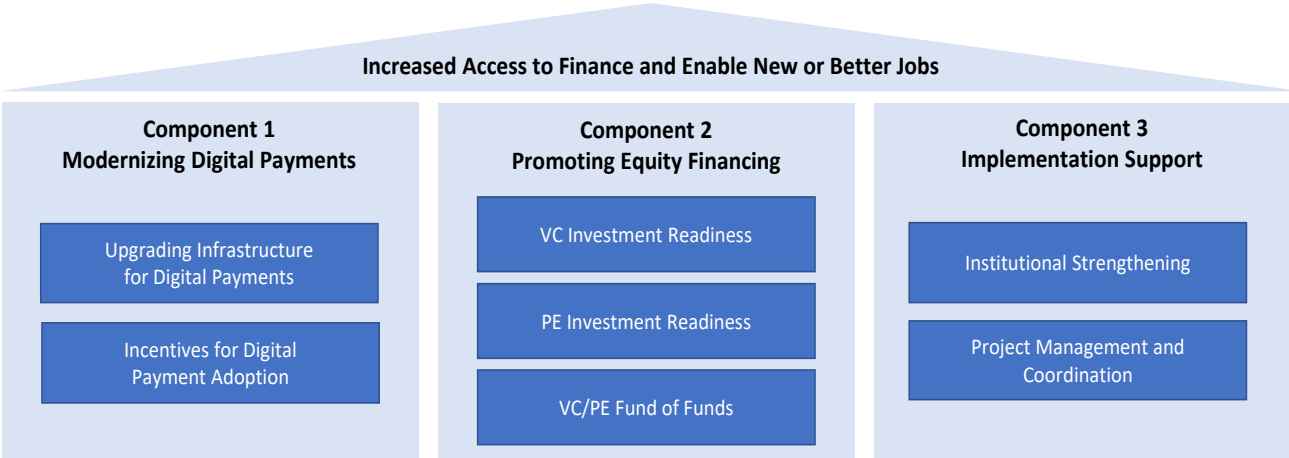
The project aims to address key market and institutional failures that limit access to finance for startups and micro, small, and medium-sized enterprises (MSMEs), thereby hindering companies' market entry, growth, productivity, and job creation. These constraints reflect both supply-side gaps, including a near-total lack of early-stage venture capital and limited innovation in the financial sector, and demand-side weaknesses, as many companies lack the capacity, investment readiness, and market connections

necessary to secure and effectively deploy capital. Therefore, the project takes a comprehensive approach to expanding access to finance. On the demand side, targeted pre-incubation and incubation support will generate a pipeline of venture capital-ready companies—typically technology-focused, innovative startups with high growth potential, capable of attracting early-stage venture capital. Additional support for more mature, high-growth companies, including exporters, will enhance their readiness for private equity investment by strengthening their management capacity and financial literacy, thereby enhancing their ability to attract and effectively deploy growth capital. On the supply side, a fund of funds structured to invest in both venture capital and private equity funds will stimulate the development of the private venture capital market and attract private capital, matching the demand-side pipeline of VC-ready startups with high-growth, PE-ready companies with a full range of venture capital instruments, while strengthening the broader ecosystem by attracting regional funds. Equity financing has also been shown to generate significant spillover effects on company formation, amplifying the project's impact on entrepreneurship and employment far beyond the enterprises directly financed. Critically, the project's two pillars are mutually reinforcing and create synergies that enhance their individual impact: expanding the use of digital payments generates transaction data that makes companies visible to equity investors, improves the quality of company pipelines, and reduces due diligence costs, while simultaneously lowering barriers to entry for digital businesses and laying the foundation for technology-intensive companies that are most likely to benefit from equity financing. Equity investments, in turn, enable the expansion of digital commerce, deepening the use of digital payments and expanding the digital financial services ecosystem, creating a virtuous cycle that overcomes the coordination failure that limits the entrepreneurial ecosystem.

3. PROJECT COMPONENTS

The FINGROW Tajikistan project will focus on Pillars 1 and 3 of the MPA program—digital payments and equity financing—along with business environment reforms, fostering a virtuous cycle that deepens access to finance, accelerates company growth, and creates jobs. The project consists of four main components (Figure).

Figure 1: FINGROW Tajikistan



COMPONENT 1: Modernizing Digital Payments (\$6 million).

This component aims to accelerate the adoption and effective use of digital payments by businesses and the public, particularly micro, small, and medium-sized enterprises, entrepreneur-owned and entrepreneur-managed businesses, and entities in lagging regions. The project will support a range of measures to modernize the infrastructure necessary for digital payments and the broader digital finance

ecosystem, as well as to expand the acceptance of digital payments by merchants and consumers by removing key barriers limiting the transition from cash to digital transactions.

Component 1.1: Modernization of digital payments infrastructure (US\$4 million).

This subcomponent aims to both address underlying supply-side constraints in the digital payments infrastructure and strengthen the institutional capacity of the National Bank of Tajikistan to oversee an increasingly digital and diversified financial sector.

Digital Infrastructure at the National Bank of Tajikistan. The objective is to strengthen the National Bank of Tajikistan's capacity to supervise an increasingly digital and diversified financial sector, including banks, non-bank financial institutions, fintech providers, and payment service operators. This subcomponent will support the modernization and digitalization of the National Bank of Tajikistan's internal systems, databases, and supervisory tools to improve regulatory effectiveness, the quality of financial sector supervision, and data-driven policymaking. The envisaged range of activities includes: (i) modernization and integration of supervisory reporting systems to ensure automated, risk-based data collection and analysis; (ii) modernization of internal databases to improve data quality, interoperability, and real-time monitoring of financial institutions; and (iii) strengthening cybersecurity frameworks and data governance standards.

The implementation will be led by the National Bank of Tajikistan. The National Bank of Tajikistan will be responsible for the national payment infrastructure and will closely coordinate with the National Payments Council to ensure strategic oversight and alignment with market needs and regulatory objectives, as well as with the Agency for Innovation and Digital Technologies to ensure compliance with the national approach to financial sector cybersecurity.

Subcomponent 1.2: Incentives for digital payments adoption (\$2 million).

This sub-component aims to remove the last mile barriers to the acceptance and use of digital payments by incentivizing their adoption by merchants, particularly entrepreneur-led businesses and businesses in lagging regions such as rural areas, through the Acceptance Development Facility (ADF). The subcomponent will also support the creation of the ADF and its launch to provide targeted financial incentives to reduce the cost and risks of transitioning to digital payments. FINGROW Tajikistan will explore the possibility of supporting and using banking agents through ADF as access points for digital payments in underserved areas where formal financial infrastructure is limited. This activity contributes to the development of an ecosystem for IFC's potential investments in fintech companies partnering with banks to expand banking agent networks, which, if implemented, will further enhance the reach of ADF interventions. Second, IFC provided advisory support to the National Bank of Tajikistan in developing a legal and regulatory framework for asset-based financing, including factoring, which is essential for the commercial viability of small-value accounts receivable financing for micro, small, and medium enterprises (MSMEs) and agribusinesses. Building on this normative work, ADF will consider activities aimed at increasing the awareness and readiness of MSMEs to participate in factoring platforms, including e-invoicing, digitalization of transaction records, and basic digital literacy.

Component 2: Development of equity financing (\$19 million).

This component will simultaneously generate a pipeline of investment-ready companies and increase the availability of equity financing. As noted above, Tajikistan's entrepreneurial ecosystem is at a very early stage of development and is showing signs of a coordination breakdown.

Subcomponent 2.1: Venture Readiness (\$4.5 million). This subcomponent will develop a pipeline of venture-ready startups—tech-focused, innovative companies with high growth potential that are able to attract early-stage venture capital. Structured incubation services through the State Business Incubator

will further strengthen the survival, growth, and readiness of startups for venture capital funding by: (i) mentoring and coaching; (ii) business model refinement and market validation; (iii) product development and prototyping support; (iv) financial management and fundraising preparation training; (v) legal and regulatory advice; (vi) facilitating connection with accelerators, investors, financial institutions, and corporate partners; and (vii) providing seed funding.

Sub-component 2.2: Private Equity Investment Readiness (US\$6.5 million).

This sub-component will enhance the readiness of micro, small and medium enterprises to attract private equity capital, strengthening their ability to attract and effectively use capital for growth, increased productivity and job creation.

Subcomponent 2.3: VC/PE Fund of Funds (\$8 million).

The project will establish a venture capital mechanism that will function as a "light" fund of funds to address the near-total lack of venture capital in Tajikistan. This light fund of funds will be structured as a managed account, through which public capital will be allocated to regionally managed sub-funds with mandatory commitments to invest in start-ups and micro, small, and medium-sized enterprises registered and operating in Tajikistan.

The lightweight fund of funds will function as a managed account within the State Business Incubator, which acts as an institutional anchor and holder of the trust/escrow account into which project funds are deposited. This level tracks investment income and formalizes reporting obligations, as well as provides the ability to open separate accounts for investment windows within sub-funds, facilitating the monitoring of obligations at this level.

Component 3: Implementation Support (\$5 million).

Under this component, the project's implementing agencies will receive targeted support for institutional strengthening, while the Project Implementation Unit under the State Investment Committee will develop the necessary capacity and ensure the effective launch and management of the project. The component will include two subcomponents.

Sub-component 3.1: Institutional strengthening of project implementing agencies (US\$ 3 million).

This subcomponent will include capacity development and technical assistance to the project's three implementing agencies. Specifically:

- i. Technical assistance to the State Investment Committee. Technical assistance will be provided to the State Investment Committee to enable relevant departments to advance business environment reforms by identifying bottlenecks, developing solutions, and facilitating the implementation of necessary reforms. Technical assistance will also focus on promoting foreign investment and monitoring and evaluation.
- ii. Technical assistance to the National Bank of Tajikistan. The objective is to strengthen the National Bank of Tajikistan's capacity to supervise the increasingly digital and diversified financial sector, including banks, non-bank financial institutions, fintech providers, and payment service operators. The technical assistance will include capacity building for National Bank of Tajikistan staff in digital supervision, data analytics, and financial technology supervision.
- iii. Technical assistance to the State Business Incubator to strengthen its capacity to implement investment readiness subcomponents and to provide fiduciary oversight of the fund of funds.

Sub-component 3.2: Project Management and Implementation (\$2 million).

This subcomponent will finance the overall project implementation, coordination, and management. It will also cover related costs, including additional implementation costs related to personnel, operating expenses, and commission payments to agencies and government bodies involved in the project.

Component 4: Project Management and Implementation (\$4.5 million)

This component will finance the overall project implementation, coordination, and management. It will also cover related costs, including additional project implementation costs, operating expenses, and fees for agencies and government bodies involved in the project.

4. MAIN ASPECTS

- **Location Project**
- Target regions for the project are currently being selected, but we can tentatively say that the project will be implemented in two regions of Tajikistan, including Sughd and GBAO. All selected districts are characterized by high levels of social conservatism and higher poverty rates.
- **Key risk**
- The FINGROW project in Tajikistan to support the development of the entrepreneurship ecosystem uses innovative approaches for increases participation population entrepreneurship. Although the overall risk level is assessed as moderate, and the project operates in a challenging labor and socio-cultural environment. These challenges include legislative gaps, institutional constraints, social norms, and market volatility. The table below presents the key labor-related risks and corresponding mitigation strategies to ensure effective and inclusive implementation.
- **Risks related to governance and institutional coordination:** Weak coordination between central and local governments may hinder the effective implementation of labor relations-related measures, particularly in rural or socially conservative areas.
- **Measures By mitigation consequences:** Creation reliable interdepartmental Coordination mechanisms; Aligning project activities with national labor strategies and entrepreneurship empowerment policies. Ensuring inclusive participation of local authorities through capacity building and participatory planning processes.
- **Political and Regulatory Environment:** The existing national labor and economic policy not enough devotes priority attention to entrepreneurship, formalization or flexible working models adapted to the needs of entrepreneurs.
- **Mitigation measures:** Engage in structured policy dialogue with relevant ministries and stakeholders; Support the development of gender-responsive labor politicians, including simplified procedures registration, maternity protection and access to social security; Alignment with the upcoming Country Partnership Framework (CPF 2025–30) and the World Bank Gender Strategy (2024–30).
- **Institutional potential and supervision for labor relations:** Despite on That, that SCISPM has extensive experience in project implementation, its capabilities in managing support employment entrepreneurs, financial inclusion find development of entrepreneurship are still in the formative stages.
- **Measures By mitigation consequences:** Provision purposeful support SCISPM And other implementing partners, providing technical assistance in areas such as employment mediation, gender-sensitive business support and labor monitoring, leveraging partnerships with IFC, JICA and specialized NGOs.
- **Social Norms and Gender Barriers:** Traditional Gender Roles in Target Regions can limit mobility entrepreneurs, access to training find participation V formal economic activity.
- **Mitigation measures:** Launching community-level information and dialogue campaigns, engaging male family members and community leaders in advocacy, and promoting success stories and sharing experiences between conservative and more progressive areas.
- **Informal Economy and Social Exclusion:** Many entrepreneurs operate in the informal economy

without legal knowledge, social protection, or access to legal protection. The risk of exclusion is particularly high for youth, rural entrepreneurs, and entrepreneur-headed households.

- **Mitigation measures:** Facilitate the official registration of entrepreneurs and teams. Provide connection beneficiaries with programs social insurance and training labor rights, An Also implement inclusive strategies coverage and strengthen complaint mechanisms.
- **Limited access to financial and digital services:** Barriers to accessing banking services, digital platforms and financial products hinder developing a sustainable business for entrepreneurs or obtaining paid employment.
- **Mitigation measures:** Partner with local financial institutions and digital service providers, provide digital and financial literacy training with a focus on rural and low-income groups, and expand entrepreneurs' access to e-commerce platforms and fintech solutions.
- **Economic and market instability:** Macroeconomic shocks such as inflation or currency devaluation can reduce the viability of new businesses and reduce wages.
- **Measures By mitigation consequences:** Provide for plans actions on happening contingency planning and inflation-adjusted budgeting, encourage the diversification of business models and sources income, also realize monitoring trends on market labor and adjust the project implementation accordingly.
- **Fiduciary And compliance risks:** Extension partnerships relationships V framework implementation (e.g. with banks, microfinance organizations, service providers) may increase the fiduciary risks associated with the management of events aimed at market labor, And financial streams for beneficiaries. Measures By mitigation consequences: Conducting a comprehensive assessment of all implementing partners, ensuring reliable financial management, management audit traces and systems reporting, and also introducing transparency and accountability mechanisms into service delivery channels, particularly those that include direct financial support to entrepreneurs.

Orientation project on gender-oriented employment and entrepreneurship attracts the project entails a number 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 well positioned to significantly improve the integration of entrepreneurs into the labor market and contribute to the broader formalization and sustainability of the female labor force in Tajikistan.

5. ECOLOGICAL AND SOCIAL ASPECTS

This project addresses environmental and social aspects within the framework/approach environmental and social standards Worldwide jar (ESS). One of the standards, ESS 2, addresses working conditions and employment and requires borrowers to develop human resource management procedures (HRMPs). HRMPs identify key workforce needs and associated risks and help the borrower determine the resources needed to address labor issues. HRMPs are a living document, created early in the project preparation process and reviewed and updated throughout the project's development and implementation. Accordingly, this document details the types of workers that may be involved in the project and the process for managing them.

The degree of environmental risk is considered to be “moderate” since the proposed works within the framework components 1 And 2 have small or average scale, a related with them environmental impacts will be temporary, predictable and can be mitigated accordingly.

Furthermore, all of these works are expected to be carried out at the local community level and will not be conducted in environmentally sensitive areas. They are also not expected to cause significant negative impacts on human health or the environment. The social risk level is assessed as "Significant."

All social risks described below have been identified and can be mitigated. The project areas represent distinct regions but are subject to common instability risks. Vulnerability borders and lack of stability

opportunities employment and income-generating activities have led to unemployment and poverty, which are key factors driving people to join extremist groups. Entrepreneurs and young people are particularly vulnerable to such risks. The project areas are therefore characterized by: (i) interregional and international/cross-border risks; (ii) economic risks, namely high unemployment, especially among young people, as well as significant household dependence 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/alienation due to inherent structural disadvantages and/or control by [local] elites. The effectiveness of these measures depends largely on the institutional arrangements and organization of project implementation, in particular on the activities of NGOs that will be involved in the provision of social intermediation services. Since the process of involving NGOs will take place

Only during project implementation, so the results are uncertain. Finally, the project will inherently avoid any actions that could lead to physical and/or economic displacement or the destruction of any existing structures. No structures are planned for demolition. However, there is a potential for land acquisition, which creates risks associated with resettlement. All social risks have been identified and can be mitigated through appropriate measures. Therefore, the social risk level remains "Significant."

Volume and structure procedures management labor resources (SPMLR)

The scope of the LMP should comply with the requirements set out in the World Bank's ESS 2. Engagement will be planned as an integral part of the project's environmental and social assessment, as well as project design and implementation. This report consists of 10 chapters. Chapter 1 serves as an introduction. An overview of the project's labor use is presented in Chapter 2. The main potential labor-related risks are listed in Chapter 3. Legal base, regulating labor relationship Tajikistan, and analysis the gaps in the World Bank's ESS 2 are discussed in Chapter 4. Implementation mechanisms, age limits, policies and procedures, and timelines for handling labor grievances are discussed in subsequent chapters. The grievance redress mechanism and contractor engagement are presented in the final two chapters, Chapters 9 and 10, respectively.

6. REVIEW USE LABOR RESOURCES IN PROJECT

a. Types workers

According to the World Bank's ESS 2, workers are categorized as permanent workers, contract workers, community workers, and frontline workers. The project is expected to include the following categories of workers: permanent workers and contract workers. Direct workers include the Project Implementation Unit (PIU), responsible for overall project implementation and coordination, short-term consultants involved in the preparation of project documentation and assessment work, and other specialists and workers hired directly by the project. Workers By contract — These workers companies and organizations, selected to perform design events. Definition categories workers in accordance With ESS 2 is given below:

Permanent Employees: Individuals hired or engaged directly by the Borrower (including the project proponent and the project implementing entities) for work directly related to the project. Thus, a "direct employee" is an employee with whom the Borrower has a direct employment relationship and exercises direct control over the work, working conditions, and treatment of the project employee. The employee is hired or engaged by the Borrower, receives a salary directly from the Borrower, and is subject to the Borrower's day-to-day direction and control. Examples of direct employees include individuals hired or engaged by the Borrower's implementation unit. project for the implementation of design and supervisory works, monitoring and assessments or interaction with the local community in connection with the project.

Workers By contract: Faces, hired or attracted through third persons for those performing work related

to the essential functions of a project, regardless of location, are called contract workers. Thus, a "contract worker" is a worker hired or engaged by a third party to perform work or provide services related to the essential functions of a project, with the third-party exercising control over the work, working conditions, and treatment of the project workers. In such circumstances, labor relationship arises between third side and employee

project, even if the project employee works on a permanent basis within the framework of the project activities.

Workers from local numbers population: Persons, busy or Those involved in the provision of labor at the local level are called community workers. The types of projects involving community workers can vary considerably in the complexity, duration, and type of work; the number of workers involved; the types of project benefits; and the way in which ESS 2 applies to community worker participation. Examples range from projects that aim to build small-scale infrastructure at the local level to regional or national projects designed to provide social protection against unemployment or underemployment. The application of ESS 2 to such projects is intended to be proportionate consider corresponding risks and consequences, with taking into account specific context, goals and structure of the project.

Local workers will not be involved in the project. Local communities will not will be involved procurement and management any contracts. Local residents may be employed as employees by policy civil engineering contractors (PCEC) and will thus be subject to the contractual provisions of this PCEC and the relevant PCECs of the contractors.

Employees Employed by Key Suppliers: Persons employed or engaged by the Borrower's key suppliers are referred to as employees employed by the key suppliers. Like this in this way, "worker, hired main supplier", — This an employee working for or engaged by a primary supplier who provides goods and materials for project, over which basic supplier carries out control in relation to the work, working conditions and treatment of this person.

It is expected that workers directly involved in deliveries will not be involved in this project.

b. Quantity workers project

The Project Coordinator oversees and manages all personnel involved in the project. The administrative, procurement, and monitoring and evaluation departments of the State Committee on Investments and State Property Management of the Republic of Tajikistan (SCISPM) are responsible for the following:

Implementation real procedures management labor resources.

- Ensure that construction contractors comply with these labor management procedures and prepare health and safety plans prior to commencement of work on site.
- Ensure that contracts with contractors are developed in accordance with the provisions of this Human Resources Management Plan and the Project Health and Safety Plan as detailed in the Project Implementation Manual.
- Monitoring contractors' compliance with labor and safety obligations in relation to employees working under contracts and subcontracts, in accordance with the legislation of Tajikistan and relevant agreements between the State Committee for State Property Management and the contractors.
- Monitoring compliance of contractors and subcontractors with labor regulations.
- Monitoring compliance standards security labor and techniques security on everyone

workers places V in accordance with legislation of the Republic Tajikistan about occupational health and safety.

- Monitoring and conducting training on lifecycle management and risk management for project employees.
- Ensuring the creation and implementation of a grievance mechanism for project employees, as well as informing employees about its purposes and procedures for its use.
- Availability of a system of regular monitoring and reporting on occupational health and safety issues.
- Monitoring the implementation of the Code of Conduct for employees. The project's operational manual will include standardized contract templates covering management issues. labor resources and security labor and techniques security, and contractors (NGOs and construction companies) are obligated to implement them. Contractors' responsibilities in the areas of human resource management and occupational health and safety include the following:
 - Compliance with labor management procedures and occupational health and safety requirements in accordance with the Environmental and Social Management Framework (ESMF) and the terms of contracts signed with the State Committee on Industrial Property Management (SCIPM). If the number of employees (core staff plus contract employees) exceeds 50, contractors must develop their own labor management procedures and occupational health and safety plans. These procedures and plans will be submitted to the Director of SCIPM for review and approval prior to commencement of work.
- Monitoring subcontractors' compliance with labor management procedures and occupational health and safety requirements.
- Management accounting hiring and employment contractual workers in accordance with the terms of their contracts.
- Clear bringing to completion to everyone workers officials' instructions and conditions labor.
- Security Togo, to every worker project, hired the contractor/subcontractor was aware of the allocated telephone number, email address and web portal of the State Committee for State Property Management, through which anyone can file a complaint.
- Ensuring the implementation of responsibilities (including social responsibility) and regular training workers requirements security labor, including education their rights in accordance with the legislation of Tajikistan, the risks of their work and measures to reduce risks to an acceptable level.
- Conducting training on labor relations procedures and occupational health and safety in cooperation with social experts from the State Committee for State Property Management to manage the work of subcontractors.
- Ensuring that all contractor and subcontractor employees understand and sign the Code of Conduct before work commences and monitoring compliance with the Code.

c. Policy And procedures

How indicated Labor code, employment employees project will be based on principles non-discrimination and equal opportunities. Discrimination Not will have place neither in one aspect of the employment relationship, including hiring, payment labor, working conditions, access to training, promotion, or dismissal. The following measures, as specified in the Project Operational Manual, will be implemented by contractors and monitored by the administrative, procurement and monitoring and evaluation departments SCISPM to ensure fair relationship ko to all employees:

- Recruitment procedures will be transparent, public, non-discriminatory and open to ethnicity, religion, sexual orientation, disability or gender.
- Statements about admission to work will be considered only in the event that they are filed in accordance with the contractor's official application procedures.
- To beginning hiring will be provided clear descriptions positions, explanatory necessary skills for each position.
- All workers will be having written contracts, describing conditions labor, and Their contents will be explained to them. The employees will sign an employment contract.
- Unskilled workers will be predominantly gaining strength from surrounding settlements, villages and municipalities, at least 50 percent.
- Workers will be notified Not less how for two months to supposed dates dismissals.
- WITH workers, working on contract, there will be no a fee will be charged for Employment. If such a fee is charged, it is paid by the employer (in this case, the "employer" would be the contractor).
- Depending on the origin of the employer and employee, the working conditions will be communicated to both parties in two languages: in the national language and in a language understandable to both parties.
- In addition to written documents, employees who have difficulty understanding documents will be provided with oral explanations of working conditions.
- It should be noted that language problems are not expected, but if they arise, employees will be provided with an interpreter as needed.
- Foreign workers will need a residence permit allowing them to work in Tajikistan.
- All construction workers must be over 18 years of age. This requirement will be stipulated in contracts between the State Committee for State Property Management and the construction contractors.
- The normal working day should not exceed 40 hours per week. In the case of a five-day workweek, the daily working hours are determined by internal labor regulations approved by the employer after prior consultation. With representatives' workers, in accordance with established working week.

6.1. Conditions employment of workers

Direct staff will be required on constant basis round year on throughout total Project. Consulting services staff will be required on a full-time basis, with breaks throughout the project. Construction workers will be needed as needed.

The first construction contract is expected to be awarded in the first half of 2027. Each contract will be managed separately in terms of labor and conditions. labor. Most of the skilled and unskilled workers, will likely be from local and broader communities, while management and technical personnel may come from throughout Tajikistan and the contractor's home country. The construction season typically runs from March to November, but can vary depending on weather conditions. Contractors will need to mobilize their workforce based on the type of work and the season.

7. GRADE MAIN POTENTIAL LABOR RISKS

a. Main labor risks

Given the small scale of construction work on the project, no significant risks are expected. Labor risks are associated with workers contracted at the subproject level. Subprojects will be implemented by local contractors, and most workers will likely be hired locally. All contractors will be required to have

writing contract with your own workers, V significant degrees consistent with the objective of ESS 2 and in compliance with this CPMP, in particular with regard to child and forced labor, in accordance with the requirements of the World Bank Standard Procurement Document.

Labor risks, including labor influx and related with this gender violence, and also children's work, are considered Very low, considering small scale construction works the subproject and the PPI's compliance with the national labor code, which prohibits forced labor (Article 8 of the Labor Code of the Republic of Tajikistan prohibits forced labor). Since the construction work to be supported by the project will be very small in scale, the risk of forced labor is expected to be low. However, the contractor will be required in the contract to commit not to use child and forced labor, implement measures to mitigate the effects of gender-based violence, and employees State Registration Chamber responsible for supervision The contractor will be monitored and reported for the absence of forced labor.

Risks of sexual exploitation and abuse/sexual harassment (SEA/SH) are issues associated with any project involving the influx of workers or interactions between workers and local communities, particularly in potentially vulnerable settings. These risks typically arise from power imbalances between workers (especially men) and vulnerable groups (such as entrepreneurs and children) in local communities. Projects, including small construction work, usually have a lower risk of SEA/SD compared to large-scale infrastructure projects. This is due to the limited scale of labor influx and the smaller number of external workers interacting with the local population. The project will primarily employ local labor, reducing the risks associated with the influx of external workers who could exploit the local population. Locals' workers, how rule, more integrated community, what leads to a reduction in the risks of SEA/SH.

These risks typically arise from power imbalances between workers (especially men) and vulnerable groups (such as entrepreneurs and children). While the risks of sexual exploitation and abuse within this project are very low, the project will ensure that workers have codes of conduct that clearly prohibit harassment or exploitation. will create mechanism consideration complaints (MCC), including special channel for filing complaints on sexual exploitation and violence. Also, will include public awareness programs.

b. Security labor and technique security: stage construction

Occupational Health and Safety (OHS) is categorized as low to moderate. During the construction phase, the selected contractor(s) must conduct a hazard identification and risk assessment (HIRA) when preparing a Construction Health and Safety Management Plan (CHSMP) as part of the Occupational Health and Safety Management Plan. (POHSMP). Risk can define, how event with famous uncertainty, which is measured in terms of the probability of its occurrence. It is necessary to review it regularly and update assessment risks on basis reviews workers, incident investigations and changes conditions on site, to provide constant safety during the construction of new laboratories or the renovation/reconstruction of existing laboratories premises. First step by step V management process risks is to identify hazards associated with construction and renovation work. Examples of hazards include, but are not limited to:

Table 1: Hazard Identification

Physical danger	Chemical danger
<ul style="list-style-type: none"> • Problems security labor can bring to injuries/accidents/fatalities • Job near with mobile equipment • Short-term consequences impact dust and noise in the workplace • Rotating And moving equipment • Danger defeats electric electric shock • Welding work/works with open fire • Driving industrial vehicles and driving on a construction site (working near or on roads) • Temperature working Wednesday • Ergonomics, repetitive motions, manual loading/unloading • Working at height • Collapse trenches • Job closed spaces • Falling objects such as tools, debris and equipment • Lifting And rigging work • Installation of complex and heavy laboratory equipment • Failure to provide personal protective equipment (PPE) • Inadequate living conditions in temporary camps, including inadequate sanitary and medical conditions. 	<ul style="list-style-type: none"> • Fires and explosions • Infection control during renovation/dismantling of existing laboratory facilities • Working with materials (lime, Portland cement) that cause corrosion of human tissue • Transportation and storage of asbestos-containing materials and products during repair/dismantling work of existing laboratory premises • Impact dust and smells • Chemicals burns and poisoning • Pollution soils

All contractors are required to develop and implement an Occupational Health and Safety Management Plan. Framework Plan management surrounding Wednesday and social security labor for the specific site, to ensure that workers are aware of the potential risks and impacts on occupational health and safety, provide them with appropriate personal protective equipment (PPE), provide regular safety training and other preventive measures as specified in the project's Environmental and Social Management Framework, including procedures for creating and maintaining a safe working environment in accordance with the ESS requirements.

In addition to health and safety requirements, contractors are required to adopt measures By minimization pollution, emissions and impact dangerous substances, which can influence Not only on workers, But and on surrounding communities. Such measures will include dust suppression, noise control, safe handling and disposal of hazardous chemicals and waste, and other measures.

Employment risks. Workers will be hired by the project department either directly as project staff or indirectly through contracts with consultants or service providers. Experience shows that subcontractors

construction works use labor agreement with fixed payment for a specific type of service or volume of work, with the duration of work limited to several months.

Risk of overtime. In current practice, there is a risk of unrecorded working time and lack of compensation for overtime. Overtime work can last to 12 hours day and should be compensated or compensatory time, or payment at a rate of at least double higher than usual. Night work is paid at 1.5 times the usual rate. times higher ordinary rates. Conditions overtime work set out labor agreement in accordance with Article 79 of the Labor Code of the Republic of Tajikistan.

The project will be strived for reduce this risk by informing employees project about their rights and the creation of grievance mechanisms for all project workers. Potential labor risks for the project are listed in Table 2 below.

Table 2: Summary information potential labor risks and proposed mitigation measures within the project.

Potential labor risk	Receptive there is	Justification	Measures to decrease risks
Inadequate provision occupational health and safety	High	Workers may be exposed to risks such as injuries from falls, slips, and accidents involving the use of machinery and tools.	Develop an occupational health and safety plan, provide workers with personal protective equipment (PPE) and conduct regular briefings on safety precautions when using tools and safe work at the site.
Working at height	High	During construction, workers may be required to work on scaffolding or at heights, creating the risk of falls that can result in serious injury or death.	Provide education everyone workers on fall protection methods, establish and service fencing and protective nets, and also require the use of safety tethers and systems prevention falls where necessary.
Job With heavy objects	High	Workers may be required to lift and move heavy materials, which can lead to musculoskeletal injuries, especially without proper training or equipment.	Provide training on safe handling practices, ensure the use of lifting equipment (e.g., cranes, forklifts), and train workers in proper lifting techniques to prevent injury.
Usage heavy techniques	High	Working with or near heavy machinery may present such risks,	Provide availability at everyone machine operators with appropriate licenses and training, install clear zones

Potential labor risk	Susceptibility	Justification	Measures to decrease risks
		How accidents, stuck or road traffic accidents.	safety and require safety checks to be performed before using the equipment.
Children's or forced work	Low	In rural areas there is a risk of hiring minors' workers or persons forced to labor, directly or through subcontractors.	Implement strict recruitment policies with age verification and ensure regular monitoring to prevent cases of child or forced labor.
Failure to comply with legislation about wages	Moderate	Workers may experience delays in salary payments or receipt of lesser amounts than were agreed upon, especially If contractors do not follow the rules.	Ensure clear contracts with established wages, organize payment monitoring, and establish a mechanism for resolving labor disputes.
Long-term working hours And overtime work	Moderate	Construction workers may be required to work overtime or for long periods of time, What Maybe lead to fatigue, accidents and health risks.	Control compliance Labor laws regarding working hours, ensure overtime pay and provide adequate rest breaks during shifts.
Lack of proper sanitary conditions	Moderate	Lack of clean and accessible sanitation facilities on construction site can pose health risks, especially for vulnerable workers.	Ensure that adequate sanitary facilities (clean toilets, showers) are available at the site and monitor the cleanliness and technical condition of these facilities.
Absence complaints handling mechanism	High		Implement a grievance mechanism, ensure it is accessible and adequately communicated to all employees, and guarantee confidentiality and non-retaliation.
Professional risks at installation of equipment	Moderate	Without a formal complaint system, workers may be unable to report unsafe working conditions, harassment, or wage-related issues.	Develop specific safety protocols for equipment installation, provide specialized training for persons working with equipment and monitor compliance with safety regulations.

Potential labor risk	Susceptibility	Justification	Measures to decrease risks
Impact hazardous materials	High	Construction and furnishing of laboratories may include use of hazardous materials, especially when working with laboratory equipment.	Implement hazardous materials handling protocols, ensure the availability of appropriate personal protective equipment, and conduct regular safety inspections to minimize the risks of exposure.
Unfair practice hiring	Low	In rural areas, there may be cases of nepotism, favoritism, or discrimination in hiring.	Ensuring transparency in recruitment processes and providing equal employment opportunities to all local workers without discrimination.
Unfortunate cases in the workplace (slips, trips, falls)	High	Workplace accidents (slips, trips, falls)	Ensuring proper maintenance of the area (clean walkways, non-slip surfaces) and conducting regular checks to identify and mitigate risks.
Risks of sexual exploitation and abuse/sexual harassment	Moderate	Even at small staff of employees interaction between workers and local community or between by ourselves workers may lead to incidents related with sexual exploitation and violence/sexual harassment	Providing a Code of Conduct that prohibits sexual exploitation and sexual harassment, provides for awareness-raising training and establishes confidential channels for reporting cases of sexual exploitation and sexual harassment.
Pollution dust and noise	Moderate	Construction work can create dust and noise, which can have a negative impact on the health of workers and the surrounding population.	Implement dust suppression measures (e.g. water spraying) and noise control measures, provide workers with personal protective equipment and regularly monitor dust and noise levels.
Inadequate procedures response for emergency situations	High	IN case accidents or in a dangerous situation, delays in response or inadequate preparation can lead to more serious consequences.	Develop a clear emergency response plan, conduct regular exercises and provide staff training first aid and actions in emergency situations.
Insufficient conditions accommodation for workers (if necessary)	Moderate	If workers are housed in temporary housing, poor conditions can lead to health problems and dissatisfaction.	Security corresponding housing for workers that meets occupational health and safety standards, with clean water, proper sanitation, and safe living conditions.
Stress at cold and heat	Moderate	Working outdoors or in extreme temperatures may result in to thermal	Providing workers with sufficient breaks, access to drinking water and protective

Potential labor risk	Susceptibility	Justification	Measures to decrease risks
		stress or diseases associate with hypothermia.	clothes V dependencies from weather conditions.
Control for infections during repair/dismantling works of existing laboratory premises.	High	When demolishing or renovating existing laboratories, there is a risk of exposure to infectious materials that may still be present in the building.	Before commencing any repair or dismantling work, it is necessary to implement strict disinfection protocols and ensure the availability of personal protective equipment (masks, gloves, protective suits) and ensure proper disinfection of surfaces.
Job With materials (lime, Portland cement) that cause corrosion of human tissue.	High	Lime and cement can cause burns or irritation to skin, eyes and respiratory tract if not handled properly during construction.	Providing workers with personal protective equipment, including gloves, goggles and respirators, and training them in the rules appeals With corrosive materials and safety precautions when working with them.
Transportation and storage of asbestos-containing materials.	High	When inhaled, asbestos fibers pose a danger, leading to long-term health problems such as lung disease or cancer.	The need to ensure that work with asbestos is carried out by licensed professionals, that approved containers are used for storage and transportation, and that the presence of asbestos fibers in the air is monitored during demolition work.
Pollution soils	Moderate	Demolition and repair work may release harmful chemicals or asbestos into the soil, causing pollution.	Develop a site management plan to ensure proper waste disposal, conduct pre- and post-construction soil analysis, and ensure proper storage of hazardous materials.

Hazard identification and risk assessment must be conducted by the Contractor to control hazards. Below is guidance for the selected contractor(s) on conducting an occupational health and safety risk assessment prior to commencement of construction work, which should be periodically reviewed by their respective occupational health and safety coordinators. Workplace health and safety management involves three stages:

- Identification dangers
- Grade risk (Risk assessment)
- Contribution changes (Control risk)

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

- Worn out electrical wires (they can bring to defeat electric current);
- Noisy equipment (Maybe bring to hearing damage).

Risk assessment means determining the likelihood that a hazard will harm someone and how severe that harm might be. For example:

- Ensure proper instructions and training are available before using the equipment;
- Please contact us for help in moving or rise heavy items;
- Not get started, if do you think what her execution may be dangerous.

Risk Control: The best way to eliminate a hazard is to eliminate it completely. Contractor must try reduce danger, having considered next options ((in order from most effective to least effective):

Elimination. Sometimes hazards—equipment, substances, or work methods—can be completely avoided. (For example, performing the work from the ground and then lifting the load instead of climbing a ladder and risking a fall.) Substitution. Sometimes a less hazardous item, substance, or work method can be used.

Insulation. Separate danger from people, having designated dangerous zone, having installed screens or protective barriers. (For example, welding screens can be used to isolate welding operations from other workers. Barriers and/or dividing lines can be used for divisions zones, where loaders they work near with pedestrians on workplace.)

Safety precautions. Safety precautions can be added by modifying tools or equipment or installing guards on the equipment. Workers using the equipment must never remove or disable these guards.

Training workers in the safest ways to perform their work. This means developing and enforcing safe work practices. Students undergoing internships must be provided with information and instructions, and they must follow agreed-upon procedures to ensure their safety.

Use of personal protective equipment and protective clothing. If risks persist after exhausting all possible options, the use of such funds, how protective glasses, respirators, gloves, helmets and headphones and. Funds individual protection can protect from dangers, related with jobs such as handling chemicals or working in noisy environments. Sometimes, more than one of the above risk control measures may be required to effectively reduce exposure to hazards.

IN table 3 below presented general examples professional dangers and types Personal protective equipment (PPE) available for various purposes. Recommended measures for using PPE in the workplace include:

1. Active use of PPE if alternative technologies, work plans or procedures can't fix it or sufficient to reduce as much as possible danger or impact.
2. Identifying and providing appropriate PPE that provides adequate protection for the worker, co-workers, and casual visitors without causing unnecessary inconvenience to the worker.
3. Proper maintenance of PPE, including cleaning when contaminated and replaced if damaged or worn. Proper use of PPE should be part of regular employee training programs.

Table 3: Minimum recommended list funds individual protection.

Details	Types dangers on working places	Recommended personal protective equipment protection
Protection eye and faces	Flying particles, molten metal, gases or vapors, light radiation	Protective glasses with lateral shields, protective visors, etc.
Head protection	Falling objects, insufficient height and located overhead power cables	Protective helmets for protection from blows from above and from the side.
Hearing protection	Noise, ultrasound	Funds protection hearing (earplugs or headphones).
Protection legs	Collapsing or rolling objects, point objects. Corrosive or hot liquids	Protective shoes and boots For protection from moving and falling objects, liquids and chemicals.
Protection hands	Hazardous materials, cuts or lacerations wounds, vibrations, extreme temperatures	Gloves from rubber or synthetic material (neoprene), leather, steel, insulating materials, etc.
Protection body/legs	Extreme temperatures, hazardous materials, biological agents, cuts and lacerations	Insulating cloth, overalls, aprons, etc. made of appropriate materials.
Protection respiratory organs	Dust, fog, couples, smoke, gases, smoke, vapors	Face masks with appropriate filters for deletions dust And Air purification (chemicals, fog, vapors and gases). Individual gas analyzers (single- or multi-gas), if available.
Reflective vest	Movement transport, vehicles, lack of proper lighting	Industrial cloth And reflective vests should have reflective tapes.

1. BRIEF REVIEW NATIONAL LABOR LEGISLATION AND VB ESS 2

1.1 National labor legislation

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

Safe work. The employment of entrepreneurs and young people in hazardous and underground work, as well as in work in hazardous conditions, is prohibited (Article 35);

The right to rest. This right is ensured by the establishment of working hours and the provision of annual leave, days off, and other conditions stipulated by law (Article 37);

Security health. State accepts measures by improvement environment, development of mass sports, physical culture and tourism (Article 38); and

Social security old age case diseases, disability, losses breadwinner And others cases, provided by law (Article 39).

The Labor Code of the Republic of Tajikistan (July 26, 2016) is the primary legislative act governing all labor issues arising in the Republic of Tajikistan. This Code governs labor relations and other directly related relationships aimed at protecting the rights and freedoms of parties to labor relations and establishing minimum guarantees of rights and freedoms in the labor sphere. Article 7 of the Code prohibits discrimination and guarantees that all citizens have equal rights to work; discrimination is prohibited in labor relations. Prohibited any differences, refusal reception on work or preference, refusal reception on work, regardless from nationality, race, gender, language, religion, political beliefs, social status, education, property status, leading to a violation of equal opportunities in the sphere of labor.

Forced labor and child labor. Article 8 of the 2016 Labor Code prohibits forced labor. The code also sets a minimum wage. the age at which a child may be employed, as well as the conditions under which children may work (Articles 113, 67, and 174). The minimum age for employment is 15 years, but in some cases of vocational training for 14-year-olds Light work is permitted (Article 174). In addition, there are some restrictions on the types of work that workers under 18 can perform and the number of working hours that are permissible. Examples of work restrictions are the following: persons aged 14 to 15 cannot work more than 24 hours per week, and persons under 18 cannot work more than 35 hours per week; during the school year, the maximum number of hours is half this number, 12 and 17.5 hours, respectively. Article 216 of the Law prohibits the use of female labor in heavy and dangerous jobs. works. Exists scroll works, prohibited for use female labor, and minimum standards for weight, manual lifting and delivery that are permitted for entrepreneurs.

Wages and deductions. Contracts and collective agreements establish the form and amount of remuneration for work performed. The government sets a minimum wage, known as the "social norm" (Article 103), and it may be adjusted by an index based on disciplinary measures and possibly other factors. Job deserted, others arid (waterless)a mountain districts subject to additional payment.

Employers obliged pay out employee's salary fee Not less often one times month (article 108). If payment Not is produced V in accordance with agreement by wine employer, he is obliged to pay "an additional amount in cash at the bank's discount rate for each day delays" (article 108). Employers Also obliged pay damage health

or property damage caused by work, and families are paid compensation in the event of death. Deductions are allowed for certain reasons, but cannot exceed 50 percent of the amount due to the employee, and the payment after deductions cannot be less than the minimum rate established by the government (Article 109).

Gender aspects. Article 162 prohibits overtime work, work on weekends, and business trips for pregnant women or women with children under three years of age. For women with children aged three to fourteen, overtime work and business trips are permitted, but only with the woman's consent. Other gender-specific provisions are described in the relevant subparagraphs.

Women are granted maternity leave of up to 70 calendar days, or 86 days in the case of complicated childbirth, followed by an additional 100 days of leave after childbirth, with payments from state social insurance. Maternity leave is calculated and paid in a lump sum, regardless of the actual number of days off. to childbirth. After childbirth mother Maybe take additional vacation to achievements a six-month-old child, also covered by social security. She can take unpaid leave until the child reaches three years of age. Her job is guaranteed. after returns from everyone these species vacations. Except Togo, this vacation By Child care may be used by the father, grandparents or other relatives/guardians if they are actually responsible for the care of the child.

Working Hours. The standard workweek is 40 hours, with fewer hours permitted for individuals under 18. The number of hours per day and days per week is established in the contract/agreement between the employer and employee. Employers are obligated give to two hours unpaid vacations every worker day For

"Rest and meals," as well as paid time off in case time is needed to cool down, warm up, or breastfeed. Details of leave provisions are specified in contracts/agreements.

Vacation. In addition to public holidays, employees must receive at least 24 days of paid leave. vacations V year, at these workers younger 18 years receive Not less than 30 days, Employees with disabilities receive 30 days. Additionally, employees working in unhealthy or unfavorable conditions receive an additional seven days, and employees working in unfavorable climatic conditions receive an additional eight days.

Leave without pay may also be granted to certain groups persons and may be agreed upon labor agreement. At termination labor According to the contract, employees are paid compensation for unused vacation, or they can use the vacation as their last working days.

Overtime. Overtime work may be up to 12 hours per day and is compensated with equal working hours or at a rate at least twice the normal rate. Night Job paid for 1.5 times higher ordinary rates. Conditions Overtime work is determined in the employment contract.

Labor Disputes. Labor disputes are defined as "unresolved disagreements between an employer and an employee regarding the application of legislative and other regulatory acts on labor in the Republic of Tajikistan and the working conditions stipulated by the employment agreement (contract) and collective bargaining agreement" (Article 189). Disputes may be resolved by commissions created "on an equal basis with the employer and bodies representing the interests of employees" (i.e., with equal representation of the employee(s) and the employer), if such commissions are provided for in the employment contracts (Article 191). Commissions are required to consider issues within 10 days. If the employer, employee, or their representatives disagree with the commission's decisions, or if the commission does not consider applications within 10 days, either party may appeal to the court, but this must be done within 10 days of the decision (or lack of a decision). In addition, an appeal may be filed by the prosecutor if the decision contradicts the law "or other regulatory acts" (Article 192).

An appeal to the commission or court must be filed within a limited period of time. after events, called dispute: flow three months for appeals the commission and various time limits for filing an appeal in court, depending on the nature of the dispute (an unlimited time limit for disputes not related to property and for compensation for damage to life or health). In such cases, employees are exempt from paying legal costs.

In difference from individual dispute collective disputes are "unresolved disagreements between employers (trade unions of employers) and the workforce workers (representatives' workers) by questions establishments and changes in working conditions at enterprises, signing and implementation of collective agreements and contracts, as well as on issues of application of the terms of legislative and other regulatory legal acts, collective agreements and contracts." Mediators are selected by agreement sides (That there is trade union and representatives' employers). If this not leads to agreement, sides "at assistance district or urban authorities" (article 209) A "labor arbitration tribunal" is created, with the parties' electing members and a chairperson of the tribunal. The tribunal has 10 days to make a decision.

If an agreement cannot be reached, the case transmitted labor team or trade union, which May be use all Legal remedies for resolving the issue, including strikes. If disputes concern the application of laws and other regulatory legal acts, one of the parties may refer them to court.

Complaints. The Law on Appealing Complaints of Individuals and Legal Entities (July 23, 2016) contains legal provisions regarding established information channels for citizens to submit complaints, inquiries, and claims. Article 14 of the Law establishes the timeframe for reviewing complaints: 15 days from the date of receipt for complaints that do not require additional review and investigation, and 30 days for complaints that require additional review.

Age of employment: the legislation of the Republic of Tajikistan prohibits persons under 18 years fulfill "unhealthy or heavy" work, and exist special Requirements for vacations, working hours, and other working conditions. The State Committee for State Property Management (GKUIG) will ensure that construction workers under 18 years of age are not employed on construction sites, with the exception of office work. In accordance with local law, workers between the ages of 15 and 18 may be hired. on office work with abbreviated workers time (non-working time with permission of the guardian).

Contractors will be obliged check personality and age everyone workers. For this workers should will be provide official documents, such How certificate birth certificate, national identity card, passport, medical or school certificate. If a child under the minimum age is found on the premises, appropriate action will be taken. measures by immediate and responsible termination employment or hiring a child taking into account his interests.

1.2 Security labor and technique security

Security labor and technique security also are regulated Labor code. Chapter 5 The law outlines the roles and responsibilities of employers and employees regarding occupational health and safety. The law requires employers to:

- Provide safe conditions labor and safety on each working place;
- Apply means individual and collective protection workers (including protective clothing and equipment);
- Provide proper regimes work and rest;
- Teach workers their professional skills and safe working methods;
- Give instructions by labor protection;
- Check And confirm knowledge workers areas safe work;
- Issue certificates security on working in no place less than one times in five years;
- Investigate unfortunate cases;
- Provide sanitary and medical services;
- Provide access on territory enterprises for state employees;
- Give social insurance from unfortunate cases and diseases.

With another sides, workers obliged pass primary and periodic medical examinations, training and periodic checks of knowledge about their work and requirements security, an also fulfill medical and sanitary procedures, prescribed by medical institutions, if they are paid by the employer.

Not only state official faces have right check premises on subject to compliance with safety conditions. In addition, trade unions "and other representative bodies" can also "freely verify" compliance with occupational health and safety requirements and suggest measures by elimination violations, which should be considered by the employer.

In addition to inspections by government agencies and trade unions, for World projects jar important availability regular internal monitoring, reporting And corrective actions with sides groups implementation projects (GIP) and contractors. Contractors must also maintain comprehensive documentation on occupational safety (including incidents, near misses, and corrective actions taken) and introduce periodic reports GIP.

Employers With number staff more 50 Human obliged create service Occupational safety. This requirement must be met by the project implementation unit (PIG) and will be a requirement for civil construction contractors with more than 50 employees.

Law provides employees right refuse completion of work, violating requirements security labor. Workers, busy in dangerous conditions labor, have the right to free medical and preventive care, additional paid vacation and other benefits and compensation. In case disability or In the event of death, employers are required to pay compensation in an amount equal to the average annual salary, as well as other amounts provided by law.

1.3 Ecological And social standards Worldwide jar: ESS 2

The World Bank's labor-related provisions are set out in its ESS 2. Implementing Agency promotes establishment durable relationships between workers and management and ensures safe and healthy working conditions. The key objectives of ESS 2:

- Promoting security and security labor;
- Promoting fair treatment, non-discrimination and equal opportunity for project workers;

- Security protection workers project, including vulnerable workers, such as How entrepreneurs, persons with disabilities, children (of working age in accordance with this ESS) and migrant workers, contract workers, community workers and primary supply workers, as appropriate;
- Prevention use everyone forms forced labor and children's labor;
- Support principles freedom associations and collective negotiations worker's project
- in accordance with national legislation; and
- Providing project workers with accessible means to express concerns in the workplace.

ESS 2 applies to project workers, including permanent, temporary, seasonal, and migrant workers. In the event that government employees work in connection with a project, regardless of Togo, do they work? They to the fullest or part-time, on them the terms of their existing employment contract or agreement with the state will apply sector, if only Not will happen current legal broadcast their employment relationship or participation in the project. ESS 2 does not apply to civil servants.

Working conditions and labor management. These procedures define the management of project workers in accordance with the requirements of national legislation and this ESS. The procedures describe how this ESS applies to various categories of project workers, including direct employees and contract workers.

Project workers will be provided with clear and understandable information and documentation regarding their working conditions. This information and documentation will outline their rights under national labor law and the requirements of the ESS (including collective agreements), including their rights regarding working hours, wages, overtime, compensation, and social benefits. This information will be provided at the beginning of the employment relationship and also during any significant changes.

For more information on the World Bank's environmental and social standards, please visit the links below: 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>.

2. KEY ISSUES BETWEEN NATIONAL LEGISLATION AND THE WORLD BANK'S ESS 2

Brief presentation requirements World bank and main spaces in accordance with the legal requirements of the Republic of Tajikistan:

ESS and topic	Main requirements Worldwide jar	Key requirements/gaps in the legal framework base Republic of Tajikistan	Principles, which the project must follow.
A. Conditions labor and management of labor relations	<p>Written procedures for managing labor relations.</p> <p>Conditions labor.</p> <p>Non-discrimination and provision equal opportunities.</p> <p>Workers organizations.</p> <p>Detailed employment relationship management plans , including management plans labor contractors' resources.</p>	<p>A written employment contract is required, including order and working conditions.</p> <p>Special requirements to prevent discrimination and ensure equal opportunities.</p> <p>None provisions about plans for interaction between employees and management.</p>	<p>For this project developed control procedure human resources. Terms and conditions of the management procedure labor resources comply with national legislation.</p>
B. Protection of workers	<p>Ban on child labor</p> <p>Prohibition of forced work</p>	<p>Forced work is not allowed (it requires free will).</p> <p>Definition children's labor — the National State program for eradication worst forms of child labor.</p> <p>Promotes eradication of hazardous forms of child labor for children V under 18 years of age.</p>	<p>Children under 18 years of age will not be involved in construction work. works.</p>
Complaint handling mechanism	<p>Necessary develop and implement a mechanism consideration of complaints for full-time and part-time employees workers.</p> <p>Acceptance anonymous complaints.</p>	<p>No special issuance required permission to carry out a specific project.</p> <p>However, it can be applied: a) in case of a commission; b) V Laboure Inspectorates of the Ministry of Laboure; and c) in court.</p> <p>The procedures for registering and tracking complaints are set out in the Complaints Act physical and legal entities.</p> <p>Anonymous complaints are not accepted.</p>	<p>GRP will develop risk management system for its employees (direct workers) in accordance with these human resources management plan.</p> <p>Contractors will create and will maintain a risk management system for their employees.</p> <p>Anonymous complaints are accepted within the framework of the risk management system, specific for the project.</p>

ESS and topic	Main World Bank requirements	Key requirements/gaps in the legal framework base Republic of Tajikistan	Principles, which the project must follow.
D. Security labor and safety precautions	For each project required detailed procedure. Requirements To protection of workers, training employees, documenting incidents, preparing for emergency situations, problem solving; and monitoring of indicators occupational health and safety.	Not exists detailed procedure specific to each project.	The Environment and Health and Safety Management Framework will define approach to its application. Specific framework program management security surrounding the environment and occupational safety management system will include occupational health and safety measures and monitoring plans.
E. Categories of workers	Install categories workers	Absent mention about employees' public utilities and primary care workers.	The project will not employ local workers. Verification and monitoring measures will be introduced in accordance with these human resources management procedure.
F. Minimum Age workers	Minimum age for employment — 14 years old. Child V age from 14 to 18 years old can be accepted work or busy under certain conditions.	Employment allowed persons over 15 years old, but only with permissions one from parents (guardian). Persons aged 15 to 18 years prohibited from working in complex And unsafe working conditions.	All workers are required to carry out construction work should be over 18 years old.
G. Employee Code of Conduct	Code Employee behavior is mandatory.	General code ethics	Every participant The project must read and sign the Code of Conduct.
H. Initial training of employees	For contractors are provided with instructions and education by safety precautions.	Provided training and safety instructions for contractors.	All project participants must be Safety training and instructions for contractors were provided.

3. RESPONSIBLE STAFF

The project will be coordinated and managed by the State Investment Committee. And management state property (SCISPM), V compound whom includes a team of experienced specialists working with projects of international financial institutions (IFI). SCISPM will coordinate work with corresponding ministries and institutions and perform quality united coordination center for monitoring and reporting to

the government and the World Bank. It will also monitor and evaluate the day-to-day activities and results of the project, and ensure environmental and social due diligence and compliance with the World Bank's Environmental and Social Safeguards (ESS) standards, relevant environmental, health, and safety guidelines, and best practices. international practice. IN compound group implementation project (GRP), The team, led by a designated project manager, will include: (i) an environmental specialist with experience in occupational health and safety, (ii) a social development specialist with experience in sexual exploitation and abuse/sexual harassment, and (iii) an expert specializing in laboratory biosafety and medical waste management. Additional environmental and social capacity support will also be provided as needed to facilitate risk management, given the multi-sectoral nature of the project.

The human resources management procedure will be managed and implemented by the SCISPM environmental and social development specialists. The SCISPM environmental specialist will be responsible for implementing and monitoring occupational health and safety measures, and the social development specialist will be responsible for reviewing labor complaints and issues related to labor activity and occupational health and safety. The roles and responsibilities for implementing human resources management procedures are defined in Table 4 below.

Table 4: Roles And responsibilities at implementation procedures management labor resources

Stakeholders	Responsibilities
SCISPM	<ul style="list-style-type: none"> ● Monitoring execution real Procedures; ● Updating this Procedure as necessary during the preparation, development and implementation of the Project, as well as in the event of changes in national legislation on any aspects important to this Procedure; ● Ensuring that contractors prepare an occupational health and safety plan prior to the design stage; a separate occupational health and safety management plan (OHSMP) will be prepared for individual construction activities; for minor renovation or restoration activities, the OHSMP, including occupational health and safety, will be integrated into the site-specific OHSMP. ● Monitoring contractors' compliance with their obligations to contracted and subcontracted workers as specified in the General Conditions of Contract, the World Bank Standard Bidding Documents, and in accordance with ESS 2 and the national labor code; ● Monitoring contractors' compliance with human resource management procedures; ● Monitoring compliance with occupational health and safety standards on workers places V in accordance with national occupational health and safety legislation and the occupational health and safety plan; ● Monitoring training workers project; ● Establish and maintain grievance resolution mechanisms in accordance with the requirements of this PUTR for project workers.
Contractors	<ul style="list-style-type: none"> ● Development of a health and safety plan for a specific facility; ● Conducting identification dangers and assessments risks; ● Engaging or appointing qualified experts in social, labor and industrial safety to develop and implement personnel management procedures, health and safety plans for a specific project, and to manage the work of subcontractors; ● Management accounting process hiring and employment workers under contract; ● Clear communication of job descriptions and working conditions to

	<p>contract employees;</p> <ul style="list-style-type: none">• Development and implementation of a mechanism for handling employee complaints and consideration complaints, received from workers under contract and subcontract;• Availability systems regular analysis and reporting by indicators security labor and techniques security;• Conducting regular induction training (including social induction training) and health and safety training for employees;• Ensuring that all contractor and subcontractor employees understand and sign the Code of Conduct before work commences.
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4. POLICY AND PROCEDURES

In accordance with the Labor Code of the Republic of Tatarstan, the employment of project workers will be based on the principles of non-discrimination and equal opportunity. Discrimination will not be allowed in any aspect of labor relationships, including Hiring, compensation, working conditions and employment contracts, access to training, promotion, and termination. Contractors will adhere to the following measures, and the State Registration Chamber will monitor their implementation to ensure fair treatment of all employees:

Measures, concerning employment:

- Recruitment procedures will be transparent, open and non-discriminatory, and open on the basis of ethnicity, religion, disability or gender;
- All employees will have written contracts outlining their working conditions, and their contents will be explained to them. Employees will sign an employment contract;
- All employees will be familiar with the Code of Conduct developed by the Employer (sample Code behavior is presented in Appendix 1), and will sign his rules before hiring.
- Employees will be notified of the upcoming termination of their employment contract no later than two months before the expected date of dismissal;

Workers, working by contract, not obliged pay none commission for hiring. If such fees arise, they will be paid by the Employer (in this case, the “Employer” - this is a contractor);

IN depending on origin of the employer and employee, working conditions will be brought to completion to the attention of both parties in a language understandable to both parties;

- In addition to written documentation, employees who have difficulty understanding the documentation will be provided with an oral explanation of the working conditions;
- Workers have right on regular salary fee, also on compensation wages for periods absence on work or special conditions labor (night Job, overtime work, etc.);
- Employees have the right to rest during working hours, daily rest, weekly rest and annual leave in accordance with the law;
- Foreign workers, if such will be hired, should will be have view on residence permit, which will give them the right to work in the Republic of Tajikistan;
- Discrimination on the basis of gender, sexual orientation, marital status, age, disability, pregnancy, language, religion, etc. should not be present in any aspect of labor law (employment, remuneration, working conditions and rights arising from labor relations, education, training and development, promotion, notice of termination of an employment contract);
- Implementation measures by protection labor and security on workers places with increased risk of injury and harm health, also organization training workers on such works;
- All construction workers must be over 18 years of age. This will be a mandatory requirement in project contracts with construction contractors.
- The normal working day should not exceed 40 hours per week.

At five days or six-day working week duration daily worker the day is determined internal labor rules, approved employer after preliminary consultations With representatives’ workers, V in accordance With established duration of the working week.

Policy areas security labor and safety precautions

- Conducting introductory training by security labor and technology security for all employees;

- Security proper conditions water supply and sewerage on workers places;
- Security separate toilet premises for men and entrepreneurs;
- Security workers, including visitors, means personal protective equipment;
- Procedures actions emergency situations;
- Provision housing;
- Procedure consideration unfortunate cases;
- Policy consideration complaints.

5. AGE EMPLOYMENT

The law of the Republic of Tajikistan prohibits persons under 18 years of age from engaging in "unhealthy or heavy" work and sets specific requirements for vacations, working hours, and other working conditions. Employers obliged to ensure, to on construction site Not worked persons under 18 years of age. Workers under 18 years of age are only allowed to work in sectors that do not pose a health risk and are subject to a reduced work schedule: employees V age from 14 to 16 years can work no more than 24 hours V week, and the workers aged 16 to 18 years – no more than 36 hours per week.

Contractors are required to verify the age of all workers. This procedure includes collecting official documents such as birth certificates, identification cards, passports, and medical or school records. If a minor under the minimum legal working age is discovered working on a project, immediate measures will be taken to responsibly terminate the minor's employment, taking into account their interests.

6. TERMS AND CONDITIONS AND PROVISIONS

The working conditions applicable to the employees of the State Registration Chamber will be set out in this document. These internal labor rules will be applied ko to everyone to the employees of the State Registration Chamber, Direct employees assigned to work on the project (direct workers). The working conditions of direct part-time workers are determined by their individual contracts.

The project will utilize two types of employment contracts: annual agreements and short-term service contracts. Contracts with a fixed monthly payment and the applicable 40-hour-per-week model are civil law contracts.

The signing and number of short-term contracts will be determined based on the needs of specific project activities. All consultants will be familiar with World Bank policies and procedures and the laws of the Republic of Tajikistan.

The contractor labor relations management procedure will establish the working conditions for contracted and subcontracted workers. These working conditions will comply, at a minimum, with this labor relations management procedure, the Labor Code of the Republic of Tajikistan, and will be specified in the standard contracts used by the State Committee for State Property Management (SCSIM) within the project and provided in the Manual. By operations project, also in accordance with real procedure labor relations management and the project Labor Relations Management Plan.

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

Conditions labor direct workers are determined their individual contracts. The project's permanent staff will have individual contracts (employment contracts or service contracts) with a fixed monthly salary. All hiring procedures should be documented and decorated folders in accordance with requirements of the labor legislation of the Republic of Tajikistan. The working conditions or employment conditions of project employees must comply, among other things, with the following standards:

- A project employee must clearly understand in advance what work he will be performing and what wages/salary/remuneration he will receive.
- The project worker will be receiving wages on a regular basis, at least once month, or, if this agreed, by completion specific works in accordance with an employment contract or rental agreement.
- Worker the project will be work no more than 8 hours day with payment overtime.
- Any Job, exceeding 8 hours, counts overtime, and worker project must receive additional pay for overtime hours. A project worker may not work more than 12 hours per day.
- Any job is being adjusted dependencies from weather conditions for minimization Occupational health and safety risks. Contractors must conduct periodic assessments and obtain approval from the supervising engineer.
- Worker the project has right on a daily basis rest Not less than 11 hours during 24 hours.
- Worker the project has right on weekly rest not less 24 hours in a row.
- The average number of working hours per week over a six-month period may not exceed 40 hours.
- Project employees are entitled to annual, sick, and maternity leave in accordance with national legislation. In cases where national legislation does not provide for leave entitlement for any reason (e.g., temporary or seasonal work), the contractor will, upon request, provide the project employee with a reasonable period of leave, taking into account all circumstances.
- An employment contract or an employment agreement, except in cases of permanent employment, stops day his expiration, if both sides not deal otherwise. In case of early termination of the contract, written notice must be provided not less how for two months. Termination labor agreements and pay all related compensation will be carried out in accordance with national legislation.

- A third party will assess the risks associated with specific work. Contractors are responsible for implementing preventive and protective measures to ensure a safe and healthy working environment and informing project workers of all relevant issues and conditions affecting their health and safety in the workplace. Project workers are required to comply with occupational health and safety regulations to avoid endangering their own life and health, as well as the life and health of others.
- The third party will be required to ensure that mechanisms are in place to prevent discrimination, harassment, sexual harassment, and abuse in the workplace and ensure equal treatment and opportunities for all. Service providers operating in the Republic of Tajikistan must adhere to procedures established by national legislation governing discrimination, harassment, and equal opportunities.
- The Contractor is obligated to provide all employees with occupational health and safety training, including workplace safety briefings, to the extent appropriate to their positions and the tasks they perform. This is the Contractor's responsibility to all its personnel.
- Worker's project has right created or join trade unions or other organizations of their choice and conduct collective bargaining in accordance with national legislation. The employer (third party) does not will interfere with the employee's right to choose an organization or use an alternative mechanism to protect his rights regarding working conditions and the employment contract.
- A project worker will be able to file complaints using the grievance mechanism described in section 10 below.

7. MECHANISM CONSIDERATIONS COMPLAINTS

A grievance redress mechanism (GRM) is a set of mechanisms that enable local communities, employees, to manufacturers and to others interested parties to file complaints with their employer and seek compensation for damages if they believe that the activity employer provides negative impact. This key way mitigating, managing and resolving potential or actual negative impacts, as well as fulfilling obligations under international human rights law and promoting positive relationships with communities and employees.

The primary objective of the GRM is to facilitate the timely, effective, and efficient resolution of complaints and grievances to the satisfaction of all stakeholders. Specifically, it ensures a transparent and credible process for achieving fair, effective and long-term results. He It also promotes trust and cooperation as an integral part of broader community consultations that facilitate the adoption of corrective measures. In particular, the GRM:

Provides channels for affected persons and other interested parties to provide reverse connections, filing complaints or permissions any disputes, which may arise during the implementation of projects;

- Provides identification and implementation corresponding and mutually acceptable measures for settlement disputes to satisfaction applicants;
- Avoids necessity appeals to legal proceedings.

For direct employees (such as external consultants) employed or engaged by the SCISPM, a complaints mechanism should be developed and hosted by the SCISPM. This mechanism consideration complaints must consider problems on working

place, defining the procedures according to which the immediate employee must submit complaint, terms of receipt answer or reverse connections and steps for transmissions things to do a higher level of responsibility, while ensuring transparency, confidentiality, and the absence of retaliation. This category of workers should be informed of the available grievance mechanism upon hiring or involvement in a project.

Any third party engaging or hiring workers under a contract is required to establish a labor dispute resolution mechanism in accordance with the requirements of this Project Management Plan (PMP) and ESS 2, if such a mechanism has not already been established within its organization, and will be required to establish such a mechanism prior to signing any contract with the project. This requirement must be clearly specified during the tender process, and when signing contract, any third side undertakes confirm, what mechanism created and that all employees are informed of its existence.

Establishing a grievance mechanism involves creating a grievance register and informing all employees of the existence of the mechanism (e.g. during induction training, through notices on notice boards or similar communication channels).

Mechanism consideration complaints will be described on meetings with participation interested parties, announced on the project website, published in local newspapers and on information boards installed on objects project, also widespread through informational leaflets and project brochures. The mechanism will be based on the following principles:

- The process will be transparent, and all victims will be able to express their concerns and file complaints.
- Not will discrimination relation those, who expresses discontent, And All complaints will be treated confidentially.
- Anonymous complaints will be considered on an equal footing with other complaints.
- Management will take complaints seriously and take prompt and appropriate action in response. Information about the existence of a complaint’s mechanism will be provided. easily accessible to everyone victims from project to individuals through information boards, the presence of “suggestion/complaint boxes” and other necessary means.

The complaints mechanism should not hinder access to other judicial or administrative legal proceedings. means protection, which can be available V in accordance with the law or V framework existing arbitration proceedings, also Not must replace the grievance mechanisms provided for in collective agreements.

7.1 Description project GRM

General process implementation project GRMI will consist from six stages, how described below.

Step 1: Acceptance. Interested sides project will be able to give reverse connection and report complaints by several channels: contacting With GRM by mail, phone, by email, via social networks, SMS and Messengers. Available channels filing complaints are listed in Table 5 below.

Table 5. Channels management relationships with client’s project

Channels MRI	Contact information
Name responsible person	General department
Mail address (For correspondence)	Pr. Rudaki 40

Number phone (fax)	+992 (37) 221-57-29; Fax: +992 (37) 221-57-29
Website	https://investcom.tj/
E- mail	info@investcom.tj

Channels MRI	Contact information
Name responsible person	Sharipov Hukumatsho
Postal address (for correspondence)	Tajikistan, Dushanbe, st. N, Makhsum 8/1
Number phone (fax)	+992 935594460
Website	https://bizincubator.tj/en/home/
Электронная почта	office@bizincubator.tj

Step 2: Sorting and processing. Complaints and feedback will be collected by a social development specialist at the State Committee for Urban Development and Public Administration and entered into a log. The specialist is expected to discuss the matter with the complainant and reach a decision within 14 days of receiving the complaint. Magazine will be conducted V electronic view (V table Excel). Form magazine is given in Table 6.

Table 6. Example registration journal complaints table Excel.

Identification complaint number	Date of receipt of complaint	Name and contact details of the applicant	Gender (F/M)	Brief description of the complaint	ДТВЕСТВОН НОЕ ЛИКО	Move decisions on complaint	Complaint closure date	Notes
1								
2								

Step 3: Acknowledgment of receipt and follow-up. Within seven days of filing the complaint, the responsible person/organization will contact the complainant and provide information supposed plan actions and expected deadlines permissions complaints. If the complaint is not resolved within 14 days, the responsible person will provide the complainant with an update on the status of the complaint/question and re-estimate how long it will take to resolve the issue.

Step 4: Verification, Investigation, and Action. This step involves gathering information about the complaint to determine the facts surrounding the issue and verify the validity of the complaint, and then developing a proposed solution, which may be include change decisions regarding the right to mitigation, assistance, changes in the program itself, other actions or inactions. In dependencies from character complaints, process Maybe include visit object, analysis documents, meeting with applicant (If He known and ready to cooperation) And meetings

with other individuals (both project-related and external) who may have information or otherwise be able to assist in resolving the issue. It is expected that many complaints will be resolved at this stage. All actions taken at this and other stages will be fully documented; Any settlement will record registry.

Step 5: Monitoring and Evaluation. Monitoring involves the process of tracking complaints and evaluating them. progress their settlement. SCISPM will reply for consolidation, monitoring and reporting by complaints, requests and to others reviews, which were received, settled or are located on consideration. This will be carried out by way conduct registry complaints and recording all steps taken to resolve complaints or otherwise respond to feedback and questions.

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

If the applicant is not satisfied with the decision, he or she may appeal to the government regulatory authority. To him also will report or mechanism consideration complaints World Bank, described below in Section 10.4. SCISPM will report to the National One Health Coordination Structure on complaints resolved since the previous report and on complaints that remain unresolved, with an explanation of the steps to be taken to resolve complaints not resolved within 14 days. Complaint data and/or original complaint logs will be made available to World Bank missions upon request, and complaint summaries and resolutions will be included in periodic reports to the World Bank.

7.2 Consideration delicate complaints

Taking into account the standards for the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH) which, in accordance with demands Worldwide jar, these standards must be observed in all World Bank-financed projects. These standards will be upheld, and responsible parties will take measures to raise awareness about the prevention and control of SEA/SH. Throughout project implementation, all project staff and contractors will be briefed on the principles of monitoring and preventing SEA/SD risks. The project manager will ensure access to and confidentiality of the complaint mechanism, ensuring that complainants do not have to fear retaliation. These complaints will be investigated without undue delay, and all responsible parties will be held accountable. SEA/SH issues require certain additional measures:

- At hiring specialists by social protection will be taken into account gender sensitivity;
- Specialists by social protection will be informed problems SEA/SH;
- Creation mechanism directions appeal.

In addition to socio-cultural characteristics and adequate communication methods in the learning process workers, agenda days Also will include topic sexual Worker training and codes of conduct will include the following information on sexual exploitation and occupational safety and health:

- Definition violence V relation entrepreneurs national and international documents;
- Types violence (physical, sexual, economic, emotional);
- Legal sanctions;

The complaints mechanism will be accessible and will ensure the confidentiality of personal information. data. There will be carried out informational events For Informing entrepreneurs about the mechanism. The following types of information will be provided as part of these events:

- Rights entrepreneurs;
- Self-defense V cases violence And sexual violence;
- Numbers phones emergency services;
- Contact information institutions and organizations, which They can to contact;

- Mechanism consideration complaints and policy confidentiality;
- Principle confidentiality mechanism consideration complaints and protection the names of the victims will be repeated in all information materials.

In framework project will be apply additional measures by decrease risks, proportionate to the risk. The contractor will be responsible for developing personnel management procedures, health and safety plans, and protocols to combat sexual exploitation and sexual abuse that will apply to its own employees and the employees of subcontractors working on the project. These procedures and plans will be presented SCISPM For consideration and statements to start of work. All contractors will be obliged V contract take on commitment to oneself Not use child and forced labor, implement measures to combat sexual exploitation and sexual abuse, and PIU staff responsible for overseeing contractors will monitor and report the absence of forced labor and instances of sexual exploitation and sexual abuse. All personal data and complaints received by GRM will be treated confidentially unless the complainant consents to the disclosure of their personal information. In particular, the confidentiality of confidential information will be maintained. information by delicate questions and complaints, related with sexual exploitation and sexual violence coming from communities.

7.3 Responsibilities MCC

Main responsibility for implementation mechanism consideration complaints lies on SCISPM. The project management team consists of a Chief Stakeholder Feedback Mechanism Officer, a Chief Environmental and Social Safety Officer, a Chief Social Development Officer and a Project Coordinator, and relevant everyday tasks assigned exclusively on main specialist on social development.

On the contractor side, the grievance mechanism implementation team will consist of the contractor's health and safety managers, who will also act as quality employees by connections with public by measure necessary. Clear lines of responsibility and accountability will be established within the implementation team. Main responsibilities framework mechanism consideration complaints are presented in Table 7 below.

It is important that all team members are properly trained in stakeholder engagement. It is essential that the community liaison officer be a local resident, fluent in Tajik, and familiar with local customs.

Table 7. Responsibilities By consideration complaints

Organization	Responsibilities By settlement complaints
GRP/ SCISPM	<ul style="list-style-type: none"> ❖ Main responsibility for implementation mechanism consideration complaints (MCC); ❖ Security integration MCC general process project management . ❖ Coordination between by everyone participants project And control complaints review process; ❖ Control And permission complaints; ❖ Control informational center project; ❖ Analysis statistics complaints and Preparation reports. Development recommendations to improve the efficiency of the MCC. ❖ Monitoring the effectiveness of the complaints handling process and making necessary changes to improve its effectiveness.
Contractor	<ul style="list-style-type: none"> ❖ Implementation And compliance internal and external procedures management risks on construction sites, including cases of gender-based violence/sexual exploitation/sexual exploitation; ❖ Regular compilation reports complaints received and accepted measures; ❖ Appointment of a designated Public Relations Officer (PRO) to handle and report on complaints; ❖ Ensuring availability SSO required resources and staff for fulfilling risk management obligations. Supporting complaint resolution by investigating serious complaints and proposing appropriate solutions; ❖ Receipt and registration of all incoming complaints in the complaints registration log (complaints log and Excel spreadsheet for registering complaints); ❖ Analyzing complaints to understand their nature and determine the appropriate way to resolve them; ❖ Classification everyone incoming complaints; ❖ Refer analyzed complaints to the relevant committees/organizations for resolution, and complainants, if they wish to make a complaint, should be given the opportunity to state their position; ❖ Monitor the consideration of complaints by responsible committees/organizations to speed up the process and achieve results (within the established timeframes); ❖ Hold periodic meetings of the Complaints Committee as necessary; ❖ Inform applicant O results; ❖ Check form for complaints and consider incoming complaints.

Organization	Responsibilities By settlement complaints
Employee contractor connections for with public	<ul style="list-style-type: none"> ❖ Raise awareness complaints and distribute copies brochures and forms dedicated to complaints. ❖ Provide usage received complaints for improvements environmental and social indicators of the Project in the future, so that similar complaints do not recur over time. ❖ Provide practical assistance to people wishing to make a complaint so that they can complete the complaint form. ❖ Submit information to the company's Environmental and Social Manager, copies of completed complaint forms to update the Complaint Register. ❖ Support the investigation and resolution of complaints in close coordination with others interested parties, including person/group, filed complaint.
World bank	<ul style="list-style-type: none"> ❖ Ensuring compliance with international standards and requirements in the field of social and environmental management. ❖ Conducting audits and inspections.

8. NATIONAL SYSTEM CONSIDERATIONS COMPLAINTS FROM TAJIKISTAN

IN The Law on Appeals of Individuals and Legal Entities (July 23, 2016) contains legal provisions regarding established information channels for citizens to submit complaints, requests, and appeals. Article 14 of the Law establishes the timeframe for reviewing complaints: 15 days from the date of receipt for complaints that do not require additional study and investigation, and 30 days for complaints that require additional investigation.

Each of the participating government organizations has its own publicly accessible channels for filing complaints and appeals

In addition, citizens can contact regional and district local government bodies, as well as territorial offices of participating government ministries and committees.

9. REVIEW SYSTEM COMPLAINTS WORLDWIDE JAR

Communities and individuals who believe they have been negatively impacted by a World Bank-supported project may also file complaints directly with the Bank through the Service. The Bank's Grievance Redress Service (GRS) (<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). Complaints can be submitted in English, Tajik, or Russian. Please note that complaints submitted in languages other than English will require additional processing time. Complaints can be submitted to the Bank's GRS through the following channels:

- By electronic mail: grievances@worldbank.org

- By fax: +1.202.614.7313
- By mail: The World Bank, Complaint Handling Service, MSN MC10-1018, 1818 H Street, Northwest, Washington, DC 20433, USA.

IN office Worldwide jar V Republic Tajikistan, address: st. Aini, 48, Business center "Sozidanie", 3rd floor, Dushanbe, Republic of Tajikistan, phone: +992 48 701-5810, [email: tajikistan@worldbank.org](mailto:tajikistan@worldbank.org).

The complaint must The adverse impacts allegedly caused or likely to be caused by the Bank-supported project must be clearly stated. This must 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 must identify the complainant(s) or designated representative(s) and their contact information. Complaints submitted through the GRM are processed promptly to ensure a prompt response to project-related issues.

In addition, communities and individuals affected by a project can file complaints with the World Bank's independent Inspection Panel, which will then determine whether harm has been caused. or Maybe be caused harm V result non-compliance Worldwide bank its policies and procedures. Complaints may be filed with 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 file a complaint with the World Bank Inspection Panel, please visit www.inspectionpanel.org.

10. CONTRACTOR MANAGEMENT

GRP will use the World Bank Standard Procurement Documents 2017 for tendering and contracting, including labor and health and safety requirements, and will refer to this PUTR. The PRG shall ensure that to contractors were registered and reliable organizations, and so that any written labor procedures, current at contractors, complied with this Procedure. As part of the selection process, the PSC may consider the following information:

- Information from public sources, such as corporate registers and public documents, relating to violations of applicable labor laws, including reports from labor inspectorates and other law enforcement agencies;
- Licenses, registration, permissions and approvals on management business;
- Documents related to the human resources management system, including safety issues labor and techniques security, for example, procedures management labor resources;
- In in the course execution agreements necessary check following:
- Identification staff by management labor resources, security labor and safety precautions, their qualifications and certificates;
- Certificates/permits/training workers for execution required work;
- Recordings violations reap security labor and techniques security and accepted response measures;
- Recordings accidents and fatal outcomes and notifications authorities;
- Recordings provided by law benefits for workers and confirmation participation employees in relevant programs;

- Treasury statements workers, including worked out watch and received wages;
- Copies of previous contracts with contractors and suppliers confirming the existence of terms and conditions reflecting ESS 2.

Contracts concluded with contractors must contain provisions requiring mandatory compliance with relevant labor and occupational safety legislation, as well as the obligation to establish a mechanism for addressing employee grievances (if such a mechanism does not already exist) in the manner specified in this Labor Relations Management Procedure. These provisions are deemed applicable to any subcontractor.

In contractual agreements with contractors/subcontractors, the PMU shall include appropriate remedies such as termination of the contract in the event that the contractor fails to comply within a reasonable time with any notice to remedy breaches relating, inter alia, to compliance with national labor laws, occupational health and safety laws and this Labour Relations Management Plan.

If necessary, the PIU may request additional documentation from contractors, including, but not limited to, the following:

- Written provisions by labor questions (For example, vault rules by labor);
- Reports inspections labor and other organs;
- Documentation, related with system management labor resources, including procedures
- security labor and safety precautions;
- Recordings salary board workers, including worked out watch and received wages;
- Copies previous contracts with contractors and suppliers, confirming the presence of terms and conditions reflecting ESS 2;
- Occupational health and safety records, including accident records and fatalities, as well as information provided to the competent authorities.

Contractor labor management is monitored through reports on labor compliance in accordance with ESS 2, which contractors submit to the State Labor Inspectorate (SLI) every six months. If any violations are identified based on these reports or through the grievance mechanism, the SLI informs the competent labor inspectorate.

The PIU will manage and monitor contractors' work with respect to their employees, paying particular attention to contractors' compliance with their contractual obligations (covenants, representations, and warranties). This may include periodic audits, inspections, and/or random checks of project locations or work sites and/or labor management records and reports compiled by contractors.

Records and reports of labor relations management contractors may include: (a) a representative sample of employment contracts or agreements between third parties and engaged workers; (b) records relating to complaints received and their permits; (c) reports relating to safety audits, including fatalities and incidents, and the implementation of corrective actions; (d) records relating to instances of non-compliance with national legislation; and records of training provided to contract workers to explain working conditions and health and safety on the project.

- In addition, during the tender process, contractors will be required to demonstrate their standards in areas of human resources management and Occupational health and safety, which will be taken into account during the assessment. Prior to the commencement of any construction work, the Contractor must prepare, approve, and implement an Occupational Health and Safety Plan. And techniques security for specific object framework Leader's principles in the area of environmental protection, health, and safety. The plan must be reviewed and approved by the Environmental and Social Responsibility Unit staff. The occupational health and safety procedures are set out below:
 - Contractors should develop and implement next procedures security labor and safety precautions:
 - Contractors must include budgetary requirements for health and safety measures in their respective bids.
 - The contractor shall develop and maintain a health and safety management system. security corresponding to the volume works, which should include measures and procedures to address all of the issues listed below and in accordance with local laws and Environmental, Health and Safety Guidelines.
 - The Contractor will identify workplace hazards and implement all applicable measures to mitigate occupational health and safety and environmental risks in accordance with local legislation and the World Bank's occupational health and safety and environmental guidelines.
 - The Contractor shall appoint a responsible person to oversee health and safety and environmental matters on site and shall define health and safety and environmental roles and responsibilities for task leaders and contract managers.
 - Contractors should implement procedures, allowing employees report O situations on working place, which, by their opinion, unsafe or harmful for health, and leave their workplace if they have reasonable grounds to believe that it presents an immediate danger to their life or health, without fear of retaliation.
 - The contractor provides preventive and protective measures, including modification, replacement, or elimination of hazardous conditions or substances based on an assessment and plan. Whenever work requires personal protective equipment, it must be provided to workers at no cost.
 - Contractors must assess workers' exposure to hazardous factors (noise, vibration, heat, cold, fumes, chemicals, airborne contaminants, etc.) and implement adequate control measures in accordance with local regulations. And guiding principles security labor and surrounding Wednesday Worldwide jar.
 - Contractors provide conditions, corresponding conditions work, including access Access to canteens, hygiene facilities, and appropriate rest areas. Where project workers are provided with accommodation services, accommodation management and quality policies must be developed and implemented to protect and promote the health, safety, and well-being of project workers, as well as to ensure access to services that take into account their physical, social, and cultural needs.
 - Contractor provides proper training/induction briefing workers project and keeps records of completed courses on occupational safety and the environment.

- The contractor documents and reports occupational injuries, illnesses, and incidents in accordance with the Labor Code of the Republic of Tajikistan. A reporting protocol must be developed to ensure that all stakeholders are informed.
- The Contractor shall ensure the prevention of, preparation for and response to emergency situations, including, but not limited to, occupational accidents, occupational diseases, floods, fires, disease outbreaks, industrial disputes and safety issues.
- Key aspects security labor and techniques security should include:
- Position about security labor and technology security:
- To state commitment Contractor provision safe and healthy working environment for all employees, subcontractors and stakeholders.
- Describe responsibilities leadership and workers by provision compliance rules
- security labor and techniques security and promotion cultures security.
- Security labor and technique security:
- Describe in detail how the Contractor will ensure safety throughout the project, including hazard identification, risk assessment and control measures.
- Specify procedures reporting about incidents, investigations and corrective actions.
- Turn on protocol's response on emergency situations, evacuation and rendering first help.
- Documents about training and certifications:
- Provide documentation passed employees Contractor training by safety training, including certifications for equipment operation, hazardous materials handling, and first aid.
- Additional education by any specialized questions, related with
- construction and repair/reconstruction laboratory premises
- Education by security labor and technology security, security surrounding Wednesday and social issues.
- Education by Code behavior for staff contractor.
- Grade risks:
- Attach copies ratings risks, conducted for project, With indication potential
- dangers and measures control for their minimization.
- Provide evidence of consultation with workers and subcontractors during construction as part of the risk assessment process.
- Recordings about incidents and injuries:
- The contractor must provide a summary of your company's safety performance, including records about incidents, injuries, incidents, close ones to accidents, And their resolution on previous projects.
- Highlight any lessons learned and improvements made as a result of incident investigations.
- Funds protection and individual protection:

- Please specifies means protection and means individual protection, which the contractor shall provide workers with the necessary equipment and services, ensuring compliance with relevant standards and regulations.
- Turn on information O technical maintenance, verification and replacement funds protection.
- Contractual provisions require from contractors' control for:
- Conditions labor:
- Control, lead accounting and report about conditions labor, related with management staff;
- Give employees confirmation everyone produced payments, including benefits and any reasonable deductions;
- Maintain records of working conditions and workers involved in the Project, including contracts, registry reception on work workers, including Code behavior, Hours worked, compensation and deductions (including overtime).

Safety:

Logging of security incidents and associated root cause analysis (incidents with loss worker time, cases rendering medical assistance), first aid cases, near misses, and necessary corrective and preventive measures (e.g., review of job safety analysis, new or different equipment, skills training, etc.).

Employees:

Number of employees, indication of origin (foreigner, local resident, non-local citizen), floor, age with confirmation absence use children's labor and skill level (unskilled, skilled, executive, specialist, manager), for example by maintaining employment records and/or age verification where necessary.

Education:

Dates training/introductory briefing, training plan (required) And internal), number of students and topics.

Detailed information any risks security:

Detailed information about the risks to which the Contractor may be exposed when doing your job, threats may come from third parties not associated with the project.

Complaints employees:

Details of any employee complaints, including the date of occurrence, the date the complaint was filed, and the date it was filed; actions taken and the dates; the resolution (if any) and the date; and any further actions to be taken. The listed complaints should include both those received from the previous report and those that remain unresolved. SCISPM will manage and monitor the Contractor's work in relation to the involved workers, paying particular attention to compliance contractors their own contractual obligations (obligations, (representations and warranties). This may include audits, inspections, and/or random inspections of work locations or work sites and/or labor management records and reports compiled by contractors. Contractor labor management records and reports may include:

- Representative sample labor contracts or agreements between third parties and employees under the contract;

- Recordings O received complaints and their resolution;
- Safety audit reports, including fatalities and incidents, and taking measures to eliminate them;
- Recordings cases non-compliance national legislation; and
- Recordings about training workers by contract, explanatory conditions labor and security labor at the site.
- The State Committee for State Property Management shall comply with the following contractor management procedures, adhering to the provisions of the LMP, and shall be obliged to implement these procedures:
 - Ensuring contractors have valid contracts with clearly defined service level agreements and all environmental and social provisions.
 - Familiarization of contractors with national labor legislation, standards and the PUTR.
 - Monthly reporting: The contractor reports to the project implementation department, with a copy sent to the supervising engineer. This includes:
 - Management of incidents and accidents, compliance with the incident reporting and investigation procedure, and the use of the incident/accident monitoring register for monitoring.
 - Registration employee's contractor with using list employee's contractor.
 - Monthly visits object (How minimum) and reports.
 - Tracking main problems or questions with using register monitoring.
 - Execution requirements contractor, including education, documents by security labor and safety engineering, certificates and others.
 - Results assessments presented reports by briefcase projects, which include recommendations for contract renewal or termination.
 - Identification and registration graphics training contractor on basis assessments needs in training.

APPENDICES

Application 1. Sample code behavior for employees.

Code ethics and behavior of official's persons SCISPM

1. General Provisions

2. The Code is a set of general principles of professional ethics and basic rules of professional conduct that must be followed by an employee/consultant of the Project, regardless of the position he/she occupies.
3. Every employee/consultant Project, regardless from occupied them positions, is obliged to take all necessary measures to comply with the provisions of the Code, and each employee/consultant has the right to expect other employees in their relations with him/her to behave in a manner consistent with the provisions of the Code.
4. Knowledge and compliance provisions Code is one from criteria assessments quality their professional activities and work discipline.
5. Code serves management to action at occurrence conflict personal interests and the interests of the State Committee for State Property Management, 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 compliance with the Code.
6. For any questions related to the application of the Code, you can contact your immediate supervisor or another official of the State Committee for State Property Management.
7. SCISPM protects confidentiality information and rights employees/consultants
8. V cases filing justified complaints on violation Code.
9. Special responsibility for compliance Code lies on leadership structure The head of each department is obligated to personally encourage ethical behavior and compliance with the law, foster a safety culture, prevent and promptly address Code violations, and take Code compliance into account when evaluating personnel.
10. Any legal or physical face, providing services or current from The Committee, acting on behalf of the State Committee on State Property Management (GKUIG), must be informed of the Code. The Committee requires business partners to unconditionally respect and adhere to ethical principles related to security and the prevention of corruption.
11. An official is appointed to inform the staff and administration of the State Committee on Urban Development and Public Administration (GKUIG) about the filing of appeals. The Executive Director of the State Committee on Urban Development and Public Administration (GKUIG) oversees the implementation of the Code.

2. Responsibilities. Rules official behavior employees/consultants

- Be honest and open.
- Timely and honestly report mistakes made.
- Strictly observe state and commercial secrets, and avoid situations where references to the need to protect information relate to inefficiency or poor quality of work.
- Provide a complete, accurate and coordinated presentation of the position of the State Committee on State Property Management in cooperation with state and municipal authorities, suppliers and contractors of works and services, public organizations and the media.
- Do not take or give bribes in any form; do not allow bribery, extortion and embezzlement of property belonging to the State Committee on State Property Management, within the framework of projects implemented by the State Committee on State Property Management.

- Eliminate the possibility of using official position for personal or group interests, as well as for unfair competition.
- Carry out procurement activities in strict accordance with the law and with maximum positive influence For SCISPM And For implemented SCISPM projects.
- To identify ineffective processes and procedures management; pursuit to their improvement.
- Effective delegate powers, providing necessary balance responsibility and resources to complete the assigned task.
- Observe rules business communications, be punctual and polite with colleagues, business partners, media representatives and other interested parties.
- Not create conditions for receipt a certain benefit, using his official position.
- Observe rules provision information, established V SCISPM.
- Inform your immediate supervisor or the management of the State Committee for State Property Management
- about the possibility of a conflict of interest arising or an already existing conflict of interest with an employee.
- News myself proper in this way, act strict in accordance with their job responsibilities, principles and standards of professional ethics.
- Avoid situations, inflicting damage business reputation and trust to project.
- Protection interest's employee/consultant
- An employee/consultant who conscientiously performs his/her professional duties may be subject to threats, blackmail, insults and slander with the aim of discrediting him/herself and the activities of the Project.
- Protecting an employee/consultant from illegal actions of slander character is the moral duty of the Project's management.
- The Project Manager shall support and protect the employee/consultant in the event of unfounded accusations against him/her.
- In the event of a false accusation of an employee/consultant of corruption or other illegal activities actions he/she has right refute these accusations, V volume number V in court.

3. Recommendations By ethical norms official behavior employees/consultants in their official activities, an employee/consultant must refrain from:

- Any statements and actions discriminatory character By signs gender, age, race, nationality, language, citizenship, social, property or family status, political or religious preferences.
- Rudeness, contemptuous behavior, arrogance, biased remarks, unfair and undeserved accusations, threats, offensive statements or actions that interfere with normal communication or provoke illegal behavior.
- Employees/consultants must be polite, friendly, correct, attentive and tolerant in their interactions with colleagues and other citizens.
- The appearance of an employee/consultant while performing official duties, depending on the working conditions, must comply with the generally accepted business style, which is distinguished by moderation and neatness.

4. Responsibility employees/consultants SCISPM

- Employees SCISPM for commission offenses and violation normal, established in the present 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, V in particular: comment, rebuke and dismissal employee. According to article 62 Labor Code of the Republic, an employment contract may be terminated at the initiative of the employer in the following cases:
- liquidation organizations or dismissal of the employer;

- reduction numbers or staff;
- termination of an employment contract due to a change of ownership, unsuitability of the employee for the position or work performed due to insufficient qualifications or a health condition that prevents continuation of work, if this unsuitability of the employee is confirmed by a certificate or a doctor's opinion;
- systematic failure by an employee, without good reason, to perform work duties assigned to him by an employment contract or internal work regulations, if disciplinary measures have previously been applied to the employee;
- absence on work without respectful reasons, volume number absence on working place for more than three hours during the working day.
- Absence from work for more than four months in a row due to temporary disability, not counting maternity leave, unless the legislation of the Republic of Tajikistan establishes a longer period for maintaining a job (position) due to a specific illness;
- Appearing at work in a state of intoxication caused by the use of alcohol, drugs, psychotropic or other intoxicating substances;
- Decisions of the relevant authorized state body that have entered into force with respect to an employee who has committed theft of property and other actions that impede the continuation of work;
- The commission by an employee of an offense of a corrupt nature, which, on the basis of a court decision, excludes the possibility of further employment;
- Continuation of an employee's participation in a strike after he has been informed of a court decision recognizing the strike as illegal or banning 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 division, resulting in material damage to the employer;
- Refusal to undergo a medical examination to establish the fact of intoxication caused by the use of drugs, psychotropic or other intoxicating substances. alcohol, drugs, psychotropic or other intoxicating substances
- Violation by an employee of occupational health and safety, fire safety or road safety regulations movements, entailed or capable entail for by yourself serious consequences, including injuries and accidents.
- Providing false information, forged documents and failure to comply with other rules established by this Code and other regulatory legal acts of the Republic of Tajikistan when hiring.
- Negative performance during the probationary period when applying for a job.
- Consultants of the State Committee for State Property Management shall be held liable for committing offenses and violating the standards of conduct established by this Code in accordance with the terms of the agreements between the State Committee for State Property Management and the Consultant, as well as the legislation of the Republic of Tajikistan.

Full name _____

Date _____

Signature _____