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MINISTRY OF
WATER AND IRRIGATION



Ministry of Water and Irrigation

Jordan Water Sector Efficiency Project

Labor Management Procedure

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List of Abbreviations

AWC	Aqaba Water Company
C-ESMP	Contractor Environmental and Social Management Plan
CIS	Customer Information Systems
CV	Curriculum Vitae
EE	Energy Efficiency
ERP	Enterprise Resource Planning
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
ESSD	Environmental and Social Standards Directorate
GBV	Gender-Based Violence
GHG	Green House Gases
GoJ	Government of Jordan
GM	Grievance Mechanism
HR	Human Resources
IA	Implementing Agency
ILO	International Labor Organization
LMP	Labor Management Procedure
JVA	Jordan Valley Authority
MEMR	Ministry of Energy and Mineral Resources
MWI	Ministry of Water and Irrigation
NRW	Non-Revenue Water
OHS	Occupational Health and Safety
O&M	Operation and Maintenance
PIU	Project Implementation Unit
PMD	Projects Management Directorate
PPE	Personal Protective Equipment
PTW	Permit to Work System
PV	Photo Voltaic
RF	Resettlement Framework
SCADA	Supervisory Control and Data Acquisition
SEA	Sexual Exploitation and Abuse
SH	Sexual Harrasment
SEP	Stakeholders Engagement Plan
SOP-1	Series Of Projects -1
SSC	Social Security Corporation
TA	Technical Assistant
ToU	Time of Use
WAJ	Water Authority of Jordan
WB	World Bank

WCs	Water Companies
YWC	Yarmouk Water Company

1. Executive Summary

This Labor Management Procedure (LMP) is applicable to Jordan Water Sector Efficiency Project (SOP-1) financed by the World Bank. The SOP 1 Project includes the following components: (1) Loss reduction and service delivery; (2) Energy efficiency and cost reduction; (3) Water security and drought management; and (4) Institutional strengthening for water sector efficiency (5) Contingency Emergency Response. The project will be implemented over a 5-years period. The project will be implemented by various Implementing Agencies (IAs) under the umbrella of Ministry of Water and Irrigation (MWI), who is the ultimate responsible agency for project execution. Other IAs are : Water Authority of Jordan (WAJ), Jordan Valley Authority (JVA), Miyahuna Water Company (Miyahuna), Yarmouk Water Company (YWC) and Aqaba Water Company (AWC).

This LMP has been developed by MWI to support management of labor and working conditions for project's workers. LMP is consistent with national law and the Environmental and Social Framework, in particular ESS2 (Labor and Working Conditions).

The project will employ the following workers, categorized under ESS2:

Direct Workers: People employed or engaged directly by the IAs to work specifically in relation to the project. These include staff of the WAJ Project Management Directorate and Environmental and Social Standards Department, as well staff from other units such as Energy Efficiency and Non-Revenue Water. It also includes staff of Project Implementing Units in Water Companies and other Implementing Agencies and technical consultants hired to support such staff. There will be approximately 30 direct workers, primarily professionals, both male and female.

Contracted Workers: People employed or engaged through third parties (contractor, sub-contractor, agents or intermediaries) to perform work related to core functions of the project that without which the project cannot continue, regardless of location. These include Skilled permanent staff of the contractors (Construction Company), skilled workers engaged by sub-contractors, unskilled workers engaged by contractors and sub-contractors, skilled workers of Construction Supervision Consultancy, Environmental and Social Consultants engaged by IAs and Technical Assistant (TA) Consultancy firms.

Primary Supply Workers: People employed or engaged by the IAs primary suppliers who are on an ongoing basis provide directly to the project goods or materials essential for the core functions of the project.

The LMP identifies labor-related risks during the implementation of project activities and sub-projects. . The following risks were assessed throughout the different components of the project: (i) Occupational Health and Safety (OHS) Risks (ii) Child and Forced Labor (iii) Labor Influx (iv) Labor Disputes over Employment Terms and Conditions and (v) Discrimination and Exclusion of Vulnerable Groups, (vi) Gender Based Violence (GBV), Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH), and (vii) Weak Monitoring and Enforcement of Labor Regulations. The project will apply the related labor policies and procedures as specified in the LMP, to address the above mentioned labor risks.

Labor Regulatory Framework is discussed where National Labor Laws, by-laws , regulations and instructions of the Jordanian Laws are discussed in addition to the ILO Conventions ratified by Jordan against the World Bank ESS2 labor and working conditions.

MWI, as the project entity with accountability for environmental and social requirements, is also responsible for managing labor consistent with this LMP, national law and ESS2. Other implementing agencies, Supervision Consultants and Contractors are also assigned responsibilities for managing, monitoring and reporting on labor and working conditions of their workers.

Contractors are responsible for -monitoring labor and working conditions in compliance with their contractual requirements (including those requirements stemming from the LMP) on an on-going basis. The construction supervision consultants will provide regular oversight of the contractor/subcontractor on labor and occupational health and safety performance ensuring such contractual requirements are met. . In addition, LMP requirements will be included at the ES monthly audits will be performed by the construction supervision consultants to review contractors' management systems documentation, reporting and site compliance with required policies procedures. PIUs at WCs and ESSD- Projects Management Directorate (PMD) at WAJ will perform regular visits to construction sites (weekly, monthly or quarterly) to spot check the performance of OHS and labor related compliance of contractors, and ensure that monitoring and supervision of construction implementation is properly applied in accordance with the LMP, ESS2 and national law.

In the event of an occupational fatality or serious injury, MWI shall report to the World Bank within 48 hours of the incident. Therefore, the contract shall report such accidents to the construction supervision team immediately, and to inform Ministry of Labor / Social Security Corporation with such accidents according to local regulations. Accident investigation will be performed to define the root causes and corrective actions applied in response to the accident Preventive measures will be proposed for implementation upon approval of ESSD-PMD on the accident investigation report that must be submitted from WCs to ESSD-PM within one week from the date of accident.

All construction activities are assessed under site specific ESMPs where OHS plans and procedures must be developed to manage and control the identified OHS and labor risks. The indicative procedures that shall be prepared to apply the OHS and labor policies must be amended based on the assessment of construction activities prior commencement of construction.

. Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) has been assessed, where the project will perform duty of care to manage this risk in socially and culturally acceptable manner The project-related risk factors are very much related to the size and scale of the project as well as the scale of the labor influx. Pertaining to this project, less than 15 construction workers will be present at each site for construction phase will not include labor accommodation camps, and the operation and maintenance phase will be confined to maintenance activities upon need. As a result, it is anticipated SEA/SH risk will be low; Proportionate mitigation measures to promote awareness in the workplace have been proposed.

Monitoring of LMP implementation and compliance have been identified at this document to cover the following aspects: Fatality and Major (Serious) Accidents, and OHS and other labor related risks.

The Age of Employment has been discussed, the Minimum Age for Project Workers and the Process of Age Verification. The national labor legislation and the ESS2 were compared. Considering these national and WB requirements, the minimum age for hazardous work under the project is set at 18 years old..

Worker/labor grievances is a process to ensure that all workers on site have access to a grievance mechanism (GM). The grievance mechanism will allow employees to address workplace disputes or concerns in a fair, easily accessible and transparent manner. Although a labor grievance mechanism must be in accordance with the Human Resources (HR) policy, Site-Based Grievance Principles and standardized procedure for labor grievance applicable to the direct workers, contracted workers, primary supplier workers and community workers of the project have been put

Labor Grievance Process is described through a number of steps: (i) Informal Discussion where workers and management are encouraged to use informal methods of resolving disagreements or disputes. (ii) Formal & Confidential Grievance where a written file grievance to the direct manager is filed within 5 working days, either at the site or at the office, with the right to stay anonymous . response should be within 5 days , if not satisfies , the complainant is not satisfied, he/she can direct the grievance to the Human Resources (HR) manager who will have to respond within 7 days. If the employee was not satisfied with the response of senior management, then he or she can approach the workers' organization. If an employee is still not satisfied with the final determination of the internal grievance procedure, the employee can still hire a lawyer and resolve the issue at court. During the whole process , each and every step will be documented , filed and reserved.

Project's Labor management policies and procedures have been developed to define actions required to be implemented in order to manage the above assessed labor related risks. These policies and procedures include all above identified risks.

Employment terms and conditions that will be applied at the project have been identified including working hours, breaks, rest periods, overtime compensation, and payment of wages. These terms and conditions have been developed based on local labor regulations that align with ESS 2 in these respects.

Contractor management approach that will be followed in the project has been determined including the contractor selection process, contractual provisions and non-compliance remedies, and monitoring contractors' performance in implementation of this LMP.

The monthly progress report prepared by contractors and PIUs at IAs will address the labor and working conditions commitments contained in this document.

2. Introduction

Jordan is one of the most water scarce countries in the world, which poses severe limits on both agriculture and water supply to cities. Water resources are concentrated in the northern highlands and the Jordan River Valley, with over 92 percent of the land in Jordan classified as semi-arid or arid and receiving less than 200 mm of rainfall per year. With only 97 m³ per capita per year, available water is well below the absolute water scarcity threshold of 500 m³ per capita per year. Jordan has seen its population grow through a combination of organic growth and refugee influxes from 2 million in 1975 to around 10.3 million in 2021 – reducing the amount of water per person available as an economic input. As Jordan’s population has grown and become increasingly urbanized (92 percent in 2021) around half of Jordan’s available water is used for domestic water supply (including industry) and the other half is allocated to agriculture (compared with a global average of 70 percent of water for agriculture).

The project will be part of series of projects (SOPs) This project is called SOP1 which will cover the following areas: (1) Loss reduction and service delivery; (2) Energy efficiency and cost reduction; (3) Water security and drought management; and (4) Institutional strengthening for water sector efficiency (5) Contingency Emergency Response. The project is being developed by the Government of Jordan with support from the World Bank. The program objective is to improve the efficiency of water services in Jordan. The proposed Project is Investment Project and will be implemented over a 5-year period.. The Implementing agencies will be Ministry of Water and Irrigation (MWI), Water Authority of Jordan (WAJ), Jordan Valley Authority (JVA), Miyahuna Water Company, Aqaba Water Company (AWC), and Yarmouk Water Company (YWC).

The Labor Management procedure (LMP) will be implemented by the MWI through Environmental and Social Standards Directorate (ESSD) at PMD / Projects Management Directorate (PMD) in WAJ as the lead implementing agency of the project.

The LMP will define responsibilities of the other implementing agencies including WAJ, JVA, Water Companies (WCs), and contractors of the project, namely SOP1 Project.

2.1 Project Background

Jordan is one of the most water scarce countries in the world, which poses severe limits on both agriculture and water supply to cities. Water resources are concentrated in the northern highlands and the Jordan River Valley, with over 92 percent of the land in Jordan classified as semi-arid or arid and receiving less than 200 mm of rainfall per year. With only 97 m³ per capita per year, available water is well below the absolute water scarcity threshold of 500 m³ per capita per year. Jordan has seen its population grow through a combination of organic growth and refugee influxes from 2 million in 1975 to around 10.3 million in 2021 – reducing the amount of water per person available as an economic input. As Jordan’s population has grown and become increasingly urbanized (92 percent in 2021) around half of Jordan’s available water is used for domestic water supply (including industry) and the other half is allocated to agriculture (compared with a global average of 70 percent of water for agriculture).

The project will be part of series of projects (SOPs). This project is called SOP1 which will cover the following areas: (1) Loss reduction and service delivery; (2) Energy efficiency and cost reduction; (3) Water security and drought management; and (4) Institutional strengthening for water sector efficiency

(5) Contingency Emergency Response. The project is being developed by the Government of Jordan with support from the World Bank. The program objective is to improve the efficiency of water services in Jordan.

The proposed Project is an Investment Project and will be implemented over a 5-year period. The Implementing agencies will be Ministry of Water and Irrigation (MWI), Water Authority of Jordan (WAJ), Jordan Valley Authority (JVA), Miyahuna Water Company, Aqaba Water Company (AWC), and Yarmouk Water Company (YWC).

The project is being prepared to meet the requirements of the Environmental and Social Framework. Accordingly, in addition to the LMP, the project has prepared the following environmental and social documents, that collectively, assess environmental and social risks and impacts of the project, and present mitigation measures and plans to avoid, reduce and mitigate adverse impacts. These documents will be implemented and monitored by MWI and through Environmental and Social Standards Directorate (ESSD) at PMD in WAJ as the lead implementing agency (IA) of the project:

1. Environmental and Social Management Framework (ESMF) that sets out the framework for management of environmental and social risks and impacts of the project ESMF has been developed in accordance with World Bank environmental and social EHS guidelines and standards.
2. Stakeholders Engagement Plan (SEP) has been developed to ensure meaningful engagement and information disclosure with different stakeholders throughout the project cycle. SEP also defines roles and responsibilities of other IAs in implementation of proposed engagement actions.
3. Resettlement Framework (RF) has been prepared to outline the principles of resettlement and compensation thereof as and when needed during project implementation. RF is in line with World Bank ESS5. This RF will be implemented by WAJ as the owner of waster sector assets beside being a leading implementing agency
4. Environmental and Social Commitment Plan (ESCP) sets out the material measures and actions required for the project that MWI is committed with to meet the ESSs over the project cycle. The ESCP is part of the legal agreement of the project.

Project Components:

The proposed Series of Projects (SOP) provides the investment support and long-term approach needed for full implementation of the Water Sector Financial Sector Roadmap and to improve the efficiency and resilience of the water sector. Through the SOP, multiple projects financed by the World Bank contribute to the Government's objectives to improve efficiency, service delivery and financial sustainability of the water sector. The SOP is expected to be implemented between 2023 and 2032, through three proposed investments beginning with the proposed project, followed by two further investments in sector efficiency. Presentation to the Board of subsequent projects in the SOP will be staggered by approximately 1.5 years, allowing for preparatory works to be carried out in earlier phases. The program is aligned with, and will contribute to, the new Vision for Economic Modernization,

Government's National Strategy for the Water Sector, and Non-Revenue Water Reduction and Energy Efficiency Strategies.

The first project in the series, (SOP1) will focus on improving water sector efficiency. Proposed interventions are grouped around five components:

Component 1. Sustainable non-revenue water reduction. Efficiency will be improved by reducing waste of the available water resources (financial and commercial) and overall improvement in operational systems in the water sector, in support of adaptation to climate change impacts on water availability. The component will be implemented through (i) Non-revenue water (NRW) reduction activities in prioritized areas, nation-wide; (ii) Improved systems for sustaining NRW reduction. Identification of sub-projects under this Component will follow a framework approach, where support for specific sub-projects will be agreed after the Capital Investment Master Plan is finalized based on criteria agreed during preparation. Actions will primarily entail rehabilitation activities including network replacement and rehabilitation of pipes, household connections and meter rehabilitation or replacement, network zoning, installation of Supervisory Control and Data Acquisition (SCADA) system and Geographic Information System and other technical actions needed to lay the foundation for NRW reduction at the level of the three water companies in Jordan. This component will also finance the preparatory studies (feasibility, design, environmental and social assessment and management plans, development of bidding documents) required for investments to be implemented by the three water companies. This component will strengthen NRW systems in the country to improve planning, operationalization, and help sustain NRW reduction over time.

Component 2. Increased energy efficiency and reduced energy supply costs. The water sector in Jordan requires significant energy for operation - energy costs represent over half of the water utilities' operational costs - due largely to pumping costs associated with the extraction of deep groundwater, and conveyance of water from the source to population centers. Energy efficiency improvements in the water sector are a national priority for more sustainable management of the water sector in Jordan and will have a direct impact on the financial sustainability of the water sector by reducing operational costs. This component will improve the efficiency of the water sector by reducing energy used, costs, and Green House Gases (GHG) emissions.. This component will improve efficiency of the water sector by reducing energy used, costs and GHG emissions by (i) improving energy efficiency of existing water systems through pump and generators rehabilitation/replacement, installation of renewable energy system, and (ii) mobilizing policy and operational measures to enable energy load shifting to reduce the cost of energy in the water sector.

Component 3. Drought management and informed water allocation. Given Jordan's extreme water scarcity and frequent and intense droughts, improved water allocation will support different mechanisms to enable efficient and fair management of water shortages. Tools that underpin the assessment of water availability and decision-making related to water allocation, particularly monitoring, and forecasting under drought conditions when water availability becomes increasingly scarce, are necessary to ensure that allocation responds to changing conditions, improving beneficial use. Strengthening institutions responsible for planning and allocation of water at the farm level will increase opportunities for participation and negotiation with different stakeholders to enable a more efficient and fair management of the risks of shortages. Water storage systems play an important role in an efficient response to highly variable precipitation, such as minimizing water spilling water during high-flow years can help maximize its use during drought years and maintaining storage for blending and timing of deliveries of treated wastewater facilitates its use in agriculture. Continued safe and competent operation of storage facilities will underpin an efficient response to variable water availability. This component will strengthen drought management with aims to apply a comprehensive

drought risk management approach to increase capacity to monitor, forecast, plan for, and respond to droughts in the water sector. This component will also support preparation of studies for rehabilitation water storage systems.

Component 4. Project management and implementation support. This Component will focus on project management required to implement this Project and to strengthen systems for the planned SOP.

Component 5. Contingency Emergency Response (\$0 million). A Contingency Emergency Response Component (CERC) with zero allocation will be created and made implementation-ready to allow the GoJ to respond quickly in case of an eligible emergency. The mechanism will be defined in a specific CERC Operational Manual that will clearly outline the triggers, eligible expenditures, procurement thresholds, and procedures for using part of IBRD resources of the project to respond quickly in the event of an eligible emergency.

2.2 LMP Objectives

LMP has been developed for SOP-1 project to achieve the following:

- To promote safety and health at work.
- To promote fair treatment, non-discrimination, and equal opportunity of project workers.
- To protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers, and primary supply workers, as appropriate.
- To prevent the use of all forms of forced labor and child labor
- To support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law.
- To provide project workers with accessible means to raise workplace concerns.

2.3 Project Workers

According to World Bank (WB) ESS2, the project workers are categorized as follows: :

- 1- Direct Workers: People employed or engaged directly by the IAs to work specifically in relation to the project
- 2- Contracted Workers: People employed or engaged through third parties (contractor, sub-contractor, agents or intermediaries) to perform work related to core functions of the project that without which the project cannot continue, regardless of location
- 3- Primary Supply Workers: People employed or engaged by the IAs primary suppliers who are on an ongoing basis provide directly to the project goods or materials essential for the core functions of the project.

The Sections below elaborates on the categories of workers working in relation to the project, and their estimated numbers and characteristics.

2.3.1 Direct Workers

Under this project, direct workers are staff of implementing agencies who are assigned to carry out key project functions either on full time or part time basis, and the consultants that support will support them. The IA staff consist of the following: Project Team at Central NRW Unit, WAJ-PMD Team including the staff of the Environmental and Social Standards Directorate (ESSD) , Energy Efficiency (EE) Unit – PMD, WAJ Assets and Acquisition Directorate, WAJ Financial Directorate, PIU staff and focal points in the water companies. The estimated number of civil servants are around 15-20. These workers are expected to be skilled professionals who are Jordanian citizens, of which around 40% are females. Civil servants are subject to the terms and conditions of their existing public sector contracts. This LMP and ESS2 do not apply to such workers excepting for provisions to protect the workforce and Occupational Health and Safety (Section6.1.1.).

Direct Workers also include various consultants that will be hired to support project implementation or provide training. This includes Environmental and Social Specialists, Procurement and other Technical specialists. These consultants are expected to be skilled professionals, male or female, Jordanian or international. The number of consultants is estimated at 8-10 at this time.

2.3.2 Contracted Workers

Throughout the project life cycle, there will be a significant number of contracted workers including unskilled and skilled labor, management, and supervision of the contractors and sub-contractors during construction and operations of various sub-projects. Sub-project timing and duration will be spread out over the project life cycle, and the number of contracted workers at any one sub-project location, or period of time, will be small to moderate (e.g. less than 50). Less than 15 construction workers will be present at each sub-project site and sub-projects do not typically require labor accommodation in worker camps. During operations and maintenance phase, small work crews are assigned to maintenance activities upon need. Contracted workers also includes workers of construction supervision firms, and firms, providing technical assistance under the project

Below are the general types of contracted workers that expected to be engaged in the project

- **Skilled permanent staff of the contractors (Construction Company):** The permanent technical staff of the contractors will be engaged in the project, including project managers, project engineers, environmental specialist, social specialists, construction foremen, and admin and finance officers.
- **Skilled workers engaged by sub-contractors:** Depending on the available expertise within the contractors and other factors, the contractor may engage sub-contractors for some technical work, which may include heavy machine operators for hauling, road roller/soil compaction, sand/quarry loading, and grader/excavation. The contractor may engage such subcontractors locally. Migrant workers can be found under this group of workers who have specific construction skills that sub-contractors usually recruit either to the lack of their skills with local labor market or due to financial reason (less wages than similar skilled local labor).

- **Unskilled workers engaged by contractors and sub-contractors:** Local unskilled labor may include Jordanians or non-Jordanians (migrants and/or refugees). Unskilled labor is usually hired on daily and short term basis. .
- **Skilled workers of Construction Supervision Consultancy Firms:** One or more Construction Supervision Consultancy (firm) will be engaged by the IAs to provide day-to-day oversight for the construction works. The Construction Supervision consultancy team comprises skilled workers such as project manager, water supply design engineers, M&E, hydraulic modeling engineers, project support officers, geospatial technical officers, quantity and cost estimators, community liaison officers and environmental, social, health and safety officers. The Supervision firm (s) , are expected to be on board in the early stage of project implementation. The Supervision firm will support the IAs until the completion of the construction works. The workers of Construction Supervision Consulting firm (s) are contracted workers.
- **Technical Assistant (TA) Consultancy firm (s) t):** MWI may engage an international consulting firm (s) to provide technical support to MWI in projects in order to monitor overall management and implementation and prepare technical studies and bidding documents. TA will include experts in water system design, renewable energy, drought management, hydraulic modeling, environmental and social experts. The consulting workers of this firm are considered contracted workers

2.3.3 Primary Supply Workers

The construction works under the project's components 1 and 2 will require primary supplies essential for the NRW and EE infrastructure, such as construction materials including aggregates, asphalt, pipes, concrete, manholes, energy saving equipment, solar panels mounting structures, solar panels modules, invertors, cables, etc. Where the contractor will source such materials directly from primary suppliers on an ongoing basis, the workers engaged by such primary suppliers are deemed "primary supply workers", as defined in ESS2. The number and type of primary suppliers will be determined at the project implementation stage. The timing of labor use of primary supply workers will cover the construction and startup stages of the project.

3. Assessment of Key Potential Labor Risks

3.1 Occupational Health and Safety (OHS) Risks

The implementation of proposed project activities may present labor-related risks. These risks are outlined at a high-level in this section (and also in the ESMF) and will be further assessed within specific ES instruments (e.g. Environmental and Social Impact Assessment (ESIA), Environmental and Social Management Plan (ESMP)) for specific sub-projects or activities.

3.1.1 Component 1: Sustainable non-revenue water reduction

This component includes construction and installation activities for primary pipelines, in-network reservoirs (e.g. elevated water storage tanks), and warehouses. This component also includes physical interventions such as installation of: household connections, smart bulk meters and actuated flow control valves; pipes and valves including fittings, and accessories; pressure reducing valves; and, District Meter Areas (DMAs) meters. Upgrades of existing pump stations may also be required. Construction activities under this component will often take place within the right of way of public roads and in populated neighborhoods which would expose workers (as well as the public) to additional health and safety risks.

These activities are associated the following OHS risks:

1- Fall from Height:

Construction of elevated structures like in-network reservoirs (elevated tanks), and deep excavations of trenches for primary networks and manholes where falling accidents may happened if no proper preventive measures are applied

2- Falling Objects during Lifting Operations:

Lifting operations for pipes or construction materials would lead to injuries due to falling accidents that impact the workers at site

3- Confined Space Entry:

Construction of in-network storage reservoirs and excavation of deep trenches for primary networks or transmission pipelines would associate with the risk of access and egress of these confined spaces and the need for adequate preparedness measures especially at emergency situations.

4- Muscle Fatigue and Backbone Injuries during Manual Handling and or Excavation:

The construction manual handling and lifting for laying tertiary networks pipes, communication cables and warning tapes, and manual excavation may also be required for household connections are common practice that may cause muscle fatigues and or backbone injuries by malpractices.

5- Cuts and Wounds by Sharp Objects:

Construction works for proposed activities under this component may be include using of sharp objects and tools for cutting and fitting pipes and other construction materials which could cause injuries with cuts and wounds for workers

6- Electrocutation by Electrical Tools:

Construction works will include using electrical tools for grinding cutting, in addition, upgrading of pump stations includes installation of pumps, and these activities have electrical shock risk for works.

7- Heat & Cold Stress:

Construction works under this component will be performed outdoor under different weather conditions that could be extreme that impact labor working under such conditions

8- Traffic Accidents:

Construction and rehabilitation work for water networks are mainly executed at the right of way of public roads and highways. Also, construction works may involve traffic diversion when this activity is executed across or within these roads. The location of works can result in risk of collision by mobile vehicles and construction machineries if no proper prevention and protection measures were applied.

9- Infection during Community Transmittal Diseases Outbreak:

The outbreak of community transmittal diseases is a risk on workers during outbreaks as locations of the construction works for networks are within urban areas where the risk of infection of workers is high during outbreaks.

10- Hazardous Waste:

Exposure of workers to hazardous waste is a potential risk during handling of hazardous materials including lubricants and during major spilled chemicals, i.e. machineries oil,. Such hazards may cause eye and skin irritation. Diluted acids used in wells rehabilitation may cause skin burns and eye ulcers. Exposure of workers to water from old or broken contaminated pipes with pathogens may cause health risks such as diarrhea, cramps, nausea and headaches. Special concern is for risks result from exposure to broken asbestos pipes at Balqa area where asbestos dust includes fibers that if inhaled with significant quantities may cause serious pulmonary system risks such as asbestosis, mesothelioma, pleural plaques and other forms of lung cancer.

3.1.2 Component 2. Increased energy efficiency (EE) and reduced energy supply costs

This component includes activities that are associated with potential OHS risk on workers. The component activities includes energy efficiency measures at water networks may include rehabilitation of pump stations, the construction of solar Photovoltaic (PV) plants, each of 1 MW or less at locations that are mainly owned by WAJ or GoJ. Below are the potential OHS risks on workers:

1- Fall from Height:

Construction of elevated mounting structures of solar PV panels, and or installation of the solar PV panels on the rooftop of some WAJ premises would create falling risks on workers if improper prevention and control measures are applied. That includes protection of machinery and vehicles to fall into large excavations.

2- Falling Objects during Lifting Operations:

Lifting operations for mounting structures and PV panels would lead to injuries due to falling accidents that impact the workers at site

3- Muscle Fatigue and Backbone Injuries during Manual Handling and or Excavation:

The construction manual handling and lifting for PV panels and mounting system when needed, laying of electrical and communication cables, and manual excavation for mounting structure foundations when needed are common practice that may cause muscle fatigues and or backbone injuries by malpractices.

4- Cuts and Wounds by Sharp Objects:

Construction works for proposed activities under this component may be include using of sharp objects and tools for cutting and fitting cables, removal of packaging and other construction materials which could cause injuries with cuts and wounds for workers

5- Electrocutation by Electrical Tools:

Construction works will include using electrical tools for grinding cutting, in addition, installation of investors, and these activities have electrical shock risk for works.

6- Heat & Cold Stress:

Construction works under this component will be performed outdoor under different weather conditions that could be extreme that impact labor working under such conditions

7- Hazardous Waste:

Exposure of workers to hazardous waste is a potential risk during handling of hazardous materials including lubricants and during major spilled chemicals, ie machineries oil. Such hazards may cause eye and skin irritation.

11- Traffic Accidents:

Construction and rehabilitation work are mainly executed in lands owned by government, transportation of material and movement of construction vehicles on public roads. The traffic speed and the conditions of the roads can result in risk of construction machineries if no proper prevention and protection measures were applied.

3.1.3 Component 3. Drought management and informed water allocation

The activities of this component do not include construction or physical works but mainly soft interventions of conducting assessments, feasibility studies, detailed designs, installation of drought monitoring and I formation software, etc. Therefore, there are no major OHS risk under this component, however, site visits for dams and other water storage structures during the assessment works may include the below risks although the probability of occurrence is relatively low:

1- Traffic Accidents:

Assessment team are going to use public roads to reach target dams, in addition to the off-road driving t the surrounding areas which would subject them to traffic accidents.

2- Heat Stress / Stroke :

Site work at dams area under extreme hot conditions or under sun light for long hours may cause heat stress or stroke and dehydration for the assessment team. That need to be carefully considered especially at the dams located at Jordan Valley that characterized with hot summer conditions.

3- Biological Hazards (snake and or scorpion Bites)

Collecting baseline data from sites for dams rehabilitation feasibility studies and ESIA would include conducting walking hours for site observation at the surrounding areas which usually

undeveloped and natural habitats that may have poison snakes and scorpions who are active at day time which then would expose the assessment team for harmful bites.

3.1.4 Component 4. Project management and implementation support.

This component does not include activities with potential OHS risks on workers as they relate to training and capacity building interventions.

These OHS risks are restricted at work sites and of medium to high significance to workers during construction phase if no proper preventive and mitigation measures applied. During operation phase these risks are still valid especially at major maintenance works, however, the significance is reduced to medium and low due to the livelihood of occurrence of these operations, in addition, that operational phase of the activities financed by the project must have proper OHS operational management measures for operation phase that already considered at planning phase for the project at site specific ESMPs.

3.1.5 Component 5. Contingency Emergency Response

This component when implemented will have activities described for the previous 4 components; therefore, similar above discussed labor OHS risks are applied.

3.2 Other Labor Risks

3.2.1 Child and Forced Labor

Jordanian Legislation prohibits workers to be engaged in hazardous works below age of 18 years old. However employer can recruit labor at age 16-18 years old for non-hazardous works if certain conditions are met. Construction activities are generally considered hazardous and workers below 18 years should not be present or working on project work sites. The project will set a minimum age of employment of 18 years. However, child labor is a prevalent risk in Jordan and the project needs to manage and monitor this risk especially amongst contracted workers and primary supply workers. Child labor risks within project's direct workers is not anticipated because these workers are skilled professionals and members of IAs organizations, and their recruitment process is controlled and abide with local labor regulations.

Worst forms of forced labor are unlikely to happen as it's unacceptable culturally by society values for local workers. However, unfair or lack of clear contractual conditions, long working hours, unsafe working conditions, may contribute to situations that give rise to forced labor risks, especially for migrant or refugee workers under the work permit process tied to a single employer, or other vulnerable workers, who lack awareness of their rights. Therefore, the project will consider this risk even with low likelihood of occurrence.

3.2.2 Labor Influx

Large influx of labors and associated risks of managing labor camps is not expected for this project. Only components 1&2 includes construction activities, and these activities are expected to be dispersed at different urban locations across the kingdom where local labor is available when required, especially for skilled labor.

Migrant workers and refugees' labor are ever-present and dispersed among Jordanian communities; therefore the risk of influx for the project is low. Labor camps are not anticipated, as sub-project work duration is relatively short.

To minimize the labor influx, the project will contractually require the contractor to preferentially recruit unskilled labor from the local communities as much as possible.

3.2.3 Labor Disputes

Labor disputes in a construction environment, are potential risks. Likely causes for labor disputes include demand for limited employment opportunities; labor wages rates and delays of payment; disagreement over working conditions; and health and safety concerns in work environment. In turn, there is also a risk that employers such as contractors/subcontractors may retaliate against workers for demanding legitimate working conditions, or raising concerns regarding unsafe or unhealthy work situations, or any grievances raised, and such situations could lead to labor unrest.

3.2.4 Employment Terms and Conditions (including wages, overtime and social security):

The risk of unequally wages between local and migrant or refugees workers who do the same jobs is possible especially for unskilled labor. Same inequality in working hours also is a concern that the project has considered. However, the project will include a written commitment by the contractors with their contracts that described below under section 6.4 of LMP.

The risk of excessive overtime work is potentially valid especially for migrant and refugees labor due to work owner violation of labor regulations. The project will set overtime work conditions as define at section 6.4 below that abide with local regulations and abide with ESS2 requirements.

Daily workers who work less than 16 days in a month are legally illegible for being registered at social security. Such risk will be eliminated at the contract by setting required contractual commitments commitment by the contractor and as described at section 6.4 of LMP.

3.2.5 Discrimination and Exclusion of Vulnerable Groups:

Vulnerable/ disadvantaged groups of people may be subject to increased risk of exclusion from employment opportunities under the project. Such groups will include women and persons with disabilities. Unequal wages for similar work between men and women is also a risk that the project will consider. Sexual harassment and other forms of abusive behavior by workers will also have the potential to compromise the safety and wellbeing of the vulnerable groups of workers while adversely affecting project performance. This will also include potential sexual exploitation or harassment in recruitment or retention of skilled or unskilled female workers supported under the project.

The above labor risks are assessed to be low. Further, the project has adopted the following mitigation measures applicable to all sub-projects with physical works.

- I. The contractor is required to prepare site specific ESMPs and OHS plans and procedures that will be developed by contractors to eliminate and reduce these risks to ALARP (As Low As Reasonably Practicable) level, and commencement of construction will be after the approval of these plans and procedures by IAs then by ESSD-PMD at WAJ. Labors will be inducted and trained on safety procedures, prior their engagement on construction works, and daily Tool-Box Talks (TBTs) will be performed during constructions.
- II. Traffic safety plans will be prepared by contractors to eliminate and control traffic related accidents and risks, the project will require relevant authority's approval on these plans prior ESSD-PMD approval especially for construction activities at areas with heavy traffic, and those will require traffic diversion. Traffic safety signs will be installed with speed limits as defined by relevant authority with assignment of flagmen to organize mobility of construction vehicles and machinery at and near construction locations
- III. Work areas will be isolated with physical barriers supported by warning signs and access to construction area will be controlled
- IV. Personal Protective Equipment (PPE) will be mandatory at work locations, in addition to other special PPE required for specific jobs such as fully body harness during work at height.
- V. Permit to Work System (PTW) will be mandatory for construction works where contractor will develop PTW procedures that will be implemented after IA's approval. This PTW procedure will require compliance with all approved preventive and controls measures and construction works will not be started on weekly basis for routine cold works and on daily basis for hot works or on-routine works prior issuing relevant PTW.
- VI. Supervision and construction will be on daily basis by the contractor's HSE staff and supervision consultant to ensure application of all required OHS mitigations measures
- VII. Contractors will be encouraged to implement incentive programs to promote safety culture and safe practice at construction sites, along with disciplinary action program to prevent miss conduct by careless workers to harm themselves or other labors at sites.
- VIII. A code of conduct will be developed by contractors for the project to ensure safe work practices and labors rights and a safe work environment. The Code of conduct will be part of the tender documents where the winning bidder will sign the code of conduct to prove commitment to this code.
- IX. Contractors are commitment to prioritize recruitment of local labor will be part of their contracts with IAs
- X. Contractors are committed to comply with local regulations regarding labors age and wages which will be a requirement at tender documents
- XI. Information about social diseases and prevention methods will be provided to workers through induction programs and information disclosure.

3.2.6 Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)

SEA./ SH are potential risks at workplace either for workers or as a result of interactions between workers and local communities, especially where civil works take place in dense urban environments, such as those under the SOP1 project. Most contracted workers at construction sites are expected to be males while Females' presence at construction sites might be of supervisory role. These risks are mitigated owing to size and scale of the works with less than 15 construction workers will be present at each site for construction phase will not include labor accommodation camps, and the operation and

maintenance phase will be confined to maintenance activities upon need. Overall the SEA/SH risks are low. Proportionate mitigation measures to promote awareness in the workplace have been proposed.

A code of conduct and relevant disciplinary actions will be communicated with workers that would ensure proper compliance with Jordanian labor law and alignment with ESS2 requirements, including workers GM that designed to handle SEA/SH issues. Construction activities will also be under direct supervision of the assigned supervision consultant who will be responsible to mitigate such risks and ensure that relevant code of conduct and mitigation measures are part of workers induction and training at site. Project's GM that will be communicate with the project's communities through SEP, and will also be designed to handle SEA/SH complaints. . All above controls that the project has will maintain those risks at low level.

3.2.7 Weak Monitoring and Enforcement of Labor Regulations

This is a general risk for labors at different sectors in Jordan including construction sector, especially for migrant workers. The limited number of inspectors at Ministry of Labor has made enforcement of labor regulations, especially at smaller work sites, an ongoing challenge . The project will adopt proactive and preventive approach for this risk by the relevant commitment requirements that presented at section 6.4.

4. Labor Regulatory Framework and World Bank Requirements

In general the local regulations governing the labors' terms and employment conditions are consistent with ESS 2 of the World Bank. This section presents relevant local regulations, including identification of gaps existing between these regulations and ESS 2 requirements.

4.1 National Labor Laws and Regulations

Jordan Labor Law No.8 of 1996

Jordan has well established labor law and regulations covering labor and working conditions consistent with several International Labor Organization (ILO) conventions ratified by Jordan and consistent with most aspects of ESS2. Labor Law No. 8 of 1996 defines work obligations and rights for employee as well as the obligations of the employer in terms of providing safe work environment, wages, working hours, paid annual and sick leaves, and suitable welfare for employees. The Jordanian Labor Law protects women from discrimination in wages, labor rights and during pregnancy employers may not terminate women starting from the sixth month of pregnancy or during maternity leave.

In 24.02.2020, Government of Jordan (GoJ) has made a decision that published at national gazette stating that by the year 2023 minimum wages for non- Jordanians must be similar to Jordanian workers minimum wages, which will eliminated the previous discriminations in minimum wages system. This decision is not yet activated due to the temporary defense orders issued in response to COVID pandemic crisis. Therefore, unequal minimum wages between Jordanian and non-Jordanian workers is a gap

between applied regulation and ESS2. The project commits to the payment of at least the minimum wage to all workers, and requirement that workers doing the same work should receive an equal total remuneration package.

Working hours and overtime has been regulated according to the law, where normal working hours are 8 a day with a total of 48 hours a week. Overtime shall be applied on voluntary basis upon worker approval and subsequently overtime wages must be applied (1h overtime = 1.25 of regular working hours and 1.5 during official holidays), but the maximum allowable daily working hours on voluntary basis was not defined by the law. In addition, employer may ask for overtime working hours very specific purposes defined by the law, but the regulation has limited that to the maximum allowed working hours (10) and those specific purposes or work needs not to exceed 30 days a year.

Employers are required to abide by all occupational health and safety standards set by the Labor Law. The law requires employers, at their own expense, to:

- Protect workers from hazards and diseases caused by the nature of the job or its tools
- Provide any necessary personal protective equipment to prevent and protect workers from hazards and occupational diseases
- Train workers on hazards and prevention measures, before working, and place instructions in a visible place
- Provide first aid as necessitated by the job
- protect workers from explosions or fires by storing flammable materials appropriately]

In the event that a worker sustained a work injury that led to his death or bodily harm that prevented him from continuing to work, according to the Labor Law the employer must transfer the injured to a hospital or any medical center and inform the relevant social security authorities of the accident and send a notification to the Ministry of that within a period not exceeding (48) An hour from the accident, and the employer shall bear the expenses of transporting the injured to the hospital or medical center for treatment.

Below are considered gaps in the coverage or clarity of the Jordanian labor laws and between the requirements of ESS 2, that require additional measures to be adopted through this LMP.

- Although Verbal contracts are permitted by law, verbal contacts may create uncertainties in how terms and conditions are communicated to workers. Even written contracts may not cover all ESS2 requirements. Vulnerable workers such as refugees and migrant workers may have no or only verbal contracts and other workers with literacy challenges may have trouble understanding written contracts. ESS2 requires that information and documentation regarding terms and conditions of employment be clearly communicated, including rights under national labor law, collective bargaining agreements as applicable, and hours of work, wages, overtime, compensation and benefits, as well as any other requirements arising from ESS2.
- Labor law although defined applied conditions and limits for mandatory overtime requested by the employer, but it did not apply limits on the voluntary or mutually agreed overtime. Such gaps would expose workers especially migrant workers to excessive working hours that lead to physical fatigue and increase the probability of work accidents.
-

Social Security Law No. 1 of 2014 and its amendments

This law regulates the national insurance system for all labor in Jordan who must be above 16 years old regardless of nationality and gender. This law provisions the types of insurance that committed to laborers and their inheritors including work injuries, retirement, disabilities, death, maternity, unemployment and health. Any worker despite of his nationality who work more than 16 days a month at any entity must be registered and insured at social security system. This aspect of the law is not align with ESS 2 requirements that require to provide workers with equal benefits despite of their contracting duration, and the project will ensure proper mitigation for this gap at this LMP.

Human Trafficking Prevention Law No. 9 of 2009

This law considers exploitation of labor at work, forced labor and child labor as human trafficking crimes prohibited by law regardless of nationality and gender.

Child Rights Law No.17 of 2022

This law prohibits child forced labor by his/her parents or any individual

Law of Monitoring and Inspection of Economic Activities No. 33 of 2017

This law includes the mandate for different governmental institutions to monitor and inspect labor related issues to ensure enforcement of relevant regulations. In this regard, Ministry of Labor is responsible for labors rights, regulating the labor market, set the requirements for occupational health and safety, requirements for primary and regular medical checks for laborers, occupational diseases and work injuries. Social Security Corporation is responsible for regulating and providing legally defined insurances for labor, and investigation in work injuries and occupational diseases. The Ministry of Health is responsible for performing medical examinations of workers and providing medical and physical fitness certificates for laborers.

Rights of Persons with Disabilities Law No. 20 of 2017

This law protects the right of person with disabilities in work, and the law preserves the right of working persons with disabilities in obtaining financial support from the National Support Fund as long as his salary is less than what he /she receives from the fund. The law prohibits discrimination against these persons based on their disabilities. In addition, the law prohibits considering disability of a person as a reason to disqualify him/her for work as long as he/she achieves all requirements for performing the work.

Employment Regulation for Persons with Disabilities No. 35 of 2021

This regulation requires from the employer to provide friendly facilities for person with disabilities, employer who has manpower between 25 and 50 employees must recruit 1 person with disability, and if total manpower is more than 50 employees, then 4% of the employees must be from person with disabilities. Wages and work rights for persons with disabilities must be equal to the wages of the same position occupied by others. Employers shall not indicate in the announcement of available vacancies that candidates must be free from any disability.

Regulation for Formation of OHS Committees and Supervisors No. 7 of 1998

According to this regulation, any company has 50 employees and more must have OHS committee form company management level staff where the committee responsible to ensure safe work environment and working conditions and procedures. This regulation is applied on WCs, consulting firms and contractors involved at project execution if their total manpower 50 workers and more.

Regulation of Protection and Safety from Industrial Tools and Machines and Work Sites No. 43 for 1998 and its amendment

This regulation obligates the employers to protect employees from mechanical, electrical and chemical hazards by applying proper mitigation and control measures. The regulation sets the definitions for these hazards and the required warning and informative signs and materials that must be disclosed to employees.

Regulation for Preventive and Curative Health Care for Workers in Establishments No. 42 for 1998 and its amendments

This regulation request from employer to take all necessary measures to perform medical check at recruitment phase to ensure fitness of employee for the assigned works, in addition, the employer must perform regular medical checks for employees to capture any occupational diseases at early stages. The regulation defines also the required medical staff that must be available at establishments based on the number of employees.

Instructions of Mandatory Recruitment of Jordanian Labor in the Governorates at Construction Projects No. 131 of 2016

This regulation is applicable at all construction projects in Jordan including those implemented by governmental institutions. The regulation has set a mandatory minimum for number of Jordanian engineers, technicians and laborers that the contractor must recruit from the residents of the governorate where the construction work is executed based on the value of the construction contract. The regulation also requests that the wages for these local staff vacancies are declared at the BOQ of the tender. The regulation requests to subcontract part of the construction works for local subcontractors at the governorate where the construction works are executed and not to be less than 10% of the total contract value, and to specify the works that will be contracted to local subcontractors at the tender documents with nomination of these local subcontractors supported by their qualification's documents. Even this regulation requests the contractor to rent and furnish a project office at the governorate where the project is executed with an area relevant to the contract value but not less than 150m². For Operation and Maintenance Contracts (O&M), the contractor must train local staff from the same governorate on these operations with numbers relevant to contract value but not less than 2 technicians and 2 laborers. The regulation also requests to add extra points in tenders' evaluations for contractors who have nominated local subcontractors from the same governorate where the project will be executed.

Other relevant regulations and instructions that concerns labor OHS and rights

- Regulation for the Fees of Work Permits for Non-Jordanians No. 36 for 1997 and its amendments
- Instructions for the Protection of Workers against the Risks of the Work Environment of 1998.

- Guide no. (12): Working procedures for safety and health protection measures to reduce Coronavirus outbreak (Construction projects)
- Regulation No. (36) for the Year 1997. The Regulation of Employment Permits Fees for Non-Jordanian Workers. It was issued by virtue of Article (12) of the Labor Law No. (8) for the year 1996.

ILO Conventions Ratified by Jordan:

- C 29 Forced Labour Convention, 1930 (No.29) ratified 06:06:1966
- C 81 Labour Inspection Convention, 1947 (No. 81) ratified 27:03:1969
- C 98 Right to Organize and Collective Bargaining Convention, 1949 (No.98) ratified 12:12:1968
- C100 Equal Remuneration Convention, 1951 (No.100) ratified 22:09:1966
- C105 Abolition of Forced Labour Convention, 1957 (No.105) ratified 31:03:1958
- C 106 Weekly Rest (Commerce and Offices) Convention, 1957 (No.106) ratified 23:07:1979
- C 116 Final Articles Revision Convention, 1961 (No.116) ratified 04:07:1963
- C 117 Social Policy (Basic Aims and Standards) Convention, 1962 (No. 117) ratified 07:03:1963
- C 118 Equality of Treatment (Social Security) Convention, 1962 (No. 118) ratified 07:03:1963
- C 119 Guarding of Machinery Convention, 1963 (No.119) ratified 04:05:1964
- C 120 Hygiene (Commerce and Offices) Convention, 1964 (No. 120) ratified 11:03:1965
- C 122 Employment Policy Convention, 1964 (No. 122) ratified 10:03:1966
- C 124 Medical Examination of Young Persons Convention, 1965 (No.124) ratified 06:06:1966
- C135 Workers' Representatives Convention, 1971 (No.135) ratified 23:07:1979
- C 142 Human Resources Development Convention, 1975 (No.142) ratified 23:07:1979
- C 144 Tripartite Consultation (International Labor Standards) Convention, 1976 (No. 144) ratified 05:08:2003
- C 147 Merchant Shipping (Minimum Standards) Convention, 1976 (No. 147) ratified 01:04:2004
- C 150 Labor Administration Convention, 1978 (No. 150) ratified 10:07:2003
- C 159 Vocational Rehabilitation and Employment (Disabled Persons) Convention, 1983 (No. 159) ratified 13:05:2003
- C 185 Seafarers Identity Documents Convention (Revised), 2003 (No. 185) ratified 09:08:2004
- C 111 Discrimination (Employment and Occupation) Convention, 1958 (No. 111) ratified 04:07:1963
- C 138 Minimum Age Convention, 1973 (No. 138) species at 16 years ratified 23:03:1998
- C182 Worst Forms of Child Labor Convention, 1999 (No.182) ratified 20:04:2000

4.2 World Bank ESS2: Labor and Working Conditions

The project will comply with ESS2 and recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. Borrowers can promote sound worker-management relationships and enhance the development benefits of a project by treating project workers fairly and providing safe and healthy working conditions.

Details of this ESS2 presents at the following link:

<https://pubdocs.worldbank.org/en/837721522762050108/Environmental-and-Social-Framework.pdf>

5. Roles and Responsibilities in Labor Management

The project implementation arrangements are aligned with the current institutional architecture of the water sector in Jordan and will be led by the Ministry of Water and Irrigation (MWI), supported by the Water Authority of Jordan (WAJ) Project Management Department (PMD); the Jordan Valley authority that is and the services providers, and the three regional water companies as follows: (i) Miyahuna Water Company (MWC) for the central areas, including greater Amman; (ii) Yarmouk Water Company (YWC) in the north; and (iii) Aqaba Water Company (AWC) in the south. The project will be overseen by a steering committee that will assist in providing strategic guidance during the implementation.

MWI, as the project entity with accountability for environmental and social requirements as described in the ESCP, is also responsible for managing labor consistent with this LMP, national law and ESS2. Other implementing agencies, Supervision Consultants and Contractors are also assigned responsibilities for managing, monitoring and reporting on labor and working conditions of their workers. Other stakeholders have responsibilities for regulating labor and working conditions

. This section defines the responsibilities of each stakeholder in the project.

5.1 Environmental and Social Standards Directorate at the Project management Directorate (ESSD-PMD) under the Water Authority of Jordan (WAJ)

- 1- Undertake the overall responsibility to ensure environmental and social compliance during the project implementation, including the implementation compliance of this LMP by all IAs.
- 2- Engage and manage contractors/subcontractors under WAJ in accordance with the LMP and the applicable Procurement Documents.
- 3- Ensure that the Supervision Consultancy Firms have dedicated specialized personnel and working with contractors to ensure that contractors prepare their labor management mitigation measures that complies with this LMP as part of Contractual requirement including contractor ESMP (including labor conditions and OHS provisions) for approval by the Supervision Consultancy Firm before the contractor is allowed to mobilize to the field.
- 4- Monitor that contractors/subcontractors are meeting obligations towards contracted workers as included in the Contractor's LMP and ESMP and the applicable Procurement Documents.
- 5- Monitor the potential risks of child labor, forced labor and serious safety issues in relation to all worker types including primary supply workers.
- 6- Monitor the ESHS training of relevant project workers.
- 7- Ensure that the grievance mechanism for project workers is established and implemented and that workers are informed.
- 8- Monitoring the implementation of the Worker Code of Conduct and any other measures to address risks of sexual exploitation and abuse (SEA)/sexual harassment (SH).
- 9- Report to MWI on labor and occupational health and safety performance as part of the Environmental and Social Management Progress report on a quarterly basis.

- 10- Report to MWI on all incidents and accidents within 24 hours from the date of accident, where MWI shall notify the Bank no later than 48 hours after learning of the incident or accident.

Conduct investigations for accidents and near misses reported to the Bank in connection with project activities implemented by WAJ, and to review similar reports from WCs, and submit the subsequent report to MWI to ensure compliance with the timeline for subsequent reporting identified in the ESCP.

5.2 Water Companies

WCs are responsibilities at this LMP are similar to ESSD-PMD responsibilities 3-8 above at activities implemented by WCs, in addition to:

- 1- Report to WAJ/ESSD on all incidents and accidents within 24 hours from the date of accident, where MWI shall notify the Bank no later than 48 hours after learning of the incident or accident.
- 2- Conduct investigation at major accidents occurred at their sites and prepare the report and submit for WAJ/ESSD for verification and submission to MWI to ensure compliance with the timeline for subsequent reporting identified in the ESCP.
- 3- Report to ESSD-PMD on labor and occupational health and safety performance and compliance as part of the E&S Management Progress Reporting on monthly basis.

5.3 Construction Supervision Consultancy Firms

IAs will assign construction and supervision consultant who will be responsible for monitoring the contractors during the construction works as well as supervising the adherence of the contractors with project's ESF safeguard and ES risks management instruments. They will oversee the performance of labor and working conditions on a daily basis on behalf of IAs, which will be explicitly set out in their contract. The Construction and Supervision Consultancy Firms will employ qualified expert(s) for such oversight and report on compliance, performance and immediately report all types of incidents to IAs.

5.4 Contractors

- 1- Employ or appoint qualified environmental, social, occupational health and safety expert(s) to manage OHS issues as per the qualification set in the ESMP's and the bidding documents.
- 2- Contractors must ensure that recruited workers are physically and mentally fit for the jobs they have been assigned for.
- 3- Prepare and implement their labor management procedure (Contractor's LMP) and Contractor's ESMP (including OHS Plans or provisions) which will apply to the contracted workers who work on the projects. These procedures and plans will be submitted to the IAs for review and approval before the contractor is allowed to mobilize to the field.
- 4- Supervise their subcontractors' adherence to the LMP and Contractors ESMP.
- 5- Maintain records of recruitment and employment of contracted workers (including subcontractors) with age verification to avoid child labor.
- 6- Provide induction and regular training to contracted workers on environmental, social and occupational health and safety issues relevant to the site.
- 7- Require the primary supplier to identify and address risks of child labor, forced labor and serious safety issues, and risks of equity and discrimination for all types of workers including primary supply workers.

- 8- Develop and implement the grievance mechanism for contracted workers, including ensuring that grievances received from their contracted workers resolved promptly, and reporting the status of grievances and resolutions.
- 9- Ensure that all contractor and subcontractor workers understand and sign the Code of Conduct prior to the commencement of works, take all other measures to address risks of sexual exploitation and abuse (SEA)/sexual harassment (SH) as specified in the contractor's LMP/ESMP and supervise compliance with such measures.
- 10- Daily Report to Construction Supervision Consultancy Firms on Environmental health and safety and labor and occupational health and safety management and performance 28compliance.
- 11- Immediately notify and report to the Construction Supervision Consultancy Firms on all incidents and accidents.

5.5 Ministry of Labor

Enforcement of the labor laws and regulations is the responsibility of the Ministry of Labor through its departments at each governorate where the project will be executed when violations were informed or observed by the Ministry. The Ministry is responsible for random inspection of construction work sites to ensure that recruited labor are legally contracted and obtained relevant work permits. In addition to ensure that safe working conditions and required health and safety protective measures are adequately provided by the contractors.

5.6 Social Security Corporation (SSC)

Enforce relevant regulations related to the insurance of work labor once they are informed of noncompliance or violations. The SSC also and shall be informed with the occurrence of any incident at the Project sites as per the regulations and participates in investigation of accidents that may occur at the project. ,.

5.7 Ministry of Water and Irrigation

Ultimate responsible for the implementation of this LMP, although the management and monitoring of this procedure has been delegated to ESSD-PMD at WAJ, but MWI will be responsible for coordination with other ministries when needed, report on the labor and OHS compliance as part of the E&S progress report, and report all incidents and accidents to WB within 48 hours from the date of accident, and to submit the subsequent report to the Bank within 10 days unless agreed otherwise with the Bank.

6. Policies and Procedures

The project will apply the following labor policies and procedures to address the key labor risks identified under Chapter 2. The summary of indicative procedures to implement these polices is presented in the following table (Table 1).

6.1 Project Labors management Policies

6.1.1 Occupational Health and Safety (OHS)

Pursuant to the relevant provisions of the Labor Law No.8 of 1996 and other relevant regulations, World Bank ESS2, the Project's ESMP and, the contractor shall manage all construction sites in such a way that the workers and the community are properly protected against possible OHS risks. Key elements of OHS measures should include (a) identification of potential hazards to workers; (b) provision of preventive and protective measures; (c) training of workers and maintenance of training records; (d) documentation and reporting of occupational accidents and incidents; (e) emergency preparedness; and (f) remedies for occupational injuries and fatalities.

6.1.2 Child labor:

The minimum age of project workers eligible for any type of work under the project (including construction work) is set at 18.. To prevent engagement of under-aged labor, all contracts shall have contractual provisions to comply with the minimum age requirements including penalties for non-compliance. The contractor is required to maintain a labor registry of all contracted workers with age verification. If a child between the age of 16 years and 18 years old is found working on the project in a manner that is likely to be hazardous, a first step is to consider whether the hazard can be removed. If this is not possible, the child is removed in a responsible manner and, if possible, transferred to an alternative position that is not hazardous and for which a risk assessment has been undertaken, taking into account the best interest of the child. Where no such alternatives are possible, the project no longer employs or engages the child. Cases of child labor need to be reported to the ESSD-PMD and WB with due consideration for confidentiality and child centered approach

6.1.3 Labor Influx:

To minimize the labor influx, the project will contractually require the contractor to preferentially recruit unskilled labor from the local communities as much as applicable. In addition skilled labor is locally available, that would make labor influx likely to be very limited and this risk to be low.

6.1.4 Labor Disputes and Terms and Conditions of Employment:

To avoid labor disputes, fair terms and conditions will be applied for project's laborers. The project will also have grievance mechanisms for all types of project workers (direct workers, contracted workers, primary supply workers and community workers) in place to promptly address their workplace grievances. Further, the project will respect the workers' right of labor unions and freedom of association, as set out in the national regulations.

6.1.5 Discrimination and Exclusion of Vulnerable Groups:

The employment of project workers under the project will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, terms of employment (including wages and benefits), termination and access to training. To address the risk of exclusion of vulnerable groups (such as women and persons with disabilities) from employment opportunities, the Project will require the contractor to employ such groups as part of their unskilled workforce. The contractor will be also required to comply with the national regulations on gender equality in the workplace, which will include provision of maternity leave and nursing breaks and sufficient and suitable toilet and washing facilities,

separate for men and women workers. The contractor will be also required to enable safety in the workplace to address potential sexual exploitation or harassment in recruitment of skilled or unskilled female workers.

6.1.6 Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) The project will make all necessary measures to Prevent the likelihood SEA/SH (in all its forms) from occurring within the workplace and providing victims with all reasonable protections against SEA/SH ; and effectively respond to presenting SEA/SH cases and manage the impact on victims, and other workers.

The Project will prepare and adopt a Code of Conduct, including specific measures related to SEA/SH consistent with the Guidance in Annex 1 and the World Bank Good Practice Note on Addressing SEA/SG in Investment Project Financing involving Major Civil Works.

IAs and contractors will make explicit commitment to ensure compliance and consistency with relevant laws and the Project's Code of Conduct for for all project workers. The project will ensure that code of conduct is well informed to all project workers through adequate induction training.

All contractors will be required to sign a code of conduct at tender documents that they will apply preventive measures to ensure that all their recruited labor will comply with these policies.

The project will encourage workers to report related incidents through workers grievance mechanism, and will not tolerate any retaliate or take punitive employment actions against any worker for submitting a complaint pursuant to this policy or for disclosing their status as a target or victim.

6.2 Monitoring/ Reporting.

Contractors are responsible for assigning supervision teams to conduct self-monitoring on the performance of the project in compliance with the above polices on a daily basis. The construction supervision consultants under IAs will closely monitor the contractor/subcontractor on labor and occupational health and safety performance on a daily basis. In addition, monthly audits will be performed by the construction supervision consultants to review contractors' management systems documentation, reporting and site compliance with required policies procedures. PIUs at WCs and ESSD-PMD at WAJ will perform regular visits to construction sites (monthly or quarterly) to oversee the performance of OHS and labor related compliance of contractors and ensure that monitoring and supervision of construction implementation is properly applied.

The contractor shall report to the construction and supervision consultants under IAs on the status of implementation of the above policies and procedures on a monthly basis. PIUs at WCs shall report to ESSD-PMD at WAJ on monthly basis on the status and compliance of the construction activities with project's E&S management including OHS and labor related policies and procedures. ESSD-PMD shall report to MWI on quarterly basis as part of the quarterly progress report on compliance and performance of the project toward the project's OHS and labor policies and procedures. MWI will report to the World Bank on a quarterly basis and as part of environmental and social progress reports that will be prepared by ESSD-PMD.

6.3 All Incidents and Accidents Lead to Fatality and / or Major (Significant) Effect.

In the event of an any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents that result in death, serious or multiple

injury including occupational fatality or injury, MWI shall report to the World Bank within 48 hours of the date of accident, therefore, the contract shall report such accidents to the construction supervision team immediately, and to inform Ministry of Labor / Social Security Corporation with such accidents according to local regulations.

WCs to inform ESSD-PMD at WAJ within 24 hours who shall inform MWI in order to report to the World Bank within 48 hours of the date of the accident. Accident investigation will be performed to define the root causes and corrective actions applied in response to the accident Preventive measures will be proposed for implementation upon approval of ESSD-PMD on the accident investigation report that must be submitted from WCs to ESSD-PM within one week from the date of accident. WCs shall inform ESSD-PMD with the required period to complete investigation and submitting the report if time needed is more than one week. ESSD-PMD shall conduct the investigation through the review of accident investigation report and to perform further investigation if needed, in addition to ensure that preventive measures approved by ESSD-PMD are applied.

6.4 OHS and Labor Management Procedures

All construction activities will be assessed under site specific ESMPs where OHS plans and procedures must be developed to manage and control the identified OHS and labor risks. Table 1 below presents the indicative procedures that shall be prepared to apply the OHS and labor polices mentioned above, however, these procedures must be amended based on the assessment of construction activities prior commencement of construction.

Key Labor Risks	Policy to Address Risk	Procedure to Apply Policy
OHS Risks	LMP Policy 6.1 1 Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> - Bidding document will include clauses that contractor must provide (a) corporate HSE policy / Project HSE policy (b) OHS management approach to eliminate and or reduce OHS risks (c) OHS organization and OHS staff CVs (d) Contractor previous experience in similar projects (e) Contractor previous experience with project financed by World Bank or other international Donors - Selection criteria for contractors at IAs to consider the following during evaluation of tender documents contractor’s OHS capacity and competency including applied OHS management systems, competency of OHS organization team, number of recorded accidents, received OHS awards, previous experience with World Bank OHS safeguards, etc. - Contractor required to develop during implementation site specific OHS plan based on risks assessment, relevant OHS procedures, hazardous waste management

		<ul style="list-style-type: none"> plan, - Require the contractor to engage qualified OHS staffing - Development of site specific OHS procedures based on identified OHS risk - Provide workplace OHS awareness and training for all workers. - Provide appropriate PPEs to workers including mandatory PPEs and job specific PPEs based on risks identified at job safety analysis. - Provide materials for hygiene at work sites. - Provide masks and practice social distancing on work sites, and follow relevant national and international guidelines in case of infectious disease outbreaks - Conduct routine monitoring and reporting.
Child Labor	LMP Policy 6.1.2 Child labor	<ul style="list-style-type: none"> - Include minimum age in procurement documents. - Raise awareness on child protection with contractors and in the communities. - Maintain labor registry of all contracted workers with age verification. - Develop remedial procedures to deal with child labor incidents.
Labor Influx	LMP Policy 6.1.3 Labor Influx	<ul style="list-style-type: none"> - Require the contractor to preferentially engage skilled and unskilled local workforce from the local communities as much as applicable. - Make all contracted workers aware of signed code of conduct including prevention of SEA/SH - by contractor - Ensure that all contracted workers follow the rules for on-site behavior (with colleagues) and conduct in the community. - Conduct induction and toolbox talks outlining expected conduct and local community values. - Introduce disciplinary measures for violations and misbehavior.
Labor Disputes	LMP Policy 6.1.4 Labor Disputes over Terms and Conditions of Employment.	<ul style="list-style-type: none"> - Provide workers with contracts with fair terms and conditions. - Have grievance mechanisms in place to promptly address workplace concerns. - Comply with the national regulations on workers' rights of labor unions and freedom of association.

<p>Discrimination and Exclusion of Vulnerable Groups.</p>	<p>LMP Policy 6.1.5 Discrimination and Exclusion of Vulnerable Groups.</p>	<ul style="list-style-type: none"> - Require the contractor to employ vulnerable groups as part of the workforce when applicable. - Provide maternity leave and nursing breaks where relevant. - Arrange sufficient and suitable sanitation facilities, separate for men and women workers. - Require the contractor to address potential sexual exploitation or harassment in recruitment of skilled or unskilled female workers. - Require the non-discrimination and harassment and should be socialized/basis for training
<p>Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)</p>	<p>LMP Policy 6.1.6 Gender Based Violence (GBV), Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)</p>	<p>The Project will prepare and adopt a Code of Conduct, including specific measures related to SEA/SH consistent with the Guidance in Annex 1 and the World Bank Good Practice Note on Addressing SEA/SG in Investment Project Financing involving Major Civil Works.</p> <ul style="list-style-type: none"> - Tender documents to include written commitment of bidder to comply with Project relevant policy - Contractor ESMP must address behavior which will be used on the project for the contractor’s workers, including sub-contractors and suppliers; - Contractor ESMP must include a training for workers on SEA/HS - Contractor ESMP and in consultation with IAs must include community consultations that inform the project communities how to make complaints, and what SEA/SH support services are available - The contractor not carry out any works, including mobilization and/or pre-construction activities unless supervising engineer is satisfied with measures addressing SEA/SH included at contractor ESMP - Public consultations be held on the C-ESMP, with the active participation of the contractor and the supervising Engineer’s E&S specialist. These consultations must be well

		<p>documented and include separate consultations with women and girls.</p> <p>The C-ESMP be publicly disclosed on the MWI and IA web sites,</p>
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Table 1: Project Policies and Indicative Procedures to Address Key Labor Risks

7. Age of Employment

7.1 Age Limitation for Hazardous Work:

The national labor legislation states that it is forbidden to employ children under 18 years of age for hazardous works and those could harm the health. Similarly, ESS2 (para 19) sets out further conditions on the minimum age, stating that a child under the age of 18 will not be employed or engaged in connection with the Bank-financed project in a manner that is likely to hazardous or interfere with the child’s education or be harmful to the child’s health or physical, mental and any other relevant development. Considering these national and WB requirements, and the nature of the works under the project, the minimum age for work under the project is set at 18 years old.

7.2 Minimum Age for Project Workers:

Project workers are expected to be staff of the IAs and subject for national recruitment requirements, where these qualified personnel will not be under the age of 18 years old.

7.3 The Process of Age Verification:

In order to prevent engagement of under-aged labor, all contracts with work contractors shall have contractual provisions to comply with the minimum age requirements including penalties for non-compliance, and it will be well communicated to all potential stakeholders including the local community where the unskilled workforce will be sourced. The contractor is required to maintain a labor registry of all contracted workers with age information. Verification of the age shall be undertaken prior to the engagement of labor and be documented based on the workers ID or other relevant legal documents.

8. Labor Grievance Mechanism

Worker/labor grievances is a process to ensure that all workers on site have access to a grievance mechanism, are informed of the mechanism when they start work and can identify how it works and who is responsible for administering it. The grievance mechanism will allow employees to address workplace disputes or concerns in a fair, easily accessible and transparent manner. Although a labor grievance mechanism must be in accordance with the Human Resources (HR) policy, the following is a standardized procedure for labor grievance applicable to the direct workers, contracted workers, primary supplier workers and community workers of the project.

8.1 Site-Based Grievance Principles

- MWI together AIs and contractors are committed to a transparent process for workers to express concerns and file grievances, including anonymous complaints.
- MWI together AIs and contractors will ensure that there is no retaliation or discrimination against those who express grievances, and that grievances will be treated with confidentiality.

- MWI together Als and contractors' management will treat the grievances seriously and take prompt and appropriate action.
- MWI together Als and contractors' management shall ensure that the labor grievance mechanism is in line with the company HR policy.
- The worker has the right to keep the process of filing a grievance confidential and to appeal to a higher level of management if he or she is not satisfied with the initial findings.
- The Worker has the right to express his or her grievance to workers organizations to protect their rights.
- ESSD-PMD at WAJ is responsible to monitor implementation of grievance principles and mechanism by contractor through regular check and inspection of contractors' records
- ESSD-PMD has the right to randomly check and ask workers at site if they have any complaints and if the contractor implements the labor grievance mechanism to address their complaints
- The contractor is requested to maintain grievance boxes at his offices and at each sites office to receive complaints

8.2 Labor Grievance Process

The table below describes the steps of labor grievance process.

Steps	Grievance
Step 1: Informal Discussion	<p>Workers and Management are encouraged to use informal methods of resolving disagreements or disputes. If workers have a reasonable grievance or complaint regarding the workplace, working conditions or the way they are being treated at work they should, where possible, start by discussing it with their direct supervisor or manager. It may be possible to agree a solution informally between worker and manager.</p> <p>Every effort will be made by both management and workers to resolve complaints, grievances and disputes at the earliest possible opportunity and with the minimum opportunity for tension or conflict.</p>
Step 2: Formal Grievance & Confidential	<ul style="list-style-type: none"> • When a concern or an action has occurred, the project worker must file a written grievance to his or her direct manager within 5 working days, either at the site or at the office. • If a worker has a concern but prefers not to mention his name, then anonymous complaint can be submitted and it will be treated as an official submission where steps of grievance implementation will be performed. • The direct manager has 5 working days to respond back. If the employee/worker is not satisfied with the supervisors' response, he/she can direct the grievance to the Human Resources (HR) manager who will record the grievance at the grievance log or delegate this to HR staff to initiate the grievance mechanism response. • The HR has 7 working days to respond back. If the worker is not satisfied with the response and wishes to appeal, he or she can direct the grievance to higher level or management within 7 working days of receiving the HR's response. Every effort

Steps	Grievance
	<p>should be made to secure a resolution in the best interests of the worker(s) and the company. After the meeting the senior manager will give the employee a decision in writing.</p> <ul style="list-style-type: none"> • If the employee was not satisfied with the response of senior management, then he or she can approach the workers' organization (that he or she belongs to) where applicable for further advice and assistance. • If an employee is not satisfied with the final determination of the internal grievance procedure, the employee can still hire a lawyer and resolve the issue at court.

Table 2: Labor Grievance Process

8.3 Employment Terms and Conditions

Terms and conditions in terms of working hours and wages to be followed for the employment of workers in accordance with labor legislation of Jordan and ESS2 are described in this section. This section also addresses the defined gaps between local labor legislations and ESS 2 in employment terms and conditions. The work in the project will regularly performed during the day time (ie 08:00 am – 16:00 pm), however, upon collective labor agreement and contract conditions that will follow the conditions at terms described at this section, some deviations are possible.

The below terms and conditions are applied for all 3 types project worker, however, civil servants who work in the project, their employment terms and conditions will abide with civil service regulations that generally consistent with ESS 2 requirements.

Working hours

- Regular working hours per day are 8 excluding breaks with a maximum of 48 hours per week, with a total of 10 working hours per day including the breaks. If the working days upon the employment contract are 5 days per week, then the regular daily working hours is 9.6 hour per day without breaks and with a total of 10 working hours including breaks.
- Working hours including mutually agreed overtime amounts to maximum 11 hours per day, however, the worker has the right to not to work these overtime hours upon advance notice to the employer without being subjected to any disciplinary action by the employer.
- Line managers in the project have no limited working hours as long as that stated at their mutually agreed working agreements. If not, then terms and conditions of working hours of this project applied.

Breaks

- Workers during regular a working day are entitled to a break of maximum one (1) hour.
- The breaks are not part of the working hours and are therefore not paid.

Periods of Rest

- In the period between 16:00 hours in the evening and 08:00 hours in the morning; however, the agreed working time in the work agreement may have some deviations.
- Fridays;
- Official Holidays, including those announced by the government for specific occasion or conditions i.e. weather conditions.

Overtime and Overtime Compensation

There is overtime in the following situations:

- If the worker works during his period of rest;
- If the worker works longer than the maximum working hours per day or per week.

Compensation of Overtime is calculated based on the following:

- At regular working day, an overtime working hour is equal to 1.25 of regular working hour
- At a rest day including holidays, an overtime working hour is equal to 1.5 of regular working hour
- For a worker in part time service, overtime work only exists, if the hours worked exceed the average weekly working hours of a worker in full time service.

Minimum Wage: The project commits to the payment of at least the minimum wage to all workers, and requirement that workers doing the same work should receive an equal total remuneration package.

Payment of Wages

- Wages must be paid for the worker on monthly basis, unless its mutually agreed to be within shorter periods (weekly or biweekly), but not to exceed a calendar month.
- Part time workers must receive their wages upon mutual agreement but not to exceed a calendar month period.
- Casual or day work labor must receive their wages either by the end of the daily job he assigned for or upon mutual agreement but not to exceed a week period.
- Monthly wages to be paid for the worker during the following week from the end of the calendar month, or the end of the mutually agreed period if less than a calendar month, and contractors must not link the payment of wages with the schedule of payments received from the client (IA).
- Payment of wages must be proven either by a bank transfer receipt to the worker account, or by a payable cheque for the worker, or by a signed receivable receipt by the worker if wages are paid in cash.

8.4 Contractor Management

Selection of Contractors:

The IAs shall make reasonable efforts to ascertain that the contractor who will engage contracted workers is legitimate and reliable entities and able to comply with the relevant requirements under the LMP. Such requirements shall be included in the bidding documents. As part of the process to select the contractors who will engage contracted workers, the IA may review the following information:

- Business licenses, registrations, permits, and approvals
- Public records, for example, corporate registers and public documents relating to violations of applicable labor law; accident and fatality records and notifications to authorities; labor related litigations
- Documents relating to the contractor's labor management system and OHS system (e.g., HR manuals, safety program); ESHS personnel and their qualification
- Previous contracts with contractors and suppliers (showing inclusion of provisions and terms reflecting requirements on labor and working conditions).

Contractual Provisions and Non-Compliance Remedies:

The SOP 1 Project will use the World Bank Standard Procurement Documents for Works for solicitations and contracts. World Bank SPD's already include many labor and occupational, health and safety requirements consistent with ESS2.

The IA shall incorporate the agreed labor management requirements as specified in the bidding documents into contractual agreements with the contractor, together with appropriate non-compliance remedies (such as the provision on withholding 10 % of payment to the contractor in case of non-compliance with relevant environmental, social, health and safety requirements; removal of personnel from the works; or lack in the OHS performance security). In the case of subcontracting, the IA will require the contractor to include equivalent requirements and non-compliance remedies in their contractual agreements with subcontractors.

Performance Monitoring:

The IA shall establish resources and procedures for managing and monitoring the performance of the contractor in relation to the LMP. The ESSD –PMD of WAJ will ensure that the contract with the construction and supervision consultants explicitly set out their monitoring responsibility for the contractor's performance on labor and working conditions on a daily basis. The monitoring may include, inspections, and/or spot checks of project locations or work sites and/or of labor management records and reports compiled by the contractor. Contractors' labor management records and reports that should be reviewed would typically include the following:

- Representative samples of employment contracts and signed code of conduct;
- Grievances received from the community and workers and their resolution;
- Reports relating to all incidents including fatalities and incidents and implementation of corrective actions;

- Records of noncompliance and corrective measures taken
- Records relating to incidents of non-compliance with national Labor Code and the provisions of the LMP; and
- Records of training provided for contracted workers to explain occupational health and safety risks and preventive measures.

The Project requires that contractors monitor, keep records and report on terms and conditions related to Labor management. The contractor must provide workers with evidence of all payments made, including social security benefits, pension contributions or other entitlements regardless of the worker being engaged on a fixed term contract, full-time, part-time or temporarily. The application of this requirement will be proportionate to the activities and to the size of the contract, in a manner acceptable to the MWI and the World Bank including:

- Labor conditions: records of workers engaged under the Project, including contracts registry of induction/training of workers including Code of Conduct, hours worked, remuneration and deductions (including overtime), collective bargaining agreements.
- Safety: recordable incidents and corresponding Root Cause Analysis (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required (for example, revised job safety analysis, new or different equipment, skills training, and so forth).
- Workers: number of workers, indication of origin (expatriate, local, nonlocal nationals), gender, age with evidence that no child Labor is involved, and skill level (unskilled, skilled, supervisory, professional, management).
- Training/induction: dates, number of trainees, and topics.
- Details of any security risks: details of risks the contractor may be exposed to while performing its work—the threats may come from third parties external to the project.
- Worker grievances: details including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken—grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.

8.5 Primary Supply Workers

Potential risks in primary supply workers.

The construction work under the SOP 1 Project will require primary supplies including construction materials essential for the functions of the proposed infrastructure, such as aggregates, bitumen, pipes, cables, etc. However, where the contractor will source (a) essential materials (b) directly from primary suppliers (c) on an ongoing basis, the workers engaged by such primary suppliers (that meet all three criteria (a) to (c)) are deemed “primary supply workers”, as defined in ESS2.

To address these potential risks on primary supply workers, the following measures will be taken:

- Selection of primary suppliers:
When sourcing construction materials from primary suppliers, the contractor will require such suppliers to identify the risk of child labor/force labor and serious safety risks in producing the construction materials. The IA and the construction and supervision consultants will review and approve the purchase of primary supplies from the suppliers following such risk

identification/assessment and any other relevant due diligence (such as the review of license for quarries). Where appropriate, the contractor will be required to include specific requirements on child labor/forced labor and work safety issues in all purchase orders and contracts with primary suppliers.

- Remedial process:

If child labor/forced labor and/or serious safety incidents are identified in relation to primary supply workers under the SOP 1 Project, the IA and the construction and supervision consultants will require the primary supplier to take appropriate steps to remedy them. Such mitigation measures will be monitored periodically to ascertain their effectiveness. Where the mitigation measures are found to be ineffective, the IA and the construction and supervision consultants will, within reasonable period, request the contractor to shift the project's primary supply to suppliers that can demonstrate that they are meeting the relevant requirements.

8.6 Reporting

The monthly progress report prepared by contractors and PIUs will address the labor and working conditions commitments contained in this document, including the following for IAs and contractor activities.

9. Annex 1: Guidelines on Code of Conduct

- 1- The Project will prepare and adopt a Code of Conduct, including specific measures related to SEA/SH consistent with the Guidance in this annex and the World Bank Good Practice Note on Addressing SEA/SG in Investment Project Financing involving Major Civil Works.
- 2- A Code of Conduct shall be established to outline the importance of appropriate behavior and compliance with relevant laws and regulations.
- 3- The Code of Conduct must be written in Arabic and signed by each Project's worker to indicate that they have, received a copy of the code; the code explained to them; acknowledged that adherence to this Code of Conduct is a condition of employment; and understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities.
- 4- The issues to be addressed at Code of Conduct include:
 - a. Compliance with applicable laws, rules, and regulations of the jurisdiction
 - b. Compliance with applicable health and safety requirements (including wearing prescribed personal protective equipment (PPE), preventing avoidable accidents and a duty to report conditions or practices that pose a safety hazard or threaten the environment)
 - c. No use of illegal substances
 - d. Non-Discrimination (for example on the basis of family status, ethnicity, race, gender, religion, language, marital status, birth, age, disability, or political conviction)
 - e. Interactions with community members (for example to convey an attitude of respect and non-discrimination)
 - f. Not to engage in Sexual harassment (for example to prohibit use of language or behavior, in particular towards women or children, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate)
 - g. Not to engage in Violence or exploitation (for example the prohibition of the exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior)
 - h. Protection of children (including prohibitions against abuse, defilement, or otherwise unacceptable behavior with children, limiting interactions with children, and ensuring their safety in project areas)
 - i. Sanitation requirements (for example, to ensure workers use specified sanitary facilities provided by their employer and not open areas)
 - j. Avoidance of conflicts of interest such that benefits, contracts, or employment, or any sort of preferential treatment or favors, are not provided to any person with whom there is a financial, family, or personal connection)
 - k. Respecting reasonable work instructions (including regarding environmental and social norms)
 - l. Protection and proper use of property (for example, to prohibit theft, carelessness or waste)
 - m. Duty to report violations of this Code

- n. No retaliation against workers who report violations of the Code, if that report is made in good faith.
- 5- The World Bank Standard Procurement Documents also require that Contractor's submit a Code of Conduct for Contractor's Personnel that must meet minimum content requirements that:
- o. Written in language(s) that readable to all contractor's workers including Arabic language
 - p. Clearly define worker's obligations and prohibited actions
 - q. Acknowledge of worker on recipient, understanding and adherence to fully comply with Code of Conduct
 - r. Disclosure of Code of Conduct in Arabic at Contractor's projects offices and locations accessible to local communities
- 6- The Contractor is responsible to conduct continuous awareness raising and training activities to ensure that workers abide by the Code of Conduct (such as through toolbox talks). The Contractor will be responsible to ensure that local communities are aware of the Code of Conduct and enable them to report any concerns or non-compliance