



# **LAO PEOPLE'S DEMOCRATIC REPUBLIC**

Peace Independence Democracy Unity Prosperity

## **MINISTRY OF AGRICULTURE AND FORESTRY**

Community Livelihood Enhancement and Resilience (P178545)

# **LABOR MANAGEMENT PROCEDURES**

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Prepared by  
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## Abbreviations

CDD	Community Driven Development
EM	Ethnic Minority
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESO	Environment and Social Officer
ESS	Environmental and Social Standards
IP	Indigenous Peoples
NGO	Non-Government Organization
RP	Resettlement Plan
RPF	Resettlement Policy Framework
ESA	Environmental and Social Assessment
SEP	Stakeholder Engagement Plan
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SHG	Self-Help Group
PG	Producer Group
VAC	Violence Against Children
VIT	Village Implementation Team
VSMC	Village Self-Help Management Committee
WB	The World Bank
UXO	Unexploded Ordnance

## Definitions

**Disadvantaged individuals/ households.** Refers to individuals or groups who are more likely affected adversely by the project impacts and/or more limited in their ability to take advantage of project benefits because of their age, gender, disabilities, health, economic and ethnic status, and so forth. Disadvantaged individuals/groups are more likely excluded from, or unable to participate fully in the mainstream consultation process and may require specific assistance to promote inclusion. In this project, disadvantaged individuals/ groups are defined as those who have the following characteristics: i) from an ethnic group, (ii) landless/ limited productive land, (iii) female headed household with dependents, (iv) frequent lack of male labor at home (e.g. migrant workers); (v) jobless, or limited economic opportunities; (vi) family member(s) with chronic illness, or disabilities; (vii) elderlies who live on their own; (viii) very young couple with children (early marriage), (ix) live in an especially difficult circumstance, and (x) don't meet above criteria but are concurred by local community as vulnerable to poverty and need project's support to reduce their vulnerability. Disadvantaged individuals are usually from a poor, or a near poor household.

**Inclusion.** Inclusion means empowering all people to participate in, and benefit from, the development process. Inclusion compasses policies to promote equality and nondiscrimination by improving the access of all people, including the poor and disadvantaged, to services and benefits such as education, health, social protection, infrastructure, affordable energy, employment, financial services, and productive assets. It also embraces action to remove barriers against those who are often excluded from the development process, such as women, children, persons with disabilities, youth, and minorities, and to ensure that the voice of all can be heard.

**Indigenous Peoples.** According to the World Bank's Environment and Social Framework, the term "Indigenous Peoples/ Sub-Saharan African Historically Underserved Traditional Local Communities" is used in a generic sense to refer exclusively to a distinct social and cultural group possessing all the following characteristics – in varying degrees:

- Self-identification as members of a distinct indigenous social and cultural group and recognition of this identity by others; and
- Collective attachment<sup>1</sup> to geographically distinct habitats, ancestral territories, or areas of seasonal use or occupation, as well as to the natural resources in these areas; and
- Customary cultural, economic, social, or political institutions that are distinct or separate from those of the mainstream society or culture, and
- A distinct language or dialect, often different from the official language or languages of the country or region in which they reside.

**Information disclosure.** The process of disseminating project information to stakeholders to allow them to understand the risks and impacts of the project, and potential opportunities. Information disclosure should be in line with the project's Stakeholder Engagement Plan which is in line with the requirements of ESS10. It is required that the disclosure of project information include: (a) purpose, nature and scale of the project; (b) duration of proposed project activities; (c) environmental and social risks and potential impacts of the project on local communities, particularly the vulnerable/disadvantaged groups and

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<sup>1</sup> Collective attachment means that for generations there has been a physical presence in and economic ties to land and territories traditionally owned, or customarily used or occupied, by the group concerned, including areas that hold special significance for it, such as sacred sites.

proposed mitigation measures; (d) proposed stakeholder engagement process highlighting approach that will be taken to promote meaningful participation of project affected persons; (e) time and venue of proposed public consultation meetings, and the process by which meetings will be notified, meeting results summarized, and reported back to project stakeholders; and (f) process and means by which grievances can be received and addressed timely.

**Meaningful consultation.** Two-way process that (a) begins early in project planning process to gather initial views on project proposal and inform project design; (b) encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts; (c) continues on an ongoing basis, as risks and impacts arise; (d) is based on prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultation with project stakeholders in a format culturally appropriate, and in relevant local language(s) and is understandable to stakeholders; (e) considers and responds to feedback; (f) supports active and inclusive engagement with project-affected parties; (g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and (h) is documented and disclosed by the Government.

**Poor individuals/ households.** Households who live below the national poverty line – as established most recently by the Government of Laos, or by the World Bank, which is LAK 280,910 per month per person (using at 2019/2020 prices). The latest national poverty line will be used during project life. Where available, poverty line for rural area should be used.

**Rural livelihoods.** On-farm and off-farm income-generating activities other than remittances. Rural livelihoods will be considered improved when they display greater household resilience to economic and climatic shocks, measured through diversification in sources of income.

**Targeted poor communities.** Participating villages, selected based on levels of poverty and vulnerability to agricultural and climate shocks.

**Vulnerable individuals/ households.** In this project, vulnerable individuals/ households are defined as those who live just above the national poverty line, including 1) the near-poor, and 2) those whose income is marginally above the near-poor line. People who are from Disadvantaged Groups (as defined in this project) are considered as vulnerable group (See definition for Disadvantaged individuals/groups). For Laos PDR, the WB proposes defining the near-poor as those whose daily per capita consumption lies between poverty line and 1.5 times the poverty line.

**Community Workers.** Individuals who provide their labor to support project implementation on a voluntary basis. By voluntary labor, it means community members are aware of their roles, responsibilities, and risks associated with their works, and confirm their free and informed consent of serving their village in the meeting minutes that are held between them and the authority of their village. The community members understand that they can revoke freely their given consent as they wish at any time during project cycle. Under CLEAR project, community workers are local people who serve on Village Self-Help Management Committee/ Village Implementation Team, key members of the Self-Help Groups and the Producers' Group.

## Executive Summary

### 1. THE PURPOSE OF LABOR MANAGEMENT PROCEDURES

The purpose of the LMP is to identify the types of workers, estimate the number of workers for each type, identify labor risks and potential impacts, propose mitigation measures, specify key terms and condition for workers, and so forth. The LMP focuses on workers who are vulnerable to labor risks, such as local workers and community workers who have no or limited experience on labor related risks and propose redress procedures. The LMP is applicable to all project workers, irrespective of type of contracts: full-time, part-time, temporary, community workers. The LMP may be updated as needed during project implementation.

### 2. OVERVIEW ON LABOR USE UNDER THE PROJECT

The World Bank's ESS2 (Labor and Working Condition) classifies project workers into four categories: direct workers, contracted workers, community workers and workers of primary suppliers. In this project, direct workers, contracted workers, and community workers are applied. It is expected that approximately 9,323 workers would be engaged to support project activities, of which about 38.4% of them are community workers. Table 1 in Section 2 summarizes the estimated number of workers (per category) that are expected to be involved in this project, as well as their characteristics, possible work duration, and workers per units.

### 3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Labor risks identified for this project include the following key types: Occupational Health and Safety, Sexual Exploitation and Abuse, Sexual Harassment, and Violence Against Children, Child Labor, Forced Labor, Discrimination and Exclusion of Vulnerable and Disadvantaged groups, etc. Section 3.2 describes the nature of each type of risk.

### 4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

The national legal framework that governs labor and working conditions is the Labor Law 2013. The Labor Law has provisions that prohibits discrimination, promotes fair treatment and equal opportunity (decent work) in employment and wages, and protects and assists vulnerable workers. The Labor Law is dedicated to promoting workplace health and safety and is applicable to any individual who is employed through a work contract. This Section summarizes key issues of the 1997 Labor Law such as basic wage, payment arrangements and deductions, hours of work, overtime work, weekly rest, and leaves (such as annual leave, sick leave, maternity, and other personal/family leave),

### 5. BRIEF OVERVIEW OF OCCUPATION HEALTH & SAFETY LEGISLATION

Section 5 of the Labor Law outlines the provisions related to Occupational Health & Safety (OHS). These provisions are in harmony mostly with the WB's ESS2. The OHS provisions in the Labor Law aim to ensure that employees work in a safe and healthy environment by setting and enforcing standards and regulations, and specifying the rights and responsibilities of employers, employees, and other relevant parties with regard to exercising OHS principles and taking measures to prevent occupational accidents, diseases and ensure safety at work.

### 6. RESPONSIBLE STAFF

Section 6 of this LMP specifies key project parties that are responsible for overall implementation of the LMP, management of labor related risks, and address grievance that may arise from project workers. The

Section also specifies those who are responsible for managing risk of workers that are locally hired at village level by Village Implementation Teams.

## **7. POLICIES AND PROCEDURES**

This Section briefly describes procedures that cover Occupational Health and Safety (OHS), reporting and monitoring and other general project policies – based on Labor Law 2013. Significant safety risks that have been identified in Section 2 are mentioned again alongside how these risks are addressed in accordance with relevant national laws and regulations.

## **8. AGE OF EMPLOYMENT**

Section 8 sets out details on the minimum age accepted for employment under the project. It suggests a procedure that will be followed to verify the age of project workers, including how underage workers who are found working on the project are resolved.

## **9. TERMS AND CONDITIONS**

The World Bank's ESS2's terms and conditions, including the guidelines for COVID-19 prevention and treatment for workers, will be applied to all contracted workers. The additional conditions applicable to this LMP are provided in this document, including provision on maximum working hours (limited to 8 hours per day, 6 days per week) in line with national law, the typical content required for a work contract for workers, including Worker's Code of Conduct, and so on. Additionally, it is required that Employers, including Village Implementation Teams, to enter into a written work contract with all the workers engaged under the project.

## **10. GRIEVANCE REDRESS MECHANISM**

Section 10 outline two key grievance redress procedures that are related to project workers and SEA/SH survivors. It requires that PMU and VIT be responsible for informing their project workers of these grievance redress procedures through their employment contract and pre-work induction training. This Section describes the full suite of options that aggrieved people may use to lodge their complaint. Complaints will be documented and acknowledged in writing upon receipt.

## **11. CONTRACTOR MANAGEMENT**

Under this project, there is no civil contractor engaged. Instead, VITs, who receive financing of the project, will function like a conventional contractor. As such, during construction, VITs are required to implement activities, including monitoring, keeping records and reporting on terms and conditions related labor management, grievance redress, and among other things, as per Annex on LMP in the Financing Contract between VIT and PMU. VIT are responsible for managing and supervising their workers' performance, including overall supervision of implementation of labor-related provisions and labor risk management.

## 1. INTRODUCTION

### 1.1 Project Overview

The proposed project contributes to poverty reduction and resilience in targeted poor rural areas in seven provinces. The activities would be built on lessons learned from the Poverty Reduction Fund (PRF) series – in particular from PRF III currently being implemented in four northern provinces. The new operation will focus on the poorest areas in the Lao PDR based on the most recent poverty data in the following seven provinces: Phongsaly, Oudomxay, Houaphan, Xiengkhouang, Salavan, Sekong and Savannakhet. The project would channel block grants to targeted villages through a well-established community-led development platform. Funding would support improved access to productive infrastructure and income-generating opportunities. This would be achieved primarily through construction or rehabilitation of basic and climate-resilient infrastructure and support to livelihood activities through village self-help groups – including nutrition-sensitive livelihood activities. Implementation of CLEAR subprojects will be directly managed at the village level and the project will therefore build the capacity of local communities to plan, implement and sustain these subprojects. It is anticipated that the Government of Lao PDR (GoL) would increase co-financing of the operation from the national budget.

### 1.2 Project Development Objective and Project Components

The proposed project development objective is to improve rural livelihoods and consumption of diverse foods for targeted poor communities, and respond promptly and effectively in case of Eligible Crisis or Emergency. The project promotes communities' resilience by supporting them to better withstand economic and climatic shocks – through diversification of livelihood and nutritious food sources in a manner that is appropriate to the local context and in response to climatic changes.

#### **Component 1: Local Economic Development Initiatives Sub-grants and Community Capacity Strengthening**

This component will strengthen the village communities' capacity to select, implement and oversee village-level climate-resilient economic development initiatives and related small infrastructure. This will take place in a way that is inclusive of women, all ethnic groups, and vulnerable groups. This Component include three Sub-components. Subcomponent 1.1 – Participatory Planning, will establish the process and human resources required in individual villages to identify and prioritize small infrastructure needs and agricultural production opportunities. Subcomponent 1.2 –Community Capacity Strengthening, focuses on equipping key community representatives and women leaders with the knowledge and skills to lead the community in developing and realizing a forward-looking vision of local development that is inclusive and aimed at ensuring meaningful participation and equitable outcomes. Subcomponent 1.3 – Climate-resilient community infrastructure subprojects, allocates sub-grants for new construction or renovation of climate-resilient small infrastructure serving community members and whose owner is the village.

#### **Component 2: Community Livelihood Enhancement**

This component aims to build resilience of communities through groups of households, by reducing vulnerability to economic and climatic shocks. Income generation activities will be screened to ensure they support adaptation and that maladaptive activities are avoided. Component 2 includes 3 sub-components: Sub-Component 2.1: Development and Management of Common Interest Groups (CIG), Self Help Groups (SHG), and Producers Group (PG), Sub-component 2.2: Training and Capacity Building, and Sub-Component 2.3: Delivery of Project Grants.

#### **Component 3: Community Nutrition Interventions**

The objective of this component is to improve the dietary intake (both quality and quantity) of mothers and children in the 1,000 day window through the promotion of innovative nutrition practices. Component 3 is made up of two subcomponents: Subcomponent 3.1 – Promotion of demand for enhanced nutrition practices, promotes social and behavior change communication and Subcomponent 3.2 – Promotion of community sourced nutritious food, encourages community-sourced nutritious food.

#### **Component 4: Project Management, Capacity Building and Monitoring and Evaluation**

This component will provide technical and operational assistance for the day-to-day management of the project and support institutionalization of PRF's approach. It will include a) Hiring, training, and remunerating national and district PRF staff as well as the costs of community facilitators; associated equipment and operating costs; accounting, procurement, financial management, internal controls, auditing, and other specialized support; b) Activities geared towards further improving the sustainability and institutionalization of CLEAR approaches and principles by MAF, and c) Developing and using an effective Monitoring and Evaluation (M&E) system.

#### **Component 5: Contingent Emergency Response Component (US\$0)**

This component will have an initial zero value but may be financed during project implementation to allow for an agile response to an eligible crisis or emergency. The three village types are equally eligible to CERC in the event of an emergency crisis. CERC activities are predefined to be adapted to type I villages in order to prioritize food security and safe water. They provide emergency staple food and equipment for safe drinking water. Critical agricultural inputs and tools are provided in time to restart production during the following agricultural season.

### **1.3 Purpose of the LMP**

These Labor Management Procedures are prepared in accordance with the WB's Environmental and Social Framework (ESF), particularly the ESS2 (Labor and Working Conditions), ESS4 (Community Health and Safety), and ESS10 (Stakeholder Engagement and Information Disclosure). The LMP is also in line with relevant laws and regulations of the GOL. The main purpose of the LMP is to identify risks and potential impacts associated with the engagement, use, and management of labor to be engaged under the CLEAR project. Based on identified risks and potential impacts, mitigation measures, including grievance redress mechanism, and implementation arrangements, are proposed. The LMP is a living document and is subject to update when needed during project implementation. This LMP is applicable to all project workers, irrespective of types of contracts, e.g. full-time, part-time, temporary or casual.

## **2. OVERVIEW ON LABOR USE UNDER THE PROJECT**

### **2.1 Type of workers**

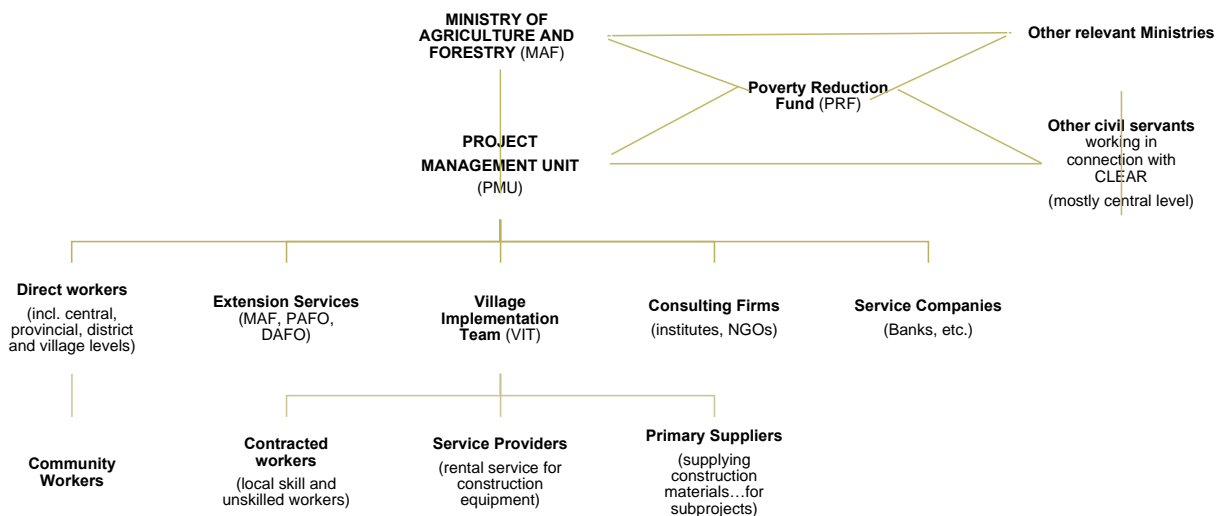
The World Bank's ESS2 (Labor and Working Conditions) classifies workers engaged under a World Bank financed project into four categories: direct workers, contracted workers, community workers and workers of primary suppliers. Under CLEAR Project, the following types of workers are identified:

- **Direct workers** – people employed or engaged directly by the PMU (including the project proponent and the project implementing agencies) to work specifically in relation to the project.
- **Contracted workers** – people employed or engaged through third parties to perform work related

to core functions of the project, including workers<sup>2</sup> and service providers hired by Village Implementation Teams (VIT). Contracted workers also include workers who are mobilized under consultancy firm which enter into a work contract with PMU. Under this project, if international workers are engaged, it is anticipated that these international workers have been already living/working in Laos and is mainly involved in consulting services.

- **Community workers** – local people who are engaged to provide labor as a contribution to the project – on a voluntary basis and may be supported with financial allowance for the project works that they serve, such as members of Self-Health Groups Committee, key members of Producer Groups, members of Village Implementation Teams, etc.

The four categories of the project workers are illustrated in the chart below. The chart also reflects differing degrees of control that PMU may have over the working conditions and treatment of different types of project workers, which inform how labor related risks are identified (See Section 3) and risk mitigations are proposed.



## 2.2 Direct workers

Under this project, direct workers potentially engaged through direct work contract with PMU may be up to 242 people. These people include 136 full-time and 20 part-time.

## 2.3 Contracted workers

PMU will enter into contracts with about 448 Village Implementation Teams (VIT) in 448 villages across

<sup>2</sup> All workers engaged by VIT will attend orientation trainings provided by District Implementation Team before they are mobilized to site to commence their work. Depending on the job, workers will be trained on how to use Personal Protective Equipment (PPE) and will be provided for use while at work. Workers' abidance to requirements on occupational health and safety will be supervised by Community Supervisor.

seven project provinces. These VITs will engage local people as workers for their own infrastructure subprojects. It is estimated that in each village, 12 workers would be engaged by that village's VIT for the civil works at their own village. It is estimated that a total of 5,456 people will be engaged as contracted workers for subprojects in 448 villages during the entire project life. Of 5,376 local workers, 1,075 people would be hired as skilled workers, and 4,301 people as unskilled workers.

PMU may also ensure a number of consulting firms, and service providers during project live. The number of contracted workers engaged by consulting firms are anticipated to be 10 and that for services providers are estimated to be 10 workers.

So, the total contracted workers anticipated for three main groups above (VITs, consulting firms and service providers) for the entire project is 5,456 people.

## 2.4 Primary supply workers

It is not anticipated to involve any primary supply workers (workers from ongoing providers of essential goods and materials).

## 2.5 Community workers

This Project will involve the use of community workers who will participate in different project activities that are designed and implemented in a manner that fosters community-driven development. These community workers will be involved in establishment and operation of self-help groups (which consists of female community members), producer groups (which consist of both male and female members), and committees established at village level for project purpose. These members will be engaged mainly in activities that involve use of loan, procurement and use of farm equipment, agricultural extension trainings, business development planning for select farm produces, including marketing of farm products. These community workers are expected to work in accordance with the guidance, particularly with job descriptions, and are regularly financially supported through project activities, such as those related to Self-Help Groups, Producer Groups, other Committees (as described in Section 6 – Implementation Arrangement of the ESMF).

The works of these community workers are performed on the basis of hands-on, on-the-job training, and will be voluntary by nature. All community members shall include both men and women between the age of 18 and 59. Community Workers under Self Help Groups will be generally engaged monthly – through monthly group meetings whereas Community Workers under Producers' Group are engaged in month meetings and may be ad-hoc during cropping season and after harvest. Due to the nature of the works, Community Workers will work as part-time workers.

The precise number of community workers who will be engaged under the project could not be calculated but 3,584 peoples are estimated to become community workers (See Section 13 – Community Workers, for more).

### 2.6 Other stakeholders working in connection with the project

Other stakeholders involved in the project will include civil servants directly employed by the government. Under the CLEAR, these people include civil servants who are currently on staff for MAF, and other relevant Ministry at provincial and district levels and who are involved in any aspect of project implementation.

It is estimated that 41 people would be involved as project stakeholders who work in connection with the project. They will support the project on a part-time, ad-hoc, on-request basis (e.g. at annual planning meetings, consultation, technical advice, periodic project progress meetings...).

### 2.7 Estimated number of workers

Given the above, it is estimated that a total of 9,323 peoples will be engaged throughout project life. In addition, it is anticipated that the total number of contracted workers may increase if Project Component 5 (Contingent Emergency Response Component) activities are carried out as needed during project implementation (See the Summary of Types and Estimated Number of Project Workers in Table below).

Figure 1 - Estimated Distribution of Project Workers (by worker type and admin level)

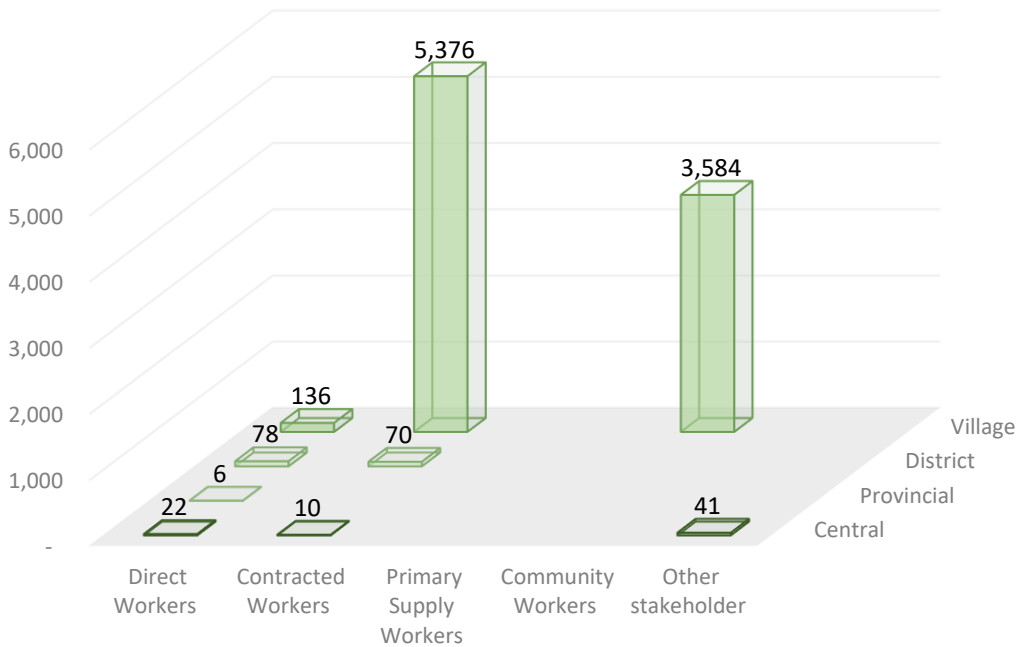


Table 1 - Summary of Estimated Number of Project Workers to be Engaged for the entire Project

Type of project workers	Characteristics of project workers	Timing of Labor Requirements	Estimated Workers per subproject	TOTAL WORKERS (entire project)
<b>DIRECT WORKERS</b>				<b>242</b>
▪ PMU's staff (full-time)		From project preparation till completion	136	222
▪ PMU's consultants (part-time)		Based on job requirements	20	20
<b>CONTRACTED WORKERS</b>				<b>5,456</b>
▪ Consulting Firms/Think tanks		From project preparation until project completion	10	10
▪ Service, Agri-Extension			10	60
▪ Service company (Bank)				10
▪ VIT's workers				5,376
- Skilled workers	Mostly local people (village)	Durations vary, depending on construction stages & needs.		1,075
- Unskilled workers	Mostly local people (village)			4,301
<b>COMMUNITY WORKERS</b>				<b>3,584</b>
▪ Community Workers				3,584
<b>OTHER STAKEHOLDERS WORKING IN CONNECTION WITH THE PROJECT</b>				<b>41</b>
▪ Ministry of Agriculture and Forestry		Project preparation till completion		4
▪ Ministry of Health		Project preparation till completion		4
▪ Ministry of Public Works & Transport		Project preparation till completion		4
▪ Ministry of Planning & Investment		Project preparation till completion		4
▪ Ministry of Finance		Project preparation till completion		4
▪ Ministry of Education		Project preparation till completion		4
▪ Lao Women's Union (LWU)		Project preparation till completion		5
▪ Lao Front for National Construction		Project preparation till completion		4
▪ Lao Youth Union (LYU)		Project preparation till completion		4
			<b>Grand-Total</b>	<b>9,323</b>

## 3. ASSESSMENT OF KEY LABOR RISKS

### 3.1 Project activities involving labor

Based on the nature, scope, scale, and location of project activities, as well as relevant labor, type of labor, that may be required for each project activity, including timing of labor requirement, it is anticipated most risks that are related to project workers are concentrated at village level where most investment (under project components 1,2 and 3) is carried out.

### 3.2 Key labor risks

In this section, based on the nature and scope of project activities, key labor related risks are identified. All VITs will be required to commit to implementing the relevant part of this LMP, particularly issues related to labor risks, relevant E&S risks, mitigation measures, rights of workers, and different grievance redress procedures.... These requirements will be consolidated as an Annex (on Labor Management Procedure) which will be added as an Annex to all Financing Contracts that VIT will sign with each VIT.

#### Occupational Health and Safety for Contracted Workers (e.g., those hired by VIT), Direct Workers, and Community Workers

**Physical Hazards.** Physical hazards represent potential for accident or injury or illness due to repetitive exposure to mechanical action or physical activities. Physical hazards may result in a wide range of injuries, from minor that needs medical aid only, to disabling, catastrophic, and/or fatal.

- **Accidents due to falls:** falling from ladders, scaffoldings, and vehicles, etc.
- **Accident due to falling objects:** Tools, machinery, equipment and materials used during construction may fall from the height, causing injuries or death.
- **Fall into open holes:** holes, manhole, and areas of deep excavation may be commonly found at works. Fall into these holes may cause injuries of various degrees.
- **Physical injury related to use of tools/equipment:** Injury, such as cuts and bruises, may result during use of tools, and equipment such as soil compactors, excavators, tractors –for spot patching, etc. It is noted heavy equipment will be rented by VIT from local service providers and workers operating machine are provided by machinery rental service. In contract with machinery service providers, provisions on labor risks, mitigation measures, GRM, etc. will be applied to workers who operate the machines.
- **Road/traffic accidents:** While traveling for work and working at construction side, project workers are exposed to road/traffic accident. This risk is higher for those who travel frequently (e.g., young graduate, district staff, community workers...). Adequate life insurance will be provided to project workers in accordance with the Labor Law prior to commencement of their assignment.

**Personal Protective Equipment.** PPE provides additional protection to workers exposed to workplace hazards in conjunction with other facility controls and safety systems. Worker may sustain physical injuries if they do not have access to the proper PPE such as protective clothes, gloves, shoes. Project district engineers will provide training to contracted workers recruited by VIT, and VIT members, before construction could start.

It is noted that all necessary PPE will be procured by VIT using a recommended list of PPE provided in the financing contract between VIT and Project Management Unit (of PRF). The type of PPE and quantity is estimated by PMU's District Implementation Unit (DIU) who know what PPE are needed based on the scope and nature of work proposed by VIT. VIT will procure the PPE based on the

recommended list in their contract (Bill of Quantity included in their contract with PMU). VIT is guided on how to do the procurement.

**Working Time:** Civil work project sites are most likely to be located in remote areas. For safety reasons, the project should require VITs, whenever possible, to allow workers to work during daytime. In case night shift is required because of the urgency of the work, proper safety measures, including sufficient lighting and surrounding security, must be taken.

#### *Community Health and Safety for Community Members, including Community Workers*

- **Traffic Safety**

During construction process, the surface of roads that are rehabilitated would become uneven. Equipment and heavy machines are also present on the roadsides and may be in operation which pose safety risks to community member who happen to pass by the construction site. Risk of accident is higher, particularly among road users who travel through construction road sites at night, particularly when areas prone to accident at the construction site are not well fenced, and signposts and lights are not properly set up to alert road users/community members, including old people and children.

- **Contracting/spreading of communicable disease(s)**

During project implementation, the level of interaction between community members and other project workers will increase. This is due to the increased numbers of face-to-face meetings – between local people and project workers who are non-local (hired by VIT for infrastructure subprojects, and between local community and workers engaged by PMU from other part of the country to conduct consultations with local people and/or provide trainings to community members. There is also increased level of interaction among community members themselves – for project purpose, such as increased number of meetings between members of Self-Help Groups, Producer's Groups, and member of different Committees established at about 448 villages for the project purpose.

- **Risk of exposure to pesticide due to increased used of agricultural input to enhance crop quality and productivity**

Enhanced crop production, e.g., through intensification, may induce increased use of chemical agricultural inputs which may result in pesticide residue and pollution of surface water and groundwater.

#### *Sexual Exploitation & Abuse, Sexual Harassment, and Violence Against Children*

According to a study on gender-based violence in Lao PDR by the World Bank, in 2013 alone, an estimated 11,000 women, of whom 47.4% were young girls, were involved in sex trade (most in bars). Some 60% of trafficked children are girls aged 12–18. Under the Project, the risks of Sexual Exploitation and Abuse, Sexual Harassment, and Violence Against Children are identified in association with a) concentration of workers who will be mobilized by Village Implementation Team (VIT) to work for infrastructure subprojects at village level, b) interaction between community members and project workers engaged by PMU (including contracted workers, direct workers, and community workers), particularly in remote areas where ethnic minority people and others may have no or limited knowledge about the risks of SEA/SH/VAC and therefore are not able to recognize such risks and/or know how to handle the risks, and even the outcome, appropriately.

#### *Child labor*

According to the World Bank's ESS2, the minimum working age required is 14 or higher as the

national law specifies. In accordance with Laos PDR's Labor Law 2013 (amended), employers may accept employees from 14 years of age to under 18 years, but overtime work is prohibited (Article 101). Labor between 12 and under 18 years of age are prohibited from a) working in activities, duties and locations that are unsafe, dangerous to the health of the body, psychology or mind; b) performing hazardous works (as per list of hazardous works). Since the project construction activities will take place in rural area where child labor is common, there is a possibility that local labor under 18 years of age is engaged by VIT, and/or VIT's contracted service providers (e.g., for hiring of equipment such as tractors, excavators).

### **Forced Labor**

Force labor includes situations where persons are coerced to work through use of violence or intimidation, manipulation of debt, retention of identity papers, threats, or other forms of retaliation. Since project construction activities will take place in rural area where young workers (12 to under 18 years of age) are likely hired for unskilled works, there is a risk of workers under 18 years of age being coerced by their family to work for extra income for their family. Forcing people to work in order to pay off debt, for instance, is considered forced labor. Forced labor is forbidden under the Labor Law 2013 (Article 15 and 59)<sup>3</sup>.

### **Unexploded Ordnance (UXO)**

Laos was a part of Second Indo-Chinese War between 1964 and 1973. After the war ended, unexploded cluster bombs and other ordnance remained, posing a constant threat to local people. Across 17 provinces of the country, about 25% of the villages (2,861 Villages) are contaminated with UXO. Under this Project, there is a risk of presence of UXO in subproject areas, particularly in locations where agricultural and rural access roads are rebuilt/rehabilitated. This pose a risk of safety to project workers and people who may be present in the vicinity of the UXO locations.

### **Discrimination in Job Opportunity for Community Members of Disadvantaged Groups**

- **Lack of written contract due to temporary work status**

Under this project, temporary works refers to works that is in fixed-term contracts, casual or daily work and some forms of on-call work. VITs may hire local people to perform skilled and/or unskilled works in a relatively short time (weeks, months), particular for subprojects where scale and scope of the civil work is small, e.g., rehabilitation of five kilometre agricultural and rural access road. When this is the case, VITs are likely interested in hiring local people to save costs through reduced wage pay and unpaid overtime work. Since local workers are typically unaware of their rights as the Labor Law, they may accept works and work conditions that may be favourable to VITs and accept underpaid wage, unpaid overtime work, lack of personal protective equipment (for certain works that require PPE), late pay, inadequate rest, etc.

The above labor related risks are associated with different type of works, as summarized in Table below.

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<sup>3</sup> Except four circumstances, including: 1) The use of labor in accordance with the law for national defense, or for national security; 2) The use of labor in the event of emergencies, including fires, natural disasters or disease epidemics; 3) The undertaking of work resulting from a court decision under the administration of relevant government officials; and 4) The undertaking of group work in accordance with the decision of local authorities, organizations, or associations to which the employee is attached or is a member.

**Table 2 – Summary of Key Risks that may Affect Project Workers during Project Implementation and Operations**

Project phase	Project Components	Project activities	Environmental & Social Risks	Potential affected project workers	Type of Labor	Preliminary Assessment of inherent risks <sup>4</sup>
PROJECT IMPLEMENTATION	<b>Comp 1 –Local Economic Development Initiatives Sub-grants and Capacity Building</b>	Construction activities	<b>Occupational Health &amp; Safety (OHS)</b> , including: → Physical hazards (PH) → Chemical hazards (CH) → Personal Protective Equipment (PPE) → Accidents at workers' camp <b>Community Health &amp; Safety (CHS)</b> → Risks of communicable diseases (COVID-19...) → Traffic safety <b>Others</b> → Sexual Exploitation & Abuse/ Sexual Harassment (SEA/SH) → Child labor/ forced labor → Unpaid overtime/unequal opportunity and pay, working conditions	→ Construction workers         → Community members	→ Contracted workers (incl. skill and unskilled workers)     → Contracted workers (local unskilled, temporary workers) → Community workers	→
		Construction supervision	→ OHS	→ Community Mobilizers and other relevant members of VIT and VSMC	Contracted workers	
		Environmental & Social Monitoring	→ OHS	→ Individual consultant	Contracted workers	
		Capacity building for project stakeholders	→ <b>Community Health and Safety (CHS)</b>	→ Individual consultant → Community members	Contracted workers	
	<b>Comp 2 – Community Livelihood Enhancement</b>	Meetings of Self-Help Groups	→ <b>CHS and CHS</b> → Discrimination → Exclusion of disadvantaged/ vulnerable groups	→	Community Workers Contracted workers Direct Workers	
		Meeting of Producer Groups	→ <b>CHS and CHS</b> → Discrimination → Exclusion of disadvantaged/ vulnerable groups	→	Community Workers Contracted workers Direct Workers	
		Market diagnostics	→ <b>CHS</b>	→ Researchers (consultant)	Contracted workers,	

<sup>4</sup> Preliminary risk assessment was carried during early stage of project preparation. This assessment needs to be updated based on actual condition such as contractors' capacity and performance, etc. during project implementation.

Project phase	Project Components	Project activities	Environmental & Social Risks	Potential affected project workers	Type of Labor	Preliminary Assessment of inherent risks <sup>4</sup>
		<ul style="list-style-type: none"> <li>Capacity building for project stakeholders</li> </ul>	→ CHS	→ Individual consultant (specialised in specific capacity building activities)	Direct Workers Contracted workers, Direct Workers	
	<b>Comp 3 – Community Nutrition Interventions</b>	<ul style="list-style-type: none"> <li>Development and implementation of a comprehensive nutrition and sanitation behavior change strategy</li> </ul>	→ CHS Exclusion of disadvantaged/ vulnerable groups	→ Researchers (consultant)	Contracted workers, Direct Workers	
		<ul style="list-style-type: none"> <li>Knowledge dissemination and training</li> </ul>	→ Health and Safety	→ Trainers (consultant)	Contracted workers, Direct Workers	
	<b>Comp 5 - CERC</b>		→ Similar E&S risks as under Comp 1,2 and 3	Similar stakeholders as noted under Comp 1,2 and 3	Direct workers, Contracted workers Community Workers	
<b>OPERATIONS</b>	Comp 1,2 and 3	<i>Operations &amp; Maintenance</i>	Occupational Health and Safety (OHS) and Community Health & Safety (CHS)			

## 4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

The Labor Law (2013) is the regulatory framework with regards to labor and working conditions in Lao PDR. The Labor Law provides regulations against discrimination, promotes fair treatment and equal opportunity (decent work) in employment and wages, and provides protection and assistance to vulnerable workers.

Table 3 below summarizes key issues specified in the 2013 Labor Law, covering, *inter alia*, basic wage, payment arrangement and deductions, hours of work, overtime work, rest per week, and leaves (including leave, maternity, ...), etc.

**Table 3 - Key issues of the Labor Law 2013**

Key issues	Relevant Articles in Labor Law 2013	Categories of workers
<b>Basic Wage</b>	<b>Article 108 (Revised) – Determination of Salary or Minimum Wage.</b> Minimum wage or salary can be determined for each area or sector based on the level of minimum wage or salary at every interval as promulgated by the State.	Direct workers Contracted workers
<b>Form and Methods of Wage Payment</b>	<b>Article 109 (Revised) – Form and Methods for Payment of Salary and Wages.</b> Employer must notify the employee of the account and calculation of salary or wages. When making payments in materials in lieu of cash for salary or wages, it should be at an appropriate rate and stated as money, but it must be agreed upon by the employee or employee representative.  Section 10 of the Minimum Wages Advisory Boards and Wages Councils Act, Cap. 221 established by the Government of Lao PDR establishes the timing for the payment of wages. The project will pay employees promptly and regularly at the customary intervals and ensure that all employees are paid in full.	Direct workers Contracted workers
<b>Deduction of wage</b>	<b>Article 110 (Revised) – Payment.</b> Deduction of salary or wages paid in advance should not be more than twenty percent of a salary or wage.  <b>Article 113 (Revised) – Deductions from Salary or Wages to Compensate for Damage.</b> Deductions from an employee's salary or wages to compensate for damage to the property of a labor unit caused by the employee shall be made according to the value of actual damage. In case where employee does not have assets for compensation, his salary or wages must be deducted for compensation; however, the maximum deduction shall not exceed 20% of his salary or wages.	Direct workers Contracted workers
<b>Gender Equality, Discrimination</b>	<b>Article 96 (New) – Gender Equality in the Workplace.</b> Female employees shall receive a salary or wages equal to that of male employees, except for some forms of work that has negative effects upon the reproductive health of women, which must be protected in every case. <b>Article 97 and 99 (Revised) – The Employment of Pregnant Women or Women Caring for Newborns.</b> Employer(s) is prohibited to employ a woman during pregnancy or during the period she is caring for a child under one year of age to perform	Direct workers Contracted workers

Key issues	Relevant Articles in Labor Law 2013	Categories of workers
	<p>such work as: a) Overtime work, or work on rest day, b) night works, c) Works specified in the list of hazardous works, d) Work which involves standing for longer than two consecutive hours, e) Work lifting and carrying by hand, carrying on shoulders, carrying on a pole, or the bearing of loads heavier than ten kilograms.</p> <p>Employer is prohibited to obstruct employment or use direct or indirect force to stop the work of an employee due to their marital status or gender discrimination.</p>	
Hours of work	<b>Normal hours of work</b> will be no more than 6 days per week and 8 hours per day or no more 48 hours per week, regardless of the type of salary or wage; and hours of work must not exceed 6 hours per day or 36 hours per week for employees whose occupations are in sector that involve direct exposure to dangerous chemicals ( <i>Article 51</i> ).	Direct worker Contracted workers
Overtime work	<b>Overtime shall not exceed 45 hours per month or 3 hours per day</b> , but it is prohibited to work more than four consecutive days, except in the case of an emergency such as combating natural disasters or an accident that would cause great damage to its labor unit and Where overtime is necessary for more than 45 hours in any one month, the employer must first request authorization from the Labor Administration Agency which is responsible for its labor unit and receive approval from the trade union or workers' representatives, or the majority of employees in its labor unit ( <i>Article 53</i> ).	Direct worker Contracted workers
Payment for Work on Weekly Rest Days or Official Holidays	<p><b>Article 115 (New) – Payment for Work on Weekly Rest Days or Official Holidays.</b></p> <p>For overtime worked on a weekly rest day or official holiday, the employee shall be paid on the basis of two hundred and fifty percent (250%) of the hourly wage of a regular working day for each hour worked.</p> <p>For overtime worked from 16:00 to 22:00 on a of weekly rest day or holiday, the employee shall be paid on the basis of three hundred percent (300%) of the hourly wage of a regular working day for each hour worked.</p> <p>For overtime worked at night on a weekly rest day or holiday, from 22:00 to 06:00, the employee shall be paid on the basis of three hundred and fifty percent (350%) of the hourly wage of a regular working day for each hour worked.</p> <p>Specific payments for night work or shift work shall be paid at no less than 50% of the hourly wage of a regular working day for each hour worked. This specific pay shall be calculated by dividing the regular salary or wage by twenty six days, then divided by eight hours, and then multiplied by fifteen percent and multiplied again by the number of hours worked at night or shift.</p>	Direct worker Contracted workers
Rest & Leave	Workers have the right to at least 1 day's rest within a week or 4 days per month, which may be Sunday, or any other day as agreed	Direct worker Contracted workers

Key issues	Relevant Articles in Labor Law 2013	Categories of workers
	<p>between the workers and the employer (Article 54).</p> <p>Workers have the right to rest on official holidays and receive their normal salary or wage (Article 55).</p> <p>Workers have the right to sick leave (Article 56), annual leave (Article 57) as well as personal leave (Article 58).</p>	

## 5. BRIEF OVERVIEW OF OCCUPATION HEALTH & SAFETY LEGISLATION

### 5.1 Health and Safety

Employer will comply with the Government of Lao PDR's Labor Law, Section VIII on Labor Occupational Safety and Health:

- Implement its core obligations including workplace equipment and procedures, safety measures, safety systems, risks, safety gear, addictive substances, training on basic health and safety knowledge **(Article 119)**.
- Inspect and assess risks to safety and health within workplace regularly and report the results **(Article 122)**.
- Maintain a medicine cabinet and have one employee as primary nurse **(Article 124)**.
- Record and Reporting of Workplace Accidents in detail and report it to the Labor Administration Agency **(Article 125)**, and
- Facilitate medical examinations of employees **(Article 126)**.

### 5.2 Protective Gear

The Employer will be committed for the safety of its employees to supply individual safety gear to employees in full and in good condition according to international standards as provided in Lao PDR's Labor Law **(Articles 64, 118, and 119)**.

### 5.3 First Aid

The Labour Law provides that "All labor units shall be equipped with a first-aid kit. [Labor] units employing fifty or more workers should have a permanent medical staff to take care of and treat the health of the workers (Section 49 of Decree No. 24/PR of the President of the Republic, dated 21 April 1994 promulgating Act No. 002/NA of 14 March 1994 concerning labor).

### 5.4 Epidemics

In the event of any outbreak of illness of an epidemic nature, the project will comply with and carry out such regulations, orders and requirements as may be made by the Government, World Health Organization or the local medical or sanitary authorities, for the purpose of dealing with and overcoming the epidemic.

### 5.5 Deaths

In the event that the worker dies, the employer will report to the nearest labor administration agency within forty-eight hours. If the employee is dead, the employer shall be responsible for funeral expenses

as appropriate and not less than six months' salary or wages of the deceased; and if a worker dies while on assignment by the employer to another workplace, the cost of transferring his body or remains to his family shall also be borne by the employer. In addition, the heirs of the deceased have the right to receive a one- time allowance in accordance with regulations (**Article 55**).

## 5.6 Victims of Labor Accidents and Occupational Diseases

The Employer will be committed for the Labor Accidents and Occupational Diseases as provided in Lao PDR's Labor Law:

If an employee is injured as a result of a labor accident or occupational disease, the employer or social insurance implementation agency must take responsibility for the cost of treatment as determined in the appropriate legislation. For the course of the treatment and rehabilitation, the employee has the right to receive their normal salary or wages from the employer, but for no longer than six months. If the limit is reached, the employer or social insurance implementation agency will cover the cost in accordance with the Law on Social Insurance. In cases where the employee dies from a labor accident or occupational disease, the employer or social insurance implementation agency must take responsibility for the funeral and remuneration as determined in the Law on Social Insurance. If a worker dies while assigned to another workplace by the employer, the cost of transferring his body or remains to his family shall also be borne by the employer. In cases where the employee loses a limb or organ due to accident or occupational disease, the employer or the social insurance implementation agency must take responsibility to pay remuneration as determined in the Law on Social Insurance (**Article 128**).

## 5.7 Reporting of Accidents

In the event that the worker suffers from a serious labor accident or occupational disease or dies, the **employer must report** to the nearest labor administration agency within forty-eight hours. If the employee is dead, the employer shall be responsible for funeral expenses as appropriate but not less than six months' salary or wages of the deceased (**Articles 55**).

## 5.8 Recording and Reporting of Workplace Accidents

The Employer will be committed for the Recording and Reporting of Workplace Accidents (**Article 125**), as follows:

- Whenever an accident occurs within a labor unit that causes the employees to take time off work for four or more days, the employer must record the cause of the accident in detail and report it to the Labor Administration Agency.
- Whenever a workplace accident or occupational disease causes injury to an employee, major injury or death, the employer must report the incident to the Labor Administration Agency within 3 days.

## 5.9 Records of Safety and Health

The Employer will maintain safety and health records and make reports concerning safety, health and welfare of persons and damage available to the appropriate authorities.

# 6. RESPONSIBLE STAFF

## 6.1 Responsibilities of MAF and PMU

As the key project owner, MAF, in conjunction with MAF, is responsible for the overall implementation of

the LMP. Before the project implementation, MAF will establish an PMU and ensure that the PMU will carry out day-to-day project implementation and management and that all project workers are recruited and managed in accordance with this LMP, the Labor Law (1997), and other relevant laws and regulations. Specifically, PMU will:

- Ensure VIT are fully aware of and are committed to implementing all requirements set forth in the project LMP.
- Ensure VIT prepare Labor Management Procedures in compliance with the project LMP and submit to PMU for review and approval prior to mobilizing staff to project site.
- Ensure workers engaged by VITs are fully aware of all requirements described in the VIT's Work Contract, particularly requirements related to terms and working condition and complaint handling procedures applicable to project workers.
- Conduct regular monitoring to ensure VIT' performance follows the VIT's LMP, and with relevant provisions described in subproject's ESMP and procurement documents.
- Ensure VITs take proactive and appropriate measures to ensure their workers carry out the work safely and without risk to their health.
- Ensure VIT conduct regular risk assessment, provide timely and necessary risks-based trainings to their workers, and provide appropriate supervision to required plans and actions with a view to avoiding or minimize the risks and potential impacts identified in this LMP.
- Ensure VITs address timely their workers' grievances in accordance with the GRM described in this LMP and establish a safe working environment, free of discrimination and SEA/SH risks, as well as provide appropriate PPE, especially for those conducting site inspections/supervision.
- Though District Implementation Unit, conduct meetings with village authorities of each project village and ask village authorities to meet with the community workers that they engage for the project purpose (See Section 12 – Community Workers). The purpose of village authorities' meeting with CMs is to inform the CMs of the Terms and Conditions required for CMs (See Section 12) and to ensure CMs understand the project purposes, project's ES risks and impacts, particularly the risks associated with the subprojects/ activities that they support in the role of CM. CM is expected to sign the Meeting Minutes to indicate their understanding of the meeting contents and agree to support the project as CM (See Annex 5 – Sample Meeting Minutes).

## **6.2 Responsibilities of Village Implementation Team**

The Village Implementation Team will:

- With the support of district Engineer, develop and implement procedures to establish and maintain a safe working environment at project's construction sites. This includes safe workplaces, safe use of tools and/or equipment to avoid/reduce potential risks to the health and safety of contracted workers, and to the general public.
- Actively and regularly train workers to promote workers' understanding and implementation of OHS requirements, including risks related to COVID-19, SEA/SH/VAC, etc.
- For the risk of SEA/SH, as part of training for VIT and VIT's workers, district Engineer must train workers, including their female workers, about their rights, including the GRM for SEA/SH grievance (See Section 10.2). This training is more specific to VIT's workers and are different from SEA/SH awareness campaign that are done by Village Facilitators.

- Ensure that use of faulty and substandard equipment is avoided.
- Provide laminated signs of relevant safe working procedures in visible areas at construction sites in both English and Lao languages.
- Provide appropriate PPE to workers.
- Put in place procedures that encourage workers to report work situations that are hazardous or put the health and safety of workers and community members at risk.
- Confirm that workers are properly trained, and appropriate measures are in place before mobilizing their workers to communities with potential risk of conflicts.
- Ensure that sufficiently supplied first-aid kits are provided at all construction sites.
- Provide employees with access to toilets and potable drinking water; and
- Properly dispose of solid waste at designated permitted disposal/landfill sites.
- Keep track of and report periodically all responsibilities listed under Section 6.2, as a minimum,

Specifically, VITs are responsible for the followings:

**Compliance.** Comply with relevant national legislation as well as requirements set forth in this LMP (see Annex 2.1 – Occupational Health and Safety Guideline of this ESMF);

**Terms and Working Conditions.** Ensure all the workers engaged for the project work are fully aware of terms and working conditions as per VIT's Work Contract and fully observe it.

**Appointment of Staff.** Ensure that key officers in charge of OHS and Work Safety are timely brought on board and satisfactorily identify hazards, assess risks, prepare training curriculum, timely deliver training, and appropriately to ensure workers' full understanding of OHS and Work Safety requirements before workers commence the works.

**Training of Workers.** Ensure all workers engaged have the right and sufficient skills, knowledge, training, and experience to carry out the work, or are in the process of obtaining them, to meet the work requirements as specified in the Work Contract. Where required by the project, the district Engineers will provide additional trainings and supervision to ensure workers work safely.

Ensure that the training of workers covers key topics that were identified as potential risks to workers and to the general public. These topics may include Environmental, Social, Health and Safety (ESHS), OHS, SEA/SH/VAC, communicable diseases such as HIV/AIDS, COVID-19, non-communicable diseases, as well Individual Code of Conduct (CoC) as specified in the Work Contract with PMU.

**Addressing Workers' Grievances.** The VITs shall implement the Grievance Redress Mechanism (GRM) for workers as specified in this LMP. The PMU's GRM Focal Point and DIU will review the VITs' GRM records monthly. MAF will ensure that all complaints are resolved in a timely manner in accordance with the procedures outlined in Section 10 of this LMP, and that GRM results are reflected in PMU's quarterly progress reports to the World Bank.

**Reporting.** Ensure that accidents are reported to MAF on a monthly basis and that serious incidents are reported immediately.

A VIT's member will be tasked as a Safety Officer and will be responsible for:

- Identifying potential hazards to project workers, particularly those that may be life-threatening.
- Providing preventative and protective measures, including modification, substitution, or

elimination of hazardous conditions or substances.

- Training project workers and maintenance of training records.
- Documenting and reporting of incidents.
- Preparing emergency preparedness plan, including response actions for such emergency situations; and
- Providing remedial actions for adverse impacts such as occupational injuries, deaths, disability, and diseases.

VITs will be responsible for the safety of workers and community members in relation to construction activities at the subproject site.

## 7. POLICIES AND PROCEDURES

PMU will incorporate all environmental and social requirements in the tender document and contract documents to ensure that potential bidders are aware of environmental and social performance requirements and are able to implement such requirements for the duration of the contract.

The contractor and VITs are required to ensure that all documentation related to their environmental and social performance, including activities related to the LMP, are available for inspection at any time by PMU. All workers will be trained and will be required to sign Individual Code of Conduct, including Manager, as applicable (See Annex 5.2).

### **Occupational Health and Safety (OHS)**

To ensure the safety of workers traveling to remote sites, the OHS strategy will include specific measures, such as (1) requiring only professional drivers to operate project cars and requiring seatbelt use inside of them; (2) requiring drivers and passengers to wear helmets when operating project motorcycles, including private motorcycles when used for project-related tasks; (3) travel by motorcycle for project-related purposes shall be during daytime (4) refrain from driving when under the influence of alcohol or any drugs, (5) measures to monitor, anticipate and avoid potential security risks while travelling, including liaison with local police and authorities and encouraging project workers to share any concerns they may have.

Project workers in remote areas will receive health and safety training, which will cover topics like preventing infections through contaminated food and/or water and/or through vector-borne diseases as well as avoiding snakebites and insect stings. Site-specific risks will be assessed as part of the ESMP which will include plans for identification of emergency health facilities and emergency evacuation. If required, stocks of snakebite anti-venom will be maintained on hand at project sites.

UXO risks will be screened for all sites with the assistance of National Regulatory Authority for UXO and appropriate risk mitigation measures adopted.

The Health and Safety specifications will include the following provisions:

- Ensuring that health and safety standards at work places are completely compliant with applicable national laws, including (1) providing all employees with basic safety awareness training as a precondition for presence at a construction site; (2) All drivers of vehicles must possess the necessary licenses, and all operators of construction equipment must receive training, including in safety procedures; (3) Safe management of the areas around operating equipment (e.g. turning circle of excavators), including stationing flagmen where necessary; (4) all workers on

construction sites to be equipped with helmets, safety boots and protective gloves; (5) secure scaffolding and fixed ladders to be provided for work above ground level; (6) First aid equipment and facilities to be provided in accordance with the Labor Law; (8) at least one supervisory staff member is trained in safety procedures and to be present at all times when construction work is in progress; and (9) adequate provision of hygiene facilities, resting areas, among other things.

- Ensuring workplaces are safe from COVID-19 and follow the Prime Minister's Office issued Notification No. 1414/PMO to continue implementing measures to prevent and control the spread of COVID-19 in Laos from the date of issuance to January 31, 2021.
- All workplace health and safety incident will be accurately documented in a register that is shared with the supervising engineer. The register should contain the following information: (1) the incident's date, time, and location; (2) its nature; (3) type of injury, and other relevant impacts, including the number of affected workers and others; and (4) the actions that have been taken (first aid, evacuation etc.).
- All workers will be covered by insurance against occupational hazards.
- All work sites have health and safety plans, including identification of potential hazards and actions to be taken in case of emergency, locations prone to accidents, and emergency facilities.
- On-site accommodation must be safe and hygienic. Adequate supply of potable water, washing facilities, sanitation, accommodation, and cooking facilities will be provided. Together with the construction supervision consultant, the location and design of the site camps will be decided, and a pertinent risk assessment will be conducted (See also ESMF – Annex 5).
- Workers residing at site accommodation will receive training on prevention of infections from contaminated food and/or water, vector-borne and sexually transmitted diseases.
- Where VITs hire workers who are local community members, ensure disadvantaged and vulnerable community members have equal access to such work opportunities and are considered/ prioritized. Where large numbers of community members are employed, childcare facilities should be provided.
- Employment of people under 18 years of age is prohibited under the project.
- Under no circumstances will VITs engage child labor and forced labor.
- Construction materials manufactured in Lao shall be procured from suppliers who are able to certify that no forced labor (including debt bondage labor) or child labor (except as permitted by the Labor Law) were involved in the production of the materials.
- All employees must be aware of their rights under the Labor Law.
- All employees will be informed of their ability and rights to file a grievance using the project's GRM for project workers (Section 10.2).

## **Dissemination and Awareness**

The following steps will be carried out by PMU during project implementation.

- Key OSH requirements developed under the LMP will be summarized and included as an Annex to the Financing Contract that will be signed between PMU and VIT.
- All VITs will be required (as part of their Financing Contract with PMU) to implement the Annex

on Labor Management Procedure to ensure all labor related risks associated with their civil works are identified and managed appropriately – as part of contract condition.

## 8. AGE OF EMPLOYMENT

The minimum age for employment under the CLEAR project is 18 years of age. Prior to the engagement of labor, workers will be required to provide their identification card or birth certificate for age verification before commencing project related works. In the absence of these official documents, alternative methods could be used to support the age verification, such as a testimony/affidavit from village level where the potential employee was born, or currently live. Employers (e.g. VITs) will check all supporting documents for age verification for its validity. A copy of the document used for age verification will be kept on the Employer's record.

If an Employer's worker is found to be under 18 years of age, the Employer is required to stop the work of the worker involved and check the supporting document about the worker. If the workers are under 18, Employer (e.g. VIT) must explain to the workers and ask the worker to stop their work immediately. The Employer will then agree with the worker on how compensation for the time the worker have spent are paid, including payment of any unpaid overtime work, other benefits, leave balance, etc.. The contract should be ceased immediately on the day age verification is completed.

## 9. TERMS AND CONDITIONS

All terms and conditions outlined in the World Bank's ESS2 (paragraphs 10 to 15) will be adopted and applied to contracted workers. In addition,

- In line with national law, the maximum working hours are limited to 8 hours per day, 6 days per week.
- Employers, including PMU and VIT, shall guarantee that the workers receive at least one day of rest per week. Employers shall also make arrangements for the employees to take vacation according to laws, and any other legal holidays prescribed by the laws and regulations.
- Employment opportunities will be available to all, including equal pay regardless of workers' gender, ethnicity, and employment status.
- The wages to be paid to workers shall not be lower than the local minimum wage as required under the Labor Law.
- Relevant provisions in the Labor Law for female workers must be observed, including maternity leave for female workers, where applicable.
- Workers are required be tested periodically for COVID-19 (per updated local regulations at subproject location. Worker(s) tested positive will be isolated and transferred to designated Health Care Facilities for medical treatment.
- Suspected workers will be isolated for close medical monitoring and reported to local health services/authorities for guidance/action to prevent spreading.
- Workers who are affected by COVID-19 and are unable to work will be paid in accordance with the current national regulations.

The labor contract shall be provided to workers in writing and shall have the following provisions:

- Work content (e.g. nature and scope of work);
- Working condition (duration of contract; hours of work, overtime work, place of work, annual leave, sick leave, labor protection measures, etc.);
- Remuneration payable (basic wage, bonus, and others);
- Conditions for termination of the employment contract;
- Responsibilities of parties when breaching employment contract;
- Staff regulations and rules, including Individual Code of Conduct on SEA/SH/VAC, etc.;
- Disciplinary measures for the violation of Individual Code of Conduct and misconduct;
- Grievance Redress Procedures related Labor and Working Conditions, and SEA/SH.

## 10. GRIEVANCE MECHANISM

### 10.1 Objective

The objective of the project's GRM is to provide affected parties/persons with redress procedures that they can conveniently use to raise a project related concern, or grievance. The GRM specifies how a project related complaint can be made, including forms and channels through which a complaint can be lodged. To facilitate the grievance resolution process, grievances received will be acknowledged in writing and solved within a specified time limit. During the resolution process, where necessary, dialogue will be held between PMU and aggrieved persons for effective resolution. Once a complaint is resolved, aggrieved person will be notified of the resolution results. The GRM has sequential steps that aggrieved person can use. If the aggrieved person is not satisfactory with the grievance resolution result, or if their complaint is not resolved within a time limit specified for a particular step, aggrieved person can move on to the next step in the GRM hierarchy. The project has an appeal process that complainant can resort to if they are not satisfied with a resolution decision at a particular step, or their complaints are not resolved within a specified time limit.

PMUs and VITs are required to inform its workers (in work contract and during induction trainings) of all project's grievance redress procedures for their understanding and use when necessary.

### 10.2 Principles of Project GRM

Under this project, the following principles are applied:

- **Channels.** Different channels are established to enable affected person to submit their grievances, including submission to village committee, as well as district and provincial levels. Grievance can also be submitted to PMU via designated email or phone administered by PMU GRM focal points (See Section 5.1 above).
- **Forms.** Grievances can be submitted in writing and verbally, and either directly by the affected households, or by person delegated by the complainant who are sick, the elderly, or people with disabilities, or with vision or hearing impairment, etc.
- **Complainant can delegate a representative who act on their behalf.** Person lodging a grievance can ask assistance from their family or from individual that they trust to transcribe their complaint,

and act as their representative to submit their complaint.

- **Disclosure.** GRM procedures are disclosed in public domain (e.g. **websites of PMU**, at public notice board located at **village hall**). GRM procedure will be explained to people attending consultation meetings.
- **Documentation.** A grievance logbook will be maintained at village hall, and at PMU level (through PMU GRM focal point). A grievance logbook will be established and regularly updated/maintained at village hall and PMU level.
- **Transparency.** The grievance procedures include steps, expected time frame grievance resolution for each step, notification to affected person, how decision is made, decision makers, mediation options, and
- **Complaint will be acknowledged within 15 days from the date of complaint receipt.** The unit in charge of complaint resolution will notify complainant upon complaint receipt and will initiate the complaint resolution process.
- **Appeal.** If the agency in charge does not resolve a grievance in a manner that is satisfactory to the affected person, a multistakeholder committee will be established (ad-hoc) to resolve the dismissed grievance – as an alternative for affected person going to court. If the grievance could not be resolved satisfactorily by the multistakeholder committee, the affected person may resort to the court of law.
- **Monitoring.** All grievances received are recorded by PMU and relevant VIT/Village Mediation Committee, and are processed/resolved in a given timeframe, and are monitored by PMU GRM focal point.
- **Time-limit for grievance resolution is specified for each step.**
- **Complainants bear no costs associated with the entire complaint resolution process.** Costs incurred as a result of grievance resolution will be borne by the project. However, if the complaints bring their case to the court of law as they wish, they will bear the costs associated with their lawsuit.
- While a timeframe is specified for each step, any grievance that concerns urgent health and safety issues shall be resolved immediately.

### 10.3 Redress Procedures

#### ***10.3.1 Redress Procedure for Complaints for direct and contracted workers related to labor and working conditions***

Project workers can lodge their grievance/complaint as follows:

- **Step 1 – Employer Level.** Affected person (AP) can submit their grievance to their Employer who serves as the first focal point for receiving and resolving grievance. Grievance can be lodged verbally or in writing, in person or by phone, text message, mail or email (anonymous complaint is accepted). The Employer involved will resolve the case no later than 15 days. Once resolved and the AP is satisfactory, the Employer will report the case, including resolution process and results, to the PMU for information and record. If the AP is not satisfied with the resolution of their Employer, the Employer will refer the AP to the GRM focal point of PMU, and PMU Management if needed, and inform the AP of this referral. It is noted that if a complaint is concerned of the safety and health of one or several individuals, such complaint shall be resolved as soon as possible – depending on the

nature and urgency of the grievance.

- **Step 2 – PMU level.** PMU will resolve the complaint referred by the Employer and acknowledge the receipt of the AP's complaints within two weeks from the date of complaint receipt. If the GRM of PMU cannot resolve the complaint, the GRM focal point of PMU will consult with the Project Manager for resolution. The GRM focal point of PMU will inform the AP of the PMU's resolution result in writing within 30 days from the date of complaint receipt. If the AP is not satisfied with the resolution outcome proposed by PMU, PMU will refer the case to the PMU for resolving and inform the AP of this referral in writing.
- **Step 3 – Court of Law.** If the AP is not satisfied with the resolution proposed above, the AP can initiate a lawsuit to the court of law at any step. The cost associated to the lawsuit shall be borne by the AP. The decision of the Court will be final.

### ***10.3.2 Redress Procedure for Complaints related to SEA/SH***

Under this Project, GRM for SH/SEA serves in: (i) referring the complainants to local Gender-Based Violence service provider; and (ii) recording resolution of the complaint. The following principles, which will be applied under the Project, recognize victim as principal decision makers in their own care, and treat them with agency, dignity and respect for their needs and wishes.

- Multiple channels are in place for easy access and lodge complaints.
- SH/SEA victims will be referred to local SEA/SH service provider for immediate support if they make a complaint directly to PMU.
- Confidentiality of victims are protected. GM operator of PMU will keep SH/SEA allegation report confidential.
- No identifiable information on the victim shall be collected and stored in subproject Grievance Logbook.
- Costs of operating the SH/SEA GRM will be financed by the subproject.

#### **Channels for lodging SH/SEA complaints:**

- Channel 1 – AP can submit a complaint, verbally or in writing, to the PMU.
- Channel 2 –Alternatively, AP can lodge their complaint, verbally or in writing, GRM Focal Point of PMU.
- Channel 3 – AP can submit a complaint to relevant VITs, if relevant.

All SH/SEA related grievance will be addressed directly by the Lao Women Union (LWU) who will be engaged by PMU to assist in addressing potential grievances on SEA/SH.

The Project and organizations resolving PAP complaint and appeal process will not charge any fees. Any expenses incurred due to submission of complaints and/or appeals and phone calls should be classified as unexpected expenses and covered by the Project.

## **11. CONTRACTOR MANAGEMENT**

### **11.1 Contractor Selection**

In the context of CLEAR project, since VIT will hire workers to support construction of their subproject in their own village, VITs will play the role like a construction Contractor. All workers to be engaged by VIT for infrastructure and construction subprojects are people who live in the same village, or a village nearby. So, there is no selection of Contractor. VIT members will be appointed by VSMCs.

## 11.2 Project Performance

During construction, VIT, and Community Supervisors (at village level) are required to:

- Monitor, keep records and report on terms and conditions related to labor management.
- Provide workers with evidence of all payments made, including benefits and any valid deductions.
- Keep records regarding labor conditions and workers engaged under the Project, including contracts, registry of induction of workers including Code of Conduct, hours worked, remuneration and deductions (including overtime).
- Record safety incidents and corresponding Root Cause Analysis (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required (for example, revised job safety analysis, new or different equipment, skills training, etc.).
- Report evidence that no child labor is involved.
- Training/induction dates, number of trainees, and topics.
- Details of any worker grievances including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken. Grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.
- Sign, as applicable, the Worker's Code of Conduct (Annex 1 of LMP).

**VIT and Community Supervisor** are responsible for management and supervision the workers VITs hire— as per PMU's contract with VITs. In particular, VIT and Community Supervisor are responsible for overseeing the implementation of labor related provisions – as described in Contract between PMU and VIT.

## 12. COMMUNITY WORKERS

### 12.1 Definition

Under this project, community workers (CW) are expected to be involved in Project Component 1 (Local Economic Development Initiatives Sub-grants and Community Capacity Strengthening). For each project village, community workers in village would include core members on Village Self-Help Management Committee/Village Implementation Team, Self-Help Group, and Producer's Group. It is estimated that 3,584 people will be engaged as community workers in Village Self-Help Management Committee, Self-Help Groups, and Village Facilitators across about 448 project villages. These community workers will work on a voluntary basis as part of community-driven approach, and as discussed and agreed in the Meeting Minutes (See Annex 5 for suggestive content of a Meeting Minutes that will be prepared for each participating project village).

### 12.2 Nature and scope of work

In each project village, a Village Self-Help Management Committee (VSMC) will be established to facilitate implementation of different project activities that are organized into various functioning groups such as Village Self-Help Management Committee, Village Implementation Team, Self-Help Groups Self-Help Groups, Producers' Groups, etc. Each VSMC will have 10-12 key members who are selected to oversee

and support day-to-day implementation of activities associated to these groups.

### 12.3 Responsibilities

In doing these above works, CW will need to travel frequently from their home to meeting places, training venues, visiting sites, doing consultation and survey, etc., mostly within their villages, to fulfill their responsibilities as CWs. Responsibilities of CW and their roles in VSMC are described briefly in Table below.

No.	Key responsibilities
1	<b>President</b> <ul style="list-style-type: none"> <li>• Chair the meeting</li> <li>• Bring Consensus</li> <li>• Take Decision</li> <li>• Resolve Disputes</li> <li>• Signatory for SHG documents</li> <li>• Operate Bank Account</li> </ul>
2	<b>Secretary</b> <ul style="list-style-type: none"> <li>• Emphasize SHG rules</li> <li>• Execute SHG decisions</li> <li>• Ensure Minute book capture all decisions</li> <li>• Prepare monthly report</li> <li>• Charge penalty for indiscipline members</li> <li>• Signatory for SHG documents</li> <li>• Operate Bank Account</li> </ul>
3	<b>Treasurer</b> <ul style="list-style-type: none"> <li>• Ensure repayment of loans from saving fund</li> <li>• Ensure repayment of loans from seed grant</li> <li>• Have all Account details</li> <li>• Managing Finance Resources</li> <li>• Custodian of all documents</li> <li>• Prepare monthly finance report</li> <li>• Operate Bank Account</li> </ul>
4	<b>Members</b> <ul style="list-style-type: none"> <li>• Attend fortnightly SHG meetings</li> <li>• Deposit fortnightly saving</li> <li>• Repay loan</li> <li>• Support to recover loan from members</li> <li>• Chair meeting as per President's request</li> <li>• Promote Unity &amp; Solidarity</li> </ul>

### 12.4 Risks and impacts to CW

Community workers are mostly female. They are not only expected to perform the role and responsibilities in their own family, but also undertake extra role and responsibility outside their family – as a community worker under CLEAR project. As such, they are exposed to all social risks (as identified in Section 4.2 of the ESMF (Environmental and Social Risks and Negative Impacts and Mitigations)).

Key risks that community workers are exposed to are summarized below:

- Road accidents (while traveling for project purpose).
- Risk of SEA/SH (when spending more time outside their family and interact with other community members and project workers).
- Other safety risks (while visiting construction sites, doing survey, doing home visit...)
- Risk of discrimination (from male community member and the elderly...)

## 12.5 Terms and Conditions

The following terms and conditions will be discussed with all community workers (identified in Section 12.2) and with new community workers who may be identified additionally as the Project Operations Manual and Guidance for project functioning groups are identified at during project implementation. If new community workers are identified (based on their roles and responsibility), the requirements in this Section (Section 12) apply.

Given the community-driven development approach and the nature of the works expected from community workers, only part of labor requirements set forth in this LMP is applicable to community workers. Since labor provided by community workers will be on a voluntary basis – as an outcome of community agreement for the project purpose, the following terms and condition will be applied to community workers.

Requirements for selection of CWs:

- The minimum working age of community workers will be 18 years.
- Female members are encouraged/preferred.
- Community workers will serve on a voluntary basis.
- Recruitment procedures will be transparent, public, and non-discriminatory with respect to ethnicity, religion, sex, disability, and beliefs.

### Terms and Conditions

These terms and condition must be discussed with potential CW to obtain their agreement before they are engaged by village authorities to work as CW in their village.

- Occupational Health and Safety described in this LMP (Section 5) will apply to community workers.
- All community workers will be trained on recognizing all social and environmental risks and impacts that they may be exposed to know to manage such risks and impacts, particularly risks related to their health and safety while at work.
- The community members understand that they can revoke freely their given consent as to serving as community workers as they wish at any time during project cycle.
- Community workers have access to project's GRM (as described in Section 6.4 of the project's Stakeholder Engagement Plan).
- There requirements will be reflected/updated into respective Project Operational Manual, including Self-Help Group Guidelines and Producer Group Guidelines.

### Annex 1 – Worker's Code of Conducts

The Annex has two Worker's Code of Conduct (COC): one is for ESHS and SEA/SH/VAC, and the other is for working with local Ethnic Communities.

#### **1.1 Code of Conduct related to ESHS and SEA/SH/VAC**

##### **Instructions:**

*This Code of Conduct shall be perused and signed by all individual workers who enter direct work contract with a) PMU, b) PMU's consulting firms and service providers, c) contractors who renovate existing HCFs.*

I, \_\_\_\_\_, acknowledge that adhering to environmental, social, health and safety (ESHS) standards, following the project's occupational health and safety (OHS) requirements, and prevention of Sexual Exploitation & Abuse (SEA)/Sexual Harassment (SH), are important.

I understand that that failure to follow ESHS and OHS requirement, or to partake in activities constituting SEA/ SH -- be it at the project site, the surrounding area of the project site, workers' camps, or the project communities, including community members and project workers, constitute acts of gross misconduct and are therefore grounds for sanctions, penalties, or potential termination of employment. Prosecution by the Police of those who commit SEA/SH may be proceeded as applicable under relevant Laws.

I agree that while working on the project, I will:

- Carry out my duties competently and diligently.
- Comply with this Worker's Code of Conduct and all applicable laws, regulations, and other requirements, including requirements to protect the health, safety and well-being of other project workers, and any other person and community members.
- Maintain a safe working environment including by:
  - Ensure that workplaces, machinery, equipment, and processes under each person's control are safe and without minimal risk to health and safety of those involved.
  - Use appropriate measures relating to chemical, physical and biological substances, and agents; and
  - Follow applicable emergency response procedures.
- Report works situations that I believe unsafe or unhealthy to either project workers and/or community and remove myself and inform those relevant to remove themselves from a work situation which I reasonably believe imminent and dangerous to safety, life, and health of those involved.
- Consent, if required, to a background check in any place I have worked for more than six months.
- Attend and actively partake in training courses related to ESHS, OHS, SEA/SH and VAC, as requested by my employer.

- Always wear my personal protective equipment (PPE), as required while at work or engaged in project related activities.
- Take all practical steps to implement the environmental and social management plan (ESMP), which may include OHS Management Plan.
- Abide by a zero-tolerance policy as to SEA/SH/VAC and alcohol consumption during work activities, and refrain from use of narcotics or other substances which can impair worker's expected working ability and judgement.
- Respect women, children (persons under 18 years of age), and the elderly regardless of their ethnic background, language, religion, personal opinions, disability, and/or other socioeconomic status.
- Shall not use language or behavior that are inappropriate to community members and project workers, particularly women, children, and the elderly,
- Shall not commit any sexual abuse and or exploit, and/or sexual harassment of any kinds to community members in the project area and any project workers.
- Shall not engage in sexual harassment of project personnel and staff — for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature (looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; in some instances, giving personal gifts.
- Shall not engage in offering any work-related favors such as making promises of favorable treatment (i.e., promotion), or make threats of unfavorable treatment (i.e., loss of job), or make payments in kind or in cash depending on sexual acts — or other forms of humiliating, degrading or exploitative behavior.
- Shall not engage in using prostitution service -- in any form and at any time during project implementation.
- Shall not participate in sexual contact or activity with children under 18 years of age —including grooming or contact through digital media. Mistaken belief regarding the age of a child is not a defence. Consent from the child is also not considered a defence or excuse.
- Consider reporting through the project's GRM, or to my manager, any suspected or actual SEA/SH deed by a fellow worker, whether employed by my company or not, or any breaches of this Code of Conduct.
- Complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation & Abuse, Sexual Harassment, and Violence Against Children (VAC).
- Report violations of this Code of Conduct; and

With respect to children under the age of 18:

- Bring to the attention of my manager the presence of any children on the construction site or engaged in hazardous activities.
- Wherever possible, ensure that another adult is present when working in proximity to children.
- Shall not invite unaccompanied children unrelated to my family into my home unless they are at immediate risk of injury or in physical danger.

- Not use any computers, mobile phones, video, and digital cameras or any other medium to exploit or harass children or to access child pornography (see also “Use of children's images for work related purposes” below).
- Avoid, in all circumstances, any verbale and/or physical punishment or discipline of children.
- No hiring of children (under 18) in any project activity.
- Comply with all relevant local regulations, including labor law in relation to child labor and forced labor.
- Take appropriate caution when photographing or filming children (see also section below). Photos or films of children should not be taken under the project, except for instances showing the benefits or impacts of road works, such as impacts to schools or school safety trainings.

### **Use of children's images for work related purposes**

When photographing or filming a child for work related purposes, I must:

- Before photographing or filming a child, assess and endeavor to comply with local traditions or restrictions for reproducing personal images.
- Before photographing or filming a child, obtain informed consent from the child and a parent or guardian of the child. As part of this, I must explain how the photograph or film will be used.
- Ensure photographs, films, videos present children in a dignified and respectful manner and not in a manner that is vulnerable or submissive. Children should be adequately dressed up and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts.
- Ensure file labels do not reveal identifying information about a child when sending images electronically.

### **Raising Concerns**

If any person observes behavior that I believe may represent a violation of this Code of Conduct, or that otherwise concerns me, I will raise the issue promptly. This can be done in either of the following ways:

1. Contact [enter name of the Employer’s Social Focal Point] to handle these incidences.
2. Call Employer’s telephone (See contact detail at Section 5 of project’s Stakeholder Engagement Plan).

The person’s identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. PMU will take all reports of possible misconduct seriously and will investigate and take appropriate action. In case of SEA/SH, PMU will provide referral to local service provider who will provide support to SEA/SH victims (See also Section 6.4 of project’s Stakeholder Engagement Plan).

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

### **Sanctions**

I understand that if I breach this Workers’ Code of Conduct, my employer will take disciplinary action which could include:

- Informal warning.
- Formal warning.
- Additional Training.
- Termination of employment.
- Report to the Police if warranted.

*I understand that it is my responsibility to:*

*Ensure that the Environmental, Social, Health and Safety requirements are met.*

*Adhere to the Occupational Health and Safety Management Plan*

*Avoid actions or behaviors that could be construed as SEA/SH/VAC. Any such actions will be a breach this Workers' Code of Conduct.*

*I hereby acknowledge that I have perused the foregoing part of this Workers' Code of Conduct, agree to comply fully with the requirements contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, SEA/SH/VAC issues. I understand that any actions that are inconsistent with this Workers' Code of Conduct, or failure to act as mandated by this Workers' Code of Conduct may result in disciplinary action and may affect my ongoing employment.*

Signature: \_\_\_\_\_

Printed Name: \_\_\_\_\_

Title: \_\_\_\_\_

Date: \_\_\_\_\_

## **1.2 Code of Conduct for Working with Local Ethnic Communities**

This Code of Conduct is grounded on the Objectives of the WB's ESS7, which are:

- To ensure that the development process fosters full respect for the human rights, dignity, aspirations, identity, culture, and natural resource-based livelihoods of Indigenous Peoples.
- To avoid adverse impacts of projects on Indigenous Peoples, or when avoidance is not possible, to minimize, mitigate and/or compensate for such impacts.
- To promote sustainable development benefits and opportunities for Indigenous Peoples in a manner that is accessible, culturally appropriate and inclusive.
- To improve project design and promote local support by establishing and maintaining an ongoing relationship based on meaningful consultation with the Indigenous
- To recognize, respect and preserve the culture, knowledge, and practices of Indigenous Peoples, and to provide them with an opportunity to adapt to changing conditions in a manner and in a timeframe acceptable to them.

## Annex 2 – Guidance for Establishing Project Grievance Logbook

A Project Grievance Logbook (PGL) must be established by each VIT as soon as the subproject is approved by PMU. The PGL summarizes concerns/complaints received as a list, along with key statistics on the number of complaints, time spent for each complaint from receipt to final resolution. Each case should be assigned with a unique number. A good practice is to assign the case by the date of receipt, such 2022-01, 2022-02 etc.). Supporting documents associated to each case should be documented electronically or in hard copy for convenient retrieval when needed. These supporting documents may include letter, email, record of conversation, etc.

The sample table below can be used. The table should include:

- Name and contact details of aggrieved persons;
- Details of the nature of the grievance;
- Date received,
- How it was submitted, acknowledged, resolved, and closed down.

Grievances can be submitted anonymously, or the aggrieved person can also request their name be kept confidential.

Project Grievance Logbook (PGL)								
Name of Complainant (or anonymous)	Sex (M/F)	Contact info	Date Received	Details of the nature of the grievance (environmental impacts, social impacts, labor, health, etc.)	To whom was grievance submitted	Actions to resolve grievance	Date grievance was settled (and what stage)	How was the response provided?

Annex 3 – Suggestive Checklist on Topics and Issues for Training of VT's Workers (to be used by District Implementation Unit)

No.	Topics	Issues	Yes	No	Notes
A	<b>Safety for Workers and service providers</b>	Travel to, and work in project site			
		Use of tools			
		Use of PPE			
		Use of Equipment			
		Rights of workers			
B	<b>Safety for community members</b>	SEA/SH			
		VAC			
		Traffic safety			
		Contract/Spread of communicable disease			
C	<b>Local culture</b>	Cultural sites			
		Cultural practices			
		Cultural Taboos			
D	<b>Environment</b>	Noise			
		Dust			
		Vibration			
		UXO			
E	<b>Grievance Redress Procedures</b>				

## Annex 4 – Key requirements to be incorporated in Work Contract between PMU and VIT

The following text must be included as an Annex to the Work Contract between PMU and VIT to ensure VIT's implementation:

### Annex to Work Contract (between PMU and VIT)

As part of the Work Contract between PMU and VIT, VIT is required to do the followings:

#### 1. Job descriptions/recruitment notices for workers

VIT is required include the following *italic* text in the job descriptions and/or job advertisements for all positions (workers) that will be hired by VIT to support the implementation of civil works subprojects as agreed and financed under the Work Contract between PMU and VIT.

- *In additional to requirements on work experience, skills, and knowledge and the position requires, job applicants and workers who will work under VIT's management must be 18 years of age or above.*
- *Job applicants from vulnerable/disadvantaged group (below) are encouraged to apply:*
  - *From an ethnic group.*
  - *Landless/ limited productive land.*
  - *Female headed household with dependents.*
  - *Family with frequent lack of male labor at home (e.g., migrant workers).*
  - *Jobless, or limited economic opportunities.*
  - *Family member(s) with chronic illness, or disabilities.*
  - *Very young couple with children (early marriage).*
  - *Family living in an especially difficult circumstance.*
  - *Individuals from households with government's recognition as poor, or a near- poor household.*
- *Prioritization will be given to female workers and people from the above vulnerable/disadvantaged group*

#### 2. Requirements in Work Contract between VIT and selected workers

- *As part of the work requirements, workers are required to:*
  - **Sign a written contract with VIT**
  - *Peruse and sign the Workers' Code of Conduct (required for female workers) (See Annex 1 of this document).*
  - *Attend the following key orientation trainings prior to starting the work in the field*
    - *The rights of a workers (as per Laos PDR's Labor Law 2013 and relevant regulations), including payment arrangements, hours of work, overtime work, weekly rest, and leaves (See Table 3 - Key issues of the Labor Law 2013 in Section 4 –Brief Overview of Labor Legislation: Terms and Conditions)*
    - *Project's Grievance Redress Procedure (for workers, SEA/SH). See Section 10 of this document*

- *Work requirements for each worker position (See Job Description of respective positions)*
- *Occupational Health and Safety measures at construction sites (See Section 5 –. Brief Overview of Occupation Health & Safety Legislation)*
- *Fundamental work skills (See Training Manual prepared by DIU vis-à-vis job description)*
- *Key environmental and social risks and impacts of the civil work subprojects, and how to avoid/minimize such risks and impacts (See Section 4 of Environmental and Social Management Framework)*
- *Peruse and sign a written contract with VIT.*

## Annex 5 – Suggestive Outline for Meeting Minutes between Village Authority and Community Workers (used in connection with Section 12 of this LMP)

### Minutes of Meeting

Province	
District	
Kumban	
Village	
Number of Participants	
Of which	Number of Female Participants: _____ Number of Male Participants: _____
Ethnic groups	
Date of Meeting	

#### A. PURPOSE OF MEETING

##### 1. PROJECT BACKGROUND

- 1.1 Project purpose
- 1.2 Project expected outcome:
- 1.3 Project beneficiaries:
- 1.4 Project activities:

##### 2. ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS AT VILLAGE SUBPROJECT

- 3.1 Social risks and impacts
- 3.2 Environmental, Health and Safety risks and impacts:

##### 3. MITIGATION MEASURES

##### 4. GRIEVANCE REDRESS MECHANISM

##### 5. STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE

#### B. FEEDBACK FROM PARTICIPANTS

NOTE: Please summarize below:

- Key points and details that have been discussed



No.	Names of Participants	Core members of Village Self-Help Management Committee	Core members of Self-Help Group	Core members of Producer's Group	Signatures
		Mark an X in relevant column			

## Annex 6 – Guideline for COVID-19 prevention

To protect COVID-19 impacts on workforce, the measures provided in Appendix A will be applied as appropriate taking into account the Government procedures and regulations and/or agreements with local authority and/or the WB.

- Ensure that all workers are hired by VIC are fully vaccinated against COVID-19 (at least two shots).
- In case workers have not yet been vaccinated, or vaccinated but not in full in accordance with the guidance from the Ministry of Health, measures must be taken by the workers, including:
- Wear medical masks while at work;
- Use sanitizer frequently;
- If symptoms of COVID-19 are found (e.g. cough, sneeze, difficult to break), report the Community Supervisor and visit a local health center for COVID-19 test and medical treatment;
- Workers show (a) avoid disease spread (cough/sneeze in crook of elbow; keep 1m or more away, sneeze/cough in tissue and immediately through tissue away, avoid spitting, observe good hygiene); (b) the need to regularly wash hands with soap and water – many times per day; (c) to self-isolate if they think they may have come in contact with the virus; and (d) to self-isolate if they start to display any symptoms, but alert and seek medical advice; (v) Wash stations provided regularly throughout site, with a supply of clean water, liquid soap and paper towels (for hand drying), with a waste bin (for used paper towels) that is regularly emptied; and (vi) Wash stations should be provided wherever there is a toilet, canteen/food and drinking water, or sleeping accommodation, at waste stations, at stores and at communal facilities. Where wash stations cannot be provided (for example at remote locations), alcohol-based hand rub should be provided.
- Enhanced cleaning arrangements should be put in place, to include regular and deep cleaning using disinfectant of catering facilities/canteens/food/drink facilities, latrines/ toilets/showers, communal areas, including door handles, floors and all surfaces that are touched regularly (ensure cleaning staff have adequate PPE when cleaning consultation rooms and facilities used to treat infected patients)
- Worker accommodation that meets or exceeds [IFC/EBRD worker accommodation](#) requirements (e.g. in terms of floor type, proximity/no of workers, no 'hot bedding', drinking water, washing, bathroom facilities etc.) will be in good state for keeping clean and hygienic, and for cleaning to minimize spread of infection.
- To minimize pressure on PPE resources: WHO advice on the effectiveness and use of PPE by general public should be followed to ensure that the supplies are not exhausted through ineffective use – this is equally important on construction sites.
- Other measures (such as working water sprinkling systems at crushers and stockpiles, covered wagons, water suppression or surfacing of haul roads etc.) should be used for dust suppression on site before relying upon the use of dust masks (which could unnecessarily reduce the availability of N95/FFP2 masks for use by medical staff performing some duties)

## ພະຍາດປອດອັກເສບຈາກເຊື້ອຈຸລະໂລກສາຍພັນໃໝ່ COVID-19

**ອາການ:**  
ໄຂ້, ຂີ້ມຸກຍ້ອຍ, ໄອ ແລະ ເຈັບຄໍ. ບາງຄັ້ງຖ້າອາການ  
ໜັກຂຶ້ນອາດເຮັດໃຫ້ຫາຍໃຈຍາກ ຫຼື ເກີດພະຍາດ  
ອັກເສບປອດ. ອາການຈະສະແດງພາຍໃນ 14 ວັນ  
ພາຍຫຼັງຈາກທີ່ໄດ້ສຳຜັດກັບເຊື້ອພະຍາດ.



**ການປ້ອງກັນຕົນເອງ:**

- ໝັ້ນລ້າງມືດ້ວຍສະບູ ແລະ ນ້ຳ ຫຼື ໃຊ້ເຈວລ້າງມື  
ທີ່ມີສ່ວນປະສົມຂອງເຫຼົ້າ
- ຫຼີກລ່ຽງການສຳຜັດຕາ, ດັງ ແລະ ປາກ ຖ້າບໍ່ໄດ້ລ້າງມື
- ຫຼີກລ່ຽງການສຳຜັດໃກ້ຊິດກັບຄົນທີ່ມີອາການ ໄຂ້ ແລະ ໄອ

ເມື່ອເວລາໄອ ຫຼື ຈາມ ຕ້ອງປິດປາກ ແລະ ດັງ  
ດ້ວຍຂໍສອກ ຫຼື ໃຊ້ເຈ້ຍອະນາໄມ



ຖິ້ມເຈ້ຍອະນາໄມທີ່ໃຊ້ແລ້ວ  
ໃສ່ ຖັງຂີ້ເຫຍື້ອທີ່ມີຝາປິດ



ຖ້າທ່ານສົງໄສມີອາການທີ່ກ່າວມາຂ້າງເທິງ  
ກະລຸນາຕິດຕໍ່ທີ່ເບີ +856 20 5406 6777  
(ພະນັກງານປະຈຳການ ທັງພາສາອັງກິດ ແລະ ລາວ)



ທ່ານສາມາດສອບຖາມ  
ຂໍ້ມູນເພີ່ມເຕີມໂດຍໂທຫາສາຍດ່ວນ  
166 ໂດຍທຸກໆ 24 ຊົ່ວໂມງ



unicef  
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## ພະຍາດປອດອັກເສບຈາກເຊື້ອຈຸລະໂລກສາຍພັນໃໝ່ (COVID-19)

**ອາການ:**  
ໄຂ້, ຂີ້ມຸກຍ້ອຍ, ໄອ ແລະ ເຈັບຄໍ. ບາງຄັ້ງຖ້າອາການໜັກຂຶ້ນອາດເຮັດໃຫ້ຫາຍ  
ໃຈຍາກ ຫຼື ເກີດພະຍາດອັກເສບປອດ. ອາການຈະສະແດງພາຍໃນ 14 ວັນ  
ພາຍຫຼັງຈາກທີ່ໄດ້ສຳຜັດກັບເຊື້ອພະຍາດ.



**ການປ້ອງກັນຕົນເອງ:**

- ໝັ້ນລ້າງມືດ້ວຍສະບູ ແລະ ນ້ຳ ຫຼື ໃຊ້ເຈວລ້າງມືທີ່ມີສ່ວນປະສົມ  
ຂອງເຫຼົ້າ
- ຫຼີກລ່ຽງການສຳຜັດຕາ, ດັງ ແລະ ປາກ ຖ້າບໍ່ໄດ້ລ້າງມື
- ຫຼີກລ່ຽງການສຳຜັດໃກ້ຊິດກັບຄົນທີ່ມີອາການ ໄຂ້ ແລະ ໄອ

ເມື່ອເວລາໄອ ຫຼື ຈາມ ຕ້ອງປິດປາກ ແລະ ດັງ  
ດ້ວຍຂໍສອກ ຫຼື ໃຊ້ເຈ້ຍອະນາໄມ



ຖິ້ມເຈ້ຍອະນາໄມທີ່ໃຊ້ແລ້ວ  
ໃສ່ ຖັງຂີ້ເຫຍື້ອທີ່ມີຝາປິດ



ທ່ານສາມາດສອບຖາມ  
ຂໍ້ມູນເພີ່ມເຕີມໂດຍໂທຫາສາຍດ່ວນ  
166 ໂດຍທຸກໆ 24 ຊົ່ວໂມງ



ຖ້າທ່ານສົງໄສມີອາການທີ່ກ່າວມາ  
ຂ້າງເທິງ ກະລຸນາຕິດຕໍ່ທີ່ເບີ  
+856 20 5406 6777  
(ພະນັກງານປະຈຳການ ທັງພາສາອັງກິດ ແລະ ລາວ)

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## Annex 7 – Reportable Incidents

The following incident types are to be reported using the environmental and social incident response process.

**Fatality:** Death of a person(s) that occurs within one year of an accident/incident, including from occupational disease/illness (e.g., from exposure to chemicals/toxins).

**Lost Time Injury:** Injury or occupational disease/illness (e.g., from exposure to chemicals/toxins) that results in a worker requiring 3 or more days off work, or an injury or release of substance (e.g., chemicals/toxins) that results in a member of the community needing medical treatment.

**Acts of Violence/Protest:** Any intentional use of physical force, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, deprivation to workers or project beneficiaries, or negatively affects the safe operation of a project worksite.

**Disease Outbreaks:** The occurrence of a disease in excess of normal expectancy of number of cases. Disease may be communicable or may be the result of unknown etiology.

**Child Labor:** An incident of child labor occurs: (i) when a child under the age of 14 (or a higher age for employment specified by national law) is employed or engaged in connection with a project, and/or (ii) when a child over the minimum age specified in (i) and under the age of 18 is employed or engaged in connection with a project in a manner that is likely to be hazardous or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

**Forced Labor:** An incident of forced labor occurs when any work or service not voluntarily performed is exacted from an individual under threat of force or penalty in connection with a project, including any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements. This also includes incidents when trafficked persons are employed in connection with a project.

**Environmental pollution incident:** Exceedances of emission standards to land, water, or air (e.g., from chemicals/toxins) that have persisted for more than 24hrs or have resulted in harm to the environment.

**Discrimination based on SOGI:** Discrimination means creating a distinction, exclusion, or restriction which has the purpose or effect of impairing or excluding a person based on their real or perceived sexual orientation, gender identity, gender expression, or sex characteristics from being on an equal basis with others.

**Sexual Exploitation:** Any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. In Bank financed operations/projects, sexual exploitation occurs when access to or benefit from a Bank financed Goods, Works, Non-consulting Services or Consulting Services is used to extract sexual gain.

**Sexual Abuse:** Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. In Bank financed operations/projects, sexual abuse occurs when a project related worker (contractor staff, subcontractor staff, supervising engineer) uses force or unequal power vis a vis a community member or colleague to perpetrate or threat to perpetrate an unwanted sexual act.

**Sexual Harassment:** Any unwelcome sexual advance, request for sexual favor, verbal or physical conduct

or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile or offensive work environment. In Bank financed operations/projects, sexual harassment occurs within the context of a subcontractor or contractor and relates to employees of the company experiencing unwelcome sexual advances or requests for sexual favor or acts of a sexual nature that are offensive and humiliating among the same company's employees.

**Other:** Any other incident or accident that may have a significant adverse effect on the environment, the affected communities, the public, or the workers, irrespective of whether harm had occurred on that occasion. Any repeated non-compliance or recurrent minor incidents which suggest systematic failures that PMU deems needing the attention of the WB.

## For environmental and social incidents

### 4.A. Form to be completed by PMU within 24 hours

B1: Incident Details			
Date of Incident:	Time:	Date Reported to PIU:	Date Reported to WB:
Reported to PIU by:	Reported to WB by:	Notification Type: Email/'phone call/media notice/other	
Full Name of Main Contractor:		Full Name of Subcontractor:	

B2: Type of incident (please check all that apply) <sup>1</sup>
Fatality <input type="checkbox"/> Lost Time Injury <input type="checkbox"/> Displacement Without Due Process <input type="checkbox"/> Child Labor <input type="checkbox"/> Acts of Violence/Protest <input type="checkbox"/> Disease Outbreaks <input type="checkbox"/> Forced Labor <input type="checkbox"/> Unexpected impacts on heritage resources <input type="checkbox"/> Unexpected impacts on biodiversity resources <input type="checkbox"/> Environmental pollution incident <input type="checkbox"/> Dam failure <input type="checkbox"/> Other <input type="checkbox"/>

B3: Description/Narrative of Incident
---------------------------------------

For example:

- I. What is the incident?
- II. What were the conditions or circumstances under which the incident occurred (if known)?
- III. Are the basic facts of the incident clear and uncontested, or are there conflicting versions? What are those versions?
- IV. Is the incident still ongoing or is it contained?
- V. Have any relevant authorities been informed?

**B4: Actions taken to contain the incident**

Short Description of Action	Responsible Party	Expected Date	Status

**For incidents involving a contractor:**

Have the works been suspended under Contract GCC8.9? Yes ☐; No ☐;

Name of Contractor:

**B5: What support has been provided to affected people**

**4.B. Form to be completed by PMU (following investigation)**

**C3a: Fatality/Lost time Injury information**

Cause of fatality/injury for worker or member of the public (please check all that apply):

1. Caught in or between objects ☐ 2. Struck by falling objects ☐ 3. Stepping on, striking against, or struck by objects ☐

4. Drowning ☐ 5. Chemical, biochemical, material exposure ☐ 6. Falls, trips, slips ☐ 7. Fire & explosion ☐

8. Electrocution ☐ 9. Homicide ☐ 10. Medical Issue ☐ 11. Suicide ☐ 12. Others ☐

Vehicle Traffic: 13. Project Vehicle Work Travel ☐ 14. Non-project Vehicle Work Travel ☐ 15. Project Vehicle Commuting ☐

16. Non-project Vehicle Commuting ☐ 17. Vehicle Traffic Accident (Members of Public Only) ☐

Name	Age/DOB	Date of Death/Injury	Gender	Nationality	Cause of Fatality/Injury	Worker (Employer)/Public

		y			y	

**C3b: Financial Support/Compensation Types (To be fully described in Corrective Action Plan template)**

1. Contractor Direct ☐ 2. Contractor Insurance ☐ 3. Workman's Compensation/National Insurance ☐  
4. Court Determined Judicial Process ☐ 5. Other ☐ 6. No Compensation Required ☐

Name	Compensation Type	Amount (US\$)	Responsible Party

**C4: Supplementary Narrative**

## For SEA/SH Incident

### **4.C. Incident Form for SEA/SH (to be completed by PMU within 24 hours)**

B1: Incident Details		
<b>Date of incident intake by the project/GM:</b>	<b>Date Reported to PIU:</b>	<b>Date Reported to WBG:</b>
<b>Reported to project/GM by:</b> <input type="checkbox"/> Survivor <input type="checkbox"/> Third party <input type="checkbox"/> Other:  <b>Is a record of this incident in GM?</b> Yes <input type="checkbox"/> No <input type="checkbox"/>	<b>Reported to PIU by:</b> <input type="checkbox"/> GM operator <input type="checkbox"/> Directly, by Survivor <input type="checkbox"/> Directly, by third party <input type="checkbox"/> Other: _____	<b>Reported to WBG by:</b> <input type="checkbox"/> PIU <input type="checkbox"/> Directly, by Survivor <input type="checkbox"/> Directly, by third party <input type="checkbox"/> Other: _____

<b>B2: Incident type (please check all that apply)</b> See Appendix 1 for definitions	
Sexual exploitation <input type="checkbox"/> Sexual abuse <input type="checkbox"/> Sexual harassment <input type="checkbox"/>	
<b>B3: Provide the following details from the GM record</b>	
Age of survivor (if recorded in GM):	Have the national legislation or mandatory reporting requirements been followed? Yes <input type="checkbox"/> No <input type="checkbox"/>
Sex of survivor (if recorded in GM): Male <input type="checkbox"/> Female <input type="checkbox"/> Other <input type="checkbox"/>	Was the survivor referred to service provision? <sup>29</sup> Yes <input type="checkbox"/> No <input type="checkbox"/>
Is the survivor employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes <input type="checkbox"/> No <input type="checkbox"/>	Is the alleged perpetrator employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes <input type="checkbox"/> No <input type="checkbox"/>
<b>B4: Basis for further action</b>	
a. Has the complainant provided informed consent to lodge a formal complaint? Yes <input type="checkbox"/> No <input type="checkbox"/>	c. Has the survivor provided informed consent to be part of an investigation into misconduct? Yes <input type="checkbox"/> No <input type="checkbox"/>
b. Does the employer have a suitable administrative process and capacity in place to investigate misconduct relating to SEA/SH in a survivor-centered way? Yes <input type="checkbox"/> No <input type="checkbox"/>	d. Has the complaint been filed anonymously or through a third party? Yes <input type="checkbox"/> No <input type="checkbox"/>
If the answer to any of these questions is no, has the GM assessed the risks and benefits of carrying out an investigation into the alleged misconduct, taking into account the survivor's safety and wellbeing? Yes <input type="checkbox"/> No <input type="checkbox"/>	
Will an investigation into misconduct be undertaken in addition to an investigation into adequacy of project systems, processes or procedures? Yes <input type="checkbox"/> No <input type="checkbox"/>	

**4.D. Incident Form for SEA/SH (to be completed by PMU following SEA/SH investigation)**

C1: Findings of the investigation		
Have sanctions against a perpetrator been recommended as part of an investigation into misconduct? Yes <input type="checkbox"/> No <input type="checkbox"/>	Has an investigation into adequacy of project systems, processes or procedures been undertaken? Yes <input type="checkbox"/> No <input type="checkbox"/>	
C2: Corrective actions to be implemented (To be fully described in Corrective Action Plan)		
Short Description of Action (SEA/SH examples)	Responsible Party	Timeline for completion/Status
<i>Referral of Survivor to holistic care services</i>		
<i>Undertake disciplinary investigation in accordance with GM timelines and confirmed process</i>		
<i>Disciplinary actions, including sanctions, to be applied following misconduct investigation by Employer</i>		
<i>Increased training on Codes of Conduct (CoC)</i>		
<i>Audit of implementation of SEA/SH safety mitigation</i>		
<i>Strengthened awareness training on project-related risks, CoC and how to report incidents for project-affected community</i>		
<i>Training for project supervisors on the need to follow guidelines of behavior in CoC and their supervisory responsibilities</i>		
<i>Plan to improve coverage/quality of service provision</i>		
<i>Any other system strengthening measures or corrections for system failures that are necessary</i>		