



مسار فلسطين التراثي  
Palestinian Heritage Trail

# **Palestinian Heritage Trail (PHT); the Project Implementation Agency (PIA)**

**LABOR MANAGEMENT PROCEDURES (LMP)**

**For:**

**Increased Economic Opportunities and Improved Livelihood for  
Fragile Communities along the Palestinian Heritage Trail in the West  
Bank (P170706)**

**April 2021**

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## ACRONYMS

COVID-19	Coronavirus Disease 2019
EHSG	Environmental, Health, Safety Guidelines
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ES	Environmental and Social
ESS2	Environmental and Social Standard 2
GBV	Gender Based Violence
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
ILO	International Labor Organization
IPCP	Infection Prevention Control Protocols
LMP	Labor Management Procedures
M&EO	Monitoring and Evaluation Officer
OHS	Occupational Health and Safety
PHT	Palestinian Heritage Trail; the PIA
PH Trail	Palestinian Heritage Trail; the Project
PIA	Project Implementation Agency
PLL	Palestinian Labor Law
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
WHO	World Health Organization

## 1. INTRODUCTION

The Labor Management Procedures (LMP) is developed by the Palestinian Heritage Trail (PHT); the Project Implementation Agency (PIA) to manage risks under the Increased Economic Opportunities and Improved Livelihood for Fragile Communities along the along the Palestinian Heritage Trail (PH Trail), hereafter (the Project). The JSDF has agreed to finance the Project through the International Bank for Reconstruction and Development/International Development Association called hereinafter (the Association). PHT will be responsible for implementing the Project and for following up the implementation of the environmental and social (ES) considerations. The LMP sets out the Project's approach to meeting national requirements as well as the objectives of the Association's Environmental and Social Framework (ESF), specifically, the objectives of Environmental and Social Standard 2 (ESS2): Labor and Working Conditions and (ESS10): Stakeholder Engagement and Information Disclosure.

The Environmental and Social Framework (ESF) instruments prepared for the project identified key risks and impact associated with project implementation, associated with workers health and safety, and the risk associated with labor impact. The rated ES risk of the Project is **moderate** which indicate a moderate likelihood of adverse impacts related to labor and working conditions. The LMP addresses the labor related risks and provides mitigation measures to minimize those risks.

PHT is committed on a continuous basis throughout the Project implementation to evaluate risks and impact and to develop procedures to prevent further impacts. The focus of the LMP is on workers engaged by PHT and the consultants engaged with PHT and workers engaged with the Project beneficiary firms and workers engaged with suppliers/contractors to work on installation of equipment and small civil works as part of Components 1 of the project.

Adhering to LMP, PHT will prepare specific procedures to be inserted in the equipment suppliers and Request for Proposal (RFP) for sub-projects as part of benefitting firms' legal obligations. The approach will be assessed as part of the initial screening of environmental and social risks to be carried out by PHT.

The project Components are the following:

### **Component one: *Community Driven Development (US\$1, 1,715,000)***

*Sub-component 1.1: Tourism Communities Development (US\$1,160,000)*- This activity will finance community subprojects, including trainings and grants to improve community-based tourism experiences, start and grow their businesses, and improve the outreach and communication with tourists/visitors using digital means.

*Sub-component 1.2: Fostering Entrepreneurship (US\$460,000)*- This activity will finance subprojects that foster entrepreneurship for startups and already existing businesses at an individual, firm-level, with focus on female and young entrepreneurs, to create new tourism experiences along the trail.

*Sub-component 1.3: Promoting Outreach (US\$95,000)*- This sub-component will support the development of an interactive digital platform for community-based tourism in the West Bank and some awareness and promotion activities to promote the most vulnerable groups and communities.

**Component 2: Project Management and Administration, Monitoring and Evaluation, and Knowledge Dissemination (US\$685,000)**

Sub-component 2.1: Project Management and Administration (US\$456,000): PHT will be the implementing agency of the project and this sub-component will mainly cover the costs of fiduciary staff (one procurement and one financial personnel), a project manager, some partial time of PHT director and of PHT gender specialist, and the project audits

Sub-component 2.2, Monitoring and Evaluation (US\$148,500): the first activity to be implemented under this second sub-component will be the tracking of project’s results and the achievement of the PDO indicators.

**2. OVERVIEW OF LABOR USE ON THE PROJECT**

The Project is developed by PHT, a Non-Governmental Organization NGO, who will be the Project Implementation Agency (PIA) and will select the benefitting individuals and firms. PHT and benefitting firms will hire new female and male employees to upskill their workforce.

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

**Direct Workers:** Direct workers who are the PHT staff assigned to work on this Project including project manager, procurement and financial specialists and a Monitoring and Evaluation Officer (M&EO).

**Contracted Workers:** Workers hired or engaged by the benefitting firms to upskill their workforce and workers engaged with contractors and equipment suppliers to work on small contraction activities and installation of equipment.

**Community Workers:** It is expected that the PHT project will be using community labor provided by members of the community including grant beneficiaries, their family members or members in their communities on a voluntary basis and primarily as an outcome of individual agreement. It is expected that Community labor will be used in small-scale civil work activities. Provisions of ESS2 in this LMP shall apply to community workers in a proportionate manner, tailored to the specific context, objectives, and design of each of the subprojects. ESS2 requirements applicable to community workers include OHS and child and forced labor. The PHT team shall be responsible for monitoring the safety of the working environment, assessing the health and safety risks to which the community workers may be exposed, verifying the age of community workers, amount and methods of payment, if applicable, times of work and the terms and conditions on which community labor will be engaged. The mitigation measures stated in this LMP shall apply to the community workers.

The PHT team shall request the grant beneficiaries to document the agreement that is reached with community workers, recording the terms on an individual basis, setting out the terms on which such labor will be provided. This includes details of what has been agreed (e.g. voluntary basis, paid or unpaid labor, number of working

hours/days..etc), the way in which the community workers are to be treated, how such agreement was reached, and how the community workers are represented, if applicable.

Community workers should be able to raise grievances in relation to the project, as such the project grievance mechanism may need to be adapted, if necessary, to reflect the specific characteristics of the community workers and the project. Community workers engaged under this project shall be informed about the grievance mechanism available for the project.

Communication with community workers, in a language and form understandable to them, is important, so that they know what to expect from the project, and their own responsibilities under the project. It is recommended to inform the community workers on health and safety issues, Code of Conduct and GM as appropriate and proportionate to the potential risks and impacts of the project.

**Number of workers:** The estimated number of direct workers is not likely exceeding six (06) staff from PHT. It's still not clear how many contracted workers will be engaged in the project. This shall be defined after determining the content of activities that will be in each contract based on type of works. It is expected that the maximum numbers of contracted workers from PHT and the beneficiary firms/individuals who will be engaged in the Project activities is 200. Therefore, the maximum expected number of contracted workers during the lifetime of the Project is 206.

**Characteristics of Project Workers:** PHT employees will comprise of professionals in their respective fields. The employees/workers, either male or female, will be engaged according to the work needs. PHT employees and consultants will be skilled labors including managers, engineers, and IT software specialist. The workers who will install equipment or engaged with the beneficiary firms will be either skilled or semi-skilled workers experienced in their respective fields.

**Timing of Labor Requirements:** The Direct Workers will be recruited by Project Effective Date. Based on prior experience, the duration of the work for procurement and installation of equipment in each contract is not expected to exceed three months after award of contract and before the supply/installation works begin. The duration of work for the new female and male employees to be hired by benefitting firms will be throughout the project lifecycle.

### 3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

**Project activities:** This project will expand the interventions at community-level, building capacity and providing livelihood and economic opportunities to communities including local women's associations, youth groups, local councils, relevant CBOs and CSOs, and to individuals, such as homestay hosts, guides, transport providers, and local business owners that want to start or strengthen their entrepreneurial activities along the Palestinian Heritage Trail (PH Trail). The Project will fund activities like: (i) purchase of equipment for beneficiary firms such as soap and olive making, winery, glass and handcrafts making and traditional foods; and (ii) financing small activities such as organic farming, way-marking and signages, cleaning of walks and plantation of trees and gardening of some areas; training on organic farming; and

improving first aid stops. The ESMF of the project identified several types of risks associated with the project including occupational health and safety (OHS) risks including COVID-19 contagion, labor and conditions and SEA/SH risks.

**Key Labor Risks:** The key labor risks associated with the project include:

- A. OHS risks: Related to cleaning of walks and plantation of trees; training on organic farming; installation and operation of equipment for the wine, traditional food, olive oil making; herbal soap. The OHS risks include exposure to electrical hazards from the use of tools, noise and dust, lifting of heavy equipment and falling objects, exposure to chemicals such as caustic soda/sodium hydroxide, lye solution used for making herbal soap, etc. Also, the increased tourism, both local and international, will increase interacting with communities. These interactions would increase the risk of exposure to the corona virus (COVID-19) for the communities especially if proper hygiene, safety precautions and social distancing measures are not adhered to.
- B. Labor and working conditions: The project will involve direct workers working at the PHT who will be responsible for project implementation and contracted workers engaged with suppliers/contractors/beneficiary firms. Ensuring that the terms and conditions for these workers are in accordance with the requirements of national law and ESS2 (covering terms and conditions of employment; non-discrimination and equal opportunities; discrimination in relation to recruitment; prohibition of forced labor and child labor; indiscriminate benefits; grievances including sexual exploitation and abuse and sexual harassment and workers' rights), is important. If there are gaps between national legislation and ESS2, the most stringent will apply. Labor risks such as overtime, unpaid salary in part or in full, minimum age and child labor risks, rights of association are not in accordance with the requirements of national law and ESS2 are possible risks.
- C. Gender-based Violence (GBV)/Sexual Exploitation and Abuse (SEA)/Sexual Harassment (SH): The project is assessed as Moderate on GBV/SEA/SH risks. The project level grievance mechanism (GM) should include specific procedures for GBV including confidential reporting and ethical documentation of GBV cases.

Together with this LMP, Environmental and Social Management Framework (ESMF) is prepared which includes a set of mitigation, monitoring, and institutional measures to be taken during implementation of the project to eliminate adverse environmental and social risks and impacts, offset them, or reduce them to acceptable levels.

#### **4. KEY LABOR LEGISLATION IN PALESTINE**

The Palestinian Authority has enacted the Palestinian Labor Law (PLL) No. 07 of 2000 and the Council of Ministers Act 11, 2012 to ensure proper working conditions, promotion of safety and health at work, fair treatment and non-discrimination, prevention of forced labor and child labor and resolving disputes between employers and employees. In addition, the Palestinian Child Law (PCL) #7, 2004 and the amended Child Act 2012 are also applicable.

Several resolutions and ministerial instructions were issued detailing health conditions and standards related to occupational health and safety at different workplaces. These include:

- The ministerial decrees No. 15, 17, and 21 of 2003 concerning health conditions and standards at workplaces, medical assistance procedures at the workplace, and safety standards at companies.
- The Decision of the Council of Ministers No. (49) of 2004 concerning the preventive list of work hazards and career diseases and work accidents.
- Instructions by the Minister of Labor no. (1) of 2005 concerning the precautions to protect workers in construction sites.
- Instructions by the Minister of Labor no. 2-6 of 2005, defining the range of chemical exposure limits and standards, exposure to ionizing radiation, noise, and safe levels of brightness of light and temperature at the workplaces.
- Palestine is also committed to several international agreements and has ratified the Forced Labor Convention, the Abolition of Forced Labor Convention, the Discrimination (Employment and Occupation) Convention and the International Labor Organization (ILO) Social Security (Minimum Standards) Convention, and international good practices.

#### 4.1 Terms and Conditions

The following sections present an overview of the key aspects in the PLL, the Council of Ministers Act 11 of 2012, and the terms and conditions of work as to ESS2, paragraph 11.

##### ***Wages***

The minimum wage limit is regulated by the Minimum Wage Order 11 for Year 2012. The specific minimum wage for workers is 65 NIS/day and the minimum wage for employees is 1450 NIS/month). A labor agreement will determine the form and amount of remuneration. Remuneration will be paid at least once a month.

The insurance made by employers for workers will pay compensation to the workers for work-related damage that caused any deterioration to the employee's health and will cover the subsequent, necessary treatment costs.

Deductions from payment of wages will only be made as allowed by the national law, and project workers will be informed of the conditions under which such deductions will be made.

##### ***Working hours***

The maximum number of hours per day that workers must perform on the project is 7.5 hours; (Saturday through Thursday) and the allowed work week of 45 hours.

##### ***Rest breaks***

The employees will have half an hour meal break each workday, the rest time is one or more period in sum one hour that are not counted part of the working hours that the worker should not work more than 5 hours without taking rest break. The duration of rest between working days is one day per week for contracted workers and two days per week for direct workers.

##### ***Overtime work***



The extra working hours should not exceed twelve hours a week. The worker shall be compensated time for time for direct workers and a half hour for each extra working hour he/she works for contracted workers.

### ***Leaves***

An employee will have the right to enjoy paid leave for at least 14 working days and 21 working days after working for more than 5 years, sick leave of 14 days based on a medical report, and unpaid leave for 14 calendar days per annum. Leave does not include maternity leave which is 70 days.

### ***Women***

Palestinian Labor Law includes provision for prohibition of discrimination between men and women. Employment of women is prohibited in the following jobs or under the following conditions: dangerous or hard works, extra working hours during pregnancy and during the first six months after delivery, and during night hours except for the works defined by the Council of Ministers.

### ***Labor disputes***

Palestinian Labor Law includes provision for workers exemption from legal fees arising from work-related disputes and allows to unionize. A bipartite committee will settle any disputes that may arise from the implementation of agreement. The court has jurisdiction over labor related disputes.

The Palestinian Labor Law applies to direct workers and contracted workers, who are employed on full-time basis. Terms and conditions of direct/contracted workers hired on part-time basis are determined in their individual employment contracts.

### ***Compensation***

Accidents insurance is highly important for contracted and direct workers. According to PPL, if the work injury prevented the worker from performing his/her work, he/she shall be entitled to (75%) of his/her daily wage starting from the date such injury took place and during the whole period of his/her temporary disability, provided that such disability to work does not exceed (180) days. If the work injury resulted in the death or in a permanent total disability, the heirs in the first instance and the injured worker in the second one shall be entitled to a cash compensation that is equal to the wage of (3500) working days or (80%) of his/her basic wage for the remaining period until he/she reaches the age of sixty years, whichever is greater. If the work injury resulted in a permanent partial disability, the injured worker shall be entitled to a cash compensation, which equals percentage of such disability compared to the permanent total disability. If the work injury resulted in more than one permanent partial disability, the injured worker shall be entitled to a cash compensation for the total percentages of the disabilities, provided that the total amount of such compensation does not exceed the compensation prescribed for the permanent total disability.

## **4.2 Obligations of the Employers (PHT and Beneficiary Firms)**

The PLL and the Council of Ministers Act 11 of 2012 and the health conditions and standards related to occupational health and safety at different workplaces applies to direct and contracted workers. The

following points among others set out in ESS2, World Bank EHS, Good International and Industry Practices (GIIP) and WHO guidelines for COVID-19 shall be ensured:

- All potential risks to project workers' health and safety will be identified by all parties who employ workers and develop and implement procedures to establish and maintain a safe working environment, including workplaces, machinery, equipment and processes under their control and sets out measures for emergency prevention and preparedness and response arrangements to emergency situations;
- Protection measures for workers from exposure to COVID-19 depending on the type of work performed and exposure risk are put in place. Employers will adapt infection control protocols based on a thorough hazard assessment, using appropriate administrative controls, safe work practices, and personal protective equipment (PPE) at no cost to the workers to prevent worker exposures;
- Provide resources necessary and protective measures to carry out the work with safety;
- Project workers will receive OHS training including protection against COVID-19 at the beginning of their employment. Training will cover the relevant aspects of OHS associated with daily work, including the ability to stop work without imminent danger and respond to emergency situations. Training records will be kept on file. These records will include a description of the training, the number of hours of training provided, training attendance records, and results of evaluations;
- Project workers will be provided with facilities appropriate to the circumstances of their work, including access to canteens, hygiene facilities, and appropriate areas for rest when applied;
- Conduct regular health checks for employees involved in any work that may cause physical health problems;
- PHT provides appropriate injuries insurance for their direct workers during their employment. Beneficiary firms/contractors provide for the contracted workers, injuries insurance during the employment. Any injuries caused during employment will be covered and compensated according to the Palestinian labor law;
- Provide first aid to employees;
- Develop and implement reporting system for any accidents, diseases, incidents and near misses. Every incident will be reported to the beneficiary firms, investigated and relevant measures will be designed to avoid the incident in the future. Also remedies for adverse impacts such as occupational injuries, disabilities and diseases will be provided.

#### 4.3 Obligations of the Employees

Employees/Workers are required to:

- Maintain safe practices at work to avoid danger to the safety and wellbeing of the workers, which may be caused by inattentiveness to safety and security measures;
- Assist the employer and co-workers in maintenance of measures designed to ensure health and safety in the work place;
- Regardless of specific exposure risks, it is always a good practice to perform the following:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
  - Avoid touching your eyes, nose, or mouth with unwashed hands.
  - Practice good respiratory etiquette, including covering coughs and sneezes.
  - Avoid close contact with people who are sick.
  - Stay home if sick and provide medical report.
  - Recognize personal risk factors. According to the WHO, certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19.
- Use safety equipment and protective gear as instructed in accordance with the training provided for use of such equipment and gear;
  - Report to the employer any damage, loss of or destruction of protective gear or safety equipment;
  - Inform the employer or his designated supervisor immediately of the occurrence of any incident which the employee believes may cause danger and which the employee is unable to resolve;
  - Inform the employer or his designated supervisor of any accidents or damage sustained at work or related to work.
  - Employees have the right to abstain from work where there is serious threat to health or life.
  - The beneficiary firm will develop and implement Grievance Mechanism (GM) through which workers are able to communicate their complaints to the employer. The GM is further discussed below.

**5. Discrepancies and convergence between ESS2 and Palestinian Labor Law**

A gap analysis was made to the applicable ESS2 and Palestinian’s National laws and Regulations. The table below shows this analysis and gives recommendations to be applied for the project.

Gap Analysis of Applicable ESSs and Palestinian’s National laws and Regulations

<b>ESS 2: Labor and Working Conditions</b>			
To promote safety and health at work	Refer to article 90, 91, 92 of the Palestinian Labor Law no.07 of 2000	There is no gap between the national labor law and the World Bank OHS guidelines	Apply Palestinian Labor Law
To promote the fair treatment, non-discrimination and equal opportunity of project workers	Refer to article 16, 100, and 106 of the Palestinian Labor Law no. 07 of 2000	There is a gap in regards to measures to prevent and address harassment, intimidation and/or exploitation. Where Palestinian Labor law is inconsistent with this clause, the project will seek to carry out project activities in a manner that is consistent with World	Apply World Bank Guidelines as stipulated in ESS2

		Bank guidelines.	
To protect project workers against (GBV) and child abuse/exploitation (CAE) issues and Code of Conduct and contracted workers, community workers and primary supply workers, as appropriate.	Refer to articles 93-99 of the Palestinian labor law no.07 of 2000 that discuss regulating the work of minors. Also refer to article (4) of amendment #19 of 2012 and child law no. 07  No National law in regards to gender based violence	There is no gap between the national labor law and the World Bank OHS guidelines  Refer to World Bank guidelines in regards to gender based violence in EFS	Apply Palestinian Labor Law  Apply World Bank Guidelines in ESF
To prevent the use of all forms of forced labor and child labor	Refer to articles 93-99 of the Palestinian labor law no.07 for the year 2000 that discuss regulating the work of minors	There is a gap in regards to forced labor	Apply World Bank Guidelines in ESF
To support the principles of freedom of association	Refer to article 5 of the Palestinian labor law no.07 of 2000 that ensures that both workers and employers have the right to establish union organizations	There is no gap between the national labor law and the World Bank OHS guidelines	Apply Palestinian Labor Law
To provide project workers with accessible means to raise workplace concerns/grievances	The right of the public to complain is ensured by the grievance bylaw approved by the Ministerial Cabinet on 2005 and updated on 2009	The ESF requires that a grievance mechanism will be provided for all direct and contracted workers (and, where relevant, their organizations) to raise workplace concerns	Apply World Bank Guidelines in ESF

## 6. RESPONSIBLE STAFF

The “Increased Economic Opportunities and Improved Livelihood for Fragile Communities along the Palestinian Heritage Trail in the West Bank project” will be implemented under direct supervision and management of PHT, the Project Implementing Agency (PIA). The following table shows the individuals responsible within the project to engage and manage project workers:

Activity	Responsible Staff
Engagement and management of the Project direct workers	PHT
Engagement and management of the Project contracted workers	PHT and beneficiary individuals and firms
Engagement and management of suppliers' workers	The suppliers/beneficiary firms/individuals
Addressing contracted workers' grievances	The suppliers/beneficiary firms/individuals in coordination with the M&EO

PHT will be responsible for implementing this LMP, as well as reporting back to the Bank. The M&EO to be hired at PHT will be responsible for the following:

- Make sure that this LMP is implemented to direct workers and contracted workers;
- Ensure that beneficiary firms/individuals/ contractors responsible for the small civil works adopt and implement this LMP and prepare OHS measures before the initiation of the works;
- Monitor that the contractor(s) are meeting obligations towards contracted and sub-contracted workers in line with ESS2 and the PLL;
- Monitor that OHS standards are met at work-places in line with OHS measures;
- Monitor training of the project workers;
- Ensure that the GM for the project is established and monitor its implementation;
- Develop and implement reporting system for any accidents, diseases, and incidents. Every accident will be reported to PHT, investigated and relevant measures will be designed to avoid the accident in the future. Also remedies for adverse impacts such as occupational injuries, disabilities and diseases will be provided. Any incident or accident shall be notified immediately by PHT to the Bank as described in the ESCP.

The beneficiary firms/suppliers/individuals will be responsible for the following:

- Implement this LMP and OHS measures;
- Adopt LMP and OHS measures which will apply to contracted workers. These procedures and plans will be submitted to M&EO at PHT for review and approval before initiation of the work at the beneficiary firm;
- Keep records in accordance with specifications set out in this LMP of which will be supervised by the PHT on a regular basis;
- Maintain records of recruitment and employment process of contracted workers;
- Communicate clearly job description and employment conditions to contracted workers;
- Engage and manage the Project workers;

- Report serious incidents to PHT immediately;
- Keep records in accordance with specifications set out in this LMP;
- Establish worker’s grievance mechanism (GM), described in detail below, which responds to the minimum requirements in this LMP. The workers’ grievance mechanism is discussed in detail in section 8 below.

The supervision checkups will be carried out by the M&EO to ensure compliance with the LMP. Beneficiaries’ labor management records and reports may include: (a) a representative sample of employment contracts; (b) records relating to grievances received and their resolution; (c) reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions; (d) records relating to incidents of non-compliance with national law; (e) **non-compliance remedy for possible violation of E&S provisions**; and (f) records of training provided for contracted workers to explain labor and working conditions and OHS including those related to COVID-19 guidelines and procedures.

## 7. POLICIES AND PROCEDURES for Management of Labor Issues Under the Project

This section sets out the mitigation measures that will be adopted by the project to address the risks mentioned in section 3, including those relating to specific risks to workers posed by COVID-19.

### 7.1 Terms and Conditions of Employment

These provisions will apply for direct workers:

- All project workers will be provided with an employment contract with clear terms as per the Palestinian Labor law including information regarding their terms and conditions of employment including hours of work, wages, overtime, compensation and benefits, holidays, leaves, etc.
- All direct workers employed for the purpose of the project will **be above 18 years**.
- Maximum working hours for workers will not exceed 48 hours a week, unless otherwise stated in their employment contract in accordance with the Palestinian Labor Law.
- Equal training opportunity will be available to all workers working in the project without discrimination, based on gender or otherwise
- All workers will be entitled to breaks from work of half an hour meal break each workday taking into consideration that the worker shall not work for more than five consecutive hours. The duration of rest between working days is two days on Friday and Saturday. They will also be provided with the entitled leaves under the Labor Law.
- All project workers will be provided with insurance against labor incidents.
- Workers will be provided a pension contribution and deductions will be made from their salaries for their contribution in accordance with the Labor Law.
- All direct workers will be made aware of the GM (as specified under this LMP). They will also be able to lodge complaints to the special referral pathways for grievances on GBV, SEA, SH.
- Ensure Non-discrimination and equal opportunity in the project.
- Ban the use or support of child, forced or compulsory labor.

Note: No government civil servants will be engaged with the project. Terms and conditions of part-time direct workers are determined by their individual contracts.

These provisions will apply for contracted workers:

- All project workers will be provided with an employment contract with clear terms as per the Palestinian Labor law including information regarding their terms and conditions of employment including hours of work, wages, overtime, compensation and benefits, holidays, leaves, etc.
- List of contracted workers to be employed in the beneficiary firms, with evidence of employment will be submitted to M&EO at PHT.
- As per the provisions of the employment, all workers employed by the beneficiary firms will be above 18 years of age. Beneficiary firms will provide document evidence (passport or Identification Documents (ID)) confirming age of employees to PHT prior to involving them on activities of the project.
- Maximum working hours for workers will not exceed 48 hours a week, unless otherwise stated in their employment contract in accordance with the Palestinian Labor Law.
- An internal transparent and accountable system will be established within the beneficiary firms to tackle issues of SEA/SH. Details of this system will be shared with PHT prior to signing any contracts if available.
- The leave policy of the beneficiary firm will be shared and confirmed that it is in line with the Palestinian Labor law if available.
- All workers will be made aware of the workers' GM (as specified under this LMP) available at beneficiary firm's office, and will also be able to lodge complaints to the special referral pathways for grievances on GBV, SEA, SH.
- Ban the use or support of child, forced or compulsory labor.

## 7.2. COVID-19 Specific OHS

These provisions will apply for all categories of project workers:

- The health conditions of the workers will be assessed prior to engaging them in the Project, and sick workers will be refused entry to the workplaces.
- Adherence to the Government and WHO protocols guidelines related to COVID-19.
- All workers should be trained by beneficiary firms on Jahzeen platform [www.jahzeen.ps](http://www.jahzeen.ps) on hygiene and other preventative measures will be carried out, and a communication strategy for regular updates on COVID-19.
- Adjustments will be made to work practices to reduce the number of workers and increase social distancing following the government and WHO guidelines procedure if a worker becomes sick.
- Adequate supplies of PPE (masks); hand washing facility, soap and/or alcohol-based sanitizer, will be made available at the worksites.

While preparing the OHS measures involving labor, the following guidance materials will be used:

- WHO IPC interim guidance: For guidance on Infection Prevention and Control (IPC) strategies for use when COVID-19 is suspected. <https://www.who.int/publications/i/item/10665-331495>.
- WHO interim guidance on use of PPE for COVID-19: For rational use of PPE. [https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-\(covid-19\)-and-considerations-during-severe-shortages](https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-(covid-19)-and-considerations-during-severe-shortages).
- WHO guidance getting your workplace ready for COVID-19: <https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf>.
- WHO interim guidance: For guidance on water, sanitation and health care waste relevant to viruses, including COVID-19. [https://apps.who.int/iris/bitstream/handle/10665/331846/WHO-2019-nCoV-IPC\\_WASH-2020.3-eng.pdf](https://apps.who.int/iris/bitstream/handle/10665/331846/WHO-2019-nCoV-IPC_WASH-2020.3-eng.pdf).

## 8. AGE OF EMPLOYMENT

A child under the age of 18 will not be employed or engaged in connection with the Project (This is according to the Palestinian Labor Law No. 7 of 2000 and ESS2 requirements).

To verify the age of the project workers, all the employees will be asked to show ID that are acceptable in local laws, employment, and human resources practices as “proof of age”. These forms of ID will be birth certificates, national drivers’ licenses, and national registration cards. Contractors shall keep the records/documents which will be checked on sites by M&EO at PHT.

If underage workers are found working on the project, the following actions will be undertaken:

- Termination of the contract and services agreement immediately;
- Schedule a meeting with the child and seek to determine the reasons for seeking employment;
- Refer the child to other support services including the Ministry of Social Development and the Ministry of Education;
- Leverage the services of non-government and Community Based Organizations to assist the child;
- Consider employing another adult member of the family if the child’s family is determined to be vulnerable or in dire circumstances.

## 9. GRIEVANCE MECHANISM (GM)

The project will have two level GM. One for labor-related grievance and the other for project GM. Each GM will include special referral pathways for GBV, SEA and SH grievances.

**Labor GM:** Each beneficiary firm should provide and apply GM for contracted workers to restore dignity and empower beneficiaries, discourage corruption and sexual abuse, increase transparency, and ensure adherence to “DO No Harm Principle”. The PHT shall provide within the bidding documents, clear labor GM for the contracted workers who will be employed or engaged in connection with the Project. The selected beneficiary firm will put in place a GM for their workers to lodge their complaints, concerns, difficulties. The GM will include special referral pathways for workers’ grievances on GBV and SEA/SH. If



civil works will be involved during the project's lifetime, the implementing entities will require contractors to develop and implement a grievance mechanism for their workforce prior to the start of civil works.

Workers' GM also addresses child labor, GBV, sexual exploitation and abuse and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints. The anonymity of the complains is communicated to all affected parties during the consultation. Beneficiaries will be requested to inform the workers about the available tools to lodge grievances such as telephone number and email. The beneficiaries will be responsible for managing and sorting complaints and for recording and tracking resolution of grievances in the complaints log. The beneficiaries will report to the project's M&EO on the received and handled complaints on the monthly basis. The project's M&EO will monitor the compliance of beneficiaries regarding the implementation of the GM procedures and shall regularly evaluate the effectiveness of the existing complaints mechanism.

The workers grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline;
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- An anonymous feature that receives anonymous complaints and ensures privacy.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. If civil works will be involved during the project's lifetime, the implementing entities will monitor the contractors' recording and resolution of grievances, and report these in the progress reports.

**Project GM:** Project-level grievance mechanisms will be established at PHT as described and detailed in the Stakeholder Engagement Plan (SEP). Communities who believe that they are adversely affected by the project may submit complaints to the project GM. Mechanisms for lodging complaints at PHT, including phone number, GM email and electronic form on PHT website, are detailed in the SEP. In addition, the project GM will also be used for their direct workers to raise and resolve workplace-related concerns. including those that are related to GBV, SEA and SH with the same principles and provisions for the Labor GM. Records for GBV information related to the complaint is described in the following section. All procedures for filing and responding to complaints will follow the procedures of the GM manual to be prepared for the project. Detailed GM measures and procedures are described in the SEP.

## 10. Gender Based Violence Grievances

The M&EO at PHT will be responsible for dealing with any GBV and SEA/SH issues, should they arise. A list of GBV service providers which will be defined prior to the contracting of workers, will be kept available by the project manager at the PHT. The GM should assist GBV complainants by referring them to GBV Services Provider(s) for support immediately after receiving a complaint directly from a complainant.

If GBV and SEA/SH-related incident occurs, it will be reported through the GM, as appropriate and keeping the complainant information confidential. Specifically, the GM will only record the following information related to the complaint:

- The nature of the complaint (what the complainant says in her/his own words without direct questioning);
- If, to the best of their knowledge, the perpetrator was associated with the project; and,
- If possible, the age and gender of the complainant.

Any cases of GBV and SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the complainant. The GM will also immediately notify both PHT and the World Bank of any GBV and SEA/SH complaints with the consent of the complainant.

## 11. CONTRACTOR MANAGEMENT

PHT will use the Palestinian procurement procedures and the Bank's 2017 Standard Procurement Documents for solicitations and contracts which include labor and OHS requirements. PHT after receiving bids from the contractors/suppliers/beneficiary firms ensures that the contractors/suppliers/beneficiary firms are legitimate and licensed according to the Palestinian Labor Law. This LMP form an integral part of the bidding documents to be issued to contractors and shall also be part of the awarded contracts to them. In addition, proper orientation to contractors will be made by M&EO at PHT at different stages of awarding and implementation of the project, to ensure full understanding and compliance.

The subgrants procedures will be reflected in the Operation Manual.

During the process of selecting contractors/suppliers/beneficiary firms who will engage contracted workers, PHT may review the following information if available and applicable:

- Business licenses, registrations, permits, and approvals;
- Records of safety and health violations, and responses;
- Documents relating to a labor management system, including OHS issues;
- Workers' certifications/permits/training to perform required work;
- Accident and fatality records and notifications to authorities;
- Proof of workers' experience and enrollment in related projects;
- Worker payroll records, including hours worked and pay received;
- Enrollment of safety members and records of meetings; and
- Copies of previous contracts, showing inclusion of provisions and terms reflecting ESS2.

Performance of contractors/suppliers/beneficiary firms in relation to contracted workers, focusing on compliance with their contractual agreements (obligations, representations, and warranties) will be managed and monitored by PHT. Regular supervision checkups will be conducted to ensure environmental and social compliance with the environmental and social instruments and labor management records and reports compiled by contractors/suppliers/beneficiary firms. The contractor/supplier/beneficiary firm will be disqualified from WB procurement in case of non-compliance with SEA/SH guidelines, according to WB guidelines. contractors/suppliers/beneficiary firms' labor management records and reports may include if available:

- (a) a representative sample of employment contracts;
- (b) records relating to grievances received and their resolution;
- (c) reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions;
- (d) records relating to incidents of non-compliance with national law; and
- (e) records of training provided for contracted workers to explain labor and working conditions and OHS guidelines and procedures.