

**UNITED REPUBLIC OF TANZANIA**



**MINISTRY OF WATER**



**RUFJI BASIN WATER BOARD**

**Promoting Community Led Nature-Based Solutions to Climate Change  
Adaptation in The Usangu Catchment (P502536)**

**LABOR MANAGEMENT PROCEDURE (LMP)**

**Final**

**January 2026**

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## **1.0 BACKGROUND**

### **1.1 Introduction to LMP**

This Labour Management Plan (LMP) is developed to support the labour due diligence provisions for activities financed by grant from the World Bank through Japan Social Fund (JSDF) in the project “P502536 Promoting Community Led Nature based Solution to climate change adaptation in the Usangu Catchment”. The LMP is designed to ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs).

### **1.2 Project Development objective and components;**

The Project aims to promote community led nature-based solutions to climate change adaptation in the Usangu catchment, this project will increase resilience to climate change and enhance adaptation livelihoods and ecosystems, in order to help communities, adjust to the unstable environment, the project will identify and promote land and water management solutions.

The project embraces three components, including

**Component 1:** Promoting Community Led Nature-based Solutions to Water Stress and Catchment Degradation. This include (i) Implementing catchment conservation activities, (ii) Climate resilient River training, (iii) Construction of five solar powered climate resilient Cattle trough for livestock watering, (iv) Drilling of Solar powered boreholes for community water supply and; (v) capacity building to water committees on water and catchment management.

**Component 2:** Promoting Inclusive Climate Resilient Green Jobs and Community Empowerment. Under this component activity to be implemented include (i) Training and provision of seed money for local Conservation Community Bank (COCOBA) groups to support sustainable community livelihoods and alternative energy sources, (ii) engaging a local NGO to provide social services and empowerment to communities in Usangu catchment, and

**Component 3:** Project Management and Administration, Monitoring and Evaluation, and Knowledge Dissemination. This component supports the implementation of the project and knowledge sharing. It facilitates project management activities, financial management (FM), Procurement and safeguard Oversight.

### **1.3 Rationale for the LMP**

Rationale for the LMP is in line with national requirements as well as objectives of the World Bank’s Environmental and Social Framework, specifically objectives of Environmental and Social Standard 2 which is Labor and Working Conditions (ESS 2) and Standard 4 which is Community Health and Safety (ESS 4). LMP identified potential environmental and social risks and impacts associated with Project implementation including those related to workers as well as community health and safety.

The Environmental and Social Risk Classification for NBS - USANGU is “Moderate” due to the nature of minimal construction activities which are well understood and expected to have limited impacts as they can largely be avoided, minimized or managed through procedures, including procedures set out in this LMP. An Environmental and Social Commitment Plan (ESCP) was developed alongside with Stakeholder Engagement Plan (SEP) as a set of due-diligence instruments to address and manage the environmental and social risks and impacts associated with the NBS – USANGU Project. The LMP has been developed as a stand-alone document to manage labour risks on the NBS – USANGU project activities. The LMP is a living document to facilitate project planning, preparation, and implementation and will be reviewed continually during project implementation, adequate measures and procedures to manage negative impacts will be put in place.

In accordance with the requirements of World Bank’s Environmental and Social Standard 2 (ESS2) on Labor and Working Conditions, this Labor Management Procedure (LMP) have been developed for the NBS – USANGU project. The LMP sets out the ways in which Rufiji Basin Water Board (RBWB) will manage all project workers in relation to the associated risks and impacts.

### **1.4 Objective of LMP**

The objectives of the LMP are

- i. To identify the different types of project workers that are likely to be involved in the project.
- ii. Identify, analyze and evaluate the labor-related risks and impacts for project activities.
- iii. Provide procedures to meet the requirements of ESS 2 on Labor and Working Conditions, ESS 4 on Community Health and Safety, and applicable national legislation.

This Labor Management Procedures will apply to all project workers, irrespective of contracts being full-time, part-time, temporary or casual. The types of workers (as categorized by ESS2) that will be included in the project are listed below;

- a. **Direct Workers:** Direct project workers will be eligible to work full-time for the duration of project implementation. These include the staff of the project implementation teams (PIU).
- b. **Contracted Workers:** This category include all workers deployed as technical consultants (full and part-time) by the PIU under the project. This category will be advertised and will seek firms with specific technical expertise. Contracted Workers will also be engaged for the construction. The terms and conditions of these contracts will adhere to the national labour legislations and regulations and be guided by the Project Implementation Manual (PIM).
- c. **Primary Supply workers:** During project implementation, the project will engage primary suppliers in procurement of a substantial number of certain materials, goods or services for its core function. Primary suppliers supporting project activities will be required to adhere to the procedures established in the ESS2, particularly with respect to monitoring and mitigating the risk of child labour or forced labour, and the requirement to implement OHS procedures laid out in the LMP in order to mitigate risks of safety issues related to primary supply workers

### 1.5 Labor Risks Identified

The following potential labor risks are identified under NBS – USANGU project activities;

- Violation of worker’s rights: Terms and conditions of employment of workers may not be consistent with national legislation or World Bank standards
- Violation of worker’s rights: Non-discrimination and equal opportunity of workers may not be consistent with national legislation or World Bank standards
- Use of child labor or forced labor
- Unsafe work environment and poor working conditions
- Workplace injuries and accidents, particularly when operating construction equipment, when working at height on building construction, and when handling heavy equipment and materials
- Risks from exposure to hazardous substances (dust, cement used in construction etc.)
- Sexual exploitation and abuse/sexual harassment (SEA/SH) risks for workers
- SEA/SH risks for community members, from workers from outside the project areas
- Conflicts between workers and communities.

## 2.0 RELEVANT NATIONAL LABOR LEGISLATION

This section discusses about labor law(s), Occupational Health and Safety law(s), laws against child labor, forced labor, trafficking, laws on workers' associations and unions and labor disputes laws as follows;

- i. The Employment Act No. 11 of 2005: This act sets out fundamental labour rights and employment standards relating to employment in the private sector and in the public sector. It contains prohibitions on forced labour, worst forms of child labour, and employment discrimination, and establishes conditions of employment for special categories of workers, including protections for pregnant and nursing employees, night work and other work situations for female employees, and equal employment rights for persons with disabilities. It also covers procedures for the employment of foreign workers, including work permits. The Employment Act also sets out provisions on its administration and jurisdiction, including through the establishment and operation of labour officers and inspectors, the labour advisory board, the labour commissioner, and its power to institute criminal proceedings for labour law violations. It does not draw distinctions between workers hired directly and those engaged/employed through contractors.
- ii. The Occupational Health and Safety Act of 2003: The Act makes provisions for the safety, health and welfare of persons at work in factories and other places of work- to provide for the protection of persons other than persons at work against hazards to health and safety arising out of or in connection with activities of persons at work; and to provide for connected matters. The Occupational Health and Safety Act No. 5 of 2003 has relevant clauses that support ESS2. Part IV and VI of the Act make a provision for Safety enforcement at the workplace whereby Part V, Part VII, and Part VII provide Health and welfare baselines for persons at work with fundamental responsibility entrusted to the occupier under Section 95 of the Act. The OSH Act of 2003 sets standards that must be observed by employers to ensure that a workplace is safe and secure. Where no standards exist to deal with a particular issue, employers are bound by the OSH Act's General Duty Clause which requires employers to provide a place of employment that is free from recognized hazards known to or are likely to cause harm, death, or serious physical injury to its employees.

### **3.0 GENERAL APPLICABLE PROCEDURES**

Rufiji Basin Water Board and contractor will apply the following guidelines when dealing with workers:

- There will be no discrimination with respect to any aspects of the employment relationship, such as: Recruitment and hiring; compensation (including wages, working conditions and terms of employment, termination of employment or disciplinary practices).
- Harassment, intimidation and/or exploitation will be prevented or addressed appropriately.
- Special measures of protection and assistance to remedy discrimination or selection for a particular job will not be deemed as discrimination.
- Vulnerable project workers will be provided with special protection.
- RBWB and contractor will provide job/employment contracts with clear terms and conditions including rights related to hours of work, wages, compensation and benefits and sick leave, Code of Conduct included in this LMP will be applicable for all project workers.
- RBWB will ensure compliance with the Code of Conduct including providing briefings/awareness raising on the Code.
- RBWB and contractor will ensure compliance with occupational health and safety procedures including that the workers are properly trained in application of the standards that are relevant to the work.
- RBWB and contractor will ensure no person under the age of 18 shall be employed. Age verification of all workers will be conducted by the contractors.
- RBWB will recruit contractors and labor locally to the extent that they are available.
- Workers shall be recruited voluntarily, and no worker is forced or coerced into work.
- RBWB will supervise and monitor to ensure compliance with the above requirements.
- All workers will be made aware of the Worker's Grievance Mechanism (see below) to raise work related grievances, including any sensitive and serious grievances on SEA/SH.

#### **4.0 OCCUPATIONAL HEALTH AND SAFETY (OHS) PROCEDURES**

The objective of the procedure is to achieve and maintain a healthy and safe work environment for all project workers (contracted workers and community workers) and the host community. The measures below are basic OHS management measures; these are:

- The contractor will develop and maintain an OHS management system that is consistent with the scope of work, and in accordance with local legislation and GIIP (as defined by World Bank Group EHSs). The management system must be consistent with the duration of contract and this LMP.
- Contractor will conduct workplace hazards identification and adopt all applicable E&S risk mitigation measures in accordance with local legislation requirements and WBG EHSs.
- Contractor designates a responsible person to oversee OHS related issues at the project site and define OHS roles and responsibilities for task leaders and contract managers.
- Contractor should put in place processes for workers to report work situations that they believe are not safe or healthy, and to remove themselves from a work situation which they have reasonable justification to believe presents an imminent and serious danger to their life or health, without fear of retaliation.
- Contractor provides preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances informed by assessment and plan. Whenever PPEs are required for the work, it must be provided at no cost for the workers.
- Contractor should assess workers' exposure to hazardous agents (noise, vibration, heat, cold, vapors, chemicals, airborne contaminants etc.) and adopt adequate control measures in accordance with local regulations and WB EHSs.
- Contractor will provide facilities appropriate to the circumstances of the work, including access to canteens (food), hygiene facilities, and appropriate areas for rest.
- Contractor provides for appropriate training/induction of project workers and maintenance of training records on OHS subjects.
- Contractor documents and reports on occupational incidents, diseases and incidents as per ESCP guidance.
- Contractor provides emergency prevention and preparedness and response arrangements to emergency situations including and not limited to workplace

accidents, workplace illnesses, flooding, fire outbreak, disease outbreak, labor unrest and security.

- Contractor provides remedies for adverse impacts such as occupational injuries, deaths, disability and disease in accordance with local regulatory requirements and Good International Industry Practices.
- Contractor shall maintain all such record for activities related to the safety health and environmental management for inspection by RBWB or the World Bank.

#### **4.1 Contractor Management Procedure**

The objective of this procedure is to ensure that RBWB has contractual power to administer oversight and action against contractors for non-compliance with the LMP. These procedures include;

- RBWB will make available relevant documentation to inform the contractor about requirements for effective implementation of the LMP.
- Contractor will raise worker awareness on the Code and Conduct.
- Contractor will show evidence of OHS and Emergency Preparedness procedures.
- RBWB will monitor contract's E&S performance during its regular site visits utilizing contractor reporting or external monitoring/supervision consultants where available. Where appropriate, RBWB may withhold contractor's payment or apply other contractual remedies as appropriate until corrective action(s) is/are implemented on significant non-compliance with the LMP, such as failure to notify RBWB of incidents and accidents.

#### **4.2 Procedures for Primary Suppliers**

These measures are basic for primary supplier to ensure that labor-related risks, especially child and forced labor as well as serious safety issues to the project from primary supply workers are managed. RBWB and all contractors will undertake the following measures:

- Procure supplies from legally constituted suppliers.
- To the extent feasible, conduct due diligence to ensure that primary suppliers conduct age verifications, employ workers without any force or coercion, and maintain basic OHS systems.

### **4.3 Worker Accommodation**

If accommodations will be provided for workers, contractors will ensure that they are provided in good hygiene standards, with fresh drinking water, clean beds, restrooms and showers, clean bedrooms, good illumination, lockers, proper ventilation, safe electrical installation, fire and lightening protection, separate cooking and eating areas. There will be separate facilities provided for men and women. The contractors will be liable to comply with "Workers' Accommodation: Processes and Standards: A guidance Note" by IFC and the IBRD.

### **4.4 Institutional Arrangement for Implementation of the LMP**

RBWB will carry the main responsibility for the implementation and monitoring of the LMP. RBWB will identify subproject activities, prepare subproject designs and bidding documents, as well as procure contractors. RBWB will be responsible for contractor and site supervision, technical quality assurance, certification, and payment of works. RBWB will ensure that labor management procedures are integrated into the specification section of the bidding documents and the procurement contracts.

## **5.0 GRIEVANCE REDRESS MECHANISM (GRM)**

The main objective of a GRM is to assist resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. This section describes how the Worker Grievance Mechanism for the Project will operate and will be specific to this Project. There will be a specific Workers Grievance Mechanism (Worker GM) for project workers as per the process outlined below. This considers culturally appropriate ways of handling the concerns of direct and contracted workers. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues. Workers will be informed about the relevant Worker GM upon their recruitment and their right to redress, confidentiality and protection against any reprisals from the employer will be stated in the contract.

### **5.1 Routine Grievances**

The process for the Worker GM is as follows:

- a. Any worker will report their grievance in person, by phone, text message or email (including anonymously if required) to the contractor as the initial focal point for information and raising grievances. For complaints that were

satisfactorily resolved by the aggrieved worker or contractor within one week of receipt of complaint, the incident and resultant resolution will be logged and reported monthly to the RBWB.

- b. If the grievance is not resolved within one week, the contractor and RBWB will work to address and resolve the complaint and inform the worker as promptly as possible, in particular if the complaint is related to something urgent that may cause harm or exposure to the person, such as lack of PPE needed to prevent urgent disease transmission. For non-urgent complaints, RBWB will aim to resolve complaints within 2 weeks. For complaints that were satisfactorily resolved by RBWB the incident and resultant resolution will be logged by RBWB and reported quarterly to Project Steering Committee as part of regular reporting. Where the complaint has not been resolved, the RBWB will refer to Project Steering Committee for further action or resolution.
- c. The workers will preserve all rights to refer matters to relevant judicial proceedings as provided under national labor law.
- d. At Project Steering Committee level, each grievance record will be allocated a unique number reflecting year, sequence and location of received complaint. Complaint records (letter, email, record of conversation) will be stored together, electronically or in hard copy.
- e. RBWB will appoint a Worker GM Focal Person, who will be responsible for undertaking a monthly review of all grievances to analyze and respond to any common issues arising. The Focal Person will also be responsible for oversight, monitoring and reporting on the Worker GM.

## **5.2 Serious Grievances**

- a. In case a worker experiences serious mistreatment such as harassment, intimidation, abuse, violence, discrimination or injustice at the workplace, the worker may raise the case, verbally or in writing directly to the contractor or RBWB.
- b. The contractor will immediately refer the case to RBWB. Then RBWB will immediately investigate the case respecting confidentiality and anonymity of the worker.
- c. Upon project effectiveness, RBWB will designate a Focal Person or Persons for Serious Grievances. These Focal Persons will receive training in investigating serious grievances, relevant laws and regulations, and World Bank standards including the rights of people who file a grievance. RBWB and the World Bank will jointly develop culturally-sensitive and locally-appropriate roles and responsibilities, and procedures.

- d. In case a direct worker or civil servant has a serious grievance, the staff may directly contact verbally or in writing the Focal Person for Serious Grievances.
- e. All complaints received will be filed and kept confidential. For statistical purposes, cases will be anonymized and bundled to avoid identification of persons involved.

## **APPENDIX 1: CODE OF CONDUCT FOR PROJECT WORKERS (NBS – USANGU PROJECT)**

In implementing ESHS, OHS Standards and Preventing Gender Based Violence and sexual harassment.

I, \_\_\_\_\_, acknowledge adhering to environmental, social, health and safety (ESHS) standards, following the project's occupational health and safety (OHS) requirements, and preventing Gender Based Violence and sexual harassment (GBV/SH) is important. The Project considers that failure to follow ESHS and OHS standards, or to partake in activities constituting GBV/SH, be it on the work site, the work site surroundings or the surrounding communities, constitute acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment as per government/company or institutions guidelines. Prosecution by the Police of those who commit GBV may be pursued if appropriate.

I agree that while working on the project I will:

- Attend and actively partake in training courses related to ESHS, OHS, and GBV/SH as requested by my employer.
- Will wear my personal protective equipment (PPE) at all times when at the work site or engaged in project related activities.
- Take all practical steps to implement the contractor's environmental and social management plan (C-ESMP).
- Implement the OHS Management Plan.
- Adhere to a zero-alcohol policy during work activities, and refrain from the use of narcotics or other substances which can impair faculties at all times.
- Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Not sexually exploit or abuse project beneficiaries and members of the surrounding communities.
- Not engage in sexual harassment of work personnel and staff, for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature is prohibited. E.g. looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; in some instances, giving personal gifts.

- Not engage in sexual favors for instance, making promises of favorable treatment (e.g. promotion), threats of unfavorable treatment (e.g. loss of job) or payments in kind or in cash, dependent on sexual acts or other forms of humiliating, degrading or exploitative behavior.
- Not use prostitution in any form at any time.
- Not participate in sexual contact or activity with children under the age of 18 including grooming, or contact through digital media. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
- Unless there is the full consent by all parties involved, I will not have sexual interactions with members of the surrounding communities. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex (including prostitution). Such sexual activity is considered “non-consensual” within the scope of this Code.
- Consider reporting through the GRM or to my manager any suspected or actual GBV by a fellow worker, whether employed by my company or not, or any breaches of this Code of Conduct.

With regard 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 the proximity of children.
- 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).
- Refrain from physical punishment or discipline of children.
- Refrain from hiring children for domestic or other labor below the minimum age of 18 unless national law specifies a higher age, or which places them at significant risk of injury.
- Comply with all relevant local legislation, including labor laws in relation to child labor and World Bank’s safeguard policies on child labor and minimum age.
- Take appropriate caution when photographing or filming children.

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 and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed 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.

### Sanctions

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

1. Informal warning.
2. Formal warning.
3. Additional Training on ESHS, OHS and GBV/SH.
4. Loss of up to 30% of salary.
5. Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
6. Termination of employment.
7. Report to the Police if warranted.

I understand that it is my responsibility to ensure that the environmental, social, health and safety standards are met. That I will adhere to the occupational health and safety management plan. That I will avoid actions or behaviors that could be construed as GBV/SH. Any such actions will be a breach this Individual Code of Conduct.

I do hereby acknowledge that I have read the foregoing Individual Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, GBV issues. I understand that any action inconsistent with this Individual Code of Conduct or failure to act mandated by this Individual Code of Conduct may result in disciplinary action and may affect my ongoing employment.

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

Full Name: \_\_\_\_\_

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

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

**Appendix 2: SAMPLE OF EMPLOYMENT CONTRACT**

The NBS – USANGU Project Work Contract has been concluded between the Employer and the Employee whose names and addresses are written with their own free will and with the conditions stated below.

**EMPLOYER’S**

Name (Surname & First Name): .....

National ID Number: .....

Address: .....

**WORKER’S**

Name (Surname & First Name): .....

National ID Number: .....

Address: .....

**A. EMPLOYER OBLIGATIONS**

The management of the work and the workers is the responsibility of the Employer. The Employer and his/her representative shall apply the contract in all its provisions. The Employer evaluates and responds to complaints of workers regarding the implementation of the contract or other issues and corrects if the application has errors.

**1- WAGE**

Wage to be given to the worker by the Employer (based on Tanzania Minimum Wage);

- a) Daily / weekly / monthly .....
- b) Piece work basis .....
- c) Other.....

**2- DAILY WORKING AND REST PERIODS**

In accordance with the time-based working conditions, the working hours, weekly start and end times and legal break periods are determined by the Employer by taking into account, the local working hours, local customs and traditions,

provided that the working hours remain constant for 40 hours per week, and maximum 11 hours per day including overtime. These are announced to the workers by the Employer and timesheets are provided. Exceeding the 40-hour weekly working time determined by this agreement is overtime. Overtime periods are paid by increasing the amount of the daily wage per hour by 50%.

### **The Employer;**

- i. shall / shall not pay the workers in advance.
- ii. shall / shall not pay the workers for the days not worked due to climatic conditions, disasters and similar reasons.
- iii. shall take the measures of occupational health and safety of workers and all kinds of measures against occupational accidents and diseases.
- iv. shall keep a record of the employee's payroll and the salary or wages paid to the employee.
- v. shall employ each worker formally and render social security premium payments
- vi. shall keep a record of timesheets for working days or hours of the employee
- vii. shall comply with this contract and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and wellbeing of all employees any other person
- viii. shall maintain a safe and healthy working environment
- ix. shall not employ persons below the age of 18 years
- x. shall not employ forced or compulsory labour
- xi. shall treat all workers equally and fairly.
- xii. Men and women will receive equal wages for equal work.

### **Obligations of Workers:**

- i. The person shall work as a casual worker with experience and professional knowledge in accordance with the mission and vision determined by the Employer.
- ii. The worker accepted the conditions of this contract
- iii. The working places to be indicated by the employer or his / her representative are the working place in accordance with the employer's decision within the boundaries of the sub project.

- iv. Workers will start working on the date of signing this contract
- v. Workers shall show due diligence and participate in OHS trainings in order to prevent work-related injury, accidents, damage to land, crops, agricultural vehicles and equipment.
- vi. Workers shall not quit the job and work in another workplace without valid excuse as long as the subject of this contract continues by the employer.
- vii. Workers shall comply with this contract and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor's Personnel and any other person.
- viii. The provisions of the Labour Law shall apply to other matters not included in the contract (working hours, leaves etc.)

This contract is arranged in three / four copies and if one of the parties does not fulfil one of its obligations the ..... courts / enforcement offices are authorized.

**EMPLOYER'S:**

Name (Surname & First Name): .....

Date: .....

Signature: .....

**WORKER'S:**

Name (Surname & First Name): .....

Date: .....

Signature: .....



**Appendix 3: GRIEVANCE REGISTRATION FORM**

Name:					<input type="checkbox"/> Please do not use my name when talking about this concern in the public
Location:	Village: ..... Site: .....				
Gender	Male <input type="checkbox"/> Female <input type="checkbox"/>				
Claim Date		Time:		Location	
Report Date		Time:		Location	
Preferred Contact method:	<input type="checkbox"/> Telephone: <input type="checkbox"/> E-mail: <input type="checkbox"/> Mail: Please provide other contact detail: _____				
Supporting documents attached?	<input type="checkbox"/> Yes <input type="checkbox"/> No				
Please provide details of your grievance					
Have you raised your complaint with any other authorities? If Yes (Please, provide the following details): When?How and with whom the issues were raised?					

What outcome are you seeking?	
Additional Information	
Claimant Name: .....Signature: ..... Date ..... Claim Officer ..... Signature..... Date:.....	

**Appendix 4: GRIEVANCE RESOLUTION FORM**

<b>1. Complainant’s Information</b>			
<b>RESPONDENT DETAILS</b>		<b>COMPLAINANT DETAILS</b>	
Full name		Full name	
Address:		Address:	
PhoneNo.		Phone No	
Email:		Email:	
Date of complaint resolution		Location	
<b>SUMMARY OF RESOLUTION</b>			
a) Brief description of Complaint:			
b) Brief description of Resolution:			
<b>SIGNATURES</b>			
<b>Chairperson</b>		<b>Complainant</b>	
Signature		Signature	

Name of Chairperson		Name of Complainant	
Date		Date	
<b>Secretary</b> Signature		<b>Witness</b> Signature	
Name of Secretary		Name of Complainant's Witness	
Date		Date	

