

Hashemite Kingdom of Jordan

Ministry of Agriculture

**HYDROPONIC FARMS
IN KARAK (AL-MUJIB VALLEY) AND
IN TAFILEH (TANNUR – WADI AL HESSA)**

LABOR MANAGEMENT PROCEDURES (LMP)

March 2024

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1. Introduction

Under ESS2 on Labor and Working Conditions, Borrowers are required to develop labor management procedures (LMP). The purpose of the LMP is to facilitate planning and implementation of the project. The LMP identifies the main labor requirements and risks associated with the project and help the Borrower to determine the resources necessary to address project labor issues. The LMP is a living document, which is initiated early in project preparation, and is reviewed and updated throughout development and implementation of the project. These procedures are designed to help Borrowers identify key aspects of labor planning and management. The content is indicative: where the issues identified are relevant in a project, Borrowers should capture them in the LMP. The national law addresses requirements of ESS2 this can be noted in the LMP, and there is no need to duplicate such provisions. The LMP may be prepared as a stand-alone document, or form part of other environmental and social management documents. A concise and up to date LMP will enable different project-related parties, for example, staff of the project implementing unit, contractors and sub-contractors and project workers, to have a clear understanding of what is required on a specific labor issue. Where relevant information is not available, this should be noted and the LMP should be updated as soon as possible. In preparing and updating the LMP, Borrowers refer to the requirements of national law and ESS2 and the Guidance Note to ESS2 (GN). These procedures include references to both ESS2 and the GN.

2. Background and Objectives

The World Bank is providing support to the Jordanian government in preparing hydroponic farms in **Mujib Valley** and in **Tannur- Wadi Al Hessa**. The aim of this project is to use the treasury lands to promote self-employment and entrepreneurship as a way out of poverty and unemployment into the labor market for vulnerable individuals in rural areas. The project is in line with the strategies of the Jordanian government, the Ministry of Agriculture and the Ministry of Water and Irrigation in using modern agricultural technology to increase the efficiency of irrigation water utilization and increase agricultural productivity, which contributes to enhancing the effectiveness of interventions that support entrepreneurship and self-employment.

The Project is being prepared under the World Bank's new Environment and Social Framework (ESF), which came into effect on October 1, 2018, replacing the Bank's Environmental and Social Safeguard Policies. Under the ESF, all World Bank Borrowers have agreed to comply with ten Environmental and Social Standards (ESSs) applied to investment project lending financed by the Bank. The project recognizes the significance of, and adopts the ESSs, for identifying and assessing as well as managing the environmental and social risks and impacts associated with this investment project. The Ministry of Agriculture (MoA) as an implementing agency, has developed several key instruments to address such risks. One of the Standards – ESS2 relates to Labor and Working Conditions and expects the Borrowers to develop labor-management procedures (LMP). The LMP identifies the main labor requirements and risks associated with the project and helps the Borrower to determine the resources necessary to address labor issues. The LMP is a living document, which is initiated early in project preparation and is reviewed and updated throughout the development and implementation of the project. Accordingly, these document details are the type of workers likely to be deployed by the project and the management thereof.

The aim of the project is to improve the access of vulnerable groups and the unemployed to sustainable employment opportunities and income generation in Jordan. This will be achieved through (1) capacity building and improving the skills of the unemployed in the field of modern agricultural technology (2) enhancing the ability to implement modern agricultural technology projects (3) enhancing agricultural

entrepreneurship and enabling the unemployed and vulnerable to manage their own projects. The project will be implemented through the following component:

Component 1 - Supply, Installation, and Operations:

This component will include the design, acquisition, installation and operations associating with pilot hydroponic technology, that is appropriate to the climatic and social conditions of the target area. The Ministry of Agriculture will be responsible for: a) selecting the appropriate technology, b) establishing and managing the production unit, c) collecting data on productivity, profitability, and environmental impact, producing high quality communication materials detailing impact (for example, production results and social/environmental impact) , d) ensuring the effective project administration and management and e) producing regular monitoring and evaluation (M&E) reports. The new AF will finance new activities under this component including, installing solar panels, transport vehicles, cooling trucks, nursery and crop seeds.

Component 2- Business Model Development:

This component will focus on creation and management of an innovation platform that will focus on the development of hydroponics business model (including access to finance, registration, access to services, etc.). The model will be designed to attract private investment, it should include features specifically enable women and youth to obtain access to hydroponics units and/or the related services (e.g. technical support, logistic, packaging, etc.) required for sustainability and commercial viability of the hydroponic units. Special emphasis will be given to maximizing the use of digital solutions. The platform will require participate of technical experts, civil society, universities, chambers of commerce, specialists in digital solutions and private sector. The Ministry of Agriculture will seek an independent agency to manage this platform. The selection criteria for this firm will include: a) strong connections with key decision makers in Government, Civil Society and Universities, b) proven track record in advocating for social inclusion and c) a network into the relevant sections of the private sector.

Component 3: Dissemination and Training

Key areas for this component include the design, organization and implementation of a campaign to generate awareness of production systems and to train targeted communities in the technology and/or business models. The campaign will specifically focus on sharing lessons learned on the social, economic and environmental benefits of the production systems. The target audience for the campaign will be local communities, regional governates, chambers of commerce, national government Ministers (Agriculture, Labor, Social Development, Industry and Trade), universities, Non-Governmental Organizations and private investors. Ministry of Agriculture will be responsible for managing this campaign appropriate entity of this component.

Additional Financing:

The MoA has secured additional financing (AF) on September 26, 2023 amounting \$400,000, in the form of a grant through WB with the aim of installing solar panels at the project site and other activities. This will not only reduce the project carbon footprint but also ensure a reliable and sustainable source of energy for the project. The installation of solar panels will also serve as a model for other organizations and individuals in the community to adopt renewable energy solutions, thereby contributing to the larger goal of reducing greenhouse gas emissions and combating climate change. Also, the grant will cover transport vehicles, cooling trucks, nursery and crop seeds. This Additional Financing (AF) was explicitly allocated to meet the

MOA's and the project site's requests to enhance the project's sustainability and accessibility by providing renewable energy solutions and buses for the project sites.

Implementation progress:

MOA has initiated the procurement procedures for the sites in AL Tanoor Dam and Al Mujab Dam in both Tafileh and Karak governorates. 102 individuals have been trained across the two project sites, including 10 refugees and approximately 70 women.

Al Mujab Dam in the Karak governorate:

The installation of hydroponic units at the Al Mujab Dam site Karak governorate has been completed. The cooperative in Al Mujab Dam was officially established and announced in August 2023. The planting of the first crop commenced in September 2023, with the cultivation of approximately 10,000 strawberry seedlings, 4,000 cucumber saplings, and 5,230 rose seedlings. The harvest yielded an estimated 715 kilograms of cucumbers, including baby cucumbers, and about 35 kilograms of strawberries.

MOA contracted Advance Consulting Company to which delivered training services to enhance the cooperative's administrative and financial capabilities in Al Muja Dam site in Karak governorate. The training covered sales, marketing, and basic procurement management. The training targeted 20 trainees in Karak who received education in financial management and accounting facilitated by the PMT.

MoA is in the process of signing an agreement with the Mujib Dam Association for hydroponics, which will specify their respective roles, responsibilities, and expectations, ensuring effective site management, accountability, and resource utilization, which are vital for the project's long-term success and sustainability.

Al Tanoor Dam site in Tafileh governorate:

On December 14, 2023, a memorandum of Understanding (MOU) was signed between MoA and Dar Abu Abdullah (DAA), a nationwide non-governmental and non-profit organization founded by Her Royal Highness Princess Haya Bint Al Hussein. This partnership aimed at creating job and employment opportunities for the residents of Tafilah Governorate, focusing on enhancing the capabilities and qualifications of women and youth through training on the technology used, and developing the fundamental awareness and skills necessary for the aquaculture units to become economically viable. Additionally, it stimulates job creation, fosters entrepreneurship, and improves employment opportunities for young people in the agricultural sector. DAA had initiated repair and maintenance work at the Al Tanoor site, established in 2021.

3. OVERVIEW OF LABOR USE ON THE PROJECT

This section describes the number and type of Project Workers, their Characteristics, timing of Labor Requirements.

Environmental and Social Standards 2 (ESS2) categorizes the workers into: Direct workers, Contracted workers, Community workers, and Primary Supply workers. This project only includes direct workers and contracted workers as described below.

'Direct Workers:

Number and types of Direct Workers:

The total estimated number of direct workers in the two project sites are as follows.

Direct workers on this project include:

- One expert qualified as environmental safety/ social officer expert, part-time during operation phase
- Two short term experts in Hydroponics plantation and management, part-time during operation phase
- Two technical focal points in Amman to oversee technical issues at both project sites
- Focal points in the governorates to monitor operations and implementation
- A number of civil servants will also be supporting the project from the Ministry of Agriculture (MoA). These will be from the central MoA in Amman or through the staff of the MoA regional Directorates in Tafileh and Karak. They are subject to the public sectors' laws and regulations and are not covered by this LMP or ESS2.

Characteristics of Direct Workers:

The key characteristics of the Direct workers are explained hereafter:

- The direct workers will be Jordanian Nationals and Syrian refugees;
- The minimum age for the workers is 18 years;
- The workers' recruitment will be inclusive vis-à-vis different aspects such as gender and disability;
- The direct workers are to be recruited at the central level.

Timing of recruitment: The Direct Workers will be hired with the start of the project and different stages of the project.

Contracted Workers:

Number and types of Contracted Workers:

The project will contract workers to design, build, and operate the project's activities. The number and types of workers for the Al Karak site will be similar to the workers who worked on the first site in Al Tannur-Wadi Al Hessa/Tafileh governorate. The expected total number of contracted workers for the two project sites is 98 workers, excluding trainees, as described below:

- 15 skilled Jordanian workers to build facilities and install equipment, full time during construction phase
- 15 workers, of which 10 are Jordanians, to build tuff channels
- 25 workers, of which 18 are Jordanians, for digging & cleaning job in the project
- 15 workers are from the same region
- One resident agriculture engineer, full time during operation phase
- Six resident workers, full time during operation phase
- 15 temporary seasonal workers, the employee's work period is estimated to be for two months, part-time during operation phase
- Estimated 3 male temporary skilled workers will construct facilities and install equipment, who will work on the project for two months.
- One Male/Female national expert qualified as environment safety/social officer expert to oversee the project and carry out tasks described in the ESIA.
- Two Male/Female national/international expert in Hydroponics plantation, to provide technology transfer, consultancy services, on-job training staff, directing, inspecting, and following all issues to ensure best technical and management practices of the High –Tech Hydroponic unit with special capability in applying (IPM) and to backstopping the resident engineer.

The required works will be according to the production season and include the harvest, packing, grading and other seasonal work needed by the project. Employment priority will be given to women heads of household. Wages and working conditions will not differ between Syrian and Jordanian workers.

Characteristics of Contracted Workers

The key characteristics of project workers are explained hereafter:

- The contracted workers will be Jordanian Nationals and Syrian refugees;
- The minimum age for the contracted workers is 18 years;
- The project workers' recruitment will be inclusive vis-à-vis different aspects such as gender and disability;
- The contracted skilled and unskilled workers are to be recruited at the project level.

Contractors will be encouraged to train and hire as many workers as possible from local communities.

Timing of recruitment: The Contracted Workers will be hired with the start of the project and at different stages of the project.

All workers, whether direct or contracted workers, will sign written contracts that include the duration of work, wages, workers' rights according to the Jordanian labor law, and the conditions of decent work that workers must obtain.

Only workers over 18 years are allowed to work in this project, despite the fact that workers less than 16 are commonly recruited driven by income temptation to support family, especially during the school holidays and it is local traditions in both the **Mujib Valley area** and in **Tannur – Wadi Al Hessa Area**. Age verification processes will be implemented to ensure that only workers over 18 years of age are allowed to work as per the applicable laws. Section 7 "Age of Employment" provides more details on this.

Summary on Trainees selected under the two projects:

The trainees who will be trained through the project are expected to be 51 trainees in each site (5 of them will be Syrian refugees in each site). Eventually, these trainees will form the new association that will be managing the Hydroponic site in Al Mujib/ Al Karak and in Al Tannur / Al Tafileh.

Currently, Tafilah site is managed by Dar Abu Abdulla Association where 20 trainees (10 males + 10 females) were selected from the local community and according to the standards criteria of the project and those of Dar Abu Abdullah Association, with ages ranging from 18-25 years. Among the 20 trainees, 2 trainees were selected from the Tannour Dam Cooperative Society for Soilless Agriculture and are currently working on the project.

4. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Project Type and Location:

The project is located in two sites: the southern part of Jordan in **Wadi Al Mujib, Karak Governorate**, near the village of Ariha 80 km south west of the capital Amman and in **Wadi Al Hessa, Tafileh Governorate**, near the village of Al Burbaitah 180 km south west of the capital Amman. This high-tech agriculture project for vegetables production will support the acquisition, installation and initial operations of a pilot hydroponics unit (e.g. computer-based humidity control systems, heat control systems and processing/packing equipment). In addition, this component will support the provision of the technical assistance, training and business management skills required to ensure the pilot project is managed as effectively as possible.

The goal is for the pilot to become fully operational within 8 months. The unit should be projected to become profitable after two years of production. Any of the unit's profits will be re-injected into further operation and maintenance of the greenhouse.

Both sites' lay-outs show positions of four types of agriculture's structures with total area 1.5 hectare, the first structure tow is High-tech Hydroponics with surface area of 970 m², while the second structure is for mid-tech hydroponic farming with total surface area of 2106 m², and the third structure is for low-tech hydroponic farming with total surface area of 2106 m².

Different activities that the project workers will carry out:

The workers will perform the following main activities:

- Prepare the Hydroponics for agriculture culture.
- Clean inside the hydroponics regularly.
- Spray pesticides whenever needed.
- Prepare the agriculture land for culture.
- Rise the plants stem and support it.
- Move the plants and support the plants stem with Clips and threads.
- Inspect the drip irrigation system.
- Prepare and fill the disbursement tanks with nutrients.
- Repair minor drip failures.
- Load & off-load provisions of raw materials and products.
- Tilling the soil and soil softening
- Distribute and spread fertilizers.
- Raise side terraces.
- Install drip irrigation pipes.
- Cultivate plant nurses.
- Irrigate the plants.
- Collect the crops and products.
- Operate air pumps.
- Clean inside the pool regularly
- Pond water replacement
- Assist and supervise the temporary.

Key Labor Risks:

The key labor risks which may be associated with the project include, for example:

- Conduct of hazardous work, such as working at heights or in confined spaces, use heavy machinery, or use of hazardous materials
- Likely incidents of child labor or forced labor,
- Risks of sexual exploitation and abuse (SEA) which is induced by labor influx
- Possible accidents or emergencies, with reference to the sector or locality
- Lack of general understanding and implementation of occupational health and safety requirements

The specific Potential labor risks related to this project were assessed and summarized as follows:

Work Accidents:

-
- Falling from high places,
- Hit by flying objects,
- Electric shock,
- Negligence to use safety equipment,
- Exposure to emissions,
- Work injuries by machinery, etc. Animal and snake bite,
- Car and traffic injuries,
- Attack by wild animals such as dogs, foxes and wild pigs.
- Flashfloods

Risks can be caused by poor accommodation and sanitation facilities:

Food and water toxicities

- Bad ventilation of premises condition
- Poor hygiene of the sanitary facilities.
- Low lighting of premises
- Absence of cooling and/or heating system
- Improper proper pavement of paths and sidewalks.

Exposure to Hazardous substances:

- Uncontrolled contact with, rock wool,.
- Inhalation of toxic chemicals, pesticides
- Disposal of Hazardous material
- Hazardous material usage impact
- Pesticides
- Fertilizers

Exposure to severe weather condition:

- Sun, cold, windy, rainy, high whether temperatures, flood conditions (especially in the Al Karak site)

Solar PV activities:

- OHS risks during excavation and installation of the system
- Injuries due breakage of cell

- Spill of hazardous material from batteries

Vehicles:

- Traffic incidents
- Road safety issues

Reporting and handling incidents related to the project:

- The PMU shall notify the World Bank, in no later than 48 hours, of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents that result in death, serious or multiple injuries, occupational health and safety issues, and security incidents. Sufficient detail shall be provided regarding the scope, severity, and possible causes of the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate.
- PMU shall provide subsequent report to the World Bank, including a Root Cause Analysis report within 10 business days of the initial notification to the Bank, as requested. A closure report shall be filed within 30 days or agreed timeframe, as per the Bank's request. Notification/reporting requirements shall be maintained throughout the Project implementation.
- PMU shall obligate the contractors to submit to PMU an incident report, including root cause analysis, precautions and compensation measures taken.

Table 1 Summary of the main labor risks:

Impact issue	Mitigation measure	Monitoring measure	Frequency	Indicator	Implementation responsibility	Supervision responsibility
Solid waste	<ul style="list-style-type: none"> - The Contractor shall ensure cleanliness, housekeeping and arrangement generally on site and at all times. - Solid waste disposal should be prohibited on site and within its vicinity during the construction phase. All materials must be managed Inactive and redundant within the specified limits for the project. <p>Disposal of construction wastes from the site into the designated landfill by the local authority</p> <p>A training program will be held in cooperation between the MOA, the WB, and the International Labor Organization on OHS</p> <p>There will be municipal container for solid waste that disposed periodically</p> <p>Official contact the association by making records and determining the types and quantities of hazardous and non-hazardous waste generated</p>	<ul style="list-style-type: none"> -By setting Inspection reports -Keep monthly log of disposed quantities 	Daily or weekly	Weight of wastes in m ³	Contractor	Municipality
Hazardous and non-hazardous waste	<ul style="list-style-type: none"> - The contractor is required to follow its waste management procedures - The site as separation and storage of different types of waste such as Hazardous, non-hazardous and recyclable materials, construction, plastic, paper, etc. to facilitate proper disposal of the generated waste. - The Contractor shall provide storage space for the dangerous materials. A hazardous materials label must also be used which shows what these materials are and their dangerous properties. - Chemical waste is stored in accordance with the provisions of safety statements - The Contractor shall maintain Materials Sheets (MSDS) Material safety data on site. - The Contractor shall provide garbage containers at the sites. This is to prevent littering in the project area and the surrounding regions. -The contractor shall collect waste at regular intervals and dispose of them according to his waste management plan, in accordance with local requirements. -The collection and disposal of organic waste and water sanitation on a regular basis. 	Adhere to the contractor's waste management procedures Completed records for transfer and disposal of construction waste.	Daily or weekly	Litter/kg/ Weight of wastes in m ³	contractor	Municipality
effects caused by Torrents and floods	<p>To reduce the potential impacts of torrents and floods, the following measures have been suggested to protect against them:</p> <ul style="list-style-type: none"> - Some torrents should be redirected as a preliminary measure - Grouted riprap by installing cement lined tampers especially in low lying areas in the project. - For maintenance purposes and in order to ensure the continuity of work in 	1- Monitor properties discharge through The rainy season daily (during	daily (during precipitation	Existence of the Gabions	Contractor and owner of the project	Project Owner And MPWH

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probability outcome Heavy rain	all weather conditions, it is advised to define clear boundaries to the banks of the valleys by lowering the ground level in the flood zone until the flood moves within a specific direction. - It may be necessary to extend channels down the road leading to the project in addition to the internal roads, so that the waters of the valleys pass down these roads without posing any danger or Gabions are properly installed on the southern border of the farm	precipitation precipitation) 2- Preparing reports accidents to owner project in case of floods result of precipitation rains torrential				
Dangers on the health and safety because of Business Installation	<ul style="list-style-type: none"> - Compliance with environmental and health policies and procedures and safety on site. - Appointing individuals responsible for health and safety procedures on the site. - Training workers on site as necessary before starting with their business. - All construction equipment used in the implementation must be project works that are fit for purpose and tolerable, have valid examination certificates. - An assessment of the expected risks must be prepared before starting work and communicated with all the relevant workers and that applies for all types of business on the site. - Provide dedicated lanes in the business and laying area - Specific signals and ensure adequate illumination in these regions. - Ensure that slippery areas are marked and shoes are provided suitable for slippery areas. - Reducing the use of extended cables at work sites. - Ensure that the cables are within specific paths - Reducing work that requires working at heights as much as possible. - Avoid high distances in high work areas through the development of protection nets and the presence of scaffolding Occasion. - Conducting a fire risk assessment in construction areas, and identifying sources of fuel and ignition and make sure to provide precautions, prevention and firefighting, in addition to identifying paths escape. - Setting up an alarm system at the site to alert the workers at the site. - Putting fire extinguishers in designated areas - Extinguishers are appropriate to the nature of the expected fire in each area. - Develop a pre-plan for emergency response projected in the work area, with the identification of authorized persons dealing with emergency situations, and the procedures that must be taken to follow and the method of evacuation. - Ensure the inspection and maintenance of all heavy machinery and vehicles 	<p>Ensure public safety before starting any activity. Make sure to practice proper measures in</p> <p>The project Location inspection periodic facilities The project</p>	<ul style="list-style-type: none"> - before starting any activity - in a way continuous - Monthly 	<ul style="list-style-type: none"> - Documentation of Ma'alat accidents or Worker injuries On site and check them with what Compatible with procedures safety - Recurring account time rate the lost Accident rate deadly - the number of exercises in the field of health and safety - Records of exercises The number of events non-conforming 	contractor	Ministry of Labor And contractor

	<p>periodically.</p> <ul style="list-style-type: none"> - Ensure that the people working on it are qualified and trained to operate heavy machinery and vehicles. - Ensure that the paths designated for vehicles and vehicles are maintained - Presence of fire extinguishers and test detection system firefighting equipment and other maintenance for extinguishers blaze - Monitor work areas to identify hazards expected fire. - Regular maintenance of heavy machinery and vehicles. - Examination of heavy machinery and vehicles before working at elevated sites - Transportation is suitable and wide enough for vehicles, planning should be done for paths by reducing curves / defining pedestrian paths and crossing points. - Ensure that traffic signs are in an appropriate place, such as speed limit indicators, permissible height - the warning signs. - Ensure that all electrical equipment is usable and in good condition, no work may be carried out on the systems electrical and mains plugged in. - Ensure that the people working on the maintenance of electrical systems are trained and qualified with the provision of equipment for personal protection appropriate to the nature of their work. - Use the isolation and connection equipment system when executing works on electrical systems. -Provide a number of qualified persons to provide first aid, primary, according to the Jordanian Labor Law. - Provision of first aid equipment and supplies in a location Work, such as dressings, antiseptics, and antibiotics Inflammation...etc. -Develop an emergency response plan at the site work and train workers on it and conduct trial emergency cases. 			for procedures		
Community health and safety	<ul style="list-style-type: none"> - Preparing a mechanism for grievance (complaints) and plan for owner involvement - The relationship and stakeholders of the project before the construction phase and according to the requirements of the International Finance Corporation. - Conduct an appropriate assessment (preferably during the spring semester) for a study - The extent of land use during the plowing season for production - Feed the flocks and identify the parties who do these activities. It is also advised to conduct this study before starting the construction process. - Appointing a community liaison officer responsible for everything related to affairs of the local community. 	Set up routines pertaining to monitoring Select activities Consult with the owners relationship and parties concerned and logs complaints.	through stages The project	Number of objections and complaints	Contractor And MOA	MOA
Dust emissions from	<ul style="list-style-type: none"> - Determine appropriate speed limits to reduce dust generation as a result of vehicle movement on unpaved surfaces. - During the construction period, dust will be generated from unpaved roads 	daily observation for levels dust during	daily	Not seeing clouds of dust in	contractor	Contractor and MOA

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Construction works	and work areas, it must be controlled by spraying water (as needed). - Avoid unnecessary handling of dusty materials, as a reduction of bucket boxes height when dumping dirt and trucks to move it outside the project. - Training workers to deal with construction materials and debris during the construction phase to reduce emissions. Covering trucks when transporting dusty materials off site	activities construction phase		implementation sites		
Public health	Strictly comply with the local regulations regarding the working hours and the levels of noise	Timesheet log	Continuous during working hours	No. of complaints No. of committed workers	MoA	MoA
Occupational safety and Health	Assign a Health, Safety and Environment Officer	Daily inspection by Safety Officer / Supervision Consultant Team	Continuous during working hours	Percentage. of committed workers No. of accidents	Contractor/ Lead Technical officer	MoA

5. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

This section sets out the key aspects of national labor legislation with regards to term and conditions of work, and how national legislation applies to different categories of workers identified in Section 1. The overview focuses on legislation which relates to the items set out in ESS2, paragraph 11 (i.e. wages, deductions and benefits). In addition, the code of conduct applies to all workers under the Jordanian Labor Law No. 8 of 1996 and its amendments in the workplace environment and locations where work is carried out.

Brief overview of Environmental and Social Standard 2 (ESS2): Labor and Working Conditions

The World Bank's requirements related to labor are outlined in Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) under the ESF. This helps the Borrowers in promoting sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions.

Key objectives of the Labor and Working Conditions (ESS2) are to:

- Promote safety and health at work;
 - Promote the fair treatment, nondiscrimination and equal opportunity of project workers;
 - Protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate;
 - Prevent the use of all forms of forced labor and child labor;
 - Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and
 - Provide project workers with accessible means to raise workplace concerns.
- ESS2 applies to project workers including fulltime, part-time, temporary, seasonal and migrant workers. Where government civil servants are working in connection with the project, whether full-time or part-time, they will remain subject to the terms and conditions of their existing public sector employment agreement or arrangement, unless there has been an effective legal transfer of their employment or engagement to the project.
 - The Government of Jordan as Borrower is responsible for developing and implementing written labor management procedures applicable to the project. These procedures set out the way in which project workers will be managed, in accordance with the requirements of national law and this ESS. The procedures also address the way in which this ESS will apply to different categories of project workers including direct workers, and the way in which the Borrower will require third parties to manage their workers.
 - Project workers will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment. The information and documentation will set out their rights under national labor and employment law (which will include any applicable collective agreements), including their rights related to hours of work, wages, overtime, compensation and benefits, as well as those arising from the requirements of this ESS. This information and documentation will be provided at the beginning of the working relationship and when any material changes to the terms or conditions of employment occur.
 - The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, or disciplinary practices.

Brief overview of Labor Legislation in Jordan

Jordan Labor Law of 1996

Article 2

Employment contract: an explicit or implicit oral or written agreement, whereby the worker undertakes to work for the employer under his supervision or administration in exchange for wages, the employment contract is for a limited or unlimited period, or for a specific or unlimited job.

Wage: All that the worker deserves in exchange for his work in cash or in kind, in addition to all other benefits of any kind. If the law, the labor contract, or the internal system stipulates that the transaction is settled for payment, with the exception of wages owed for overtime.

Article 15

a . The contract of employment shall be organized in the Arabic language and in at least two copies. Each of the parties shall keep a copy of it, and the worker may prove his rights by all legal proofs if the contract is not written in writing.

B. An employee appointed for an unlimited period is considered to be continuing with his work until his service is terminated in accordance with the provisions of this law. Either in cases where the worker is employed for a limited period, he is considered to be continuing his work during that specified period.

C. If the work contract is for a limited period, then it ends automatically on its own, with the end of its term.

D. A worker who is regularly employed in the workplace or who performs a series of work in a piece is considered to be an unlimited worker.

E.1. The contractor's workers who work in the implementation of a contract shall file a lawsuit directly against the project owner to claim what he is entitled to before the contractor, within the limits of what is due to the contractor on the project owner at the time of filing the lawsuit.

2. The sub-contractor's workers may file a claim directly with the original contractor and the owner of the project within the limits of the due on the project owner to the original contractor and due to the original contractor of the sub-contractor at the time the lawsuit is filed.

2.The workers mentioned in the previous two paragraphs may fulfill their rights by concession over the sums due to the original contractor or sub-contractor and fulfill their rights when they compete with the percentage of their right.

Article 16

The employment contract remains in effect regardless of the change of the employer due to the sale of the project or its transfer by way of inheritance or merging the institution or for any other reason. That time, the new business owner will be held solely responsible.

Article 17

The worker is not obligated to perform work that differs markedly from the nature of the work agreed upon in the work contract, unless necessary to prevent an accident or to repair what resulted from it or in the case of force majeure, and in other cases provided for by law, this should be within the limits of his energy and the circumstance that required this work.

Article 18

The worker is not obligated to work in a place other than the place designated for his work if this leads to changing his place of residence, unless explicit text is provided authorizing this in the work contract.

Article 19

The worker:

- a . Carrying out the work on his own, and in his stewardship, he should take care of the ordinary person and abide by the orders of the employer related to the implementation of the work agreed upon within the limits that do not endanger him or violate the provisions of the applicable laws or public morals.
- B. Preserving the industrial and commercial employer's secrets and not disclosing them in any way, even after the expiry of the work contract, according to what is required by the agreement or custom.
- C. Take care to save the things delivered to him in order to perform the work, including work tools, materials and other supplies related to his work.
- D. Undergo the necessary medical examinations that require the nature of the work to be performed before joining the work or afterwards to verify that it is free from occupational and applicable diseases.

Article 20

- a . The intellectual property rights of the employer shall be if the worker invented them, and they related to the business of the employer, or if the worker used the employer's experiences, information, tools, machinery, or raw materials in arriving at this innovation unless he agreed in writing otherwise.
- B. The intellectual property rights of the worker shall be if the intellectual property right invented by him does not relate to the business of the employer and did not use the employer's experiences, information, tools or raw materials in arriving at this innovation unless he agreed in writing otherwise.

Article 21

The employment contract ends in any of the following cases:

- a . If the two parties agree to end it.
- B. If the work contract period has expired or the work itself has ended.
- C. If the worker dies or is sickened by sickness or incapacity to work, and this is proven by a medical report issued by the medical reference.

Article 22

The employment contract does not end due to the death of the employer unless the employer's personality is taken into account in the contract.

Article 23

- a . If one of the parties wishes to terminate the contract of work that is not of limited duration, he must notify the other party in writing of his desire to terminate the contract at least one month in advance, and the notice may not be withdrawn without the consent of the two parties.
- B. The employment contract remains in effect for the duration of the notice and the notice period is considered a service period.
- C. If the notification is made by the employer, he may exempt the worker from work during his period, and he may employ him except in the last seven days of it, and the worker shall be entitled to his wages for the notice period in all these cases.
- D. If the notification is made by the worker and he leaves work before the notice period expires, he is not entitled to a wage for the period he left the work and he must compensate the employer for that period with the equivalent of his wages for it.

Article 24

Subject to what is stated in Article (31) of this law, it is not permissible to fire the worker or take any disciplinary measure against him for reasons related to complaints and claims submitted by the worker to the competent authorities relating to the application of the provisions of this law to him.

Article 25

If it appears to the competent court in a lawsuit filed by the worker within sixty days from the date of his dismissal that the dismissal was arbitrary and contrary to the provisions of this law, it may issue an order to the employer to return the worker to his original work or pay compensation to him in addition to the notice allowance and other entitlements stipulated in Articles (32) , (33) of this law, provided that the amount of this compensation is not less than three months' wages and not more than six months, and compensation is calculated on the basis of the last wage the worker charges.

Article 26

- a . If the employer ends the fixed-term work contract before its term ends or the worker terminates it for one of the reasons mentioned in Article (29) of this law, the worker has the right to fulfill all rights and benefits stipulated in the contract as he deserves the wages that are due until the end of the remaining period of the contract unless he terminates The employment contract is a chapter under Article (28) of this law.
- B. If the termination of the contract for a specified period is issued by the worker in cases other than those stipulated in Article (29) of this law, the employer may request him for what arises from this termination of damages and damage. Half a month for each month of the remainder of the contract.

Article 27

- a . Subject to the provisions of Paragraph (b) of this Article, the employer may not terminate the service of the worker or give notice to him to end his service in any of the following cases:
 - 1. A pregnant working woman starting from the sixth month of her pregnancy or during maternity leave.
 - 2. The worker in charge of the flag or backup service while performing that service.
 - 3. The worker during his annual or sick leave or the leave granted to him for the purposes of labor culture or pilgrimage, or during his vacation agreed upon between the two parties to devote himself to union work or to join a recognized institute, college or university.
- B. The employer becomes dissolved from the provisions of Paragraph (A) of this Article if the worker uses another employer during any of the periods stipulated in that paragraph.

Article 28

The employer may fire the worker without notice, in any of the following cases:

- a . If the worker impersonates another person's identity or identity, or submits false certificates or documents with the intent to bring benefit to himself or harm others.
- B. If the worker fails to fulfill his obligations under the work contract.
- C. If the worker commits a mistake that results in a serious material loss to the employer, provided that the employer informs the agency or the competent authorities of the accident within five days of the time he became aware of his occurrence.
- D. If the worker violates the internal system of the institution, including conditions for the safety of work and workers, despite his warning in writing twice.

- E. If the worker is absent without legitimate cause more than twenty intermittent days during one year or more than ten consecutive days, provided that the chapter is preceded by a written warning sent by registered mail to his address and published in a local daily newspaper once.
- F. If the worker discloses work secrets.
- G. If the worker is convicted by a judicial ruling, he obtained the final degree of a felony or misdemeanor that violates honor and public morals.
- H. If he is found, during work, in a state of drunkenness or is affected by the drug or psychotropic substance he used, or if he committed an act that violates public morals in the workplace.
- I. If the worker assaults the employer, the responsible manager, one of his superiors, or any worker, or against any other person during the work or because of it, by beating or belittling him.

Article 29 Resignation from Work without Notice (Amended in 2023)

- a) The Employee may leave work without notice, without prejudice to his legal rights related to the termination of service, as well as compensation of the damage due to him in any of the following cases:
 - 1. His employment in work distinctly different in nature from the work agreed upon in pursuance to the Employment Contract, provided the provisions of Article (17) of this Law are observed.
 - 2. His employment in a manner that calls for the change of his permanent residency location, unless the Contract stipulates otherwise.
 - 3. His transfer to another work in a lower grade of the work for which his employment was agreed upon.
 - 4. The reduction of his wage provided that the provisions of Article (14) of this Law are observed.
 - 5. Shall it be substantiated by a medical report issued by a Medical Authority that the continuation of the Employee in the work shall threaten his health.
 - 6. **Shall the Employer or his representative commit trespass against him during work or as a result thereof by assault or battery in any kind of sexual abuse under the applicable law.**
 - 7. Shall the Employer fail to perform any provision of the provisions of this Law or any regulation issued in pursuance, provided that he has received a notice from the competent authority at the Ministry requesting same to observe these provisions.
- b) **If it is discerned to the minister that an employer or his representative attach any employee by beaten or practice any form of sexual abuse on any of the workers, he may decide to close down the establishment for the period that it deems appropriate and taking into account the provisions of any other applicable legislation.**

Article 29

The employer must give the worker, upon the end of his service, upon his request, a service certificate stating the name of the worker, the type of his work, the date of joining the service, and the date of the end of service, and the employer is obliged to return the papers deposited with him by the papers or tools.

Article 31

- a . If the employer's economic or technical circumstances require reducing the workload, replacing another production system or stopping work altogether, which may result in the termination or suspension of work contracts of unlimited duration, in whole or in part, he must inform the Minister in writing, supported by the justifications for that.
- B. The Minister shall form a committee from the three production parties to verify the integrity of the employer's procedures and submit its recommendations thereon to the Minister within a period not exceeding fifteen days from the date of submitting the notification.

- C. The Minister shall issue his decision regarding the recommendation, within seven days from the date of its submission by approving or reviewing the employer's procedures.
- D. If the minister decides in light of the recommendations of the committee that the employer has to return a number of workers to their sites and that the circumstances of the employer tolerate this, the employer may appeal the minister's decision before the Appeals Court within ten days from the date of notification of this decision and the court will consider it in an urgent manner so that a decision is made on the appeal Within a period not exceeding a month, and its decision is final.
- E. Workers whose services have been terminated in accordance with paragraph (a, b) of this article shall be entitled to return to work within one year from the date they left work if the work returned to normal and they could be employed by the employer.
- F. A worker who has suspended his employment contract in accordance with paragraph (a) of this article has the right to leave work without notice while retaining his legal rights to end the service.

Article 32

Subject to the provisions of Article (28) of this law, the worker who works for an unlimited period and is not subject to the provisions of the Social Security Law and whose services end for any reason shall have the right to obtain an end-of-service gratuity at the rate of one month's wages for each year of his actual service and a relative reward is given for the year The reward is based on the last wage he received during the period of his use. Either if all or part of the wage is calculated on the basis of commission or part, then the monthly average of what the worker actually received during the twelve months prior to the end of his service is paid, and if his service does not reach this limit, the monthly average of the total of his service is considered to be Pray that lies between the work of another and not more than a month as if for use when connected to the bonus account.

Article 33

- a . In addition to the end-of-service gratuity, a worker who is subject to special regulations for the institution in which he works has the right to savings, or retirement funds, or any other similar fund, is entitled to all the benefits granted to him under these regulations in the event of service termination.
- B. The regulations pertaining to the funds stipulated in Paragraph (a) of this Article shall be approved by the Minister or his authorized representative.
- C. The regulations of any of the funds stipulated in Paragraph (A) of this Article may stipulate that the investment of its funds be wholly or partly in the shares or shares of the company in which that fund was established.
- D. The funds provided for in Paragraph (a) of this Article shall have an independent legal personality and the rules of any of them shall include matters related to the management of the fund, including the following:
 1. The presence of a general fund for the fund consisting of all the members of the fund that meet at least once a year to approve the fund accounts, discuss administrative and financial matters, and elect their representatives in the fund management committee.
 2. The fund's funds and investments are managed by a committee whose members are employees of the institution that is a member of the fund.

Article 34

If the worker dies, all his rights prescribed under the provisions of this law shall be transferred to his legal heirs in addition to his rights in any of the funds stipulated in Article (33) of this law.

Article 35

- a . The employer may use any worker under trial in order to verify his competence and capabilities to perform the required work, provided that the duration of the trial in any case does not exceed three months and that the wage of the worker in the trial is not less than the minimum set for the wages.
- B. The employer has the right to terminate the use of the worker under trial without notification or remuneration during the trial period.
- C. If the worker continues to work after the end of the trial period, the contract is considered an employment contract for an unlimited period, and the trial period is counted within the employee's service period with the employer.

Article 73

Subject to the provisions concerning vocational training, the juvenile who has not attained the age of 16 years may not be employed in any form.

Article 74

The juvenile who has not completed 18 years of age may not be employed in hazardous, burdensome or harmful work, and such acts shall be determined by decisions issued by the Minister after consultation with the competent official authorities.

Article 75

Event is prohibited:

- A. More than six hours per day to be given a period of rest not less than one hour after working four hours continuous.
- B. Between 8 pm and 6 am.
- C. In the days of religious holidays, public holidays and weekly holidays.

Article 76

The employer shall, prior to the operation of any event, request him or his guardian to submit the following documents:

- A A certified copy of birth certificate.
- B. Certificate of fitness for the health event for the required work issued by a competent doctor and certified by the Ministry of Health.
- C. The guardian's approval of the written event of the work in the institution, and these documents are kept in a special file of the event with sufficient data. His place of residence, the date of his employment, the work he used, his wages and his leave.

Article 77

The employer or the director of the institution shall be punished for any violation of any of the provisions of this chapter or any order or decision issued pursuant to which a fine of not less than one hundred dinars and not more than five hundred dinars. The penalty shall be doubled in case of repetition.

OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY AND INSURANCES

This will be according to Jordan Labor Law (No. 8 for 2002), Regulation for the Protection and Safety of Workers from Machineries and Workplaces (No. 43 for 1998) and Regulation of Preventive and Therapeutic Medical Care for the Workers in Establishments (No. 42 for 1998) and as follows

National labor Legislation: Occupational Health and safety

Public health protection is assured under the **Public Health Law (No. 54, 2002)**. According to this Law, issued by a Royal decree in 2002, the Ministry of Health is responsible for all health matters in the Kingdom, and in particular:

- Protecting health through providing preventive and curative services as well as monitoring responsibilities
- Organizing and supervising health services provided by the public and private sectors
- Providing health insurance for citizens within available resources
- Establishing educational and training health institutions managed by the MOH

Additionally, the Ministry of Labor ¹developed very recently (2023) several guidelines for ensuring compliance with labor law articles:

- Bylaw # 31 of the year 2023 on Occupational Health and Safety (OHS) and Risk Prevention
- Bylaw #32 of the year 2023 on Preventive and Curative Medical Care for Workers in entities
- Bylaw # 33 of the year 2023 on Forming OHS Committees and Assign OHS Supervisors in Entities
- Instructions for identifying the types of sources of occupational hazards in the work environment, precautions and measures Necessary to prevent it for the year 2023 / issued under the provisions of Article (79) of Labor Law No. (8) of 1996 and Article (10) of the Occupational Safety and Health System and Prevention of Occupational Hazards in Institutions No. (31) of 2023

Articles under Chapter 9 titled “Safety and Occupational Health” cover the obligations of the employer to provide a safe working environment for his workers, increased risks on the job and for the public, precautions and measures to be followed in the workplace, and protective and therapeutic medical care.

Articles under Chapter 10 (titled “Work Injuries and Occupational Diseases”) provide for issues related to work injuries and occupational diseases for those employees who are not covered under the provisions of the **Social Security Law of Jordan**.

Occupational safety and health (OSH) general provisions under the Labor law articles 78, 80, 85 to be administered by MOL’s labor inspectors.

In order to ensure the occupational safety and health of workers, the employer must:

- protect workers from work-related accidents and illnesses
- prior to employment, inform workers about work-related hazards and necessary precautions
- provide workers with necessary personal protective equipment (PPE), such as goggles, aprons, masks, gloves, and/or footwear
- guide workers in the use and maintenance of PPE, and
- Protect workers from fire hazards.
- Workers are not required to pay any costs for these measures.

¹ <https://mol.gov.jo/Default/Ar>

First aid, 1997 decision on medical aid means and devices for workers

The employer must provide first aid supplies that are sufficient for the nature of work and the number of workers.

Welfare facilities, 1998 instructions for protection of workers and establishments from workplace hazards

The employer must provide a break room where workers can rest and eat.

Noise, 1998 instructions for protection of workers and establishments from workplace hazards

Employers are required to protect workers from exposure to noise. Exposure should not exceed certain defined limits of Noise Intensity in dB which has Allowed Exposure by Hours per Day based on the intensity in db. Workers who are exposed to noise above permitted levels must be provided with ear plugs and hearing protection devices.

Lighting 1998 instructions for protecting workers and establishments from workplace hazards

Employers must provide appropriate natural or artificial lighting as follows:

- Light should be evenly distributed
- Windows must be clean and unobstructed
- Workplace light levels should be at least 20 candles/square feet, and
- Glare should be avoided.

Heavy lifting 1998 instructions for protection of workers and establishments from workplace hazards

Heavy lifting should be done by machines whenever possible. Pre-set limits are stated differently for men and women as applied by the law.

Protection for Pregnant and Breastfeeding Women Minister of Labor Decision in Respect to Activities and Times During Which it is Prohibited to Employ Women, 2010

In Jordan, pregnant and breastfeeding women may not engage in:

- Work that requires exposure to fumes or smoke from any petroleum derivatives, or
- Work that requires exposure to ethylene in tinting, or Sulphur dioxide in artificial silk.

Personal Protective Equipment (PPE) Instructions for Protecting Workers and Enterprises from Workplace Hazards

- Workers must be provided with goggles to protect them from visible light rays, sparks, and ultra violet rays.
- Workers exposed to noise above allowable levels must be provided with ear plugs and protective hearing devices.
- Workers exposed to gases, dust, or fumes above approved limits must be provided with cotton or filtration masks that cover the mouth and nose.

Workers whose hands are exposed to risks must be provided with:

- Gloves lined with leather/cotton for protection from mechanical injuries
- Leather gloves lined with an intermediate layer of metal for protection from sharp surfaces, knives, or other cutting tools, and/or
- Plastic gloves for protection hazardous substances

Electrical Safety Regulation No 43 Of 1998 On Protection and Safety from Equipment, Industrial Machines and Job Sites

- Electric devices, machines, cables, wires, connections, or switches must comply with required specifications and be properly installed and maintained by competent technicians.
- Electrical machines, equipment, devices, cables and wires must be grounded and have insulated circuit breakers that are easily accessible in emergencies.
- Insulated flooring must be placed in front of and behind electrical distribution panels.
- Cables, wires, and electric connections must be tested regularly to prevent short-circuiting and avoid sudden hazards such as fire or electric shock
- The employer must protect workers from hazardous machinery and jobsites.
- Barriers must be placed around hazardous machines and equipment, including cutting machines, weaving machines, moving belts, gears, and chains.

Chemicals and Hazardous Substances Regulation No 43 Of 1998 On Protection and Safety from Equipment, Industrial Machines and Job Sites

The employer must take precautions and measures for the safety and protection from chemical hazards as follows:

- limit **hazardous chemical materials** such as gases, dust, liquids, or acids to the permitted levels and protect workers from exposure to these materials
- ensure that workplaces have good **ventilation** through the use of exhaust fans or an industrial ventilation system, in accordance with the health conditions determined by the Directorate of Safety, Vocational Health, and Environment of the Ministry of Labor
- provide **personal protection equipment** needed for work in the chemical industries including filtration masks, proper shoes, helmets, gloves, work uniforms, leather jackets, and goggles
- provide **appropriate warehouses to store finished and raw chemical** materials separately through a safe process
- designate locations separate from the workplaces for industrial processes and machinery that produce harmful fumes, dust, or gases; these locations must be equipped with the necessary protection to guarantee that such materials do not spread into the work environment, and
- label every chemical material with its common name, chemical composition, trade name, method of handling, storage process, hazards, hazard prevention, and any other necessary information.

Civil Defence Directorate: The Civil Defence Directorate deals mainly with emergencies, disasters and fire defence, and fighting measures. They conduct inspections of buildings, commercial, industrial and tourist facilities to ensure the adequacy and effectiveness of the fire-fighting supplies. For non-hazardous work enterprises this only either takes place once a year at the time of the renewal of the trade license of the enterprise or through spot checks.

Regulation for the Protection and Safety of Workers from Machineries and Workplaces (No. 43 for 1998)

The provisions of this regulation obligate any institution to take precautions and procedures to ensure prevention of occupational accidents. It identifies all types of safety risks at work sites, including mechanical, chemical and electrical machinery and industrial equipment.

Regulation of Preventive and Therapeutic Medical Care for the Workers in Establishments (No. 42 for 1998)

The provisions of this regulation obligate any institution to ensure the medical capability of workers via preliminary and regular medical examinations.

Social Security Law (No. 1 for 2014)

The key component of this law is stated by Article (4) paragraphs (A) and (B) regarding the right to obtain social security insurance for workers subject to the Labor Law, the worker who has reached the age of 16, and the temporary worker who works for 16 consecutive working days during the month. Moreover, Chapter Four shows the services of work-related injuries, hospitalization and compensation in the event of total or partial disability.

Ministry of Labor: Occupational Health and Safety (OHS)

All workers in Jordan, whether employed by the public or private sector should also follow the instructions and guidelines regarding Occupational Health and Safety (OHS) issued and monitored by the Jordanian Ministry of Labor (MoL). The Ministry's OHS Directorate has issued several guides regarding health and safety at work, and these are now being monitored more closely during the COVID-19 pandemic.

The MoL has a dedicated Directorate overseeing the OHS procedures and compliance. The MoL websites states the mandate of this Directorate as follows: *"The Directorate aims to contribute to scaling up the level of occupational safety and health in Jordan to ensure the provision of a healthy, safe and decent work environment free from injuries and work accidents and with high productivity for workers in all sectors and professions by raising awareness and compliance with standards and best practices related to occupational safety and health in a manner that guarantees rights of the labor by creating an integrated system of standards, policies and supervisory instrument in accordance with a participatory approach with the concerned official institutions, the private sector and social partners in order to build a positive occupational safety and health culture at the national level"*.

Main tasks of the Directorate of OHS:

- Supervising all work related to providing a healthy and safe working environment free of accidents and injuries and attractive in private sector institutions and maintaining and safeguarding labor rights through inspection and monitoring the application of labor law legislation with regard to occupational safety and health (regulations, instructions and decisions issued by law)
- Preparing programs and supervising the provision of advice to private sector institutions and workers to raise awareness of the labor law on occupational safety and health
- Cooperation with all occupational safety and health stakeholders (represented by private institutions, employers' and workers' bodies) in all areas to ensure that efforts are consolidated and that safe working environments are accessible and free of accident and injury causes.
- Advising decision makers on all matters related to occupational safety and health at the national level.
- Participating in the development of standards and the drafting, amendment and development of legislation on occupational safety and health in coordination with the relevant authorities.
- Launching awareness and education campaigns in the field of safety and occupational health in cooperation with employers' representatives and workers' representatives

The Directorate also has three main departments: i) OHS Accidents and injuries at workplace department, ii) OHS Inspection Department, and iii) OHS Health Accreditation Department. Each Section has very specific tasks as follows:

Main tasks of the OHS Inspection Department:

The Ministry of Labor inspectors are governed by the Regulation No. 56 of 1996, "The Regulation of Labor Inspectors". All factories, plants, shops, establishments, enterprises, construction sites, workplaces, and other entities, including private dwellings, where work is performed by an employee of an employer, need to be registered with Ministry of Labor and all such registered enterprises entered in this register shall be liable for routine, follow-up and special inspection, as appropriate, by labor inspectors appointed under the Labor Law 1996. Article 15 states that labor inspection exists to protect the working conditions and working environment of workers, prevent the exploitation of workers and where possible improve the terms and conditions under which they work. Article 16 sets out the function of the labor inspector to:

advise and inform employees and employers about their rights and obligations under the Labor Law 1996 and its regulations; to investigate and, when necessary, take action in accordance with the law; and to take all reasonable steps to ensure that the provisions of the Labor Law 1996 and its regulations are complied with.

The Inspection Department at MoL has the following tasks:

- Inspection of various work sites, in cooperation and coordination with the labor inspection directorates in the center and the field, to identify the sources of danger that result in accidents and injuries of work and direct institutions with an application mechanism and abide by the provisions of the Jordanian labor law and take the necessary legal measures in this regard.
- Receiving inquiries and providing advice in the field of occupational safety and health
- Resolving labor complaints related to occupational safety and health requirements
- Make measurements of work environment pollutants and report through the directorate's safety specialists and provide solutions and recommendations that will raise the level of working conditions.
- Periodic reviewing the legislation related to occupational safety and health, in consultation with the concerned authorities.
- Issuing periodic reports on the status of occupational safety and health in the Kingdom, including achievement reports for the Directorate.
- Issuing publications and awareness materials on occupational safety and health.
- Participating in the committees related to occupational safety and health inside and outside the Ministry.
- Implementing awareness, guidance and inspection activities and campaigns, related to occupational safety and health.

The MoL has also decentralized Inspection Sections at the different governorates, within the Labor Directorates all around the kingdom.

Main tasks of the Accidents and Injuries of Work Department:

- Investigate work accidents and work injuries and develop solutions to prevent their recurrence.
- Calculating compensation in cases of work injuries for those not subject to the social security provisions of the Jordanian Labor Law.
- Transfer of injured persons who are not subject to social security provisions from workers in cases where they are exposed to termination of services under the provisions of the Jordanian Labor Law to the medical reference to indicate their ability to work and estimate disability rates.
- Assess different work environments based on the sector and the degree of risk, and issue specialized reports.
- Implementation of awareness, guidance and inspection activities and campaigns on occupational safety and health.
- Resolving labor complaints and disputes related to work accidents and injuries
- Participating in training and rehabilitation of those concerned with safety (workers, employers, safety supervisors) in cooperation with the concerned authorities.

Main tasks of the Health Approval Department:

- Developing the annual plans necessary for the implementation of the work to ensure achievement of the objectives of the Directorate and in line with the objectives of the Ministry.
- Issuing accreditations for occupational safety and health cadres and safety committees for institutions in accordance with the requirements of the Jordanian Labor Law.
- Issuing approvals for the affiliation of occupational safety and health supervisors to accreditation courses for occupational safety and health supervisors in accordance with the requirements of the Jordanian Labor Law.

- Issuing accreditations for medical staff for institutions according to the requirements of the Jordanian Labor Law.
- Periodic reviewing the legislation related to occupational safety and health, in consultation with the concerned authorities.
- Issuing periodic reports on the status of occupational safety and health in the Kingdom, including achievement reports for the Directorate.
- Participating in committees related to occupational safety and health inside and outside the Ministry.

All related legislations regarding OHS are available at the MoL website at the following link: [السلامة تشريعات \(mol.gov.jo\)](http://mol.gov.jo) الاردنية العمل وزارة - المهنية والصحة

6. RESPONSIBLE STAFF

This section identifies the responsible staff and their main functions/responsibilities within the project, as per table 2 below:

Table 2 Responsible Staff and their main functions

• Entity	• Functions
MoA	<ul style="list-style-type: none"> • Project owner • engagement and management of workers and contractors • Supervision of the environmental and social requirements of the project • Supervision of OHS under the project • Selection of trainees • Provision of training program to the selected trainees • Establishing the association which will be managing the project
PMU	<ul style="list-style-type: none"> • The PMU shall serve as the overall coordination, support and management, with oversight from MoA. • The PMU shall be responsible for facilitating and coordinating implementation of the project in each of the two sites including the implementation of the Labor Management Procedures.
Environmental and Social focal points on-sites	<ul style="list-style-type: none"> • Supervising the reception, registration and correct processing of any complaints/grievances received from the project workers and/or community. • Ensuring that the grievance redress mechanism for project workers is established and implemented and that workers are informed of its purpose and how to use it. • Coordinating with sub-contractors, where relevant, with regard to ESMP requirements

	<ul style="list-style-type: none"> Monitoring implementation of the Worker Codes of Conduct
The cooperative society that will be established by the beneficiaries (trainees)	This association will be established by the trainees who will work in the project and will participate in the project management during the implementation of the project, which is expected to last for a period of one year. This association will manage the project after the project is completed
Resident agriculture Engineer from MoA	<ul style="list-style-type: none"> Engagement, Training and management of project workers in Karak site
Engineers from Dar Abu Abdullah Association	<ul style="list-style-type: none"> Training and Management of project workers in Tafila project site
MoA local Agricultural Directorates in Al Karak and Al Tafilah	<ul style="list-style-type: none"> Day to day management and monitoring of the pilot project implementation Supervision of OHS measures on site Grievances reception and handling

7. POLICIES AND PROCEDURES

The project will apply the following labor policies and procedures to address the key labor risks identified under Chapter 2. The summary of indicative procedures to implement these policies is presented in Table 3:

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

Workers GRM (Grievance-Redress Mechanism): All contractors and consultants shall provide and make available workers GRM where all workers could raise their concerns and grievances. The GRM shall be accessible by all workers and will receive and handle all types of grievances and complaints comprising those related to Gender- Based Violence (GBV including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)

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

engages the child. Cases of child labor need to be reported directly central MoA and WB with due consideration for confidentiality and child centered approach.

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

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

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

Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH): The project will make all necessary measures to Prevent the likelihood SEA/SH (in all its forms) from occurring within the workplace and providing victims with all reasonable protections against SEA/SH; and effectively respond to presenting SEA/SH cases and manage the impact on victims, and other workers. The Project prepared and adopted a Code of Conduct, including specific measures related to SEA/SH consistent with in accordance with the World Bank Good Practice Note on Addressing SEA/SG in Investment Project Financing involving Major Civil Works. MoA and contractors will make explicit commitment to ensure compliance and consistency with relevant laws and the Project's Code of Conduct for all project workers. The project will ensure that code of conduct is well informed to all project workers through adequate induction training.

All contractors will be required to sign the code of conduct at tender documents that they will apply preventive measures to ensure that all their recruited labor will comply with these policies. The project will also encourage workers to report related incidents through workers grievance mechanism, and will not tolerate any retaliation or take punitive employment actions against any worker for submitting a complaint pursuant to this policy or for disclosing their status as a target or victim.

Incidents Management:

Regarding incidents that may occur during the project implementation, in addition to the above, the implementing agency (MoA) shall promptly notify the World Bank of any incident or accident related to or having an impact on the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or the workers. The MoA will provide sufficient details regarding the incident or accident, indicating immediate measures taken to address it, and include information provided by any party which was involved in incidents handling, as appropriate, and risks based on the environmental and social assessment. Incident reporting will be as follows:

- Report any incident or accident to the Bank within 48 hours after becoming aware of the occurrence of the incident or accident.

- Initial report that includes (i) a description of the incident/accident possible root causes, (ii) the measures, if any, taken or plans to take to address such incident/accident and to prevent any future similar event, and (iii) identification of any part of the information for which confidentiality is required and iv) proposing possible corrective actions should be submitted within 10 days or agreed time frame.

All contractors recruited under the project will be responsible for complying with the Jordanian laws and regulations, including the following guidelines (i) [Safety in workplaces \(Your guide to safety\)](#) and (ii) [OHS procedures in construction sites](#) (Guideline for contractors and site engineers in small projects) . Table 3 below represents the key labor risks and the procedures to address these risks.

Table 3 Key labor Risks and procedures for handling them under Contractor Management

Key Labor Risks	Procedures to address risks
OHS Risks	<ul style="list-style-type: none"> - Bidding document will comply with EHS requirements and apply OHS measures to eliminate and or reduce OHS risks - Contractor required to develop during implementation site specific OHS measures based on risks assessment. - Provide workplace OHS awareness and training. - Provide appropriate PPEs to workers including mandatory PPEs and job specific PPEs based on risks identified . - Provide materials for hygiene at work sites. - Conduct routine monitoring and reporting.
Workers (Grievance-Redress Mechanism) GRM	All contractors and consultants shall provide and make available workers GRM where all workers could raise their concerns and grievances. The GRM shall be accessible by all workers and will receive and handle all types of grievances and complaints comprising those related to Gender-Based Violence (GBV including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)
Child Labor	<ul style="list-style-type: none"> - Include minimum age in procurement documents. - Raise awareness on child protection with contractors and in the communities. - Maintain labor registry of all contracted workers with age verification. - Develop remedial procedures to deal with child labor incidents.
Labor Influx	<ul style="list-style-type: none"> - Require the contractor to preferentially engage skilled and unskilled local workforce from the local communities as much as applicable. - Make all contracted workers aware of signed code of conduct including prevention of GBV by contractor - Ensure that all contracted workers follow the rules for on-site behavior (with colleagues) and conduct in the community. - Conduct induction and toolbox talks outlining expected conduct and local community values. - Introduce disciplinary measures for violations and misbehavior.
Labor Disputes	<ul style="list-style-type: none"> - Provide workers with contracts with fair terms and conditions. - Have grievance mechanisms in place to promptly address workplace concerns. - Comply with the national regulations on workers' rights of labor unions and freedom of association.
Discrimination and Exclusion of Vulnerable Groups.	<ul style="list-style-type: none"> - Require the contractor to employ vulnerable groups as part of the workforce when applicable. - Provide maternity leave and nursing breaks where relevant.

	<ul style="list-style-type: none"> - Arrange sufficient and suitable sanitation facilities, separate for men and women workers. - Require the contractor to address potential sexual exploitation or harassment in recruitment of skilled or unskilled female workers. - Require the non-discrimination and harassment and should be socialized/basis for training
Gender- Based Violence (GBV) including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH)	<ul style="list-style-type: none"> - Tender documents to include written commitment of bidders to comply with Project relevant Code of Conduct and GBV Action Plan - Contractor ESMP must include awareness sessions and training for workers on SEA/SH (and for workers of sub-contractors as well) - Workers GRM (Grievance Redress Mechanism) should include clear procedures to handle all types of grievances and complaints, including GBV related grievances with referral pathways.

8. AGE OF EMPLOYMENT

The project will apply the following measures regarding the age of employment:

- The minimum age for employment on the project is 18 Years. The project will follow ESS2 and accordingly children under the age of 18 will not be allowed to work on the project. The use of forced labor or conscripted labor on the project is also prohibited.
- The process that will be followed to verify the age of project workers (will be required during the recruitment process and prior signing the contract for all project workers including contracted workers. In the circumstances where these documents are not available the Certificate of Birth will be used). National identification card /Original
- Passport/original
- Obtaining written confirmation from the applicant or their guardian of their age
- Where there is any reasonable doubt as to the age of the applicant, requesting and reviewing available documents to verify age (such as a birth certificate, medical or school record, or other document or community verification demonstrating age).
- A copy of the prospective employee ID or passport is required during the recruitment process and prior signing the contract for all project workers including contract workers. In the circumstances where these documents are not available the Certificate of Birth will be used.

The following procedure will be followed by the MoA / project owner in case that underage workers are found working on the project:

If a child under the minimum age is discovered working on the project, measures will be taken to terminate the employment or engagement of the child in a responsible manner, taking into account the best interest of the child. The incident shall be reported to the PMU/ Management Committee at MoA, and a monitoring visit will be conducted by the E&S specialist of the project at MoA to the site to collect the required information and produce a recommendation report for the incident and perform the recommended actions.

9. TERMS AND CONDITIONS

This section sets out details regarding to the employment terms and conditions applying to Hydroponics Farms in Al Mujib Valley and Tannur – Wadi Al Hessa project employees. These labor law rules will apply to all Hydroponics Farm in Al Mujib Valley and Tannur – Wadi Al Hessa project employees who are assigned to work on the project (direct workers), also part-time direct workers by their individual contracts.

- The Mujib Valley and Tannur – Wadi Al Hessa projects apply two types of employment contract: a 75 days employment agreements and contracts on implementation of specific works. Majority of staff are permanent staff with fixed monthly wage rates (cash for training) as the same ILO paid for cash for training (US\$ 17 per day) and there will no differences among Syrian and Jordanian workers. All the recruiting procedures are documented and filed in the folders in accordance to the requirements of labor legislation of Jordan. Monthly timesheets are also filed and kept accurately. Forty-Eight hour per week employment is practiced and recorded on paper. In line with the Labour law in agreement with employer direct workers of project owner will receive rest time for one day in the week.
- The work hours for Mujib Valley and Tannur – Wadi Al Hessa project workers are 48 hours per week, eight hours per workday. It is noted the Labor Code provides for a work week of 48 hours but allows six-day weeks and this may be required for some project workers. Duration of workday during a six-day week should not exceed 8 hours to meet the 48-hour weekly legal provisions. All project workers will receive at least one rest day (24 hours) after six consecutive days of work.
- The contractors' labor management procedure will set out terms and conditions for the contracted workers. These terms and conditions will be in line, at a minimum, with this labor management procedure, the Jordan Labor law and specified in the standard contracts to be used by the Mujib Valley and Tannur – Wadi Al Hessa projects, which will be provided in Project Operations Manual.
- Inclusion of workers in social security in accordance with the Social Security Law No. 1 of 2014 to Insure them for work injuries, health insurance and old-age insurance and other specific terms and conditions related to maternity leave, etc.

10. WORKERS GRIEVANCE MECHANISM

Background:

The project will include multi-level arrangements for registering and addressing grievances and complaints from project-affected people. The primary purpose of the project grievance redress mechanism is to provide clear and accountable means for affected persons to raise complaints and seek remedies when they believe they have been harmed by the project. An effective and responsive GRM also facilitates project progress, by reducing the risks that unaddressed complaints eventually lead to construction delays, lengthy court procedures, or adverse public attention. In general, the affected worker should register his/her grievance in writing to the project officer, the GRM Focal Point or Alqasr Agricultural Directorate, by phone call (+96232315121, +962799963184), and Tafilah Agricultural Directorate by Facebook link <https://www.facebook.com/groups/207233332651059/> or the Ministry website (www.moa.gov.jo) in person to the concerned employee (Supervision team on implement project (STIP), Technical officer), the numbers will be identified and announced as the project begins implementation. Regular meetings and discussions should be held with the laborer/worker who lodged their complaint, and a response should be given by the end of this agreed upon period.

If the aggrieved worker does not receive a response within the specified period or is dissatisfied with the outcome, the complaint should be escalated to the next identified level. The GRM will be implemented

with continuous monitoring to ensure that all grievances are adequately addressed. All grievances will be documented in the form of a log throughout the project life cycle.

The workers grievance mechanism is designed to address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned in the Arabic language.

An effective and appropriate grievance mechanism operates with independence and objectivity, informs workers of the steps being taken to address their concerns, and allows for feedback about the response, within the timeframes specified in the grievance mechanism procedure. The grievance mechanism will be accessible to all direct and contracted workers, taking into account their different characteristics, including female workers, migrant workers, or workers with disabilities. Where appropriate, consideration can be given to allowing concerns to be raised anonymously and/or to a person other than Supervision team on implement project (STIP), this situation is required by the nature of the conservative community in the project area, and to empower women in particular to file a grievance.

The workers grievance mechanism will not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements.

The grievance redress mechanism for workers will follow a similar approach to the project GRM, whereby the responsible persons for documenting and addressing complaints will be clearly communicated to the workers. An adequate timeline to respond to the complaints of the workers will also be included as part of this GRM.

GRM Procedures

The GRM procedures are illustrated in the following steps:

1- Receipt, acknowledgment and registration

- The worker will submit the grievance through one of the dedicated channels indicated above.
- The worker will be requested to use to the extent possible a complaint form which will be shared with all workers in hard/soft copies.
- If the worker wishes to submit the grievance orally via phone or in person, the project staff will lodge the complaint on their behalf, and it will be processed through the same channels.
- Under request of the complainant, grievances can be lodged anonymously. This option shall be made clear to the complainant in the complaint form and/or in cases of oral submissions.
- In case of anonymity opt-out, it is also important that the worker chooses to provide contact details or any other suitable means for him/her to be updated on the status of their complaints/grievances.
- All received grievances shall be logged into the workplace grievance log.
- In all cases, the staff in charge should provide a timely communication back to the complainant(s) that their grievance has been received, will be logged and reviewed for eligibility and provide them with the registration number.

In the case the project GRM FP becomes aware of serious complaints, they are responsible for keeping it confidential and rapidly reporting the complaint to Central level. Project GRM focal points will be trained in types of grievances they will be expected to receive and their roles and responsibilities.

2- Grievance verification and assessment

- In order to verify the grievance, it should be discussed with the worker, investigated and evidence gathered to the extent possible. This should include field inspections if needed in order to conduct interviews and gather information about the incident or the case.

- The Project GRM FP/E&S on-site staff will need to make a decision with regards to the eligibility of the grievance. The following represents the proposed eligibility criteria:
 - Is the complainant one of the project's workers: direct or contracted worker?
 - Is the complaint related to one of the following OHS and/or worker and labor conditions: 1-OHS; 2-Forced labor; 3-Child Labor; 4-Social insurance; 5-Wages and working hours; 6-Discrimination and unequal opportunities.
 - Is the complaint not related to any of the above categories but still related to labor and working conditions?

3 - Acknowledgment and Follow-up

To enhance the accountability of the GRM, all complainants, irrespective of the uptake channel (or their nature) they used to lodge their GRM or the party they lodged their complaints with should be informed of the receipt of their complaints. The complainant should receive an acknowledgment of the receipt of the complaint within a prescribed and reasonable timeframe, along with a case reference number which helps them track their complaints. Hence, after registering and categorizing the grievance, the complainant will be notified via text message or email, according to his contact information, of the receipt of the complaint and the time required to handle/resolve it.

The standard response time to resolve a complaint is seven days but depending on the type and nature of the complaint, some are resolved instantly, and others could take up to one month. Should the grievance remain unresolved within this timeframe or if the complainant is not satisfied with the resolution provided, it is escalated to the project's PMU or the agricultural directorate/division relevant to the project, who will conduct the same steps in documenting the complaint and reviewing the complaint details and possible ways of resolving it. The Project GRM FP will provide a status update to the complainants, inform them if there will be delays in resolving their case, and provide the date for which they will be able to provide a response.

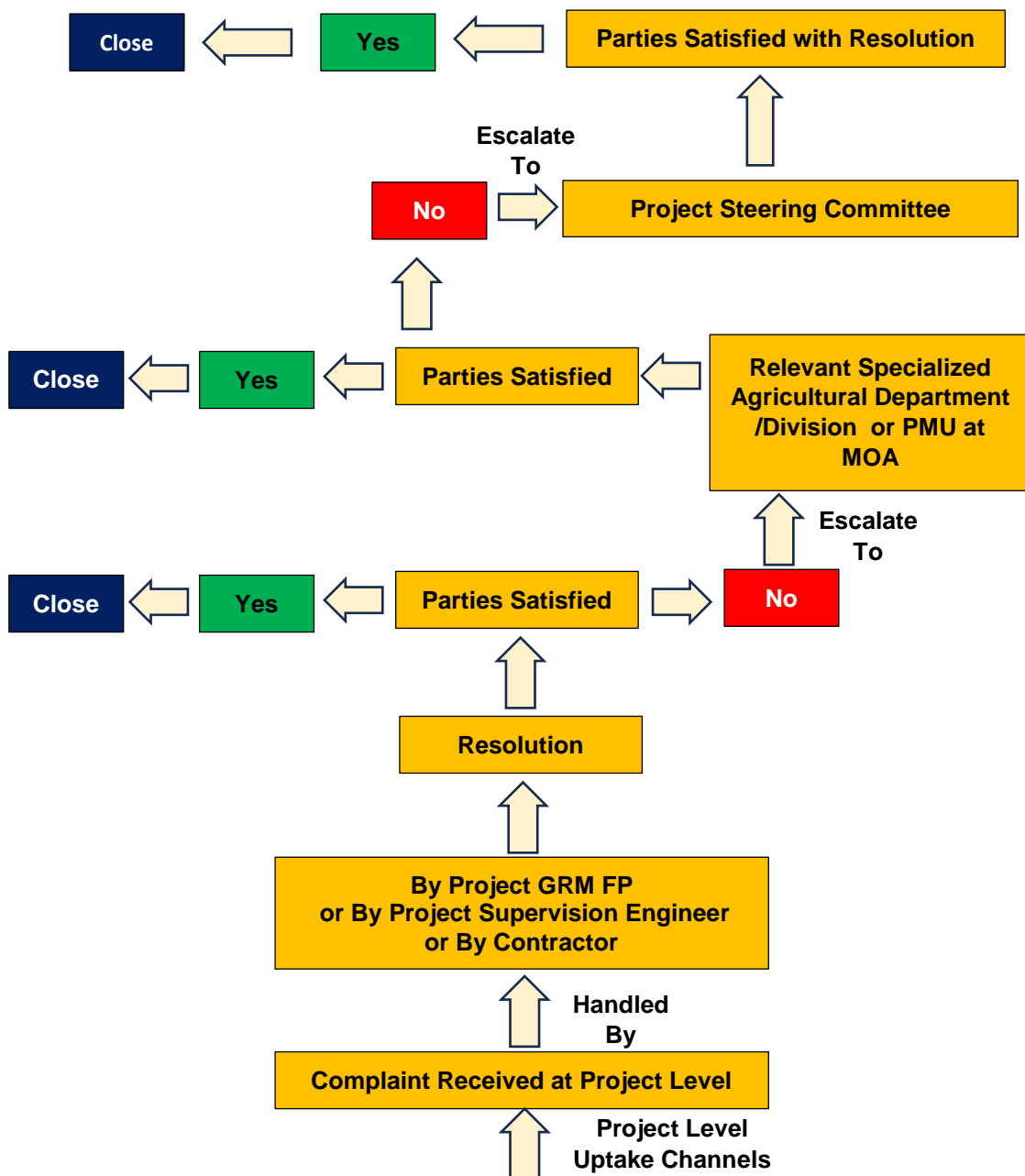
4 – Investigation and Action

Handling workers grievances at the Project level

1. Complaints that are straightforward can often be resolved on the first contact, the Project GRM FP. If this is not the case, then the complainant may require further investigation where the Project GRM FP transfers the complaint to the specialized agricultural directorate/division relevant to the project.
2. Depending on the type and nature of complaint, the Project GRM FP can also forward the complaint to the MOA supervising engineer or the contractor on-site who can handle the complaint and work on investigating and resolving it.
3. If the type of the complaint requires it to be referred to one of the PMU members, in such case, the specialized PMU staff is the one who does the verification and investigation process.
4. The above-mentioned parties in charge of handling the complaints will gather the necessary information and data related to the received grievances, contact and meet with all the relevant parties to the complaints to collect information and supporting documentation that will help in reaching an acceptable resolution.
5. All complaints have a specified timeframe for resolution. The typical time for resolving a case is 7 working days, with a maximum timeframe of 20 working days depending on the type of complaint. The Project GRM FP will follow up with the relevant parties mentioned above in charge of handling the complaints to ensure that the response will be provided within the agreed upon timeframe, and as soon as FP receives the response, he/she will communicate it to the complainant through sending an SMS, and record the response in the grievance log to be shown in the monthly report provided to the PMU.

6. Aggrieved workers the right to appeal the decision/outcome of the complaint they submitted to the workers GRM. In case the complainant is not satisfied with the decision on his/her complaint, or in the event that the complaints cannot be addressed at the project level, the PMU or the specialized agricultural directorate/division relevant to the project act as the first level of escalation. The Project GRM FP forwards the complaint to the PMU staff or specialized agricultural directorate/division to be handled/investigated within 5 working days. If complainants are not satisfied with the resolution proposed by the PMU, they have the right to escalate their complaints to the Project Steering Committee, which conducts the appropriate investigation and provides response to the complainant within 10 working days through the PMU.
7. Once all possible means to resolve the complaint are proposed and if the complainant is still not satisfied, he/she has the right to resort to the courts.

The figure below shows the flow chart of grievance mechanism at the Project level:



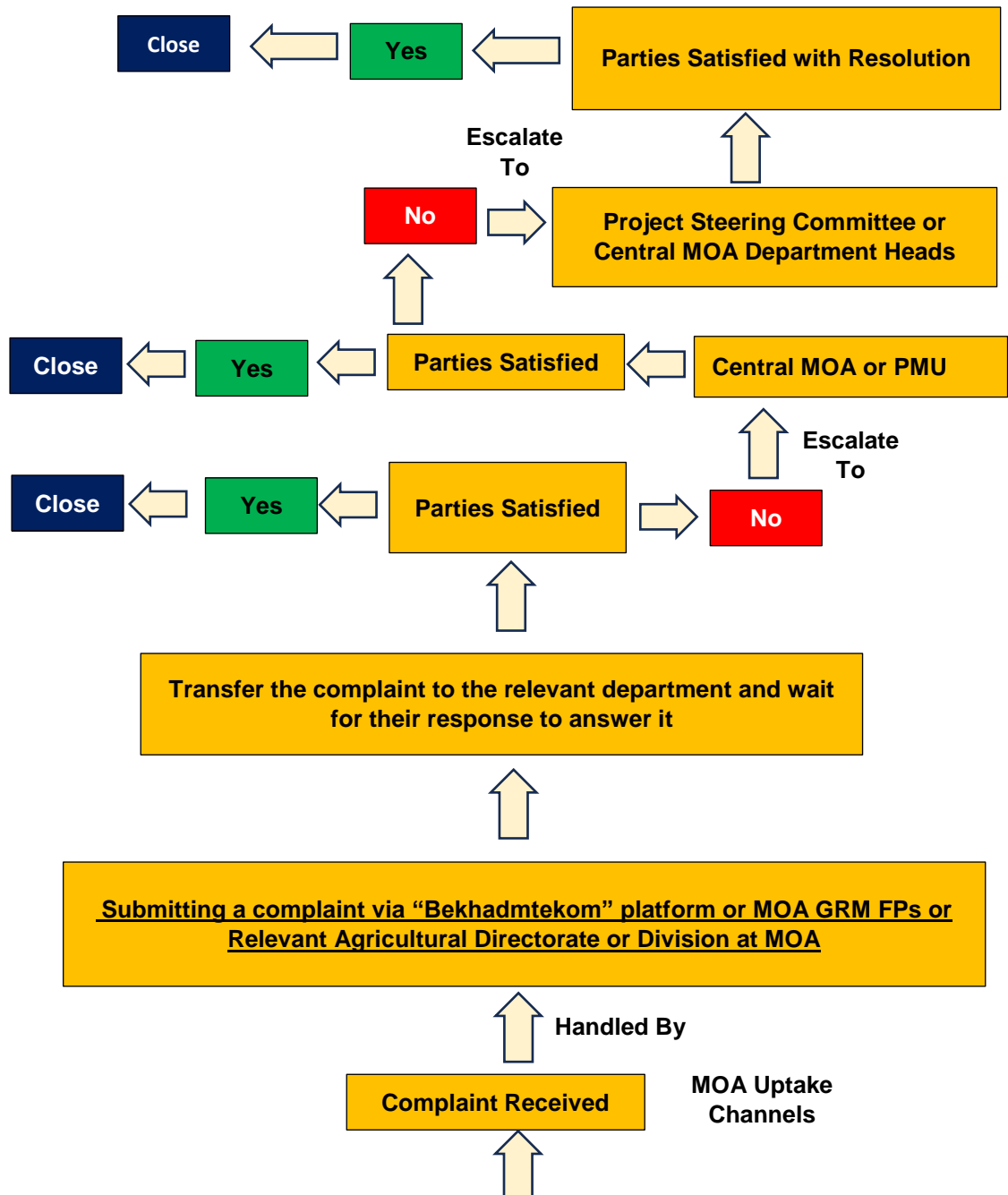
Handling workers grievances at MOA level

- 1- Once the complaints are received through the MOA uptake channels and assigned a case reference number, the MOA GRM FPs are the main responsible parties for handling, investigating, and resolving the complaints.
- 2- The MOA GRM FPs will handle the complaints that are within their power and will refer all other complaints to the relevant agricultural directorates and divisions in the Ministry.
- 3- Similar to the complaints received at the project level, the typical timeframe for resolving a case is seven working days, with a maximum timeframe of 20 working days depending on the type of complaint.
- 4- In case the complainant is not satisfied with the decision on his/her complaint, or in the event that the complaints cannot be addressed at the above-mentioned levels, complaints can be escalated to the Central MOA or the PMU, in which the MOA GRM FP transfers the complaint to them for handling and resolution within 5 working days. If complainants are not satisfied with the proposed resolution, they have the right to escalate their complaints to the Project Steering Committee or

the Central MOA Department heads, which conducts the appropriate investigation and provides response to the complainant within 10 working days through the PMU.

- 5- Once all possible means to resolve the complaint are proposed and if the complainant is still not satisfied, he/she has the right to resort to the courts.

The figure below shows the flow chart of grievance mechanism at the MoA level:



5. Provide Response to the Complainant:

Once the resolution is identified and agreed upon, the GRM FP documents the resolution in the complaints log and provides a copy of the log with all received complaints and their status to the PMU on a monthly basis. Complainants who submitted their complaints through the different uptake channels are usually

informed of the resolution of their complaints by phone through the GRM FPs or the complainant is requested to come to the Ministry's headquarters or Agricultural Directorate to close the complaints.

All direct and contracted workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against reprisal for its use. Measure will be put in place to make the grievance mechanism easily accessible to all such project workers, where it will be available through written complaint, direct contact with the mobile (+96232315121, +962799963184), and the WhatsApp application (00962 7 9996 3184).

The project Owner should inform direct and contracted workers, respectively, about the available grievance mechanisms, and how they work. The relevant information will be made available throughout project duration in a manner that is clear, understandable, and accessible to workers.

The labor management procedures include reasonable measures so that direct and contracted workers are not subjected to any form of retaliation as a result of any grievance raised. Such measures will include the need for confidentiality.

Gender-Based Violence Reporting Mechanism

The GRM receives and address all kinds of complaints, including grievances related to Gender-Based Violence (GBV). The GRM Procedures document provides more details on addressing and handling GBV complaints. It should be emphasized that any report should not contain specific information on individual cases. It is essential to protect the confidentiality and safety of GBV complainants.

It should be emphasized that any report should not contain specific information on individual cases. It is essential to protect the confidentiality and safety of GBV complainants.

The project Owner has obligations and commitment related to (GRM) summarized as follow:

The Project Owner will apply the proposed grievance mechanism, process, procedure to receive and facilitate resolution of stakeholders' concerns and grievances about their environmental and social performance.

1. The grievance mechanism is scaled to the risks and potential adverse impacts to workers.
2. The grievance mechanism, process, or procedure addresses concerns promptly and effectively, using an understandable and transparent process that is culturally appropriate and readily accessible to all affected workers, at no cost and without retribution.
3. The mechanism, process or procedure will not impede access to judicial or administrative remedies.
4. The project owner and Partner will ensure that there is an independent, objective appeal mechanism for workers' grievances.
5. The project owner informed workers about the grievance mechanism and its implementation, protecting workers' privacy and submitting regular reports to the Ministry of Agriculture on its implementation, protecting individuals' privacy.
6. Grievance mechanisms for workers will be separate from public grievance mechanisms.

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11. CONTRACTOR MANAGEMENT

This section sets out details regarding contract provisions related to labor and occupational health and safety as provided in the Jordan Procurement Documents law.

- MoA will manage and monitor the performance of contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties) and Labor Management Procedures. This may include periodic audits, inspections, and/or spot checks of project locations and work sites as well as of labor.
- MoA will monitor the performance of records and reports compiled by contractors. Contractors' labor management records and reports that may be reviewed would include: representative samples of employment contracts records relating to grievances received and their resolution, reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions, records relating to incidents of non-compliance with national law and/or ESS2.
- MoA will monitor the performance of records of training provided for contracted workers to explain occupational health and safety risks and preventive measures.

The MoA will include the following requirements related to contracted workers under the project in bidding documents related to contractors:

- All project workers are required to have written contracts outlining the terms and conditions of their employment including their rights under national labor law related to hours of work, wages, overtime, compensation, and benefits. This information will be provided at the beginning of the working relationship and when any material changes to the terms and conditions of employment occur.
- For workers who may have difficulties with understanding the documentation, an oral explanation of conditions and terms of employment will be provided to them and terms and conditions of employment will be available at work sites.
- The project commits to the payment of minimum wages to all workers as set by national law, including migrants and refugees, or a rate that is better, as specified in employment contracts.
- There will be no discrimination with respect to any aspects of the employment relationship, such as recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment and ensure fair treatment of all employees.
- All project workers will be paid on a regular basis as required by the national labor law and any deductions are as per national law. Project workers will be kept informed of the conditions under which such deductions are made.
- All contractors shall follow the measures and procedures stated in Section 7 "Policies and Procedures" in regards to Occupational Health and Safety (OHS) at the Workplace: all suppliers and contractors shall provide a safe working environment by taking precautions and measures necessary to protect workers and to provide Personal Protection Equipment (PPE) and protection to workers from work hazards and occupational diseases, and to familiarize workers with the dangers of work and occupation.
- All suppliers, contractors, and consultants shall provide their own workers with the required Personal Protection Equipment (PPE), and according to the work being implemented.

- All Suppliers, Contractors, and consultants shall ensure that their own workers comply with their internal Occupational Health & Safety (OHS) instructions; as well as those published by the Ministry of Labor (MoL), the Ministry of Public Works and Housing (MoPWH), and the Ministry of Health (MoH).
- All suppliers, contractors and consultants shall provide instructions on Occupational Health and Safety (OHS) as part of the induction process for new workers.
- Instruct the personnel regarding any supplementary/ new regulations.
- No juveniles under the age of 18 shall be recruited under any circumstances, this will be verified through confirming the ages of the workers prior to their employment, interviewing them and verifying the documents of the workers.
- All contractors shall be responsible for the safety and health of people and properties who may be affected by the works.

12.SOLAR PROCUREMENT- BIDDER DECLARATION ON FORCED LABOR

There is a significant risk of forced labor in the global supply chain for solar panels and solar components. The Bank's Environmental and Social Framework (ESF) prohibits use of Forced Labor in any Bank financed projects to which ESS2 Labor and Working Conditions applies. The ESF states that *"any work or service not voluntarily performed that is exacted from an individual under threat of force or penalty, will not be used in connection with the project. This prohibition covers any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements. No trafficked persons will be employed in connection with the project."* This definition is relevant to Forced Labor contractual provisions and the declarations detailed in this document.

The MoA shall include in applicable procurement documents² that include solar panels/components for the "core functions of a project" as defined in the World Bank Environmental and Social Framework: (i) applicable provisions in the invitation for bids, instruction to bidders and qualification requirement; (ii) Forced Labor Performance Declaration; (iii) Forced Labor Declaration; and (iv) strengthened contract clause on Forced Labor. These provisions and declaration forms must be included in procurement documents for both international as well as national competitive procurement, and any direct selection/direct contracting within the above scope. The provisions and declarations in the annexes use terms such as "bid" and "bidder" based on terms used in request for bids. The qualification requirements and the declaration terms should be adjusted depending on the applicable procurement process, such as "proposal" "proposer" and "applicant" as appropriate.

All procurements that apply the declaration will be subject to Bank prior review and no objection. The Bank's prior review will also include procurement documents prior to issue; Subcontractors/ suppliers/ manufacturers of solar panels/components prior to Employer (Borrower) approval (Annex III), and same for post award if there are any changes to Subcontractors/ suppliers/ manufacturers of solar panels/components.

13. Annexes¹