World Bank
Unleashing the Blue Economy of the Caribbean (UBEC)

Labour Management Procedures (LMP)

Government of Saint Vincent and the Grenadines

Government of Saint Lucia

Government of Grenada

OECS Commission

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1. INTRODUCTION

Labour Management Procedures (LMP) for the World Bank Unleashing the Blue Economy of the Caribbean (UBEC) program set out the approach to meeting the objectives and requirements set forth in the World Banks's Environmental and Social Framework (ESF), specifically the objectives and requirements of Environmental and Social Standards 2 (ESS2): Labour and Working Conditions and Occupational Health and Safety[1] ESS2 is designed to ensure World Bank-financed projects meet with the following six objectives:

1. Promote safety and health at work;
2. Promote the fair treatment, non-discrimination, and equal opportunity of project workers;
3. Protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and directly-hired workers, contracted workers, primary supply workers, and community workers, as appropriate;
4. Prevent the use of all forms of forced labour and child labour;
5. Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and,
6. Provide project workers with accessible means to raise workplace concerns.

The procedures laid out in this document seek to ensure that measures are in place to manage risks associated with employment under the project and help to determine the resources necessary for effective planning and management, in line with ESS2.

The LMP identifies the different types of project workers that are likely to be involved and sets out the way in which they will be managed. The LMP describes worker characteristics, provides an overview of key potential labour risks, and identifies relevant legislation that relates to labour and occupational health and safety (OHS) in each country participating in the UBEC project. The LMP also establishes the minimum age of employment and identifies procedures to ensure persons below the minimum age are not employed by the Project. Finally, the LMP describes the Grievance Redress Mechanism (GRM) available to project workers which will include considerations for Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH).

The LMP also describes the OHS measures that will be established to protect project workers from COVID-19 outbreaks associated with Project's works, as guided by the Bank's interim note, "Covid-19 Considerations in Construction and Civil Works Projects" and WHO

[1]See World Bank Template on Labour Management Procedure ESS2 http://pubdocs.worldbank.org/en/755121538513950752/Labor-Management-Procedures.docx ; and the guidance -note- for borrowers for ESS2: Labor and Working Conditions http://documents1.worldbank.org/curated/en/149761530216793411/ESF-Guidance-Note-2-Labor-and-Working-Conditions-English.pdf.

guidance. A code of conduct (COC) for project workers is suggested in Annex 1. The CoC addresses the need to include provisions on non-discrimination and the prevention of GBV and Sexual Exploitation, Abuse and Sexual Harassment (SEA/SH) as specified in the Bank's GBV guidance note[2].

The LMP is a living document and is meant to be updated throughout the project cycle. In case of discrepancies between this LMP and ESS2 requirements, the ESS2 requirements prevail and apply to the Project.

2. PROGRAM DESCRIPTION

The Unleashing the Blue Economy of the Caribbean (UBEC) Program is to be implemented as a Series of Projects (SOP) over a five to fifteen-year period, with each project implemented over a five-year period as per projected country demand[3]. UBEC's Project Development Objective (PDO) is to strengthen the enabling environment for the blue economy, economic recovery and resilience of selected coastal assets in participating countries and at sub-regional level. The PDO serves as an overall framework for strengthening the management and resilience of marine and coastal assets to stimulate select OECS economies at the regional, national and community levels. In particular, participating countries will benefit from improved competitiveness of their economies in two critical, interconnected sectors – tourism and fisheries – and one underlying enabling infrastructure service, waste management.

While the UBEC program challenges are regional in nature, addressing these will require interventions and institution building at both the regional and national levels. Coordination among participating countries is critical for enhancing synergies given their economic dependence on tourism and their shared marine ecosystems and fishery resources, as well as mitigating coastal and marine pollution.

The SOP approach enables countries to join the program when they are ready, and to participate at different implementation levels within the same PDO framework. Investment projects to be initiated in FY2022 are to be led by the governments of Grenada, Saint Lucia, Saint Vincent and the Grenadines (SVG) and the OECS Commission. A second phase comprising at least one additional country-level investment projects is expected to be initiated in FY2023-2025; other Caribbean countries may participate from FY2024 onwards. The design of the second and subsequent phase of projects will consider the capacity of

[2] World Bank. 2018. Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works. http://documents1.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf

[3] The term "Program" in this document refers to a Series of Projects (SOP). The SOP approach provides flexibility for considerable economies of scale and facilitates positive spillovers that accommodate for financial constraints.

institutions, technical competencies, and challenges, and will benefit from lessons learned from phase 1.

The Project is comprised of four components implemented in the tourism, fisheries and waste management sectors in the three Eastern Caribbean countries and at the regional level through the OECS Commission.

COMPONENT 1: STRENGTHENING GOVERNANCE, POLICIES AND CAPACITY BUILDING FOR KEY PRODUCTIVE SECTORS

This component, through its two sub-components, targets national and regional policies, strategies, institutions, legal frameworks, and capacity building by the public sector necessary to support economic recovery and jobs and to improve the management of natural assets contributing to the regional marine environmental health and resilience.

Subcomponent 1.1 Strengthening Regional Policies, Institutions and Coordination. This subcomponent will support the harmonization of regulations and government procedures, while boosting regional cooperation to allow for stronger economies of scale in the region. With the OECS Commission playing a strategic role in strengthening regional integration and helping to manage shared economic resources in the interest of OECS countries, the regional approach will address potential transboundary issues and increase the impact of national interventions. The regional approach is essential to address transboundary issues such as fisheries, intra-regional tourism, and for phasing out single-use plastics. This subcomponent will support: i) renewal of the OECS Common Tourism Policy to increase competitiveness based on a blue economy approach; ii) update of the OECS Regional Fisheries Policy and develop a regional strategy for Illegal, Unreported and Unregulated (IUU) fishing; and, iii) the use of Management Strategy Evaluation processes to enhance collaboration between resource managers and decision makers and to explore the trade-offs in performance of promising candidate management strategies through national, subregional and regional processes, and iv) the development of an OECS Waste Management Policy and Action Plan, and other regional policy reforms to address marine litter.

Subcomponent 1.2 Strengthening National Policies, Institutions and Capacity Building: This subcomponent is designed to strengthen governance and the regulatory framework of tourism, fisheries and aquaculture, and waste management at the national level in the three participating countries. This will be achieved through (i) support for sectoral standards, policies, and/or operational guidelines, (ii) policy measures aimed at increasing value-added investments and reducing plastic pollution and enhancing domestic waste management, and (iii) capacity development to ensure the region has access to a skilled workforce.

COMPONENT 2 - SCALE UP ACCESS TO FINANCE AND INFRASTRUCTURE INVESTMENTS IN THE BLUE ECONOMY

Delivered through two subcomponents, this component includes an innovative financing mechanism to enable private sector-led growth and direct investments into economic

activities that enhance ocean health and resilience leading to an increase in employment and greater Gross Domestic Product (GDP) contribution from ocean assets.

Subcomponent 2.1-Scale Up Access to Finance to Micro, Small and Medium-sized Enterprises (MSMEs) and Fisherfolk Communities: The project will focus on two financing mechanisms under this subcomponent.

The Regional MSME matching grants program is designed to finance business development services (BDS) and matching grants to increase the productivity, job creation, and upgrade the capabilities of MSMEs and communities within the blue economy value chains for the region's tourism, fisheries and aquaculture, and waste management sectors. The matching grants will be provided both at the individual firm level (Window 1) and at the value chain group level (Window 2). Specific attention will be given to assisting youth and women-owned MSMEs and those that work within regional supply chains to address and build business ideas out of critical regional problems such as plastics or sargassum. Eligibility criteria will ensure MSMEs with commercial viability adopt an approach of building back better, respecting the integrity and resilience of the regional coastal ecosystems. The program will be managed at the regional level by the OECS Commission to foster greater regional collaboration.

Expansion of the regional climate-risk insurance for fisheries focuses on the Caribbean Ocean and Aquaculture Sustainability Facility (COAST) fisheries risk insurance scheme. The COAST insurance product supports governments' efforts to rapidly channel financial resources to those fishers most impacted by extreme weather events, by providing governments with funding to cover the most immediate needs of fishers following a natural disaster or extreme weather event. COAST enhances inclusiveness by covering, among others, fish vendors and processors, most of whom are women. Through formal registration in the scheme, these women, for the first time, will be insured to support their livelihoods. On a pilot basis, the Caribbean Catastrophe Insurance Facility (CCRIF) has made the COAST product available to Grenada and Saint Lucia, for the 2019/20, 2020/21 and 2021/22 policy years. This Project UBEC will now extend this risk insurance product to SVG and continue to support Grenada and Saint Lucia to scale up efforts in the application of this insurance product.

Subcomponent 2.2 Scale Up Infrastructure Investments for Economic Resilience and Ocean Health: This subcomponent will support direct investments in resilient coastal infrastructure that generate jobs in the short-term and lay the foundation for long-term recovery through investments that help build a low-carbon, less polluting, more sustainable and resilient coastal economy that is adaptive to climate change. Public investments supported by this sub-component will serve to de-risk private investment by improving, restoring or preserving healthy and functioning marine ecosystems, and measures to prevent further degradation of key marine/coastal hotspots. This activity will also finance pre-feasibility studies, climate risk screening, cost-benefit analysis, environmental and social impacts, and public consultations.

Example of activities to be financed will include: i) enhancements of marine-based tourism infrastructure (e.g. yachting, mooring buoys, visitor information, signage, access) to improve visitor experience and generate value from marine and coastal natural assets; ii) targeted investments in waste collection, segregation, recycling and disposal infrastructure to improve solid waste management systems and reduce plastics pollution; iii) pre- to post-harvest fisheries improvements to increase the value of fish products (such as small-scale solar powered processing and cold storage facilities), and investments in aquaculture to support food security and economic diversification for local communities; and, iv) restoration of nature-based infrastructure for coastal resilience (e.g. replanting coastal mangroves) and adoption of innovative technologies to strengthen monitoring and surveillance of the marine ecosystems.

COMPONENT 3: CONTINGENT EMERGENCY RESPONSE COMPONENT (CERC)

This component will support the capacity of the participating countries to rapidly respond in the event of a future eligible crisis or emergency defined as "an event that has caused, or is likely to imminently cause, a major adverse economic and/or social impact associated with natural or man-made crises or disasters." Such events may include a disease outbreak such the COVID-19 pandemic. This component would draw from uncommitted loan resources from other project components to cover the emergency response.

COMPONENT 4 - PROJECT MANAGEMENT, COMMUNICATION AND REGIONAL COORDINATION

The objective of this component is to ensure effective project implementation, monitoring of activities and final project evaluation. The component will finance the expenditures of Project Implementation Unit (PIU) in each country related to project coordination and management; compliance with environmental and social safeguards; monitoring, evaluation, and impact assessment; data collection; fiduciary administration, accounting and financial/technical audits; stakeholder and citizens' engagement mechanism, including a GRM; communications; and regional coordination.

Institutional Structure for Project Implementation

The program will be implemented at both the national and regional levels, under a coordinated framework. The implementation arrangements are designed to ensure clear ownership of the project components and to strengthen regional and inter-ministerial coordination among and within the participating countries.

Phase 1 national participants will include the governments of Grenada, Saint Lucia and Saint Vincent and the Grenadines, with the OECS Commission as the regional entity. At the national level, the Ministry of Implementation (MOIID) in Grenada, the Ministry of Finance (MoF) of Saint Lucia, and the Ministry of Tourism, Civil Aviation, Sustainable Development and Culture (MTSD) of Saint Vincent and the Grenadines will be responsible for project execution, in close collaboration with the implementing line ministries for each component.

At the regional level, the OECS Commission will be the institution principally responsible for regional coordination, knowledge exchange, and providing additional capacity to project implementation and monitoring of impacts.

The Regional Project Steering Committee (PSC) will conduct the overall management/ oversight of the project. The PSC would be composed of a Permanent Secretary-level representative from the Ministry of Finance from each country, and a representative from the OECS Commission (Director General or delegate). The PSC will be responsible for: 1) oversight of annual workplans, 2) regional procurement decisions, 3) discussion and agreement on regional policy issues related to the blue economy, 4) oversight of regional fiduciary matters; and 5) oversight of reporting requirements from National PIUs.

A dedicated Project Implementation Unit (PIU) will be established within the OECS Commission and within each participating country. The regional PIU will be led by a full-time Project Manager and will include a full-time M&E specialist, a full-time procurement specialist, a dedicated technical specialist for each of the three project sectors, an environmental and a social specialist.

Each country will have a national PIU responsible for implementing national-level activities and coordinating with relevant national ministries. National level PIUs will have a full-time project manager that will be housed at the Ministry of Implementation for Grenada, the Ministry of Finance for SLU, and the Ministry of Tourism for SVG. The full-time project manager will be responsible for ensuring the delivery of all national activities, including obtaining the necessary approvals for procurement and ESF documents, data collection and reporting on national M&E indicators.

In each country, the National Ocean Governance Committee will serve as the National Blue Economy Technical Committee (NBETC) for the Project. The NBETC will advise the national PIUs on the technical implementation and contracting of activities related to the areas of Tourism, Fisheries and Aquaculture, and Solid Waste Management, and the Regional PIU on policy issues. The Regional Ocean Governance Team (OGT) will work to facilitate coordination between the governments and regional institutions and help address strategic issues impacting project implementation. It will also be responsible for oversight of the regional activities and ensure coordination with other OECS countries not participating in the Project.

Responsibilities of the national E&S specialists are detailed in the ESMF and include but are not limited to include screening, risk assessment, review and approval of national ESF documents and the supervision of all national-scale E&S investments, including monitoring and reporting on national scale project and sub-project compliance with ESF instruments.

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3. OVERVIEW OF LABOUR USE ON THE PROJECT

The LMP and ESS2 apply to all Project workers whether full-time, part-time, temporary, seasonal or migrant, hired in relation to any of the Project's components. ESS2 defines four types of workers: direct workers, contracted workers, primary supply workers and community workers (See Box 1 for definition). While the labour requirements for the project have not yet been fully defined, the LMP anticipates the reliance on direct and contracted workers. At this stage of the Project, it is not envisaged that the Project will engage primary supply and community workers, as defined under ESS2, but related provisions have been included in this LMP, should it be applicable in the future.

Box 1 World Bank Environmental & Social Framework Definitions of Categories of Workers

The World Bank ESF Guidance note on ESS2 Labour and Working Conditions provides the following definitions of workers[4]:

A "direct worker" is a worker with whom the project has a directly contracted employment relationship and specific control over the work, working conditions, and treatment of the project worker.

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.

A "contracted worker" is a worker employed or engaged by a third party to perform work or provide services related to the core functions of the project, where the third-party exercises control over the work, working conditions, and treatment of the project worker.

A "primary supply worker" is a worker employed or engaged by a primary supplier, providing goods and materials to the project, over whom a primary supplier exercises control for the work, working conditions, and treatment of the person.

A "community worker" may take the form of labour provided by the community as a contribution to the project in support of project activities fostering community-driven development. For example, this could take the form of participation in the construction of small-scale community infrastructure.

[4] See World Bank. 2018. ESF Guidance Note on ESS2 Labor and Working Conditions section on Scope of Application, paragraphs 4-7.

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The regional PIU within the OECS Commission will be led by a full-time Project Manager and will include a full-time M&E specialist, a full-time procurement specialist, a dedicated technical specialist for each of the three project sectors, an environmental and a social specialist. Each national PIU will be composed of, at a minimum, a project manager, a financial management specialist, an environmental specialist and a social specialist. Based on the project components, it is expected that the project will engage consultants to carry out capacity building activities to support tourism and fishing sector companies to market new products and reach new markets, undertake greening operations to address climate adaptation and mitigation, and adopt health and safety protocols, among others. All the consultants directly hired to work in the PIU are Direct Workers under ESS2.

Consultants will also be engaged to conduct the studies and technical assistance for the strategic infrastructure investment under subcomponent 2.2. It is expected that the project will also engage local contractors to complete any civil work associated with funded blue economy infrastructure. Depending on the nature of the sub-project, contractors or beneficiaries may engage community workers.

Project Labour Requirements

Direct Workers. Direct workers will be hired by the PSC and PIUs, employing consultants and support staff on a contractual basis. Terms and conditions of support staff and consultants are guided by National Labour Law and pertinent ESS2 requirements.

Contracted Workers: Based on the requirements of the activities, the PSC and PIUs will employ contractors who will hire contracted workers based on their level of skills and subproject needs. Contracted Workers will be subject to ESS2 requirements. If agreed with the PSC/PIU, sub-contracts of the work could be given. Sub-contractors recruited may supply labourers as per the agreed terms and conditions and these will also be subject to the requirements of ESS2 for Contracted Workers as well as the requirements of this LMP. The regional grants activity under sub-component 2.1 and direct investment activities under 2.2 may include the provision of jobs through labour intensive civil work to be implemented by project contractors. In addition to relevant national laws and World Bank ESSs, including requirements under ESS2, contractors will be required to ensure that the World Bank's interim note on "COVID-19 Considerations in Project Implementation" (Annex 2) is followed in contracting project workers.

Primary Supply Workers: They may be recruited by the suppliers, as required. Their tenure of service will be based on supplies as procured. Generally, the timing of labour requirements will be based on the project implementation schedule to be developed for the project. They are not envisaged under this project.

Community Workers: Any Community Worker participating in the project or sub-project activities will participate within the framework of individual or community agreements. As

with other types of project workers, supervision of Community Workers will include checking the safety of the work environment, confirming their age, and ensuring that the terms of the agreements governing the work are in compliance with ESS2. They are not envisaged under this project.

For all types of workers, the PIUs will ensure that no child or forced labour takes place in the context of the UBEC Project. Monitoring will also be used to ensure compliance with the Project CoC. Any infraction of the CoC identified by the PIUs will result in action as prescribed in the CoC and contract/ agreement and consistent with the LMP.

4. ASSESSMENT OF KEY POTENTIAL LABOUR RISKS

The key labour and OHS risks which may be associated with the Project are outlined below as well as proposed mitigation measures which will be implemented to address:
(a) identification of potential hazards to project workers, particularly those that may be life threatening.
(b) provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances.
(c) training of project workers and maintenance of training records.
(d) documentation and reporting of occupational accidents, diseases and incidents.
(e) emergency prevention and preparedness and response arrangements to emergency situations.
(f) remedies for adverse impacts such as occupational injuries, deaths, disability and disease.

Table 1 Summary of Project Risks and Proposed Mitigation Measures

Key identified labour risk	Description	Proposed mitigation measures
1. Occupational Health & Safety	Includes risk of exposure to a number of hazards that could result in illness, injury or death. Field work in coastal ecosystems carries a risk of drowning. Activities involving travel carry a risk of road traffic accidents or sea/air accidents, in addition to exposure to infectious diseases, including COVID-19. Project workers may face risks created by relatively high levels of crime and violence present in some of the jurisdictions in which the project will be implemented. Project workers throughout the region are exposed to an elevated risk of	Conduct regular awareness raising sessions reaching project workers and affected communities as well as adequate OHS training. Use of adequate protective gear. Development of emergency preparedness and response plans, including at subprojects sites.

Key identified labour risk	Description	Proposed mitigation measures
	natural disasters especially during hurricane season.	
2. Unfair treatment or discrimination of project workers	Project workers could be subjected to unfair treatment or discrimination on the basis of personal characteristics unrelated to job requirements, such as race, gender, religion and sexual orientation. These risks apply to workers on sub-projects, as well as staff employed and engaged by the PIUs.	Requirement for fair recruitment policies and enforcement of zero tolerance to discrimination. Awareness, monitoring and enforcement of compliance with the CoC.
3. Physical, psychological or sexual abuse of project workers	Project workers could be exposed to physical, psychological or sexual abuse. Risks include both physical forms of abuse (such as violence and sexual assault) and non-physical forms (such as verbal abuse, bullying and unwanted sexual attention). These risks apply to workers on sub-projects, as well as staff employed and engaged by the PIUs.	The project will adopt a zero-harassment policy for all workers, reflected in the CoC and to be broadcast to all workers through various media and formats. The CoC will be integrated into contracts of all employees, and the project GRM will be available to all workers. Awareness raising and training will be conducted for all employees reviewing the terms and conditions of these procedures and tools.
4. Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)	SEA/SH refers to inappropriate or criminal behaviour, such as sexual harassment of a person, exploitative sexual relations, and illicit sexual relations with minors from the local community. SEA/SH also includes any exploitative sexual relationships and human trafficking whereby women and girls are forced into sex work.	All project workers' contracts will include a CoC with SEA/SH provisions and the PIUs will monitor compliance. Project workers will be provided GBV orientation. SEA/SH considerations are included in the GRM for project workers, in the

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Key identified labour risk	Description	Proposed mitigation measures
		form of maintaining a list of SEA/SH service providers in each implementing country.
5. Transmission of COVID-19 or other communicable diseases	Activities under all project components involve travel to and/or within the Caribbean islands, including between countries and between urban centres and rural areas. Project staff and stakeholders may travel to participate in gatherings of large numbers of people, including workshops, seminars, community meetings and training events. Such activities have an elevated risk of transmission of COVID-19 or other communicable diseases. There is a particular risk of transmission of disease to remote coastal communities that may be particularly vulnerable, due to underlying health conditions and lack of access to healthcare.	Adherence to World Bank's interim note on "COVID-19 Considerations in Construction/Civil Works Projects", WHO guidance, and compliance with national laws and regulations. PIUs will prepare Covid-19 transmission prevention plan which includes procedures to be followed if a project worker contracts the disease.
6. Child and Forced Labour	While the risk exists, the probability of the incidence of child labour or forced labour is minimal as the project will generally requires technical staff with experience and education. Hiring youth and children under the age of 18 risks exposure to hazards and may interfere with the child's education or be harmful to the child's health.	Certification of labourers' age using legally recognized documents. Awareness raising of the CoC, careful monitoring, and strict enforcement of compliance. Where persons under the age of 18 but above the legal minimum age are hired, the project will maintain a register containing the dates of their births in keeping with the Employment Act of participating countries.

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5. OVERVIEW OF LABOUR RELATIONS AND OCCUPATIONAL HEALTH AND SAFETY LEGISLATION

Project workers are expected to be based in each participating country. Grenada, Saint Lucia and Saint Vincent and the Grenadines are expected to participate in phase 1 of the UBEC program. In each of these jurisdictions, ESS2 requirements and relevant labour laws are those related to *conditions of employment* (e.g., minimum wage, hours of work, minimum age, vacation and sick pay, maternity leave, dismissals, social security payments, etc), *anti-discrimination* (i.e., protection from discrimination on the grounds of protected characteristics), *industrial relations* (e.g., trade union establishment, collective bargaining, arbitration of disputes, etc.) and *occupational health and safety (OHS)*. The key aspects of national policies and legislation related to these are summarized in the following table and discussed below in greater detail.

Table 2 Summary of National Legal Frameworks and Gaps related to ESS2

ESS2 requirement	Gaps between legislation and ESS2	Mitigation measures
Conditions of employment ESS2 identifies the minimum age as the higher of 14 or the age prescribed by national law. ESS2 requires that no child under the age of 18 may be employed or engaged in connection with work that is likely to be hazardous, interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development. The response to hiring below the legal minimum age will be termination of employment.	Each of the project countries establishes a minimum legal age for employment of 14 or older: age 16 in Grenada, 15 in Saint Lucia and 14 in St. Vincent and the Grenadines. There are gaps in the legal protections given to children under the age of 18 from involvement in hazardous work. As a result of shortcomings with the legal framework and its implementation in the project countries, it is unfortunately the case that children are still engaged in the worst forms of child labour, including in agriculture and commercial sexual exploitation. The Employment of Women, Young Persons and Children Act of SVG has a similar gap, with discrepancies between the minimum age for work and the maximum age for compulsory	Children under the age of 18 can be employed or engaged only where permitted by law and only in exceptional circumstances, as set out in ESS2. Hiring of workers under the age of 18 will be subject to rigorous scrutiny and by no means they can be exposed to hazardous activities.

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ESS2 requirement	Gaps between legislation and ESS2	Mitigation measures
	education, leaving children without adequate protection from child labour.	
Anti-discrimination and SEA/SH[5] ESS2 requires that decisions relating to the employment or treatment of project workers not be made on the basis of personal characteristics unrelated to inherent job requirements (e.g., gender, race, religion, sexual orientation) but be based on the principle of equal opportunity and fair treatment.	Anti-discrimination legislation, in one form or another, exists in all participating countries. General guarantees of equality are provided in the constitution. The protected categories defined by law are not, however, always as comprehensive as those required by ESS2. For instance, while discrimination on the grounds of race, religion, place of origin or sex is prohibited in all countries, such protections are not universal for age, disability and, especially, sexual orientation. All three countries have legislation that criminalizes SEA/SH, through the Criminal Code and Domestic Violence Act. However, while sexual harassment is a criminal offence and recognized as unlawful discrimination in Saint Lucia, neither Grenada nor SVG currently have legislation which specifically deals with sexual harassment.	The project will implement workplace policies that meet the requirements of ESS2 in relation to anti-discrimination. These will be included in the CoC which will be a part of the contract for all project workers.
Industrial relations ESS2 respects the role of legally established workers' organizations and legitimate workers' representatives. These will be provided with information needed for meaningful negotiation in a timely manner.	Freedom of assembly, freedom of association, collective bargaining and industrial relations are guaranteed through the Constitutions and regulated through the labour relations legislation in all three countries. These include Grenada's Labour Relations Act, Saint Lucia's Essential	The LMP and associated CoC will be shared with employers and workers' organizations.

[5] See: https://caribbean.unwomen.org/en/caribbean-gender-portal

ESS2 requirement	Gaps between legislation and ESS2	Mitigation measures
	Services Act, and SVG Trade Union Act.	
Occupational health and safety ESS2 imposes general requirements related to occupational health and safety to all project workers.	Legislation and regulations necessary to develop and implement procedures to establish and maintain a safe working environment, including that workplaces, vehicles, equipment and processes under their control are safe and without risk to health are generally adequate. However, the level of awareness of the importance of OHS issues among employers and workers is limited. No known legislation or regulations exist explicitly addressing OHS for community workers.	Information dissemination and awareness raising regarding the LMP will be prioritized from project inception and designed to reach all project workers.

Labour Relations and Occupational Health and Safety Legislation in Grenada

The overarching major national labour legislation in Grenada is the Employment Act of 1999 which regulates the terms and conditions of employment and contains provisions on the establishment and functions of the Department of Labour. The guiding principles reside on the prohibition of forced labour, discrimination, equal pay for equal works, as well as remedies for infringements of rights. The Employment Act strictly prohibits discrimination of employees based on race colour, national extraction, social origin, religion, political opinion, sex, marital status, family responsibilities or disability. An employee also has the right, by law, to remove himself or herself from a work situation which he or she reasonably believes presents an imminent or serious danger to life or health.

The Employment Act makes it mandatory for employers to furnish employees with written particulars of employment, stating hours of work, wages, leave entitlements, job description, grievance procedures, benefits, among others. Specifically, Part VI deals with the matter of hours of work and continuity of employment and will apply to the risk of extended hours of work as perceived as a minor risk to the project. Part VII speaks to Protection and Regulation of wages, Part VIII - Leave entitlements and other benefits and Part IX expounds on discipline and termination of employment.

The Factories Act is the main law governing occupation safety and health, and there are a number of detailed regulations developing the main Act, including the Factories (Sanitary

Accommodation) Regulations, Factories (Welfare) Regulations, Factories (Electricity) Regulations, and Factories (Lifting Tackle) Regulations.

Under the Occupational Safety and Health Convention, 1981 (No. 155), 155, the Government of Grenada takes account of the following main spheres of action in so far as they affect occupational safety and health and the working environment:
(a) design, testing, choice, substitution, installation, arrangement, use and maintenance of the material elements of work (workplaces, working environment, tools, machinery and equipment, chemical, physical and biological substances and agents, work processes);
(b) relationships between the material elements of work and the persons who carry out or supervise the work, and adaptation of machinery, equipment, working time, organisation of work and work processes to the physical and mental capacities of the workers;
(c) training, including necessary further training, qualifications and motivations of persons involved, in one capacity or another, in the achievement of adequate levels of safety and health;
(d) communication and co-operation at the levels of the working group and the undertaking and at all other appropriate levels up to and including the national level;
(e) the protection of workers and their representatives from disciplinary measures as a result of actions properly taken by them in conformity with the policy referred to in Article 4 of this Convention.

Table 3 Grenada National Labour Legislation[6]

Legislation	Description
Employment Act of 1999	Regulates the terms and conditions of employment and contains provisions on the establishment and functions of the Department of Labour
The Factories Act of 1973	The main law governing occupation safety and health implemented by means of a number of detailed regulations.
The Accidents and Occupational Diseases (Notification) Act, 1951	Regulates notification of accidents and occupational diseases.
Right of Association (Agriculture) Convention, 1921 (No. 11)	Under the Convention, the Government of Grenada commits to ensure that all those engaged in agriculture enjoy the same rights of association and combination as industrial workers, and to repeal any statutory or other provisions restricting such rights.
Equality of Treatment (Accident Compensation) Convention, 1925 (No. 19)	Grants nationals of any other signatories who suffer personal injury due to industrial accidents happening in its territory, or to their dependants, the same treatment in

[6] https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:11200:0::NO::P11200_INSTRUMENT_SORT,P11200_COUNTRY_ID:2,103320

Legislation	Description
	respect of workmen's compensation as it grants to its own nationals.
Occupational Safety and Health Convention, 1981 (No. 155).	Commits signatories to formulate, implement and periodically review a coherent national policy on occupational safety, occupational health and the working environment, to prevent accidents and injury to health arising out of, linked with or occurring in the course of work, by minimising, so far as is reasonably practicable, the causes of hazards inherent in the working environment.

Labour Relations and Occupational Health and Safety Legislation in Saint Lucia

One primary piece of legislation guides and regulates the terms and conditions of employment in Saint Lucia. Saint Lucia Labour Code No. 37 of 2006 makes it mandatory for employers to provide employees with written details of employment stating hours of work, leave entitlement, job description, grievance procedures, benefits, health and safety, etc. Within this legislation there are provisions relating to: Fundamental principles of employment-Part II; Contracts of employment-Division 1; Hours of Work-Division 3; Wages and minimum wages-Division 4&5; Leave entitlements (annual leave, sick leave, maternity leave, bereavement leave, etc.)-Divisions 6, 7 and 2; Employment of Children and Young persons-Division 9; Termination of Employment-Division 10; Duties of Employers, workers and other persons-Part IV Division; Occupational Health and Safety-Part IV; Equality of opportunity and treatment in employment-Part V Division 1,Trade Unions and employers organizations-Part VII.

Part II of the Labour Code under Fundamental Principles of Employment (Division 7) states that “an employer shall not discriminate against any employee on the grounds of race, colour, sex, religion, national extraction, social origin, ethnic origin, political opinion or affiliation, age, disability, serious family responsibility, pregnancy, marital status or HIV/AIDS, in respect of recruitment, training, work facilities or service, promotion, terms and conditions of employment or benefit arising out of the employment relationship”. The Code also makes provision on how the matter of discrimination can be addressed.

Project workers will be paid on a regular basis as required by national law and labour management procedures. Deductions from payment of wages will only be made as allowed by national law or the labour management procedures, and project workers will be informed of the conditions under which such deductions will be made. Project workers will be provided with adequate periods of rest per week, annual holiday and sick, maternity and family leave, as required by national law and labour management procedures.

Part four of the Saint Lucia Labour Code speaks to occupational health and safety in the workplace. Under Part four, Divisions 1-4 provides for preventative health measures,

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protective devices and equipment, medical examinations, notification of employment injuries and diseases, and training. The Labour Code obligates the employer to ensure the safety and health of all employees and to mitigate risk of exposure to any hazards in the work environment. Division three of the Code clearly outlines the procedures to be followed in relation to notification of accidents, occupational diseases and other diseases. Division four specifically speaks to the responsibilities of employers, employees and other persons in adhering to health and safety regulations. The Code also clearly outlines the circumstances where employees may refuse to work on health and safety grounds and the procedures for how such matters should be addressed.

Table 4 Saint Lucia National Labour Legislation

Legislation	Description
Labour Code of Saint Lucia (2006; amended)	Establishes fundamental principles of employment, including with regards to terms and conditions, occupational health and safety, equal opportunities and industrial relations. The code prohibits employment of children and young persons below the minimum school leaving age.
Saint Lucia Education Act (1999)	Sets the minimum school leaving age at 15.
Saint Lucia Equality of Opportunity and Treatment in Employment and Occupation Act (2000)	Provides for protection against unlawful discrimination on grounds of race, sex, religion, colour, ethnic origin, family responsibilities, pregnancy, marital status, or age, and places restrictions on work and employment of minors.
Saint Lucia Minimum Wages Act (1999; amended)	Establishes process for setting minimum wages for workers in particular sectors or industries.
Saint Lucia Employees (Occupational Health and Safety) Act (1985)	Covers all aspects of occupational health and safety, including providing for preventive health measures, protective devices and equipment.

Labour Relations and Occupational Health and Safety Legislation in Saint Vincent and the Grenadines

Labour legislation in Saint Vincent and the Grenadines, is composed, among others by the Wages Councils Act of 1953, providing for the establishment of wages councils and the making of wages council orders, and the Trade Unions Act of 1950, providing for the establishment and regulation of trade unions. They require wages to be paid by the employer to the worker only in money and to be made at intervals not exceeding fourteen days. More recent legislation includes the Protection of Employment Act of 2003 and Equal Pay Act of 1994.

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National legislation states that an employer shall not terminate the services of an employee on any of the following grounds: i) Trade union membership or participation in trade union activities outside working hours or, with the consent of the employer, within working hours; ii) Seeking office as, or acting as the capacity of, an employee representative, iii) Making a complaint or participating in proceedings against an employer involving an alleged violation of laws and regulation; iv) Race, colour, sex, marital status, pregnancy, religion, political opinion, nationality or social origin; v) Reasonable absence from work due to family emergencies or responsibilities; vi) Absence from work during maternity leave as certified by a medical practitioner vii) Absence from work due to injury or illness provided that the employee submits a medical certificate to his employer by the third day of absence; and, viii)Absence from work in the performance of jury service as required by law.

Labour occupational health and safety in Saint Vincent and the Grenadines, in part is enforced by the Environmental Health Services Act of 1991, the 1955 Factories Act and the Accidents and Occupational Diseases (Notification) Act of 1952.

Table 5 Saint Vincent and the Grenadines National Labour Legislation

Legislation	**Description**
Wages Councils Act (1953)	Provides for the establishment of wages councils and the making of wages regulations addressing *inter alia* minimum wage, hours of work, overtime, vacation and sick pay, maternity leave and health and safety.
Trade Unions Act (1950)	Provides for the establishment and regulation of trade unions.
Trade Disputes (Arbitration and Inquiry) Act (1940)	Provides for the establishment of an arbitration tribunal and a board of inquiry in connection with trade disputes as well as for the settlement of such disputes, and for the purpose of enquiring into economic and industrial conditions in SVG.
Protection of Employment Act (2003)	Provides for maintenance of good relationships between employers and employees, and addresses matters of severance and settlement of disputes.
Equal Pay Act (1994)	Provides for the removal and prevention of discrimination, based on the sex of the employee, in the rates of remuneration for males and females in paid employment, and for all incidental matters.
Employment of Foreign Nationals and Commonwealth Citizens Act, 1973	Regulates the employment of foreign nationals and Commonwealth citizens in SVG.

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Legislation	Description
Constitution of Saint Vincent and the Grenadines (1979)	Establishes the right of protection from discrimination on grounds of sex, race, place or origin, political opinions, colour or creed.
Factories Act (1955)	Part II provides for health, safety, welfare and special protective measures in certain workplace settings.
Employment of Women, Young Persons and Children Act (1935)	Establishes the legal age of a child as 14 and prohibits employment of children in certain settings. This Act regulates the employment of women, young persons and children in industrial undertakings and on ships in accordance with the following International Labour Organization Conventions: Minimum Age (Industry) Convention (Rev.) 1937; Night Work of Young Persons (Industry) Convention 1919; Night Work (Women) Convention 194 .
Employers and Servants Act, 1937	Requires wages to be paid by the employer to the worker only in money and at intervals not exceeding fourteen days.
Environmental Health Services Act (1991)	Provides for the regulation of activities that may affect public health and the environment.
Public Health Act, 1997	Regulates environmental health issues, including monitoring of communicable diseases, in SVG and provides remedies for same.
Public Health (COVID–19) Rules, 2021	This Statutory Rule and Order sets out restrictions/rules for public gatherings (including at bars, restaurants, nightclubs, outdoor functions) and penalties for contravention of these rules/restrictions.
General Guidelines for Organisations: Safe Working During the COVID–10 Pandemic – SVGNS 85:2020	These guidelines outline what is expected of organisations and their employees and are applicable regardless of the nature of the business, service provision, size or complexity. They include practical examples for different types of organisations to help determine the actions which can be taken to make workplaces safer.
Accidents and Occupational Diseases (Notification) Act, 1952	Places a legal obligation on the employer to inform the Labour Commissioner in writing of any accident involving any worker that arises out of and in the course of employment and which causes loss of life or serious bodily injury or disables a worker. The employer is also obligated to inform the Labour Commissioner on any occupational disease which he reasonable believes or suspects to have occurred among workers employed by him.

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6. RESPONSIBLE STAFF

Project workers will be engaged and managed either directly by national level PIUs or by contractors delivering sub-project activities. The project manager and the national level PIUs will be responsible for the overall management of all project workers and contractors and subcontractors. Direct responsibility for occupational health and safety (OHS), training of workers, and addressing worker grievances will rely on the party hiring project workers, contractors and subcontractors.

7. OHS POLICIES AND PROCEDURES

Mitigation measures responding to the risks related to project labour and OHS conditions will be incorporated by standardized clauses in contract documents so that the contractors will be aware of their obligations under the Project. The national level PIUs will ensure compliance of the following clauses, including compliance by contractors. Employment Contracts will be prepared by each employer, in compliance with the policies and procedures laid out in the LMP.

7.1 Purpose of OHS Procedures

The primary purpose of the OHS measures is the health and safety of any and all project workers at work. The measures also establish and define the authority for the implementation of the OHS plan and associated safety systems. These measures will be enforced on all activities of the PIUs, project contractors and project beneficiaries through contractual arrangements as is appropriate.

7.2 Scope of OHS Procedures/Plan

OHS is concerned with the safety, health, and welfare of people at work. Safety is defined as "the well-being of project employees whilst at work or carrying out work duties". OHS Management System is a set of standards, policies and guidelines that addresses project worker's safety, monitoring and evaluation of safety, worker's health, work and general environment.

7.3 OHS procedures

OHS procedures will be developed covering the following:

- Compliance with all national and international OHS legislation that are applicable to the participating country governments and the World Bank
- Compliance with the Environmental and Social Standards of the World Bank
- World Bank Environmental Health and Safety (EHS) Guidelines[7]
- Prevention of injury and ill health of all project workers
- Identification and assessment of hazards

[7] http://documents1.worldbank.org/curated/en/157871484635724258/pdf/112110-WP-Final-General-EHS-Guidelines.pdf

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- Measures to manage the hazards including establishment of safety systems, processes and performance
- Continuous improvement of Safety Systems
- Prevention of use of faulty equipment or sub-standard equipment;
- Compliance with COVID-19 protocols
- Training and awareness
- Investigation and reporting of incidents. The World Bank guidance given in the Environment and Social Incident Response Toolkit (ESIRT) can be used as a guide to report incidents.

The Project will commit to safety considerations in all its activities and that of contractors, sub-contractors and beneficiaries.

The Project will provide systems, processes, procedures, the necessary safety equipment and gears such as personal protective equipment, and training for all project employees so that all activities are conducted in a safe environment. It will also develop and implement systems, processes, policies, and services in compliance with national and international legal requirements including industry standards and best practices in relation to safety.

Workers will be responsible, subject to their roles, for the maintenance of a safe environment including the assessment of risks and actions to minimize, mitigate, and manage risks. Workers at all levels have the authority to stop any activity they consider to be a danger to themselves or other workers, the public or the environment. Workers in this situation must rely on the project's GRM, which lays out procedures and timeframes for resolution. The LMP also requires incidents and accidents to be logged and reported by the PIU Project Manager to the Regional PIU and the World bank in line with the World Bank Environment and Social Incident Response Tool (See Annex 3 Guidance on Reporting of Incidents/Accidents).

There will be no retaliation to project workers for stop-work whistle blowing.

Each environmental specialist and social specialist attached to each PIU and the OECS Commission is responsible for the implementation and monitoring of the safety management systems of the project. The E&S specialists will develop guidelines, instructions and training and awareness materials to support the OHS measures and procedures.

The project will also ensure that all employees:

- Ascribe to the principle of not harming people;
- Understand that discrimination and SEA/SH will not be tolerated in the workplace;
- Are hired 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;

- Receive training on Code of Conducts and OHS measures required under ESS2;
- Comply with the laws of the Countries at all times; and,
- Adhere to all health and safety measures as laid out in the ESS2.

The subproject ESMPs will include OHS provisions and based on the ESMP requirements an Occupational, Health and Safety Plan (OHSP) must be prepared by the contractor and approved by the E&S specialists of the PIU/supervision engineer prior to any works commencing on site. The OHSP must demonstrate the Contractor's understanding of how to manage safety and a commitment to providing a workplace that enables all work activities to be carried out safely. The OHSP must detail reasonably practicable measures to eliminate or minimize risks to the health including COVID-19 protocols, safety and welfare of workers, contractors, visitors, and anyone else who may be affected by the operations. The OHSP must be prepared based on the requirements detailed in the ESMP and in accordance with the World Bank's EH&S Guidelines and the relevant country health and safety legislation.

7.4 OHS Policy Dissemination and Awareness

The OHS policy will be disseminated to all project workers, contractors and beneficiaries before start of contract. The information will be disseminated in various formats including an adapted and summarized version to be prepared by each of the PIU E&S specialists.

8 AGE OF EMPLOYMENT

By default, project workers will be required to be a minimum age of 18. However, children under the age of 18 can be employed or engaged only if permitted by law and only in exceptional circumstances. Hiring of workers under the age of 18 will be subject to rigorous scrutiny. Under no circumstances will a child under the age of 18 be employed or engaged in connection with the project in a manner that is likely to be hazardous[8] or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

All project workers will be asked to produce identification documents (ID) that are acceptable in local laws, employment and human resources practices as "proof of age". These forms of ID will be birth certificates, national driver's licenses, national passports or national registration cards. The number and type of pieces of required ID is at the discretion of each country, though one piece of ID is considered sufficient for the purposes of compliance with the LMP.

[8] Work considered hazardous for children is work that, by its nature or the circumstances in which it is carried out, is likely to jeopardize the health, safety, or morals of children. Examples of hazardous work activities prohibited for children include work: (a) with exposure to physical, psychological or sexual abuse; (b) underground, underwater, working at heights or in confined spaces; (c) with dangerous machinery, equipment or tools, or involving handling or transport of heavy loads; (d) in unhealthy environments exposing children to hazardous substances, agents, or processes, or to temperatures, noise or vibration damaging to health; or (e) under difficult conditions such as work for long hours, during the night or in confinement on the premises of the employer.

In the absence of one of those forms of IDs, the Project will apply and document an age verification process. The age verification process will consist of alternative methods including copies of academic certificates, testimony/affidavits from officials of the schools attended, a medical examination, statements from family members and parish/village officials/local authorities. In addition, all documents will be cross-referenced and subjected to a verification process to ensure the validity of the documents. In instances where the documents are thought to be falsified, the Project will conduct the same process to ensure their authenticity.

In all the processes the Project will ensure that the applicant or employee's data are protected and their right to privacy is guaranteed. All copies of the IDs and documents pertaining to the applicant's age and other supporting materials will be kept in files with the human resources personnel. Audits and controls of the process will be a requirement of the contractors and included in the contracts, in keeping with the country's Labour/ Employment Acts.

If workers are found to have been hired without complying with the project's minimum working age requirements, the following actions will be undertaken:

- Any employer, contractor or beneficiary found hiring persons failing to meet the project's minimum working age requirements, but above the national minimum age will be required to participate in a review of the project's age requirements and procedures.
- Any employer, contractor or beneficiary found hiring persons below the national legal minimum age will have their contract immediately terminated and will be reported to the authorities.
- A meeting will be scheduled with the child to determine the reasons for seeking employment;
- The child will be referred to other support services, as appropriate. These could include a social worker or a ministry responsible for social services;
- Services of NGOs and CBOs will be secured to assist the child.

National legislation governing age requirements for participation in the labour force is presented below for each of the three participating countries. In case of discrepancies between ESS2 and the legislation below and ESS2 requirements are more stringent, ESS2 requirements prevail.

Table 6 The age of employment in the project countries

Country	Minimum Age	National Labour Law
Grenada	16	Grenada Employment Act No. 14 of 1999
Saint Lucia	15	The Labour Act No. 37 of 2006
SVG	14	Employment of Women, Young Persons, and Children Act of 1935

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Grenada - Minimum Working Age National Legislation

The project will be guided by the Grenada Employment Act of 1999 which states that the minimum age of employment in Grenada is 16 years old. In line with this Employment Act, the procedure for assessing the risks will be as follows:

- All persons will be asked to provide a medical certificate with the results of a medical examination.
- An assessment will be done of the tasks assigned, to ensure that persons below the age of 18 are not subjected to hazards and risks.
- There will be clear policy guidelines regarding supervision of young persons to prevent SEA/SH.
- Young persons will be provided with educational and awareness information on the policies of the workplace including SEA/SH and the workers GRM.

Saint Lucia – Minimum Working Age National Legislation

The Labour Act No. 37 of 2006 Section 122 (1)provides that, a person shall not employ or allow to be employed any child who is under the minimum school leaving age as declared by any law in force in Saint Lucia except for employment during school holidays in light work. Section 2 defines the term “child” to mean a person aged fifteen and under. “Young person” means a person who is over the age of fifteen years but who has not attained the age of eighteen years.

Saint Vincent and the Grenadines – Minimum Working Age National Legislation

Part II, Article 8 of the Employment of Women, Young Persons, and Children Act, 1938: Prohibition of employment of a child — (1) Subject to subsection (2), a child shall not be employed. (2) Nothing in subsection (1) applies— (a) to work done by any child in accordance with the provisions of Part I; (b) to the service rendered by any child to his parent or guardian in light agricultural or horticultural work on the family land or garden outside of school hours; (c) to the participation of a child, without fee or reward, in an entertainment the net proceeds of which are devoted to any charitable or educational purpose or to any purpose other than the private profit of the promoters.

SCHEDULE II, ARTICLE 2 Children under the age of fourteen years shall not be employed or work in any public or private industrial undertaking, or in any branch thereof, other than an undertaking in which only members of the same family are employed: Provided that, except in the case of employment which, by their nature or the circumstances in which they are carried on, are dangerous to the life, health or morals of the persons employed therein, national laws or regulations may permit such children to be employed in undertakings in which only members of the employer's family are employed.

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9 TERMS AND CONDITIONS OF EMPLOYMENT

The terms and conditions of employment are presented below for each of the three participating countries with respect to issues such a contract, hours of work and termination.

GRENADA

The following terms and conditions apply to project workers in accordance with Grenada under the Employment Act of 1999. All workers hired by the project, including those hired by the PIUs, contractors, sub-contractors and beneficiaries, shall pay rates of wages and observe hours and conditions of employment which are not less favourable than those established in the country.

All project contractors, sub-contractors and beneficiaries hiring workers shall be certified according to the Government Requirements for governmental contractors, including that contractors certify the wages and conditions of employment of all those employed. The contracts will be guided by the principle of collective bargaining, if applicable.

In keeping with the Employment Act, the contractor shall keep proper wage records and time sheets for all those employed in relation to the execution of the contract, and the contractor shall produce the wage records and timesheets for the inspection of any person authorised by the project or the Labour authorities of Grenada.

Contractors are required by law to post conditions of work in conspicuous places informing workers of their rights and conditions of work. The contractor shall ensure sufficient insurance so as to pay compensation to workers under the Workmen's Compensation Act, Chapter 343. 9.

A subcontractor shall be bound to conform to the conditions of the main contract and the main contractor shall be responsible for the observance of all contract conditions. Contractors and subcontractors shall recognise the right of their workers to be members of the trade unions.

Minimum Wage[9]

All project workers shall be paid a wage that is above or equal to the minimum wage as established by the Government of Grenada. The Employment Act specifies that wages may be paid on a weekly, fortnightly or monthly basis. Each employee is entitled to a statement accompanying pay that itemised the following: (a) the employee's gross wages due at the end of that pay period; (b) the amount of every deduction from his or her wages during that

[9] The minimum wage rates in Grenada, Saint Lucia and Saint Vincent and the Grenadines are set by the respective Departments of Labour by sector.

pay period and the purpose for which each deduction was made; and (c) the employee's net wages payable at the end of that pay period.

Hours of Work

The maximum number of ordinary hours of work for employees shall be 40 hours per week with the ordinary working days being Mondays to Saturdays. Project employees are prohibited from working more than 10 hours per day inclusive of two hours for lunch and rest periods. No person under the age of 18 shall be employed or allowed to work between the hours of 9.00 p.m. to 6.00 a.m. Other provisions related to hours of work will be guided by the Employment Act on this matter.

SAINT LUCIA

The Saint Lucia Labour Code guides and regulates the terms and conditions of employment. Division 1 "Contracts of Employment" applies to all persons engaged under contracts of employment. The Act mandates that "within fourteen days from the date on which employment commences, an employer may prepare a written contract correctly describing the terms and conditions of employment that have been agreed upon by the employer and employee". The Code also states that "where a contract of employment is not written the employer shall explain to the employee the contents of the contact of employment….". The Code further states that "upon written request to the employer, an employee who is not employed under a written contract shall be given, within one month of the request, a written contract.

The Labour code, para. 27.— (1) states that subject to subsections (2) and (3), an employer shall not require any employee to work for more than forty hours during any week, excluding overtime. In para. 265. — (1) It also states that an employer shall not (a) dismiss or threaten to dismiss an employee; (b) discipline or suspend or threaten to discipline or suspend an employee, (c) impose any penalty upon an employee; (d) intimidate or coerce an employee; or (e) discriminate against an employee in any way.

The code states that a person discriminates against another person if the first mentioned person makes, on any of the grounds specified in subsection (2), any distinction, exclusion or preference, the intent or effect of which is to nullify or impair equality of opportunity or treatment in occupation or employment. (2) The grounds referred to in subsection (1) are — (a) race, sex, religion, colour, ethnic origin, social origin, political opinion or affiliation, disability, serious family responsibility, pregnancy, marital status, HIV/AIDS, trade union affiliation or activity, or age except for purposes of retirement and restrictions on work and employment of minors or for the protection of children and young persons.

Para 285.—(1) states that, without prejudice to the provisions under this Division, an employer shall not refuse to employ a person, demote or dismiss a female employee, alter the terms and conditions of her contract of employment, refuse her promotion or training or

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in other way discriminate against her because she is or was pregnant or for any reason connected with pregnancy.

Under this Project all consultants will be provided with a written contract, in accordance with the Labour Code, outlining terms and conditions for executing the particular work that they have been contracted for. The terms and conditions of employment will make adequate provisions for periods of rest per week, annual holiday, sick, maternity and vacation and bereavement leave as stipulated in the Labour Code.

Minimum Wage[10]

All project workers shall be paid a wage that is above or equal to the minimum wage as established by the Government of Saint Lucia. Wages may be paid on a daily, weekly, fortnightly or monthly basis. Each employee is entitled to a statement accompanying pay that itemised the following: (a) the name and occupation of the employee; (b) the wage rate; (c) the period to which the wage relates; (d) in the case of daily paid workers, the number of hours paid for at ordinary time; (e) the number of hours paid for at overtime rate; (f) the nature and amount of any bonuses or allowances paid; (g) the gross wages earned; (h) the amounts and reasons for any deductions made from the gross wages; and (i) the amount of the net wage paid.

Hours of Work

Saint Lucia's Labour Code specifies that an employer shall not require any employee to work for more than forty hours during any week, excluding overtime. This maximum does not apply to a managerial employee. An employee in the hospitality industry may be required to work more than forty hours a week provided that the employee shall not work for more than eighty hours during a two week period, excluding overtime. An employer shall not require an employee to work for more than six consecutive days without a 24-hour period of rest. An employer shall not require any employee to work for more than eight hours on any day, exclusive of the meal interval, as an ordinary work day.

SAINT VINCENT AND THE GRENADINES

The project will be guided by the Protection of Employment (PoE) Act, 2003 and the Wages Regulations Order of 2003. The PoE Act provides for the maintenance and promotion of good employment relationships between employers and employees. Among other elements, it addresses the promotion of employment rights, severance pay and disputes. The 2003 Order sets out the minimum wage, and specifies the hours of work, overtime, vacation leave, sick leave and maternity leave for different sectors of the economy, from agricultural workers to shop assistants.

Protection against dismissal without good cause

[10] The minimum wage rates in Grenada, Saint Lucia and Saint Vincent and the Grenadines are set by the respective Departments of Labour by sector.

PoE 5. (1) Subject to the following provisions, every person shall be protected against the unfair termination of his employment without good cause.
PoE 5. (2) The employment of a worker shall not be terminated for reasons related to his conduct or performance before he is provided an opportunity to defend himself against the allegations made except in cases where the employer cannot reasonably be expected to provide such opportunity.

Termination after fixed term of employment
PoE 6. (1) The services of an employee who has been specifically employed for a fixed period may, notwithstanding anything contained in this Act, be terminated on the expiration of the term so stipulated.
PoE 6. (2) For the purposes of this section, the effective date of termination of the services of an employee in relation to an employee who has been specifically employed for a fixed period and where that period expires without being renewed under the same contract, shall be the date on which the term expired.

Terms of employment in writing
PoE 8. (1) Save in the case of daily paid and weekly paid workers, an employer shall inform an employee in writing of the terms and conditions of employment and such terms and conditions shall include:

a) the date of commencement of employment
b) the name and address of the employer and the employee
c) the rate of pay, the overtime rate, if any, and the pay period
d) the probationary period, if any
e) the hours of work including time off and rest period, if any
f) the rate of vacation, sick and maternity leave, if applicable
g) the duties to be performed.

PoE 8. (2) An employer shall provide to the employee the conditions of service referred to in subsection (1) within seven working days from the date of employment or four calendar weeks where the employee is in employment at the commencement of this Act,
PoE 8. (3) Any person who fails to comply with the provisions of this section commits an offence and is liable on conviction to a fine not exceeding one thousand dollars.

Minimum Wage[11]
All project workers shall be paid a wage that is above or equal to the minimum wage as established by the Government of St. Vincent and the Grenadines.

Hours of Work

[11] The minimum wage rates in Grenada, Saint Lucia and Saint Vincent and the Grenadines are set by the respective Departments of Labour by sector.

The Wages Regulations Order defines a standard workday as eight hours, and the total weekly hours range from 44 to 48 hours depending on the sector of employment. For example, security guards can only work eight hours during the day but up to 12 hours at night. Generally, overtime is any amount of time over the prescribed working hours. Employers must provide one and half times an employee's standard wages for overtime. Sunday is regarded as overtime in positions like industrial and agricultural work. On Sundays, these workers must receive 200 percent of their usual wages.

10 GRIEVANCE REDRESS MECHANISM

The Grievance Redress Mechanism (GRM) for all Project Workers is as follows:

GRM Point of Contact

Contractors and subcontractors hiring workers of any kind will appoint a representative/ employee who will be the point of contact for all grievances. In the case of PIUs, the point of contact will be the project manager. Contact information will become available once the PIU project managers are on board, and the contractors are known. Contact information will be available prior to the hiring of workers and it will be provided to workers upon signing of contract.

GRM contact information in each PIU will be updated upon establishment and staffing of the PIUs. Given below are contact details of the line ministries where each PIU will be housed.

Table 7 GRM Points of Contact

Contact	Grenada	Saint Lucia	SVG	OECS Comm.
Name	Candice Ramessar	Haward Wells	Dr. Resa Noel-McBarnett	David Robin (Mr.)
Title	Social Specialist	Director - National Integrated Planning and Programme Unit	Permanent Secretary, Ministry of Tourism, Civil Aviation, Sustainable Development and Culture	Ocean Governance and Fisheries Programme Director
Telephone	(473) 440-2731 592-604-2216	1-758 - 468 5590	784 457 1502	(758) 285 5459
Email address	digitalgrm@gov.gd	nippunit@gmail.com	mintourismsvg@gmail.com	david.robin@oecs.int
Physical Address	Ministry of Finance Building 5 St. George's, Grenada	Department of Finance 2nd Floor Financial Administrative Centre, Pointe Seraphine, Castries	2nd floor, NIS Building Kingstown	OECS Commission, Morne Fortune, P.O.Box 179, Castries, Saint Lucia

Documentation of Grievance

All grievances submitted by Project workers shall be logged and filed by the PIU Project Manager.

Upon receipt of grievances not channelled through the PIU project manager, the contractor staff or point of contact will notify the PIU project manager. In the case of issues with project management staff the Project Manager may be required to exclude herself or himself if the complaint directly involves him or her. Where the Project Manager is the subject of the grievance, the complaint should be directed to a contact in the Ministry responsible for the project. This contact is named in Table 7.

The point of contact will attempt to address grievance within established time frame of 3 weeks upon receipt. In cases of timely or urgent matters a period of a minimum of 24 hours and a maximum of 15 calendar days will be allotted for addressing and resolving the grievance. Grievances can be made in person, telephone call or writing. Grievances can be made anonymously. A dedicated email and a telephone number will be provided for all grievances. Grievances made via telephone or in person will be recorded at a later date and the complainant asked to sign same if in agreement to disclose their name.

Resolution of Grievance

The contractor or subcontractor point of contact will notify the PIU Project Manager through a report of the successful resolution of any grievance. The complainant will also be informed via writing of the measures taken to address the grievance. If the grievance cannot be resolved by the contractor or subcontractor, the point of contact will inform the PIU Project Manager.

The PIU Project Manager and E&S specialists will meet with the project contractor/ subcontractor and workers and attempt resolution. In the case of grievances directed towards PIU staff, the Permanent Secretary within the ministry hosting the national PIU will meet directly with the staff.

If issues cannot be resolved, the case will be referred to the Ministry of Labour of the respective country for their action and pronouncement. The Ministry of Labour's ruling would be the final tier of the grievance mechanism.

Anonymity

Grievances may be submitted anonymously, without providing the complainant's name or contact details with the understanding that, in some cases.

Freedom from Retaliation

There will be no retaliation towards individuals seeking to resolve a grievance by means of the grievance redress mechanism.

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

The GRM will identify and train the social specialist who will be responsible for dealing with any Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) issues, should they arise. This individual will be included in the GRM point of contacts listed in Table 7 – to be updated upon Project effectiveness.

A list of SEA/SH service providers will be kept available to the Social specialist, the PIU Project Manager or the Permanent Secretary of the respective ministries in each of the participating countries. The GRM should assist SEA/SH survivors by referring them to SEA/SH Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

Annex 4 provides an initial mapping of SEA/SH services by country that will be updated annually to ensure the information is current.

If a SEA/SH-related incident is reported through the GRM, it will be processed keeping the survivor information confidential. Specifically, the GRM will only record the following information related to the SEA/SH complaint:

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

Any cases of SEA/SH brought through the GRM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The Project Manager will also immediately notify both the Implementing Agency and the World Bank of any SEA/SH complaints with the consent of the survivor.

11. CONTRACTOR MANAGEMENT

It is mandated that the contractor execute the management of the contract in a manner that is acceptable to the client and in accordance with the World Bank rules and regulations as it relates to ESS2, specifically relating to the selection process for contractors, management of labour issues, including health and safety, procedures for managing and monitoring of performance for contractors, as well as reporting on workers under the project.

Information on Public Records: The Contractor must have in place information on corporate registers and documents relating to the violation of applicable law, including reports from labour inspectorates and other enforcement bodies.

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Certification and Approval of Business and Workers: Documentation of approved business licenses, registration, permits and other approvals and workers' certification/permits and training to perform the work.

Health and Safety: Document and have in place labour management systems as it relates to organizational health and safety. Records of incidents and corresponding root cause analysis with a corrective mitigation plan. First aid cases, high potential near misses, and remedial and preventive activities required. Identification and establishment of safety committee and records of meetings.

Workers Payroll Records: Documentation of the number of hours work and pay received inclusive of all payments made on their behalf, for example payment made to the National Insurance Scheme and other entitlements regardless of the workers being engaged on a short- or long-term assignment or fulltime or part time worker.

12. PRIMARY SUPPLY WORKERS

Primary suppliers supporting project activities will be required to adhere to the procedures established in the ESS2, particularly with respect to monitoring and mitigating the risk of child labour or forced labour, and the requirement to implement OHS procedures laid out in the LMP in order to mitigate risks of safety issues related to primary supply workers. For this category of worker, only the OHS requirements under ESS2 apply[12].

Where primary supply workers are involved, the contractor who subcontracts the supply of materials and equipment will be responsible to include conditions and specifications on OHS aspects in subcontracting agreements, including the use of child labour, forced labour and serious safety issues which may arise in relation to primary suppliers, and consistent with ESS2.

13. COMMUNITY WORKERS

At this stage it is not clear whether community labour will be engaged by the project. If Community Workers are engaged in the project, a determination will be made by the PIU as to whether the labour will be voluntary or based on individual or community agreements. Where the project includes the provision of labour by community workers, the terms and conditions on which community labour will be engaged will be clearly defined, including amount and method of payment (if applicable) and times of work.

[12] See World Bank. 2018. ESF Guidance Note for ESS2 Labor and Working Conditions, Section G (Primary Supply Workers) requirements laid out in paragraphs 39 to 42.

The provisions of this ESS will apply to Community Workers, including but not limited to working conditions, occupational health and safety, requirements and procedures related to child labour or forced labour, and the Grievance Redress Mechanism[13].

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[13] See World Bank. 2018. ESF Guidance Note for ESS2 Labor and Working Conditions, Section F (Community Workers) requirements laid out in paragraphs 34 to 38.

Annex 1 TEMPLATE CODE OF CONDUCT

I, _____, staff at the PIU in [name of Ministry/Agency where the PIU sits) for the Project [name of Project], acknowledge that adhering to environmental, social, health and safety (ESHS) standards, following the project's occupational health and safety (OHS) requirements, and preventing Gender Based Violence (GBV), including sexual exploitation and abuse (SEA), and sexual harassment (SH) at the workplace, is important in and outside the context of this project, as further set out in this Code of Conduct. As such, we acknowledge this Code of Conduct identifies the behavior that is expected of all PIU staff for the Project [name of the Project].

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

For the purpose of this Code of Conduct, it is important to note that GBV is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (that is, gender) differences between male and female individuals. GBV includes acts that inflict physical, mental, or sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. GBV includes the following concepts:

- **Sexual Exploitation and Abuse (SEA):** Sexual exploitation is defined as any actual or attempted abuse of a position of vulnerability, differential power, or trust for sexual purposes, including but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Sexual abuse is defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.
- **Sexual harassment (SH):** occurs between personnel and staff on the project and means any unwelcome sexual advance, request for sexual favors, and other verbal or physical conduct of a sexual nature.

  A violation to this Code of Conduct, including failure to follow ESHS and OHS standards, or engaging in activities constituting GBV including SEA/SH—be it on the workplace, work sites, work site surroundings, at workers' camps, or the surrounding communities—, constitute acts of serious misconduct, which contravenes the terms of employment, and are therefore grounds for disciplinary action up to and including termination of employment for PIU staff. Acts that may violate the laws of [country] will be additionally referred to the corresponding legal authorities, including for potential prosecution under the Criminal Code.

Commitments under this Code of Conduct

I agree that while working on the project I shall:

General:

1. carry out my duties competently and diligently.
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Project staff, workers, and any other person.

Regarding ESHS and OHS

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3. Attend and actively partake in training courses related to ESHS and OHS as requested by my employer.
4. Always wear my personal protective equipment (PPE) when at the work site or engaged in project related activities.
5. Implement the OHS Management Plan.
6. Adhere to a zero-alcohol policy during work activities, and refrain from the use of narcotics or other substances which can impair faculties.
7. Report work situations that are not safe or healthy and remove myself from a work situation which I reasonably believe presents an imminent and serious danger to my life or health.

Regarding equality of opportunity and treatment

8. Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.

Regarding discrimination and violence based on gender

9. Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
10. Not engage in SEA with project beneficiaries and members of the surrounding communities.
11. Not engage in sexual harassment with other project personnel and staff —for instance, comments on the appearance of another worker (either positive or negative) and sexual desirability. making unwelcome sexual advances, looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; and offering or giving personal gifts.
12. Not engage in sexual favors —for instance, making promises of favorable treatment (e.g. promotion), threats of unfavorable treatment (e.g. loss of job) or payments in kind or in cash, dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior.
13. Unless there is the full consent[14] by all parties involved, not have sexual interactions with members of the surrounding communities or work colleagues. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex (including prostitution). Such sexual activity is considered “non-consensual” within the scope of this Code.

Regarding children under the age of 18

14. Not engage in any form of sexual contact or activity with children under the age of 18—including grooming or contact through digital media. Mistaken belief regarding the age of a child or his/her consent is not a defense or excuse.
15. Bring to the attention of my manager the presence of any children on the construction site or engaged in hazardous activities.
16. Wherever possible, ensure that another adult is present when working in the proximity of children.

[14] **Consent** is defined as the informed choice underlying an individual’s free and voluntary intention, acceptance or agreement to do something. Consent must be informed, based on a clear appreciation and understanding of the facts, implications and future consequences of an action. The individual also must be aware of and have the power to exercise the right to refuse to engage in an action and/or to not be coerced (i.e., by financial considerations, force or threats). No consent can be found when such acceptance or agreement is obtained using threats, force or other forms of coercion, abduction, fraud, deception, or misrepresentation. For the purpose of this Code of Conduct, consent cannot be given by children under the age of 18, even if national legislation introduces a lower age. Mistaken belief regarding the age of the child and consent from the child is not a defense.

17. Not invite unaccompanied children unrelated to my family into my home, unless they are at immediate risk of injury or in physical danger.
18. Not use any computers, mobile phones, video and digital cameras or any other medium to exploit or harass children or to access child pornography.
19. Refrain from hiring children below the minimum age of 18.
20. Comply with all relevant local legislation, including labour laws in relation to child labour.
21. When photographing or filming a child for work related purposes, I must:
    a) Before photographing or filming a child, assess and endeavor to comply with local traditions or restrictions for reproducing personal images.
    b) Before photographing or filming a child, obtain informed consent from the child and a parent or guardian of the child. As part of this I must explain how the photograph or film will be used.
    c) Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive way. Children should be adequately clothed and not in poses that could be sexually suggestive.
    d) Ensure images are honest representations of the context and the facts.
    e) Ensure file labels do not reveal identifying information about a child when sending images electronically.

Disciplinary measures

The Ministry of [specify ministry where the PIU sits] shall be responsible for making decisions on the specific sanctions to be imposed on workers for violations to this Code of Conduct. I understand that if I breach this Code of Conduct, the Ministry of [specify ministry where the PIU sits] will take disciplinary action according to the seriousness of the offense which could include:

- verbal notification (For Public Officers)/ warning for PIU staff employed by the Ministry of [specify ministry where the PIU sits]
- written notification (For Public Officers)/ warning for PIU staff employed by the Ministry of [specify ministry where the PIU sits]
- termination of employment

Infringements sanctioned with verbal notification

Those behaviors that do not cause relevant risks to the Ministry of [specify ministry where the PIU sits], other workers and/or its relationship with the communities. Verbal warnings may involve a reminder of the Code of Conduct and its applicability.

Infringements sanctioned with written notification

Those behaviors that cause minor risk to the Ministry of [specify ministry where the PIU sits], other workers and/or its relationship with the communities and/or the environment.

Infringements sanctioned with termination of employment

Those behaviors that cause substantive risks to the Ministry of [specify ministry where the PIU sits], other workers and/or its relationship with the communities and/or the environment, or behaviors that constitute serious misconduct in accordance with this Code of Conduct. In such cases, the termination of employment may be accompanied by a referral to the corresponding legal authorities. Cases of SEA or SH will always be considered serious misconduct. Recurrent offences to the Code of

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Conduct will also be considered serious misconduct. Termination of employment shall be carried out in accordance with the Labour Code of [country].

I understand that it is my responsibility to ensure that the environmental, social, health and safety standards are met; that I will adhere to the occupational health and safety management plan; and, that I will avoid actions or behaviors that could be construed as GBV, including SEA and SH. Any such actions will be a breach of this Code of Conduct. I do hereby acknowledge that I have read the foregoing Code of Conduct, agree to comply with the standards contained herein, and understand my roles and responsibilities to prevent and respond to ESHS, OHS, and GBV issues. I understand that any action inconsistent with this Code of Conduct or failure to act, may result in disciplinary action.

Staff Signature: _____

Printed Name: _____

Title: _____

Date: _____

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Annex 2 COVID-19 CONSIDERATIONS IN PROJECT IMPLEMENTATION

WORLD BANK ESF/SAFEGUARDS INTERIM NOTE: COVID-19 CONSIDERATIONS IN CONSTRUCTION/CIVIL WORKS PROJECTS

This note was issued on April 7, 2020 and includes links to the latest guidance as of this date (e.g. from WHO). Given the COVID-19 situation is rapidly evolving, when using this note it is important to check whether any updates to these external resources have been issued.

1. INTRODUCTION

The COVID-19 pandemic presents Governments with unprecedented challenges. Addressing COVID-19 related issues in both existing and new operations starts with recognizing that this is not business as usual and that circumstances require a highly adaptive responsive management design to avoid, minimize and manage what may be a rapidly evolving situation. In many cases, we will ask Borrowers to use reasonable efforts in the circumstances, recognizing that what may be possible today may be different next week (both positively, because more supplies and guidance may be available, and negatively, because the spread of the virus may have accelerated).

This interim note is intended to provide guidance to teams on how to support Borrowers in addressing key issues associated with COVID-19, and consolidates the advice that has already been provided over the past month. As such, it should be used in place of other guidance that has been provided to date. This note will be developed as the global situation and the Bank's learning (and that of others) develops. This is not a time when 'one size fits all'. More than ever, teams will need to work with Borrowers and projects to understand the activities being carried out and the risks that these activities may entail. Support will be needed in designing mitigation measures that are implementable in the context of the project. These measures will need to take into account capacity of the Government agencies, availability of supplies and the practical challenges of operations on-the-ground, including stakeholder engagement, supervision and monitoring. In many circumstances, communication itself may be challenging, where face-to-face meetings are restricted or prohibited, and where IT solutions are limited or unreliable.

This note emphasizes the importance of careful scenario planning, clear procedures and protocols, management systems, effective communication and coordination, and the need for high levels of responsiveness in a changing environment. It recommends assessing the current situation of the project, putting in place mitigation measures to avoid or minimize the chance of infection, and planning what to do if either project workers become infected or the work force includes workers from proximate communities affected by COVID-19. In many projects, measures to avoid or minimize will need to be implemented at the same time as dealing with sick workers and relations with the community, some of whom may also be ill or concerned about infection. Borrowers should understand the obligations that contractors have under their existing contracts (see Section 3), require contractors to put in place appropriate organizational structures (see Section 4) and develop procedures to address different aspects of COVID-19 (see Section 5).

2. CHALLENGES WITH CONSTRUCTION/CIVIL WORKS

Projects involving construction/civil works frequently involve a large work force, together with suppliers and supporting functions and services. The work force may comprise workers from international, national, regional, and local labour markets. They may need to live in on-site accommodation, lodge within communities close to work sites or return to their homes after work. There may be different contractors permanently present on site, carrying out different activities,

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each with their own dedicated workers. Supply chains may involve international, regional and national suppliers facilitating the regular flow of goods and services to the project (including supplies essential to the project such as fuel, food, and water). As such there will also be regular flow of parties entering and exiting the site; support services, such as catering, cleaning services, equipment, material and supply deliveries, and specialist sub-contractors, brought in to deliver specific elements of the works.

Given the complexity and the concentrated number of workers, the potential for the spread of infectious disease in projects involving construction is extremely serious, as are the implications of such a spread. Projects may experience large numbers of the work force becoming ill, which will strain the project's health facilities, have implications for local emergency and health services and may jeopardize the progress of the construction work and the schedule of the project. Such impacts will be exacerbated where a work force is large and/or the project is in remote or under-serviced areas. In such circumstances, relationships with the community can be strained or difficult and conflict can arise, particularly if people feel they are being exposed to disease by the project or are having to compete for scarce resources. The project must also exercise appropriate precautions against introducing the infection to local communities.

3. DOES THE CONSTRUCTION CONTRACT COVER THIS SITUATION?

Given the unprecedented nature of the COVID-19 pandemic, it is unlikely that the existing construction/civil works contracts will cover all the things that a prudent contractor will need to do. Nevertheless, the first place for a Borrower to start is with the contract, determining what a contractor's existing obligations are, and how these relate to the current situation.

The obligations on health and safety will depend on what kind of contract exists (between the Borrower and the main contractor; between the main contractors and the sub-contractors). It will differ if the Borrower used the World Bank's standard procurement documents (SPDs) or used national bidding documents. If a FIDIC document has been used, there will be general provisions relating to health and safety. For example, the standard FIDIC, Conditions of Contract for Construction (Second Edition 2017), which contains no 'ESF enhancements', states (in the General Conditions, clause 6.7) that the Contractor will be required:

- to take all necessary precautions to maintain the health and safety of the Contractor's Personnel
- to appoint a health and safety officer at site, who will have the authority to issue directives for the purpose of maintaining the health and safety of all personnel authorized to enter and or work on the site and to take protective measures to prevent accidents
- to ensure, in collaboration with local health authorities, that medical staff, first aid facilities, sick bay, ambulance services and any other medical services specified are available at all times at the site and at any accommodation
- to ensure suitable arrangements are made for all necessary welfare and hygiene requirements and for the prevention of epidemics

These requirements have been enhanced through the introduction of the ESF into the SPDs (edition dated July 2019). The general FIDIC clause referred to above has been strengthened to reflect the requirements of the ESF. Beyond FIDIC's general requirements discussed above, the Bank's Particular Conditions include a number of relevant requirements on the Contractor, including:

- to provide health and safety training for Contractor's Personnel (which include project workers and all personnel that the Contractor uses on site, including staff and other employees of the Contractor and Subcontractors and any other personnel assisting the Contractor in carrying out project activities)
- to put in place workplace processes for Contractor's Personnel to report work situations that are not safe or healthy

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• gives Contractor's Personnel the right to report work situations which they believe are not safe or healthy, and to remove themselves from a work situation which they have a reasonable justification to believe presents an imminent and serious danger to their life or health (with no reprisal for reporting or removing themselves)
• requires measures to be in place to avoid or minimize the spread of diseases including measures to avoid or minimize the transmission of communicable diseases that may be associated with the influx of temporary or permanent contract-related labour
• to provide an easily accessible grievance mechanism to raise workplace concerns

Where the contract form used is FIDIC, the Borrower (as the Employer) will be represented by the Engineer (also referred to in this note as the Supervising Engineer). The Engineer will be authorized to exercise authority specified in or necessarily implied from the construction contract. In such cases, the Engineer (through its staff on site) will be the interface between the PIU and the Contractor. It is important therefore to understand the scope of the Engineer's responsibilities. It is also important to recognize that in the case of infectious diseases such as COVID-19, project management – through the Contractor/subcontractor hierarchy – is only as effective as the weakest link. A thorough review of management procedures/plans as they will be implemented through the entire contractor hierarchy is important. Existing contracts provide the outline of this structure; they form the basis for the Borrower to understand how proposed mitigation measures will be designed and how adaptive management will be implemented, and to start a conversation with the Contractor on measures to address COVID-19 in the project.

4. WHAT PLANNING SHOULD THE BORROWER BE DOING?
Task teams should work with Borrowers (PIUs) to confirm that projects (i) are taking adequate precautions to prevent or minimize an outbreak of COVID-19, and (ii) have identified what to do in the event of an outbreak. Suggestions on how to do this are set out below:
• The PIU, either directly or through the Supervising Engineer, should request details in writing from the main Contractor of the measures being taken to address the risks. As stated in Section 3, the construction contract should include health and safety requirements, and these can be used as the basis for identification of, and requirements to implement, COVID-19 specific measures. The measures may be presented as a contingency plan, as an extension of the existing project emergency and preparedness plan or as standalone procedures. The measures may be reflected in revisions to the project's health and safety manual. This request should be made in writing (following any relevant procedure set out in the contract between the Borrower and the contractor).

• In making the request, it may be helpful for the PIU to specify the areas that should be covered. This should include the items set out in Section 5 below and take into account current and relevant guidance provided by national authorities, WHO and other organizations. See the list of references in the Annex to this note.

• The PIU should require the Contractor to convene regular meetings with the project health and safety specialists and medical staff (and where appropriate the local health authorities), and to take their advice in designing and implementing the agreed measures.

• Where possible, a senior person should be identified as a focal point to deal with COVID-19 issues. This can be a work supervisor or a health and safety specialist. This person can be responsible for coordinating preparation of the site and making sure that the measures taken are communicated to the workers, those entering the site and the local community. It is also advisable to designate at least one back-up person, in case the focal point becomes ill; that person should be aware of the arrangements that are in place.

• On sites where there are a number of contractors and therefore (in effect) different work forces, the request should emphasize the importance of coordination and communication between the different parties. Where necessary, the PIU should request the main contractor to put in place a protocol for regular meetings of the different contractors, requiring each to appoint a designated staff member (with back up) to attend such meetings. If meetings cannot be held in person, they should be conducted using whatever IT is available. The effectiveness of mitigation measures will depend on the weakest implementation, and therefore it is important that all contractors and sub-contractors understand the risks and the procedure to be followed.

• The PIU, either directly or through the Supervising Engineer, may provide support to projects in identifying appropriate mitigation measures, particularly where these will involve interface with local services, in particular health and emergency services. In many cases, the PIU can play a valuable role in connecting project representatives with local Government agencies, and helping coordinate a strategic response, which takes into account the availability of resources. To be most effective, projects should consult and coordinate with relevant Government agencies and other projects in the vicinity.

• Workers should be encouraged to use the existing project grievance mechanism to report concerns relating to COVID-19, preparations being made by the project to address COVID-19 related issues, how procedures are being implemented, and concerns about the health of their co-workers and other staff.

5. WHAT SHOULD THE CONTRACTOR COVER?

The Contractor should identify measures to address the COVID-19 situation. What will be possible will depend on the context of the project: the location, existing project resources, availability of supplies, capacity of local emergency/health services, the extent to which the virus already exist in the area. A systematic approach to planning, recognizing the challenges associated with rapidly changing circumstances, will help the project put in place the best measures possible to address the situation. As discussed above, measures to address COVID-19 may be presented in different ways (as a contingency plan, as an extension of the existing project emergency and preparedness plan or as standalone procedures). PIUs and contractors should refer to guidance issued by relevant authorities, both national and international (e.g. WHO), which is regularly updated (see sample References and links provided in the Annex).

Addressing COVID-19 at a project site goes beyond occupational health and safety, and is a broader project issue which will require the involvement of different members of a project management team. In many cases, the most effective approach will be to establish procedures to address the issues, and then to ensure that these procedures are implemented systematically. Where appropriate given the project context, a designated team should be established to address COVID-19 issues, including PIU representatives, the Supervising Engineer, management (e.g. the project manager) of the contractor and sub-contractors, security, and medical and OHS professionals. Procedures should be clear and straightforward, improved as necessary, and supervised and monitored by the COVID-19 focal point(s). Procedures should be documented, distributed to all contractors, and discussed at regular meetings to facilitate adaptive management. The issues set out below include a number that represent expected good workplace management but are especially pertinent in preparing the project response to COVID-19.

(a) ASSESSING WORKFORCE CHARACTERISTICS

Many construction sites will have a mix of workers e.g. workers from the local communities; workers from a different part of the country; workers from another country. Workers will be employed under

different terms and conditions and be accommodated in different ways. Assessing these different aspects of the workforce will help in identifying appropriate mitigation measures:
• The Contractor should prepare a detailed profile of the project work force, key work activities, schedule for carrying out such activities, different durations of contract and rotations (e.g. 4 weeks on, 4 weeks off).
• This should include a breakdown of workers who reside at home (i.e. workers from the community), workers who lodge within the local community and workers in on-site accommodation. Where possible, it should also identify workers that may be more at risk from COVID-19, those with underlying health issues or who may be otherwise at risk.
• Consideration should be given to ways in which to minimize movement in and out of site. This could include lengthening the term of existing contracts, to avoid workers returning home to affected areas, or returning to site from affected areas.
• Workers accommodated on site should be required to minimize contact with people near the site, and in certain cases be prohibited from leaving the site for the duration of their contract, so that contact with local communities is avoided.
• Consideration should be given to requiring workers lodging in the local community to move to site accommodation (subject to availability) where they would be subject to the same restrictions.
• Workers from local communities, who return home daily, weekly or monthly, will be more difficult to manage. They should be subject to health checks at entry to the site (as set out above) and at some point, circumstances may make it necessary to require them to either use accommodation on site or not to come to work.

(b) ENTRY/EXIT TO THE WORK SITE AND CHECKS ON COMMENCEMENT OF WORK
Entry/exit to the work site should be controlled and documented for both workers and other parties, including support staff and suppliers. Possible measures may include:
• Establishing a system for controlling entry/exit to the site, securing the boundaries of the site, and establishing designating entry/exit points (if they do not already exist). Entry/exit to the site should be documented.
• Training security staff on the (enhanced) system that has been put in place for securing the site and controlling entry and exit, the behaviours required of them in enforcing such system and any COVID -19 specific considerations.
• Training staff who will be monitoring entry to the site, providing them with the resources they need to document entry of workers, conducting temperature checks and recording details of any worker that is denied entry.
• Confirming that workers are fit for work before they enter the site or start work. While procedures should already be in place for this, special attention should be paid to workers with underlying health issues or who may be otherwise at risk. Consideration should be given to demobilization of staff with underlying health issues.
• Checking and recording temperatures of workers and other people entering the site or requiring self-reporting prior to or on entering the site.
• Providing daily briefings to workers prior to commencing work, focusing on COVID-19 specific considerations including cough etiquette, hand hygiene and distancing measures, using demonstrations and participatory methods.
• During the daily briefings, reminding workers to self-monitor for possible symptoms (fever, cough) and to report to their supervisor or the COVID-19 focal point if they have symptoms or are feeling unwell.
• Preventing a worker from an affected area or who has been in contact with an infected person from returning to the site for 14 days or (if that is not possible) isolating such worker for 14 days.
• Preventing a sick worker from entering the site, referring them to local health facilities if necessary or requiring them to isolate at home for 14 days.

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(c) GENERAL HYGIENE

Requirements on general hygiene should be communicated and monitored, to include:

• Training workers and staff on site on the signs and symptoms of COVID-19, how it is spread, how to protect themselves (including regular handwashing and social distancing) and what to do if they or other people have symptoms (for further information see WHO COVID-19 advice for the public).

• Placing posters and signs around the site, with images and text in local languages.

• Ensuring handwashing facilities supplied with soap, disposable paper towels and closed waste bins exist at key places throughout site, including at entrances/exits to work areas; where there is a toilet, canteen or food distribution, or provision of drinking water; in worker accommodation; at waste stations; at stores; and in common spaces. Where handwashing facilities do not exist or are not adequate, arrangements should be made to set them up. Alcohol based sanitizer (if available, 60-95% alcohol) can also be used.

• Review worker accommodations, and assess them in light of the requirements set out in IFC/EBRD guidance on Workers' Accommodation: processes and standards, which provides valuable guidance as to good practice for accommodation.

• Setting aside part of worker accommodation for precautionary self-quarantine as well as more formal isolation of staff who may be infected (see paragraph (f)).

(d) CLEANING AND WASTE DISPOSAL

Conduct regular and thorough cleaning of all site facilities, including offices, accommodation, canteens, common spaces. Review cleaning protocols for key construction equipment (particularly if it is being operated by different workers). This should include:

• Providing cleaning staff with adequate cleaning equipment, materials and disinfectant.

• Review general cleaning systems, training cleaning staff on appropriate cleaning procedures and appropriate frequency in high use or high-risk areas.

• Where it is anticipated that cleaners will be required to clean areas that have been or are suspected to have been contaminated with COVID-19, providing them with appropriate PPE: gowns or aprons, gloves, eye protection (masks, goggles or face screens) and boots or closed work shoes. If appropriate PPE is not available, cleaners should be provided with best available alternatives.

• Training cleaners in proper hygiene (including handwashing) prior to, during and after conducting cleaning activities; how to safely use PPE (where required); in waste control (including for used PPE and cleaning materials).

• Any medical waste produced during the care of ill workers should be collected safely in designated containers or bags and treated and disposed of following relevant requirements (e.g., national, WHO). If open burning and incineration of medical wastes is necessary, this should be for as limited a duration as possible. Waste should be reduced and segregated, so that only the smallest amount of waste is incinerated (for further information see WHO interim guidance on water, sanitation and waste management for COVID-19).

(e) ADJUSTING WORK PRACTICES

Consider changes to work processes and timings to reduce or minimize contact between workers, recognizing that this is likely to impact the project schedule. Such measures could include:

• Decreasing the size of work teams.

• Limiting the number of workers on site at any one time.

• Changing to a 24-hour work rotation.

• Adapting or redesigning work processes for specific work activities and tasks to enable social distancing, and training workers on these processes.

• Continuing with the usual safety trainings, adding COVID-19 specific considerations. Training should include proper use of normal PPE. While as of the date of this note, general advice is that construction workers do not require COVID-19 specific PPE, this should be kept under review (for

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further information see WHO interim guidance on rational use of personal protective equipment (PPE) for COVID-19).
• Reviewing work methods to reduce use of construction PPE, in case supplies become scarce or the PPE is needed for medical workers or cleaners. This could include, e.g. trying to reduce the need for dust masks by checking that water sprinkling systems are in good working order and are maintained or reducing the speed limit for haul trucks.
• Arranging (where possible) for work breaks to be taken in outdoor areas within the site.
• Consider changing canteen layouts and phasing meal times to allow for social distancing and phasing access to and/or temporarily restricting access to leisure facilities that may exist on site, including gyms.
• At some point, it may be necessary to review the overall project schedule, to assess the extent to which it needs to be adjusted (or work stopped completely) to reflect prudent work practices, potential exposure of both workers and the community and availability of supplies, taking into account Government advice and instructions.

(f) PROJECT MEDICAL SERVICES
Consider whether existing project medical services are adequate, taking into account existing infrastructure (size of clinic/medical post, number of beds, isolation facilities), medical staff, equipment and supplies, procedures and training. Where these are not adequate, consider upgrading services where possible, including:
• Expanding medical infrastructure and preparing areas where patients can be isolated. Guidance on setting up isolation facilities is set out in WHO interim guidance on considerations for quarantine of individuals in the context of containment for COVID-19). Isolation facilities should be located away from worker accommodation and ongoing work activities. Where possible, workers should be provided with a single well-ventilated room (open windows and door). Where this is not possible, isolation facilities should allow at least 1 meter between workers in the same room, separating workers with curtains, if possible. Sick workers should limit their movements, avoiding common areas and facilities and not be allowed visitors until they have been clear of symptoms for 14 days. If they need to use common areas and facilities (e.g. kitchens or canteens), they should only do so when unaffected workers are not present and the area/facilities should be cleaned prior to and after such use.
• Training medical staff, which should include current WHO advice on COVID-19 and recommendations on the specifics of COVID-19. Where COVID-19 infection is suspected, medical providers on site should follow WHO interim guidance on infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected.
• Training medical staff in testing, if testing is available.
• Assessing the current stock of equipment, supplies and medicines on site, and obtaining additional stock, where required and possible. This could include medical PPE, such as gowns, aprons, medical masks, gloves, and eye protection. Refer to WHO guidance as to what is advised (for further information see WHO interim guidance on rational use of personal protective equipment (PPE) for COVID-19).
• If PPE items are unavailable due to world-wide shortages, medical staff on the project should agree on alternatives and try to procure them. Alternatives that may commonly be found on constructions sites include dust masks, construction gloves and eye goggles. While these items are not recommended, they should be used as a last resort if no medical PPE is available.
• Ventilators will not normally be available on work sites, and in any event, intubation should only be conducted by experienced medical staff. If a worker is extremely ill and unable to breathe properly on his or her own, they should be referred immediately to the local hospital (see (g) below).
• Review existing methods for dealing with medical waste, including systems for storage and disposal (for further information see WHO interim guidance on water, sanitation and waste management for COVID-19, and WHO guidance on safe management of wastes from health-care activities).

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(g) LOCAL MEDICAL AND OTHER SERVICES

Given the limited scope of project medical services, the project may need to refer sick workers to local medical services. Preparation for this includes:

• Obtaining information as to the resources and capacity of local medical services (e.g. number of beds, availability of trained staff and essential supplies).

• Conducting preliminary discussions with specific medical facilities, to agree what should be done in the event of ill workers needing to be referred.

• Considering ways in which the project may be able to support local medical services in preparing for members of the community becoming ill, recognizing that the elderly or those with pre-existing medical conditions require additional support to access appropriate treatment if they become ill.

• Clarifying the way in which an ill worker will be transported to the medical facility, and checking availability of such transportation.

• Establishing an agreed protocol for communications with local emergency/medical services.

• Agreeing with the local medical services/specific medical facilities the scope of services to be provided, the procedure for in-take of patients and (where relevant) any costs or payments that may be involved.

• A procedure should also be prepared so that project management knows what to do in the unfortunate event that a worker ill with COVID-19 dies. While normal project procedures will continue to apply, COVID-19 may raise other issues because of the infectious nature of the disease. The project should liaise with the relevant local authorities to coordinate what should be done, including any reporting or other requirements under national law.

(h) INSTANCES OR SPREAD OF THE VIRUS

WHO provides detailed advice on what should be done to treat a person who becomes sick or displays symptoms that could be associated with the COVID-19 virus (for further information see WHO interim guidance on infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected). The project should set out risk-based procedures to be followed, with differentiated approaches based on case severity (mild, moderate, severe, critical) and risk factors (such as age, hypertension, diabetes) (for further information see WHO interim guidance on operational considerations for case management of COVID-19 in health facility and community). These may include the following:

• If a worker has symptoms of COVID-19 (e.g. fever, dry cough, fatigue) the worker should be removed immediately from work activities and isolated on site.

• If testing is available on site, the worker should be tested on site. If a test is not available at site, the worker should be transported to the local health facilities to be tested (if testing is available).

• If the test is positive for COVID-19 or no testing is available, the worker should continue to be isolated. This will either be at the work site or at home. If at home, the worker should be transported to their home in transportation provided by the project.

• Extensive cleaning procedures with high-alcohol content disinfectant should be undertaken in the area where the worker was present, prior to any further work being undertaken in that area. Tools used by the worker should be cleaned using disinfectant and PPE disposed of.

• Co-workers (i.e. workers with whom the sick worker was in close contact) should be required to stop work, and be required to quarantine themselves for 14 days, even if they have no symptoms.

• Family and other close contacts of the worker should be required to quarantine themselves for 14 days, even if they have no symptoms.

• If a case of COVID-19 is confirmed in a worker on the site, visitors should be restricted from entering the site and worker groups should be isolated from each other as much as possible.

• If workers live at home and has a family member who has a confirmed or suspected case of COVID-19, the worker should quarantine themselves and not be allowed on the project site for 14 days, even if they have no symptoms.

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• Workers should continue to be paid throughout periods of illness, isolation or quarantine, or if they are required to stop work, in accordance with national law.
• Medical care (whether on site or in a local hospital or clinic) required by a worker should be paid for by the employer.

(i) CONTINUITY OF SUPPLIES AND PROJECT ACTIVITIES

Where COVID-19 occurs, either in the project site or the community, access to the project site may be restricted, and movement of supplies may be affected.
• Identify back-up individuals, in case key people within the project management team (PIU, Supervising Engineer, Contractor, sub-contractors) become ill, and communicate who these are so that people are aware of the arrangements that have been put in place.
• Document procedures, so that people know what they are, and are not reliant on one person's knowledge.
• Understand the supply chain for necessary supplies of energy, water, food, medical supplies and cleaning equipment, consider how it could be impacted, and what alternatives are available. Early pro-active review of international, regional and national supply chains, especially for those supplies that are critical for the project, is important (e.g. fuel, food, medical, cleaning and other essential supplies). Planning for a 1-2 month interruption of critical goods may be appropriate for projects in more remote areas.
• Place orders for/procure critical supplies. If not available, consider alternatives (where feasible).
• Consider existing security arrangements, and whether these will be adequate in the event of interruption to normal project operations.
• Consider at what point it may become necessary for the project to significantly reduce activities or to stop work completely, and what should be done to prepare for this, and to re-start work when it becomes possible or feasible.

(j) TRAINING AND COMMUNICATION WITH WORKERS

Workers need to be provided with regular opportunities to understand their situation, and how they can best protect themselves, their families and the community. They should be made aware of the procedures that have been put in place by the project, and their own responsibilities in implementing them.
• It is important to be aware that in communities close to the site and amongst workers without access to project management, social media is likely to be a major source of information. This raises the importance of regular information and engagement with workers (e.g. through training, town halls, tool boxes) that emphasizes what management is doing to deal with the risks of COVID-19. Allaying fear is an important aspect of work force peace of mind and business continuity. Workers should be given an opportunity to ask questions, express their concerns, and make suggestions.
• Training of workers should be conducted regularly, as discussed in the sections above, providing workers with a clear understanding of how they are expected to behave and carry out their work duties.
• Training should address issues of discrimination or prejudice if a worker becomes ill and provide an understanding of the trajectory of the virus, where workers return to work.
• Training should cover all issues that would normally be required on the work site, including use of safety procedures, use of construction PPE, occupational health and safety issues, and code of conduct, taking into account that work practices may have been adjusted.
• Communications should be clear, based on fact and designed to be easily understood by workers, for example by displaying posters on handwashing and social distancing, and what to do if a worker displays symptoms.

(k) COMMUNICATION AND CONTACT WITH THE COMMUNITY

Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The community may be concerned

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about the presence of non-local workers, or the risks posed to the community by local workers presence on the project site. The project should set out risk-based procedures to be followed , which may reflect WHO guidance (for further information see WHO Risk Communication and Community Engagement (RCCE) Action Plan Guidance COVID-19 Preparedness and Response). The following good practice should be considered:

• Communications should be clear, regular, based on fact and designed to be easily understood by community members.

• Communications should utilize available means. In most cases, face-to-face meetings with the community or community representatives will not be possible. Other forms of communication should be used; posters, pamphlets, radio, text message, electronic meetings. The means used should take into account the ability of different members of the community to access them, to make sure that communication reaches these groups.

• The community should be made aware of procedures put in place at site to address issues related to COVID-19. This should include all measures being implemented to limit or prohibit contact between workers and the community. These need to be communicated clearly, as some measures will have financial implications for the community (e.g. if workers are paying for lodging or using local facilities). The community should be made aware of the procedure for entry/exit to the site, the training being given to workers and the procedure that will be followed by the project if a worker becomes sick.

• If project representatives, contractors or workers are interacting with the community, they should practice social distancing and follow other COVID-19 guidance issued by relevant authorities, both national and international (e.g. WHO).

6. EMERGENCY POWERS AND LEGISLATION

Many Borrowers are enacting emergency legislation. The scope of such legislation, and the way it interacts with other legal requirements, will vary from country to country. Such legislation can cover a range of issues, for example:

• Declaring a public health emergency

• Authorizing the use of police or military in certain activities (e.g. enforcing curfews or restrictions on movement)

• Ordering certain categories of employees to work longer hours, not to take holiday or not to leave their job (e.g. health workers)

• Ordering non-essential workers to stay at home, for reduced pay or compulsory holiday

Except in exceptional circumstances (after referral to the World Bank's Operations Environmental and Social Review Committee (OESRC)), projects will need to follow emergency legislation to the extent that these are mandatory or advisable. It is important that the Borrower understands how mandatory requirements of the legislation will impact the project. Teams should require Borrowers (and in turn, Borrowers should request Contractors) to consider how the emergency legislation will impact the obligations of the Borrower set out in the legal agreement and the obligations set out in the construction contracts. Where the legislation requires a material departure from existing contractual obligations, this should be documented, setting out the relevant provisions.

RESOURCES

WHO Guidance

Advice for the public

WHO advice for the public, including on social distancing, respiratory hygiene, self-quarantine, and seeking medical advice, can be consulted on this WHO website:
https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public

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Technical guidance

Infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected, issued on 19 March 2020

Coronavirus disease (COVID-19) outbreak: rights, roles and responsibilities of health workers, including key considerations for occupational safety and health, issued on 18 March 2020

Risk Communication and Community Engagement (RCCE) Action Plan Guidance COVID-19 Preparedness and Response, issued on 16 March 2020

Considerations for quarantine of individuals in the context of containment for coronavirus disease (COVID-19), issued on 19 March 2020

Operational considerations for case management of COVID-19 in health facility and community, issued on 19 March 2020

Rational use of personal protective equipment for coronavirus disease 2019 (COVID-19), issued on 27 February 2020

Getting your workplace ready for COVID-19, issued on 19 March 2020

Water, sanitation, hygiene and waste management for COVID-19, issued on 19 March 2020

Safe management of wastes from health-care activities issued in 2014

Advice on the use of masks in the community, during home care and in healthcare settings in the context of the novel coronavirus (COVID-19) outbreak, issued on March 19, 2020

ILO GUIDANCE

ILO Standards and COVID-19 FAQ, issued on March 23, 2020 (provides a compilation of answers to most frequently asked questions related to international labor standards and COVID-19)

MFI GUIDANCE

IDB Invest Guidance for Infrastructure Projects on COVID-19: A Rapid Risk Profile and Decision Framework

KfW DEG COVID-19 Guidance for employers, issued on 31 March 2020

CDC Group COVID-19 Guidance for Employers, issued on 23 March 2020

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Annex 3 GUIDANCE ON REPORTING OF INCIDENTS/ACCIDENTS

In case of incidents and accidents, the Project Implementation Unit (PIU) will notify the Bank within 24 hours after learning of the incident or accident. The submission of the subsequent report would be provided in a timeframe acceptable to the Bank and or as requested. The PIU will provide sufficient details about the incident or accident, indicating the immediate measures taken to address it, including information provided by any contractor and supervisory entity, as appropriate. Subsequently, at the Bank's request, the PIU will prepare more detailed report (s) on the incident or accident, where it will propose measures to prevent it from happening again. See Table A, format for reporting incident and accident.

These subsequent reports, among others, can be:

1. Root Cause Analysis (RCA). The main objective of the RCA is Prevention and it will be carried out by whoever is managing the site where the incident / accident occurred, for example grant, contractor, subcontractor, etc. The RCA[15] will address the following:
    a. Determine what happened by identifying and describing the incident / accident. Include photos.
        i. What happened? Who was affected?
        ii. Where and when it happened.
        iii. What is the source of the information? How did you find out about the incident / accident?
        iv. Are the basic facts of the incident / accident clear and indisputable, or are there contradictory versions?
        v. What were the conditions or circumstances under which the incident / accident occurred?
        vi. Is the incident ongoing or contained?
        vii. Is it a loss of life / s or serious damage?
        viii. How serious was the incident?
    b. Determine the root cause (RCA) of the incident / accident
        i. Understand and document the root cause (s) of the incident, which may be due to the following factors:
            1. Labour Procedures
            2. Equipment and technology
            3. Organizational / systemic
            4. Human factors.
        ii. The RCA should be based on existing country processes, where available. It is only in the absence of systems or weak experience that consultants (national or international) need to be recruited to undertake the RCA.
        iii. The Borrower is responsible for funding the preparation of the RCA from project funds or other own resources.
        iv. RCA should be completed as soon as possible, ideally within 10 days.
        v. Findings of RCA will inform measures to be included in Corrective Action Plan (CAP)
        vi. Provide complete information about the incident to the Bank and facilitate site visit(s)

[15] While an RCA per se is not mandatory, especially in cases where information is clear and readily available., it is nonetheless essential that the Borrower and Bank understand very well the underlying cause(s) of the incident, in order to agree on measures to prevent recurrences

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c. Identify immediate corrective measures, as well as additional follow-up actions if any are required, with their associated deadlines. These additional follow-up actions may enter the

2. The CAP and with the aim of preventing similar incidents / accidents in the future. The CAP will have, among other elements, those indicated in Table C.
3. Any subsequent report would be provided within a time acceptable to the Bank.

Table A: INCIDENT / ACCIDENT REPORTING SHEET

<table>
<tr><th colspan="4">INCIDENT / ACCIDENT REPORT FORM</th></tr>
<tr><td colspan="4">EVENT IDENTIFICATION -INCIDENTS / ACCIDENTS</td></tr>
<tr><td colspan="4">Project name and Id:</td></tr>
<tr><td colspan="4">Name and Id of subproject:</td></tr>
<tr><td colspan="4">Event -Incident / Accident #:</td></tr>
<tr><td colspan="2">Date:</td><td colspan="2">Hour:</td></tr>
<tr><td colspan="4">Place of occurrence:

UPI / Contractor:</td></tr>
<tr><td colspan="4">Municipalities/ parishes:</td></tr>
<tr><td colspan="4">Communities:</td></tr>
<tr><td colspan="4">Incident / accident Information Source:</td></tr>
<tr><td colspan="4">INCIDENT / ACCIDENT DESCRIPTION</td></tr>
<tr><td>Event Severity Level</td><td>Weather condition</td><td>Scope of the event</td><td>How the event relates to the Project</td></tr>
<tr><td>☐Indicative</td><td>☐Sunny</td><td>☐Local</td><td>☐ Linked with the project</td></tr>
<tr><td>☐ Serious</td><td>☐Cloudy</td><td>☐Regional</td><td rowspan="5">☐ Not linked with the project</td></tr>
<tr><td rowspan="4">☐Severe</td><td>☐Rainy</td><td>☐National</td></tr>
<tr><td>☐Night</td><td rowspan="3">☐International</td></tr>
<tr><td>☐Other (explain)</td></tr>
<tr><td colspan="4">Scope of the Incident / Accident</td></tr>
<tr><td colspan="4">☐Environmental ☐ Social ☐Occupational Health and Safety</td></tr>
</table>

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Detailed Description of the Incident / Accident Event	
RESPONSE ACTIONS FOR THE INCIDENT / Accident	
Status of resolution	**Urgencia de Respuesta en el Terreno**
☐Resolved	☐ Need for immediate response
☐In progress	☐ No immediate response
☐Other (explain)	
Description of Response to Event - Incident / Accident	
Recurrence of Similar Events / Incidents / Accidents	
☐No ☐yes	Number of times ___
In case of recurrence, indicate the period in which the events were repeated:	
IMPACT ON THE PROJECT	
Does the event affect the execution of the work?	Is there a need for additional specialized resources to investigate, evaluate, or resolve the event?
☐Yes	☐Yes
☐NO	☐No
	☐Other (Explaine)
Other observations	

Table B: Incident classification guide

Indicative

A relatively minor and small-scale incident or non-compliance that is limited in its immediate effects but may be indicative of wider-scale issues within a project that could lead to serious or severe incidents. It may be escalated to serious or severe under certain circumstances, including recurrence of the incident within a six-month period, severity of impact of the incident, or inability to rectify the condition within the agreed timeframe.
Serious
An incident that is causing or will cause significant harm to the environment, workers, communities, or natural or cultural resources, is complex and/or costly to reverse and may result in some level of lasting damage or injury. This may include repeated non-compliance. Serious incidents for example could involve injuries to workers that require off-site medical attention and result in lost time, improper treatment of vulnerable groups, inadequate consultation, consistent lack of OHS plans in a civil works environment, and medium-scale deforestation. These types of incidents require an urgent response.
Severe
An incident or repeated pattern of non-compliance of sufficient seriousness that it may, in addition to the actual or potential harm caused, pose a corporate risk. A severe incident is complex and expensive to remedy, and likely irreversible. A fatality is automatically classified as severe, as are large-scale deforestation, major contamination, forced or child labour, human rights abuses of community members by security forces or other project workers, including SEA/SH, violent community protests against a project, and trafficking in endangered species.

Table C: Elements of a corrective action plan:

Timeframe: - Immediate to near term actions - Medium term/ongoing actions	**Topics for example:** Documentation, monitoring and reporting; Contractual agreements /enforcement; Risk assessment, processes, procedures and training plans for managing risks	**Actions/measures**	**Responsible parties**	**Compliance date**	**Compliance status**

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Annex 4 LIST OF AVAILABLE SEA/SH SERVICES AND POINTS OF SERVICE

Grenada List of available SEA/SH services

Name of Organisation	SEA/SH Service provided	Contact
Division of Family and Gender Affairs	Provides direct social and psychological services to victims of IPV and adult victims of sexual abuse. This includes counselling, a psychoeducational programme developed specifically for survivors, child protection, and social safety nets such as the Support for Education, Empowerment and Development (SEED) Programme which provides financial payments to the poorest and most vulnerable, and housing and relocation to Cedars Home for Abused Women and Their Children, if needed.	Sir Eric Matthew Gairy Botanical Gardens, St. George's Grenada, W.I. Tel: +1 (473) 440-2255 Fax: +1 (473) 440-4116 | +1 (473) 435-7285 Email: pmpress@gov.gd Web: www.gov.gd
Cedars Home for Abused Women	Shelter facility	Undisclosed. But information on services available from the Division of Family and Gender affairs (above).
Legal Aid Clinic	General legal advice and representation, counselling, psychological services, psycho-social, and mediation.	St. John's St., St. Georges. Tel: 1 473-440-3785 Covid-19 emergency contact: 440 3788, 440 3785,419 4112 and 456 7571 WhatsApp : 405 8643. Email:lacc@spiceisle.com.
Royal Grenada Police Force (RGPF)	Emergency response, investigations, arrests, and providing evidence for prosecution. SVU Hotline	Headquarters Fort George, St. George's Grenada, W.I.. Tel: (473) 440-3999 | (473) 440-1043 | (473) 440-1047 Call 400 for SVU Hotline
Civil Society Organisations		
Sweet Water Foundation	Sexual Violence Help line. Branch of an organisation located in Canada.	WhatsApp: Message 473-534-5787 Telephone: 473-800-4444 Email:helpline@sweetwaterfoundation.ca
Grenada Planned Parenthood Association (GPPA)	Sexual and reproductive health services and education to women and girls, including through their youth arm (i.e. Youth Advocacy Movement). They run two full time clinics in St. George's and St. Andrew's.	Grenville, Grenada Tel: 473-442-5442

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Saint Lucia List of available SEA/SH services

Name of Organisation	SEA/SH Service provided	Contact
Government Organisations		
Department of Gender Relations	Hotline; counselling, legal services, skills training, job placement, alternative housing Public education campaigns, referral services	Ground Floor, Georgian Court Building, John Compton Highway, Castries, **St**. **Lucia**. +1 758-716-3123 ·
Women's Support Centre	Residential shelter for women and children (up to 5 families); legal services, counselling	Contact via DGR
Family Court	Cases management, counselling for survivors and perpetrators, Protection Orders, Occupation Orders, Tenancy Orders	City Courthouse, Castries Tel: 758-453-2839
Vulnerable Person Team/Unit	Emergency response, investigation, arrest, and provision of evidence for prosecution. Public education campaigns, referrals	Tel: 758-456-3980 (Southern Division) 758-456-4050 (Northern division).
Civil Society		
St. Lucia Crisis Centre	Emergency shelter facilities, hotline, counselling, public education, referrals	Ms. Rufina Paul/ Ms. Paul-Akuffo 107 Chausee Rd. Castries Tel: 758-453-6848
National Organisation of Women	Public education campaigns, referrals.	Ms. Virgina Albert Tel: 758-450-5247
United and Strong	Public education around SEA/SH and the LGBTQI community; referrals	Adaryl Williams Tel; 758-450-0976
Raise Your Voice St. Lucia	Training on SEA/SH prevention and response using human rights based and survivor centered approaches.	Manoel Street Castries Tel: 758-723-4227.

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Saint Vincent & the Grenadines- Available SEA/SH services

Name	SEA/SH Service	Contact
Gender Affairs Division	Receives reports and provides direct social and psychological services to victims of IPV and adult victims of sexual abuse. Report can be made via telephone, email, mail or a visit to the Bureau's office Conducts capacity building and training of other SEA/SH service providers. Implements public education programmes on SEA/SH.	http://mobilization.gov.vc/mobilization/index.php/gender-affairs The Ministry of National Mobilisation, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement Halifax Street Kingstown Saint Vincent Tel: (784) 453-2061 email: office.socialdevelopment@mail.gov.vc
The Crisis Centre	Counselling, Shelter services, Small grants for reintegration and relocation if needed, 24 Hour Hotline	Contact through the Gender Affairs Division Tel; 784-453-2061.
Royal Saint Vincent Police Force	Emergency response, investigations, arrests, and providing evidence for prosecution. Also has a Anti-Trafficking Unit and a Sexual Offences Unit.	Criminal Investigation Division (CID) 1-784-456-1810
Civil Society Organisations		
Marion House	Skills training for survivors Counselling services	Marion House Richmond Hill Tel: 784-456-2161 Fax: 784-456-1318
National Council for Women SVG	Advocacy to encourage legislative changes to improve protection for women and ensure that DV cases are prosecuted. It also provides training on domestic violence prevention and response	https://www.facebook.com/pages/category/Non-Governmental-Organization--NGO-/National-Council-of-Women-555847524550908/ Ms. Muriel Byam **National Council** of **Women** P.O. Box 1157 Kingstown **St Vincent** Tel: 456 4743 E-mail: muriel@vincysurf.com.

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LMP Resources

- World Bank. 2020. Labor Management Procedures. Caribbean Digital Transformation Program (P171528). Dominica, Grenada, Saint Lucia, Saint Vincent and the Grenadines. April 29, 2020
- World Bank. 2018. Good Practice Note Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works. http://documents1.worldbank.org/curated/en/399881538336159607/Environment-and-Social-Framework-ESF-Good-Practice-Note-on-Gender-based-Violence-English.pdf
- World Bank. Guidance Note for Borrowers. Environmental & Social Framework for IPF Operations ESS2: Labor and Working Conditions. http://documents1.worldbank.org/curated/en/149761530216793411/ESF-Guidance-Note-2-Labor-and-Working-Conditions-English.pdf
- World Bank. Interim Note. Covid-19 Considerations in Construction and Civil Works Projects
- World Bank. Labour Management Procedures for Western Economic Corridor and Regional Enhancement Program (WeCARE) April 2020. Local Government Engineering Department (LGED) Ministry of Local Government, Rural Development & Cooperatives, Bangladesh. http://documents1.worldbank.org/curated/en/447451587417825874/pdf/Labor-Management-Procedures-Western-Economic-Corridor-and-Regional-Enhancement-Program-P169880.pdf
- World Bank. The World Bank Labor Management Procedures Template: Version 1.0 – September 6, 2018 http://pubdocs.worldbank.org/en/755121538513950752/Labor-Management-Procedures.docx
- World Health Organisation. 2020. Getting Your Workplace Ready for COVID-19. https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf

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