**LABOR MANAGEMENT PROCEDURES**

**FOR**

**KOSOVO SOCIAL ASSISTANCE REFORM PROJECT**

**(P171098)**

**July 30, 2021**

**TABLE OF CONTENTS**

[ACRONYMS AND ABBREVIATIONS 3](#_Toc78534416)

[LABOR MANAGEMENT PROCEDURES 4](#_Toc78534417)

[1. PROJECT DESCRIPTION 4](#_Toc78534418)

[2. OVERVIEW OF LABOR USE ON THE PROJECT 6](#_Toc78534419)

[3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS 8](#_Toc78534420)

[4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS 8](#_Toc78534421)

[5. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY 9](#_Toc78534422)

[6. RESPONSIBLE STAFF 10](#_Toc78534423)

[7. POLICIES AND PROCEDURES 11](#_Toc78534424)

[8. TERMS AND CONDITIONS 12](#_Toc78534425)

[9. GRIEVANCE MECHANISM 12](#_Toc78534426)

[10. CONTRACTOR MANAGEMENT 13](#_Toc78534427)

[11. COMMUNITY WORKERS 14](#_Toc78534428)

[12. PRIMARY SUPPLY WORKERS 14](#_Toc78534429)

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# ACRONYMS AND ABBREVIATIONS

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| ALMP  CSW  COVID-19  DSPF  EARK | Active Labor Market Programs  Centers for Social Work  Coronavirus disease 2019  Department for Social Policy and Families  Employment Agency of the Republic of Kosovo |
| ESF | Environment and Social Framework |
| ESS  ESS2 | Environmental and Social Standards  Social Standard 2 on Labor and Working Conditions |
| FM  GM  IT  LMP | Financial Management  Grievance Mechanism  Information Technology  Labor Management Procedure |
| MFLT  MIS  MT | Ministry of Finance, Labor and Transfers  Management Information System  Means Test |
| PDO | Project Development Objectives |
| PCU  PMT  RAE  SAS | Project Coordination Unit  Proxy Means Test  Roma, Ashkali and Egyptian  Social Assistance Scheme |
| SEP  SHI  SRMS  SWIS | Stakeholder Engagement Plan  Social Health Insurance  Social Registry Management System   Social Welfare Information System |

# LABOR MANAGEMENT PROCEDURES

## PROJECT DESCRIPTION

The Social Assistance Reform Project aims to improve the effectiveness of Kosovo’s social safety net by supporting the Government to (i) reform the design of the Social Assistance Scheme (SAS) and support its rollout; and (ii) make much-needed investments in the delivery systems of the SAS, which will also lay the building blocks for the broader reform of Kosovo’s social protection system and a more effective response to future crises. Together, these investments are anticipated to improve the effectiveness of Kosovo’s social safety net, by establishing a social assistance program that is more accessible to the poorest households, provides more meaningful benefits, and can be expanded in the case of a shock. This reform of the SAS and the investments in its delivery systems are the first step in a broader reform of the Government’s social protection spending. The Project is planned to be implemented through three components organized in sub-components which are interlinked and contribute towards the achievement of the Project Development Objective (PDO).

**Component 1. Strengthening social protection delivery systems**

This component will include (i) a set of investments in core delivery systems, which will improve the performance of the SAS and the social protection system more broadly; and (ii) resources to support the Government’s aim of promoting the activation of SAS beneficiaries into the active labor market. Each of these are described below.

Sub-component 1.1: Social protection delivery systems provides investment financing for:

**The development of the Social Registry Management System** (SRMS), which is a core part of the reform of the SAS and foundational to any reform of the broader social protection system.The SRMS will be a database containing information about the socioeconomic status of individuals, families and/or households to be used by the SAS and other social assistance and pension programs, such as Social Health Insurance (SHI) Scheme and energy subsidies. The SRMS will also contain tools designed to allow for assessment of socioeconomic status (the means test (MT) and the new Proxy Means Test (PMT) that together comprise the new poverty test), and information from ministries about the social programs from which households are benefitting.

These investments in the SRMS will be complemented by transforming SAS Management Information System (MIS) into integrated Social Welfare Information System (SWIS). The SWIS will be a system that will provide harmonized tools for the administration of fully integrated social protection delivery chain (outreach-asses-enroll-provide-oversee) for all non-contributory cash benefits. The system will support business processes in the social protection delivery chain for existing cash benefits and be easily configurable to support any future benefits. The SWIS will be built through the upgrade and generalization of the SAS MIS and will be able to support any non-contributory cash benefit schemes.

The implementation of the SRMS and SWIS will require change of legal environment, changes in institutional responsibilities, capacity building and stronger IT infrastructure and IT governance model. The Project will support: (i) Development of legal foundations for introduction of the SRMS and SWIS; (ii) Development of procedures and guidelines/rulebooks for reformed cash benefits administration; (iii) Reorganization of Centers for Social Work to introduce function of social agent responsible for MT and PMT; (iv) Increase capacity of social workers (job description, skills) to enable use of SRMS, SWIS and case management with a focus on the client; (v) Improve technical infrastructure (computing and communications) of Centers for Social Welfare (CSW) to be able to use SWIS and SRMS; (vi) Increase capacity of the Ministry of Finance, Labor and Transfers (MFLT) to manage SRMS, SWIS and data analytics and standardization (reformed IT function, job descriptions, service standards, procedures, operations manuals, skills development, technical infrastructure); and (vii) Introduce performance evaluation oriented more to outcome and impact evaluation.

**Modernizing the SAS delivery systems**, with a proposed focus specifically on the introduction of digital payments systems for the SAS and social benefits in general. Digital payments have been shown to increase financial inclusion among beneficiaries, promote savings, and reduce the scope for error, fraud, and corruption. The Central Bank is committed to promoting financial inclusion in Kosovo and, to this end, this activity will contribute towards its objective. In close coordination with the Central Bank, and building on analysis carried out by the World Bank’s Finance, Competitiveness and Innovation Global Practice, this component will (i) assess options for digital payments that are suitable for the target population of the SAS, including a review of access points; (ii) support the review of SAS regulation, and other regulations, as needed; (iii) finance the implementation of strategy to adopt the use of the selected technological solution; and (iv) the preparation or adaptation of materials to promote financial literacy, with particular attention to Roma, Ashkali and Egyptian (RAE), given reports of a lack of identification documents as well as high rates of illiteracy, that may create barriers for this population in accessing the financial system.

**Improving outreach, communication and profiling.**This component will also support the modernization of communication, outreach and enrollment processes to, for example, allow online applications to the SAS. It will also supporta communication strategy and citizen engagement activities to help ensure that poor families, and especially RAE population, have full knowledge of the SAS reform, are aware of their rights and obligations, and are able to provide feedback on the reform. This will include disseminating widely information about the new rules and procedures for application for entry in the proposed social registry before and during the nationwide implementation of the SAS reform. This sub-component will also provide support to further refining and strengthening the support provided through CSWs to beneficiaries applying to and enrolling in the SAS by, for example, improving the profiling of beneficiary needs and vulneraries, and linkages with the Employment Offices (see sub-component below).

**Sub-component 1.2: Supporting the** **activation of SAS beneficiaries**

This component will seek to strengthen the coordination within the CSWs and between the CSWs and the Employment Offices of the Employment Agency of the Republic of Kosovo (EARK) to support the activation of SAS beneficiaries into appropriate training and other active labor market programs (ALMPs), thereby supporting their graduation out of the SAS. Given the Government’s ambitious agenda in terms of promoting employment and activation, it is proposed that detailed objectives of and activities under this sub-component will be designed following approval of the Project.

**Component 2: Improving the performance of the SAS**

This component will (i) retroactively financing an increase in SAS benefits in response to the COVID-19 pandemic, thereby improving the responsiveness of the SAS to shocks; (ii) support the Government to introduce the eligibility criteria for the SAS that will select beneficiaries on the basis of their poverty only (that is, eliminating the categorical criteria); and (iii) finance the delivery of cash transfers to beneficiaries selected and paid according to the new SAS Law, once approved by Parliament.

**Sub-component 2.1: Responding to COVID-19 through SAS**

This sub-component will provide retroactive financing to be provided to reimburse the Government for the cost of providing additional support to SAS beneficiaries in 2021 to help them weather the ongoing negative economic effects of the COVID-19 pandemic. This retroactive financing will reimburse the Government for the cost of payments that were made following the established procedures for the SAS, which have been assessed by the World Bank as being adequate.

**Sub-component 2.2: Supporting the roll-out of the new eligibility criteria for the SAS**.

This sub-component will provide investment financing to support the Government to rollout a new method of poverty targeting based on a revised means test and a new PMT. While this new poverty test will be first introduced for use by the SAS and the Social Health Insurance Scheme, it is anticipated that, over time, it will be extended to other programs, thereby becoming a key component within Kosovo’s social protection system.

**Sub-component 2.3: Implementation of the new SAS Law**

This sub-component will support the Government to adopt the new SAS Law and to deliver on the objectives, as will be set out in this Law.  The approval of a new SAS Law will, at a minimum, (i) set out the eligibility criteria for the SAS, which will be based on the poverty status of a household only, removing the categorical criteria, and any associated exit criteria; (ii) the new benefit formula; and (iii) the basis for allowing the program to expand in response to shocks.  This sub-component will allocate financing to the Government to deliver cash transfers to beneficiary households who are selected, enrolled and paid according to the new rules that will be set out in the SAS Law, once approved by Parliament.

**Component 3. Project management and capacity building, stakeholder engagement and communication strategy**

This component aims to strengthen the capacity of the MFLT to manage the SAS and meet World Bank financial management, procurement, and environmental and social framework (ESF) requirements. To this end, the component will finance a Project Coordination Unit, which will include Project Coordinator, an information technology (IT) expert to oversee the Social Registry Management Information System (SRMIS) and, as required, other IT investments, financial management expert, procurement expert, social expert, as well as other short-term consultants, and operating costs for the MFLT which exclusively relate to the implementation of the Project. Through involvement in the project coordination and implementation, the project shall strengthen the MFLT’s capacity in planning, monitoring and evaluation, including financing a proposed set of process reviews and beneficiary surveys. It is anticipated that this component will also include regular training of social workers in the CSWs and assist the CSWs by purchasing of equipment, such as office equipment (including computers) and vehicles as deemed necessary to ensure the reform sustainability.

## OVERVIEW OF LABOR USE ON THE PROJECT

This Labor Management Procedure (LMP) has been prepared for the “Kosovo Social Assistance System Reform Project” to ensure compliance with Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) of the World Bank’s Environmental and Social Framework (ESF) and the national legislation and regulations of the Government of Kosovo. Accordingly, the purpose of this LMP is to facilitate the planning and implementation of the project by identifying the main labor requirements, the associated risks, and the procedures and resources necessary to address the project-related labor issues. The LMP sets out general guidance relevant to different forms of labor but also issues and concerns that relate to COVID-19 considerations.

As per ESS2, project workers can be classified into the following groups: direct workers Project Coordination Unit (PCU), consultants and direct hired short term consultants (as well as consultants working for the various TA contracts), primary supply workers.

Due to the nature of the work that will be done in this project, direct and contract workers will be used for the implementation. The following are the key categories of workers that would be engaged under the project:

| Type of project workers | Characteristics & role of project workers | Timing of labor requirements |
| --- | --- | --- |
| **Direct workers** (people employed or engaged directly by the Borrower (including the project proponent and  the project implementing agencies) to work specifically in relation to the project) | | |
| PCU staff | *Permanent staff of PCU:* Project Coordinator, Task Manager for Component 1.1, Social Expert, Procurement Specialist, FM specialist.  *Job roles:*  Day-to-day project implementation, overall project coordination, monitoring activities, safeguards and fiduciary functions, and reporting. | From Project preparation until  Project completion |
| Staff of specialized institutions | MFLT, Centers for Social Work, Employment Agency and local offices staff.  *Job roles:* Administration, communication and operations. These are public servants working in the institutions and they have role with project activities. | Project commencement until project completion. |
| **Contracted workers** (people employed or engaged through third parties to perform work related to core  functions of the project) | | |
| Consultancy service and good providers | Service providers: Legal experts, consultants and companies with expertise in legislation, social assistance field, IT and digital platforms, research etc.  Suppliers providing: IT equipment, furniture, vehicles, etc.  *Job roles* – administrative and technical duties, supplying of the goods and services according the signed contracts, etc. | Project start to end |

The direct project beneficiaries will be the poor families who are selected into the SAS based on (i) the current criteria and received additional support to protect them from the economic impacts of the COVID-19 pandemic; and (ii) those who are selected into the SAS based on the new criteria, either through the piloting of the new poverty test or the adoption of the new eligibly criteria, once the legislation is passed by Parliament.

***Timing of Labor Requirements***:

The project will be implemented on national level. The project will be implemented over a period of up to five years, with the MFLT (through its Department for Social Policy and Family) as the key implementing agency. The precise number of all project workers who will be employed are not known as of now.

## ASSESSMENT OF KEY POTENTIAL LABOR RISKS

The labor risks for the project can be defined based on the nature and location were project activities will be carried out. While, there are no major Labor risks identified for this Project, the potential Labor risks, in relation to the activities being carried out by the workers, are described below:

| **Project Activity** | **Key Labor Risks** |
| --- | --- |
| Project Implementation, Communication, Community Engagement, and Monitoring:  support for procurement, financial management (FM), social safeguards, outreach activities, communication campaigns, monitoring and evaluation, reporting, and stakeholder engagement; information system maintenance; technical assistance to strengthen institutional longer-term capacity building. | * Inadequate terms and conditions of employment for employees/ consultants, including those relating to hours of work, wages, overtime, etc. * Discrimination in relation to recruitment, hiring, compensation, working conditions, terms of employment, etc. * Absence of a mechanism to express grievances and protect rights regarding working conditions. |

## BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

**Law on Labor (03/L-212)** regulates the rights and responsibilities of parties that have established a formal employment relationship. The law regulates employment in both private and public sectors. It bans all forms of discrimination and any form of forced work. Law stipulates terms and criteria for establishing employment relationships and requirements for the working conditions, including working hours, remuneration schedule and other employment benefits. Termination of contracts and grievance mechanisms are also regulated by this law. The law establishes a social dialogue, which is further elaborated in the Collective Contract. The Law on Labor offers general guidance for occupational protection and safety, which is further regulated by the Law on Safety and Health at Work (04/L-161). Working conditions are further regulated by a set of administrative instructions (AI), which prohibit or provide minimum requirements for working arrangements for minors (such as AI no. 05/2013), maternity leave and remuneration during maternity leave (AI no. 01/2018), establish the minimum wage (AI no. 09/2017), etc.

The Law on Labor provides an obligation for the Government to establish a minimum wage for the next year which has been proposed by the Socio-Economic Council. The Law provides workers with paid sick leave and compensation in case of injury at work.

**Collective Contract** is act that derives from the Law on Labor and is compiled with the intention to provide more detailed guidelines and instructions on the rights and responsibilities of parties that have established employment contract. Collective Contract provides additional details regarding employees’ benefits deriving from years of employment and retirement financial package.

**Among others, Law on Labor (nr. 03/L-212):**

* Prohibits all forms of Discrimination: Discrimination is prohibited in employment and occupation in respect of recruitment, training, promotion of employment, terms and conditions of employment, disciplinary measures, cancellation of the contract of employment or other matters arising out of the employment relationship and regulated by Law and other Laws into force;
* Prohibits Forced or Compulsory Labor;
* Prohibits Child Labor: An employment relationship may be concluded by any person of eighteen (18) years of age or above. An employment relationship may also be established with a person between fifteen (15) and eighteen (18) years of age, who may be employed for easy labor, for up to 30 hours per week, as long as it does not represent a risk to their health or development and if such a labor is not prohibited by any Law or sub-legal act. No employer may conclude an employment contract with a person below fifteen (15) years of age;
* Protects Youth, Women and Persons with Disabilities;
* Protects of Employee’s Rights.

The Labor Law defines the following: work contract is only in written form; trial job period lasts only for 6 months at most; working hours are at 40 hours per week; employees are entitled to a 30 minute break; there is a 4 week annual leave, while women are guaranteed a 12 month maternity leave, 9 of which are paid.

## BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

Purpose of Law no. 04/l-161 on Safety and Health at Work (16.05.2013) is to set measures for improving the level of safety and health of employees at work. It regulates working conditions at a workplace, rights of employees and employer obligations, in general. It contains general principles for prevention of occupational hazards, elimination of hazardous and accidents factors, information, consultation, balanced participation in improving the level of safety and health at work, treatment of employees, their representatives and general guidelines for implementing such principles.

According to this law , employer employing up to fifty (50) employees, if competent, can personally take over the responsibility for implementing measures determined by this law; Employer employing over fifty (50) employees and less than two hundred and fifty (250) employees, is obliged to appoint an expert, for carrying out tasks related to safety and health at work; Employer employing over two hundred and fifty (250) employees should engage one (1) or more experts to carry out activities related to safety and health at work.

Law on Safety and Health at Work (04/L-161) stipulates conditions and protective measures in the work environments with the intention to prevent work-related injuries and ensure occupational safety and health. Work environment is defined as any environment where work is performed. Law mandates Kosovo Government to form a Counsel for Safety at Work and Protection of Workers’ Wellbeing and Working Environments. The law establishes responsibilities of parties included in the work arrangement, as well as ensures additional measures of protection in work environments for youth, women and people with disabilities. The law sets out measures for improving the level of safety and health of employees at work. It contains general principles of prevention of occupational hazards, elimination of causes of hazards and accidents, information, consultation, balanced participation in improving the level of safety and health at work, treatment of employees, their representatives and general guidelines for implementing such principles.

Provisions of this Law are applied in public, private and public-private sector and in state administration sector at central and local level. Provisions of this Law are applied for interns, pupils and students carrying out practical work during their schooling, persons serving sentences engaged in work, visitors, business partners, users of services and persons attending vocational training and re-training with employer. Provisions of this Law are not applied in sectors, activity of which is regulated with special Laws, such as: Kosovo Security Force, police, firefighters’ service and protection and rescue services.

The Law on Safety and Health at Work establishes the National Council for Safety and Health at Work. The Council proposes, recommends and drafts policies for improving safety and health levels at workplace and constantly follows safety and health situation of employees at workplace. The Council consists of eleven (11) members: three (3) Government representatives, two (2) employer representatives, two (2) employee representatives, two (2) experts from the field of safety and health at work, one (1) expert of labor medicine, and one (1) ad hoc expert, depending on the nature of the issue.

## RESPONSIBLE STAFF

The Ministry of Finance, Labor and Transfers (MFLT) will implement the project through the Department for Social Policies and Family (DSPF), in coordination with the General Secretary level of the Ministry and with support from a Project Coordination Unit.[[1]](#footnote-2) The Ministry, through the DSPF, is responsible for drafting of policies and strategies, planning of benefit budgets, and monitoring of benefit delivery, including establishing the proposed new social assistance program. Within its Department for Social Policies and Family, the MFLT runs the Division of the Social Assistance Scheme which is responsible for assessing the eligibility of beneficiaries for SAS through the SAS MIS and for approving the monthly payroll. It is also responsible for the grievance mechanism (GM) and internal audits. The Ministry, with the support of existing staff in the DSPF and the SAS Division will implement the project, with proposed consultancy support to strengthen functions related to FM, procurement and social issues, among others, as detailed under Component 3 above. Within the decentralized structure in Kosovo, the CSWs are responsible to accept applications to the SAS, perform data entry and any home visits or additional profiling that is required, and carry out communication activities. CSWs will continue to be the first instance body for complaints and grievances and, as required, will elevate complaints to the SAS Division.

The PCU, in the MFLT will be established and be accountable for the overall Project implementation. The composition of the PCU will include a Project Coordinator, a Social Expert, a Task Manager for Component 1.1, a Procurement Specialist, and a Financial Management Specialist.  The director of the DSPF of the MFLT will be responsible for the technical implementation of Project activities.

The MFLT, with support from the PCU, will prepare a work and budget plan and submit it to the World Bank no later than October 15 each fiscal year containing all activities proposed to be included in the Project during the following year, and a proposed financing plan for expenditures required for such activities (“Annual Work Plan and Budget”). Such a plan should also specify any training activities in each such proposed work plan and budget that may be required under the Project, including: (i) the type of training; (ii) the purpose of the training; (iii) the personnel to be trained; (iv) the institution or individual who will conduct the training; (v) the location and duration of the training; and (vi) the cost of the training. The Annual Work Plan and Budget, approved by the World Bank, shall ensure that the Project is implemented with due diligence during said fiscal year.

Details on Project institutional and implementation arrangements will be set out in a Project Operational Manual, to be prepared within a month from project effectiveness. The Manual will clearly describe the roles, responsibilities, and processes during project implementation.

## POLICIES AND PROCEDURES

Employment of project workers within the Kosovo Social Assistance System Project will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspects of the employment relationship, including recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment. The following measures, will be followed by contractors and monitored by the Kosovo Social Assistance System Project PCU, to ensure fair treatment of all employees:

* Recruitment procedures will be transparent, public and non-discriminatory, and open with respect to ethnicity, religion, sexuality, disability or gender.
* Applications for employment will only be considered if submitted via the official application procedures established by the contractors.
* Clear job descriptions will be provided in advance of recruitment and will explain the skills required for each post.
* All workers will have written contracts describing terms and conditions of work and will have the contents explained to them. Workers will sign the employment contract.
* The contracted workers will not be required to pay any hiring fees. If any hiring fees are to be incurred, these will be paid by the Employer.
* Depending on the origin of the employer and employee, employment terms and conditions will be communicated in two languages, in the state language and the language that is understandable to both parties.
* All workers will be 18 years old or above for civil works. This will be a requirement in Kosovo Social Assistance System Project contracts with contractors.
* Normal working time should not exceed 40 hours per week. With a five-day working week, the duration of daily work is determined by the internal work regulations approved by the employer after prior consultation with the representatives of the workers, in compliance with the established working week duration.

**AGE OF EMPLOYMENT**

Kosovo law prohibits anyone under 18 from performing “unhealthy or heavy” jobs and there are special requirements for leave, work hours, and other conditions of employment.

Contractors will be required to verify and identify the age of all workers. This will require workers to provide official documentation, which could include a birth certificate, national identification card, or medical or school record. If a minor under the minimum labor eligible age is discovered working on the project, measures will be taken to immediately terminate the employment or engagement of the minor in a responsible manner, taking into account the best interest of the minor.

## TERMS AND CONDITIONS

The employment terms and conditions applying to Kosovo Social Assistance System Project PCU employees are set out in this document. These internal labor rules will apply to all Kosovo Social Assistance System Project employees who are assigned to work on the project (direct workers). Terms and conditions of contracted workers are determined by their individual contracts.

The work hours for Kosovo Social Assistance System Project workers will be 40 hours per week, eight hours per workday. Terms and conditions of contracted direct workers will be determined by their individual contracts. The contractors’ labor management procedure will set out terms and conditions for the contracted and subcontracted workers. These terms and conditions will be in line, at a minimum, with this labor management procedure and specified in the standard contracts to be used by the MFLT under the project, which will be provided in Project Operations Manual and follow this LMP.

## GRIEVANCE MECHANISM

The project has developed the Stakeholder Engagement Plan (SEP) as a main social guiding document together with the Labor Management Procedures (this document). During the development of the SEP, the special section was dedicated to the Project Grievance Redress Mechanism. This section outlines the grievance procedure and steps to be followed. In addition, a grievance mechanism (GM) will be established for all project workers where such mechanism is not already in place. The main objective of a worker GM is to ensure timely, effective and efficient resolution of complaints and grievances related to labor and working conditions.

For **civil servants** the law on civil servants addresses the grievance mechanism in such a way to provide for employment relations and workplace dispute resolution through the Appeals Commission housed within the institution providing employment. The above stated mechanisms provided by the Kosovar legislation are considered as minimum standard to be achieved in addressing labor dissatisfaction and perceived maltreatment. Any third party employing and engaging contracted workers are expected to design and implement grievance mechanisms that will be aligned or surpass this standard ensuring an easy access to protective measures and effective remedial actions in work situations that may give rise to grievances and disputes.

For **direct workers** (external consultants) engaged by PCU, a GM shall be conceived and housed by the MFLT. This GM shall address workplace concerns, specifying procedures as to whom a direct worker should lodge the grievance, a reasonable time frame for receiving a response or feedback and steps to refer to a more senior level, while allowing for transparency, confidentiality and non-retribution practices. Consultants shall be informed about the availability of the GM upon their engagement.

The GM mechanism will be based on the following principles:

* The process will be transparent and allow workers to express their concerns and file grievances.
* There will be no discrimination or sanctions against those who express grievances and any grievances will be treated confidentially.
* Anonymous grievances will be treated equally as other grievances, whose origin is known.
* Management will treat grievances seriously and take timely and appropriate action in response.

The GM Focal Point will monitor the contractors’ recording and resolution of grievances, and report these to PCU in their progress reports. The process will be monitored by the Social Expert of PCU who will be responsible for the project GM management. Information about the workers’ GM will be provided at induction trainings.

**GM Structure**

Grievances will be handled by the PCU via dedicated email address and phone number to be set within 30 days of the PCU establishment.

## CONTRACTOR MANAGEMENT

All contracts under Kosovo Social Assistance System Project will include provisions related to labor and occupational health and safety as provided in the World Bank Standard Procurement Documents and Kosovo law.

Kosovo Social Assistance System Project PCU within MFLT will manage and monitor the performance of contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties) and labor management procedures. Additionally, the PCU staff will assess the fulfillment of the following obligations by the Contractors:

* **Labor conditions**: records of workers engaged under the Project, including contracts, registry of induction of workers, hours worked; If workers are allowed (or required) to work longer hours than normal because of specific circumstances, this should be documented alongside measures taken to protect such workers (e.g. mandatory rest breaks).
* **Workers**: number of workers, indication of origin (local, non-local, nationals), gender, age with evidence that no child labor is involved, and skill level (unskilled, skilled, supervisory, professional, management).
* **Training/induction**: dates, number of trainees and topics, records on training provided for contracted workers to explain occupational health and safety risks and preventive measures; specific requirements for certain types of contractors, and specific selection criteria (e.g. for certifications, previous experience)
* **Safety**: recordable incidents (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required, reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions, records relating to incidents of non-compliance with national law; Provision of medical insurance covering treatment for COVID-19, sick pay for workers who either contract the virus or are required to self-isolate due to close contact with infected workers and payment in the event of death.
* **Details of any security risks**: details of risks the Contractor may be exposed to while performing its work—the threats may come from third parties external to the project; Specific procedures and measures dealing with specific risks.
* **Worker grievances**: details including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken—grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.
* If required, including contractual provisions and procedures for managing and monitoring the performance of Contractors, in light of changes in circumstances prompted by COVID-19.

## COMMUNITY WORKERS

Not relevant. There are no community workers foreseen to be engaged on this project

## PRIMARY SUPPLY WORKERS

Not relevant.

1. The recent ministerial restructuring merged the Ministry of Labor and Social Welfare with the Ministry of Finance, creating the new Ministry of Finance, Labor and Transfers. The Department for Social Policies and Families has been moved to the MFLT and continues its function with the same mandate, structure and staff. [↑](#footnote-ref-2)