

MINISTRY OF EDUCATION AND RESEARCH MOLDOVA

Ministry of Education and Research

Labor Management Procedure (LMP)
for the
Education Quality Improvement Project
(EQIP)

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1. INTRODUCTION

Under the World Bank Environmental and Social Standard 2 (ESS2: Labor and Working Conditions), the Borrower is required to develop labor management procedures (LMP). The purpose of the LMP is to identify the main labor requirements and risks associated with the project and help the Borrower to determine the resources necessary to address project labor issues. The LMP will enable different project-related parties such as staff of the project implementing unit, consultants and project workers, to have a clear understanding of what is required on a specific labor issue.

The project implementation will involve direct workers (consultants and staff recruited under Education Quality Improvement Project, EQIP) and contracted workers (workers of implementing contractors, laborers). There are certain risks involved as the project will provide temporary work opportunities to a large number of contracted workers who could be unskilled with little or no knowledge or experience in applying Occupational Health and Safety (OHS) measures. Labor related issues could also include discrimination in recruitment, forced labor, child labor, unsafe working conditions, potential physical safety risks of the project actors, SEA/SH risk, the risk of Covid-19 transmission to workers. Further, labor who are likely to be employed by the project could also come from outside the local area, creating potential labor influx issues.

Accordingly, this LMP has been prepared for the EQIP. This LMP will cover basic nondiscriminatory policies, OHS training, Personal Protective Equipment (PPE) and management measures and code of conduct to prevent SEA/SH. and implementing contractors will implement adequate OHS measures (including emergency preparedness and response measures) in line with the ESMF and the ESCP. The OHS measures as spelled out in the ESMF will cover all relevant aspects of the World Bank Group's (WBG) General Environment, Health, and Safety Guidelines (EHSGs) and ESS2.

The purpose of the LMP is to facilitate planning and implementation of the project. The LMP identify the main labor requirements and risks associated with the project and help the project to determine the resources necessary to address project labor issues.

2. OVERVIEW OF LABOR USE ON THE PROJECT

2.1. Type of workers

The scope of application of this LMP depends on the type of employment relationship between the Borrower and the project worker. The term 'project worker' (as defined in ESS2) refers to:

- Direct workers: people employed or engaged directly by the Borrower including the project implementing agencies to work specifically in relation to the project. This includes:
 - Direct workers – Government: public servants who will be involved in Project implementation.
 - Direct workers – Other: persons contracted to the Project on a full-time and part-time basis.
- Contracted workers: people employed or engaged through third parties to perform work related to core functions of the project, regardless of location.
- Primary supply workers: people employed or engaged by the Borrower's primary suppliers.
- Community workers: people employed or engaged in providing community labor. Project workers include full- time, part-time, temporary and seasonal workers.

Details of the project workers likely to be involved in the project are provided in the following sections.

2.2. Labor Requirement Forecast

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

S.No.	Type of worker	Definition	Applicability to EQIP/Number
	Direct workers:	Direct workers would include the individual consultants working for the Project Management Team (PMT).	Yes. The number of direct workers would not exceed 5-7 individuals who will be responsible for the project management, fiduciary and compliance aspects of project implementation.
	Contracted Workers	Contracted workers would be hired for construction and civil works as well as for the technical assistance activities under the project.	Yes, The number of contracted workers still need to be estimated. It may vary depending on how many contracts a Contractor may be allowed to win
	Primary supply workers:	The project will finance rehabilitation and construction works and the primary suppliers will be suppliers of construction materials, tools and equipment. There are little or no risk of child or forced labor or serious safety issues in relation to primary suppliers under the Education Quality Improvement Project.	Yes The primary supply workers will be identified during the project implementation stage
	Community workers:	Community workers are included in the project in a number of different circumstances, including where labor is provided by the community as a contribution to the project, or where projects are designed and conducted for the purpose of fostering community-driven development.	No No community contribution is expected under the project and no community workers will be involved in the project's minor works.

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

3.1. Project's activities source of impact

The Project activities includes systemic interventions in general education to enhance teacher effectiveness for student learning, with focus on disadvantaged students, along with improving the quality and resilience of physical and digital learning environments in targeted schools. This includes modernization of learning environments by equipping the targeted schools with the necessary laboratory and IT equipment to provide a modern teaching and learning environment in the targeted schools. The project will support up to 15 schools (modernization of learning environment) and construction of 3 high schools as part of the upper secondary education reform.

3.2. Key Labor Risks

The key labor risks related to the occupational and health safety relate to the above-mentioned civil and construction works.

Table: Labor Risk Identification and Analysis

Risk/Impact	Analysis (Magnitude, Extent, Timing, Likelihood, Significance)	Risk Mitigation Measures
ESS2: Labor and working conditions		
Terms of employment not secured by contractual agreements.	This risk mainly applies to contractors who will employ project workers as they are likely unfamiliar with the labor and working condition requirements and there is a risk that such requirements will not be met.	Contracts for direct workers and contracted workers are to include details on pay and working conditions in line with Moldova law and ESS2 requirements.
Workers suffer discrimination and lack of equal opportunity in employment.	Vulnerable and disadvantaged people (e.g., women and persons with disabilities) may be subject to increased risk of exclusion from employment opportunities under the Project. Lack of equal pay for equal work for men and women is also a risk	The Project will provide workers' Grievance Redress Mechanism (GRM) with additional support from sector specific institutions, an independent legal third party or courts for cases unresolved within the GRM.
Risks of workplace accidents, or emergencies.	<p>It can be estimated that some of those generic risks would include, but not be limited to the following:</p> <ul style="list-style-type: none"> ▪ Working at height; ▪ Moving objects; ▪ Slips, trips, and falls; ▪ Noise; ▪ Material and manual handling; ▪ Collapsing trenches; ▪ Asbestos; ▪ Electricity; ▪ Airborne fibers and materials; ▪ Other. <p>The understanding and management of OHS risks at worksites is generally poor and this exacerbates the risks of accidents and exposure to hazardous materials. Traffic safety is also an issue with roads.</p>	<p>Supervision of Contractor Labour Management Practices is essential to mitigate against this risk.</p> <p>The ESMP and ESMP checklist will include requirements for accommodation for workers, and workers' access to potable water and sanitation facilities. There will also be requirements and contractual obligations included regarding social insecurity in employment and adequate measures relating to the remuneration of temporary workers and women. There will be Grievance Mechanism (GM) for project workers in line with ESS2. The worker's GM will be established prior to the start of construction works.</p>
Discriminatory hiring practices	The risk of discrimination in recruitment and employment of women and other marginalized groups is a potential risk.	<p>All workers should be recruited through a transparent and non-discriminatory process.</p> <p>The priority should always be given to local employment, if they are able to fulfil the job requirements.</p>
Risks of Sexual Exploitation, Abuse and Harassment	The construction's activities will mainly involve local workers. The contractors are expected to involve a very limited workforce from outside the Project's area of influence to reside in the work camp. The contractors are likely to engage some	Codes of Conduct (CoC), including SEA/SH are signed by workers (see Annex 1 of this LMP) and all workers receive

(SEA/SH), Gender Based Violence (GBV) and Violence Against Children (VAC) of workers and community	women workers for temporary employment, such as site cleaning, food service workers, etc. The female contracted workers will not stay at the labor camp. Thus, the potential SEA/SH risks to female workers are negligible.	CoC awareness training prior to undertaking project activities. Project GRM addresses concerns raised concerning GBV, SEA and VAC in regard to the Project. Workers have access to contractor GRM for any workplace, contractual or pay
Injuries at the workplace	The risk comes from the fact that PPE may be scarce for contracted workers, and health and safety regulations may not exist sufficiently or not be enforced.	Contractor occupational risk assessments and mitigation plans will be devised and implemented to provide response and service for workplace injuries.
ESS4: Community Safety and Health		
Labour influx and GBV	There is likely to be internal movement of people from areas outside the project areas to seek employment and associated benefits from within targeted communities. Furthermore, contracted workers may be brought into communities to conduct construction works. Population movement due to labor influx may result in GBV/SEA cases.	EQIP and ProJet's contractors will implement the Labour Influx Management Procedure; a Framework for Violence and Harassment Protection Plan for Women and Children will be implemented as part of the ESMP.
Spread of diseases in communities, including COVID-19, HIV etc. through labor influx	Population movement due to labor influx may result in the spread of HIV and other diseases.	EQIP and ProJet's contractors will implement the Labour Influx Management Procedure; a Framework for Violence and Harassment Protection Plan for Women and Children will be implemented as part of the ESMP.

While the Moldovan labor management and OHS legislation is extensive, its actual implementation and enforcement have proven to be lacking, particularly in terms of enforcement of safety and OHS regulations. This may particularly concern the hygiene, accommodation and employment rights of the seasonal workers who may not be residents of the locality where the works occur. Other labor risks are not considered to be significant. Currently, Moldova has few migrant workers and the project is evaluated low on gender - based violence risk. However, the PMT will monitor the development and adjust the risk profile in case of changes.

4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

Below is the overview of the key aspects of national Labor Code with regards to terms and conditions of work (ESS2, para 11).

Wages and deductions

The amount and form of remuneration in Moldova is determined by the individual labor contract. The wages are paid at least monthly. The Government of Moldova sets the guaranteed minimum wage which will be 4,000 MDL (approx. 208 USD) as of 1 January 2023¹. The employers usually deduct the income tax and health and social insurance contributions automatically from the wages and transfer them to the appropriate fiscal, medical and

¹ <https://gov.md/ro/content/salariul-minim-pe-tara-va-fi-majorat-pana-la-4000-de-lei>

social authorities. The total amount of deductions cannot exceed 50 percent from the wage to be paid to the employee.

Working Hours

The Moldovan Labor Code envisages a regular 40 hour work week. The work week is set at 24 hours for individuals aged 15-16 and 35 hours for those aged 16-18 as well as for individual working in hazardous sectors of the economy. Finally, disabled individual of category I and II are entitled to a 30-hour working week without the reduction in remuneration or other employment rights (Articles 95 and 96 of the Moldovan Labor Code).

Rest Breaks

Employees are entitled to a lunch break of at least half an hour each workday. The exact duration of the lunch break rest is stipulated in the collective labor agreement or the internal regulations of the entity. Meal breaks, with the exceptions specified in the collective labor contract or entity internal regulations, shall not be included in the working time. The duration of the daily break, that is the time between the end of the working program and the start of the work program the following workday cannot be less than the double duration of the daily working time (Article 107). Weekly rest is granted for 2 consecutive days, usually Saturday and Sunday.

Leaves

The right to annual leave is guaranteed to all employees. Any employee who works based on an individual labor contract shall benefit from the right for annual rest leave which can be used after the first six months of employment. All the employees are entitled to paid annual rest leave, with a duration of minimum 28 calendar days. Leave does not include a period of temporary disability, and maternity leave. In addition, employees may request up to 60 calendar days of unpaid leave with a justification and agreement from the employer. Short-term and seasonal contracts are not clearly covered in the Moldovan Labor Code and practically, those employees do not benefit from annual leaves.

Overtime Work

An employer can order overtime work in case that is related to national defense or emergencies. Normally, at employer's request, employees can perform overtime work up to 120 hours during the calendar year. In exceptional cases, this limit can be extended to 240 hours with the agreement of both parties (Article 104). Employers must keep a record of worked performed outside normal working hours. The overtime work is paid at 1.5 the amount of the regular hourly rate for the first two hours of overtime work and at 2 times the regular rate for the subsequent hours.

Labor Disputes

The Labor Code of Moldova includes provisions that allow workers to resolve individual and collective disputes between the employer and the employee(s) over the terms and conditions of a labor agreement or other aspects of work, including occupational and labor safety (Articles 357-361). The disagreements and disputes may be solved through conciliation. A conciliation commission should be set not later than three days from the registration of the labor dispute and conflict. The commission should notify the parties in writing within five days from reaching an agreement on how to settle the dispute. If the parties do not agree with the recommendations of this commission, the conflict shall be settled in court.

5. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

National Labour Legislation

The Moldovan Labor Code as well as the Law on Occupational Health and Safety (OHS) (2008) set the framework for occupational health and safety in Moldova. Several Government orders and decisions detail how these are to be implemented and outline the list of hazardous industries and occupations in the country.

Overall, the Moldovan OHS legislation is extensive and generally in line with the provisions set out in ESS2, paragraphs 24 to 30, the main challenge being the implementation and enforcement of these provisions.

Employers' Obligations

Article 198 of the Labor Code envisages that each business entity or organization should have internal regulations that outline, among other things, the occupational health and safety provisions of the organization. Articles 9 and 10 of the Law on OHS makes the employers responsible for ensuring the health and safety of the employees, for identifying and preventing work-related risks, for informing and training staff on the risks and organizational OHS provisions. The employer must provide the necessary means and equipment and adapt the working environment to prevent and minimize the occupational risks. Article 11 mandates the employer to assign at least one trained individual within the organization responsible for ensuring the OHS provisions. The employer may set a collective OHS committee made up of both employee and employer's representatives to supervise the OHS arrangements in the workplace. In case of emergencies, the employer must take immediate action to provide emergency response and evacuation of workers from the premises/site (Article 12 of the OHS law).

Employers' Rights and Obligations

Employees have the right and obligation to inform the employer of any emerging hazard or malfunctioning equipment as well as make suggestions on how to improve the OHS rules at the workplace. Employees have the right to refuse to work if the working place does not meet the OHS requirements. They are entitled to be informed and trained about the occupational risks and be provided the required protective gear by the employer at the employer's expense.

Ratification of ILO Conventions for Republic of Moldova

Additionally, the applicable country labour and employment laws are generally in line with the core labor conventions of International Labour Organization (ILO). Annex 4 of this LMP lists the ratification status of Moldova of the core conventions.

4.2. The World Bank Environmental and Social Standard 2

The World Bank's stipulations related to labour are outlined in its Environmental and Social Standard 2 on Labour and Working Conditions (ESS2). This helps the Borrowers in promoting sound worker-management relationships and enhances the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions. The key objectives of the ESS 2 are to:

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

ESS2 applies to project workers (direct and contracted), serving in full-time, part-time, temporary, and seasonal capacities. 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. ESS2 will not apply to government civil servants.

Working conditions and management of worker relationships: The Implementing Agency will develop and implement internal labor management procedures applicable to the project. These procedures will set out

the way in which project workers will be managed, in accordance with the requirements of national law and ESS. The procedures will address the way in which this ESS will apply to different categories of project workers including direct workers, and contract workers.

Project workers will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment. The information and documentation will set out their rights under national labor law and ESS requirements (which will include collective agreements), including their rights related to hours of work, wages, overtime, compensation, and benefits. This information will be provided at the beginning of the working relationship and when material changes occur.

6. RESPONSIBLE STAFF

The overall responsibility for the implementation of all aspects of the project lies with the Project Director (PD) who will be a staff of the Ministry of Education and Research. The Minister of Education and Research will appoint the PD. The responsibility for substantive input will rely primarily on the existing departments within the MoER responsible for the areas covered by the project.

The National Office for Regional and Local Development (NORLD) is to implement the school construction and civil works in schools and kindergartens.

The Project Director will be responsible for implementing the labor management procedures concerning the direct workers.

A Social Development Specialist will be hired of affected to the Project. He / She will be responsible of the GRM establishment, functioning and reporting. He / She will closely work with the Environmental Specialist of the project and will be responsible for the following aspects of the labor management procedures:

- Ensure that contractor(s) responsible for the civil works under the project prepare the OHS plan to meet the requirements of national occupational health and safety regulations before the start of the works;
- Monitor regularly that the Contractor(s) are meeting contractual obligations towards contracted and sub-contracted workers as included in the General Conditions of Contract the World Bank Standard Bidding Documents, and in line with ESS2 and the national Labor Code;
- Monitor that OHS standards are met at work places in line with national occupational health and safety legislation and Occupational Health and Safety Plan;
- Ensure that the workers for all contractors and subcontractors are aware about the GRM;
- Ensure that grievances are registered and addressed properly by the appropriate party.

The civil works and constructions Supervision Consultant(s) will oversee labor and safety performance on a regular basis (daily) on behalf of the Employer (PMT and the MoER depending on who will have the primary responsibility for contract management). The ESMP requires the Supervision Consultant to employ qualified experts for such oversight and to report on performance to the PMT monthly.

The Contractor(s) will be responsible for the following:

- Assigning or employing a person responsible for the adaption and implementation of the OHS plan to the requirements of the project;
- Maintaining records of recruitment and employment process of contracted workers;
- Communicating clearly job description and employment conditions to contracted workers;
- Having a system for regular review and reporting of labor, and occupational safety and health performance on site;
- Developing and implementing a grievance registration mechanism that would record and address the grievances raised by the workers;
- Delivering regular orientation and OHS training to employees.

The Project will set up and maintain a PMU with qualified staff and resources to support the management of ESHS risks and impacts on the Project. The PMT will include a dedicated environmental specialist, and one social development specialist,

The table below outlines responsibility of E&S staff:

Activity	Responsible staff/party
Engagement and management of project workers	The Minister of Education and Research (MoER) The National Office for Regional and Local Development (NORLD)
Implementation of Occupational Health Safety (OHS) Plan,	Environmental Specialist - PMT Social Development Specialist - PMT Contractors/Sub-contractors constructions Supervision Consultant(s)
Monitoring, supervising, and reporting on health and safety	Environmental Specialist Social Specialist Third Party Monitoring Agent
Engagement and management of contractors/subcontractors, including coordination and reporting arrangements between contractors	Environmental Specialist - PMT Social Development Specialist - PMT Contractors/Sub-contractors constructions Supervision Consultant(s)
Training of workers, including raising awareness and training of workers in mitigating the spread of COVID-19	Environmental Specialist - PMT Social Development Specialist - PMT Contractors/Sub-contractors constructions Supervision Consultant(s)
Assessment, training of workers on risk and measure about COVID-19	Environmental Specialist - PMT Social Development Specialist - PMT Contractors/Sub-contractors constructions Supervision Consultant(s)
Addressing worker grievances	Environmental Specialist - PMT Social Development Specialist - PMT Contractors/Sub-contractors constructions Supervision Consultant(s)

7. POLICIES AND PROCEDURES

This section sets out information on OHS, reporting and monitoring and other general project policies related to the management of project-related labor pool.

All the contractors under the project will have to comply with the Moldovan OHS legislation and Labor Code as well as the provisions set under the World Bank's ESSF2. The contractor(s) will have to prepare or adjust their internal regulations, in case they do not comply with the current legislation. They will also make them known and available to their staff and workers and will cover the following aspects:

Non-discriminatory Nature of Employment

All the workers hired under the project, whether direct, contracted or sub-contracted, will be employed based

on the principles of non-discrimination. As per Article 8 of the Moldovan Labor Code, any discrimination based on gender, age, race, ethnicity, political option, social origin, residence, handicap, status or trade union activity, as well as other criteria not related to his professional qualities, shall be prohibited.

Terms of Employment

All workers will have **written contracts** describing terms and conditions of work. Workers will sign the employment contract in two copies. Terms and conditions of employment will be available at work sites. Each staff or worker will receive a brief orientation covering the contents of the contract; the internal regulations of the institution; the work safety and OHS arrangements in the work place.

The PMT will have to ensure that all part-time and seasonal construction workers all have written contractors as unpaid overtime work and generally failure to pay individuals who do not have signed contracts is one of the main risks of abuse in the Moldovan construction industry.

Employee Rights and Obligations

The section should specify the employee rights in line with the Moldovan legislation which include, among others, the right to a safe working environment; lunch breaks and rest days; timely payment of wages and salaries; the right to appeal to employers, trade unions and authorities in case of labor disputes; the right to associate freely.

Occupational Safety and Health

This section should cover the obligations of the employer to provide a healthy work environment; the obligation to assign an individual who will be responsible for the OHS arrangements at work and on site; describe and explain the main risks of the work involved to the employee; train employees and workers on the OHS arrangements at the enterprise; provide appropriate protective equipment, clothing and gear to mitigate the existing risks; record and report the work incidents on site; ensure that first-aid help is available on site and have emergency and evacuation protocols prepared and explained to staff and workers in case of emergencies.

Useful References

A complete labor guide for employers and contractors is available at the website of Moldovan Labor Inspectorate at: <https://ism.gov.md/ro/content/ghid-pentru-angajatori>. Article 199 of the Labor Code provides the minimum structure of the internal regulations of an enterprise. A sample of internal regulations for contractors can be found here: <http://editurastatistica.md/sites/default/files/2019/Regulament%20intern%20I.S.%20Editura%20de%20Iprime%20STATISTICA.pdf>

8. AGE OF EMPLOYMENT

Moldovan labor legislation prohibits anyone under 18 from performing hazardous work, and construction is considered hazardous (Government Decision #264 as of 06.10.93 on the list of hazardous occupations). Therefore, the Contractors will not hire individuals under 18 years for construction work. They will be required to verify the age of all workers. If a child under the minimum age is discovered working on the project, the relevant supervisor will take the required actions to terminate responsibly the employment of the

child, considering the best interest of the child.

9. TERMS AND CONDITIONS

- The terms and conditions of employment applying to all types of project workers shall be governed by the internal regulations of contractors and suppliers in line with the Moldovan Labor Code and other labor-related legislation. These terms and conditions will be clearly mentioned in the written contracts for all type of workers, whether full-time or part-time, and be made known to project workers prior to commencement of work;
- The work hours are 40 per week for all workers. The number of weekly overtime hours and the payment of overtime shall be governed by the provisions of the Moldovan Labor Code which is in line with the ESS2;
- There is no project-wide collective labor agreement.

10. TRAINING AND SENSITIZATION

Training for workers shall include health promotion, hazards associated with their work, health risks involved or to which they are exposed to, preventive measures to eliminate or minimize risks, steps to be taken in case of emergency, and safety instructions for the jobs, activities and tasks to be handled by workers; SEA-SH/GBV risks, policies, CoC

- All personnel engaged in any kind of hazardous works shall undergo specialized instructions and training on the said activities
- All workers, including new hires, shall be provided training and information for all types of hazards in the workplace in a language and dialect that they can understand. Training and information materials used shall be made readily available and accessible to workers.
- A re-orientation on safety and health for workers must be conducted regularly, not less than once a quarter, and to be conducted immediately following any changes in the operations and production process.
- Appropriate training and certification specialised agencies shall be a requirement for operators before use of equipment, if applicable.
- Employees shall participate in the OHS information and education program, trainings and other related initiatives of the agency to contribute to the improvement and sustainability of the same.
- Issuance of PPE shall be supplemented by training on the application, use, handling, cleaning, and maintenance of said PPE.
- SEA/SH: All employees and workers shall attend awareness trainings on gender diversity, internal procedures regarding workplace sexual harassment, Code of Conduct (CoC), guidelines to prevent and punish harassment.

11. WORKER GRIEVANCE MECHANISM

11.1. Generality

Workplace concerns are usually different from issues raised by project-affected parties and other stakeholders, Thus, ESS 2 requires a grievance mechanism to be provided for all direct workers and contracted workers (and, where relevant, their organizations) to raise workplace concerns. Such workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against reprisal for its use. Measures will be put in place to make the grievance mechanism easily accessible to all such project workers. and therefore, call for a separate mechanism to address them, as noted in footnote 17 of ESS2.

The project will have an effective WGM for direct and contracted workers in line with the provisions of ESS2.

The WGMs to be used by the PMT and the other implementing agencies for the project and the project contractors and sub-contractors will include:

- a procedure to receive, record, refer, resolve, track grievances;
- multiple uptake channels such as comment/complaint form, suggestion boxes, email, a telephone hotline; a confidential procedure for workers to submit anonymous grievances in writing or otherwise;
- stipulated timeframes to respond to grievances;

- a register in excel spread sheet or similar format to record and track the timely resolution of grievances. Grievances reported by the contractors/subcontractors will also be reported and recorded in this master project worker grievance register;
- a responsible person/department to receive, record and track resolution of grievances. In the case of the project WGM for direct hires working for the NBI/PMT or the other implementing agencies for the project, the NBI/PMT Public Relations Officer will be responsible for receiving, recording, and tracking resolution of such grievances.

The WGM will not preclude any project worker's ability to access any other judicial or administrative remedies that might be available under national law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements. The Project worker shall also be able to access the World Bank's Grievance Redress Service and/or the Inspection Panel.

In addition to the Worker's Grievance Redress Mechanism (WGRM), the Education Quality Improvement Project will have a GRM (Project level Grievance Redress Mechanism) in place available for project stakeholders, all types of project workers and other interested parties to submit questions, comments, suggestions and/or complaints and provide any form of feedback on all project-funded activities.

11.2. Direct Workers

This section describes the Worker's Grievance Redress Mechanism (GRM) for 'Direct Workers – other', including procedures for dealing with workplace matters involving SEA/SH. The Worker's GRM does not apply to 'Direct Workers – Government' (i.e., for MoER workers) pursuant to paragraph 8 of ESS2. For the Government civil servants seconded to the project, the national employment and Labour laws and regulations of Moldova that provide for reporting, management and redress of worker grievances will be applicable. The process for lodging and managing labour grievances is provided in Table 3.

Confidentiality for all grievances will be maintained, and there will be no retaliation against workers for raising a grievance.

Table 3: Worker's Grievance Mechanism

Step	Process
	<p><u>Lodgment and initial informal process</u></p> <ul style="list-style-type: none"> - Managers and Workers are encouraged to use informal methods of resolving disagreements or disputes. - If Workers have a reasonable grievance or complaint regarding their work or the people they work with they should, wherever possible, start by talking it over with their manager. It may be possible to agree a solution informally between the Worker and the manager. - If discussions with line managers fail to resolve the issue, it is still possible to pursue an informal approach without triggering a formal procedure. For example, an independent senior MOLDOVA Government official could host an informal meeting or discussion. - Grievances from new employees about recruitment practices will typically need to be made to the PMU Project Coordinator.
2	<p><u>Formal grievance hearing</u></p> <ul style="list-style-type: none"> - If the matter is serious and/or the worker wishes to raise the matter formally, the Worker should set out the grievance in writing to the PMU Project Coordinator. This submission should be factual and avoid language that is insulting or abusive. - The PMU Project Coordinator will then call the Worker and the Worker's Line Manager (or representative) to a meeting to discuss the Worker's grievance within a predeteMoldovaned period of time [nominally 3 weeks] after receiving the complaint. - The Worker has the right to be accompanied by a colleague at this meeting on request. - After the meeting, the PMU Project Coordinator will give the Worker minutes of the meeting signed by both parties and a decision in writing, within a predetermined period of time [nominally 4 weeks].
3	<p><u>Appeal to MOER Director</u></p> <ul style="list-style-type: none"> - If the Worker is not satisfied with the above decision, the worker may appeal the decision to the <u>MOER Director</u>. - The <u>MOER Director</u> in relation to the appeal on the Grievance.

	<ul style="list-style-type: none"> - The <u>MOER Director</u> will then call the Worker to a meeting to discuss the worker’s grievance within a predetermined period of time [nominally 3 weeks] after receiving the complaint. - The Worker has the right to be accompanied by a colleague at this meeting on request. - After the meeting, the <u>MOER Director</u> will give the Worker minutes of the meeting signed by both parties and a decision in writing, within a predetermined period of time [nominally 4 weeks]. - The above decision is final within the terms of the grievance mechanism which is deemed to cease at this stage. However, the Worker retains the ability to refer the complaint or grievance to the court for arbitration within the laws of MOLDOVA.
Important Note	<p><i>Highest priority will be given to grievances concerning workplace GBV, SEA/SH or VAC. The Project will first seek to ensure that the victim is safe and has access to required support services.</i></p> <p><i>This process will be reviewed and confirmed during Worker Code of Conduct awareness sessions, including disclosure options to ensure accountability, confidentiality and sensitivity.</i></p>

11.3. Contracted Workers

All contracts will be required to include a Worker Grievance Redress Mechanism. EQIP E&S Team will assess these contracts for alignment with the LMP. The contract Worker Grievance Redress Mechanism will need to provide provisions for maintaining confidentiality for all grievances at all times and providing for no retaliation against workers for raising a grievance.

The Contractor(s) will have to inform their workers, and sub-contractor(s), and display publicly on work-site the information about the existing project GRM which will include:

- a brief description of the GRM mechanism and what it is used for;
- the process to send grievances such as comments/complaints forms via suggestion boxes, email, atelephone hotline with an indication of the email, telephone number, fax; mailing address;
- the responsible unit (PMT and/or person) for reviewing the submitted grievances;
- stipulated timeframes to respond to grievances;

12. Occupational Health and Safety (OHS)

The EQIP will finance the construction of several new model high schools to meet minimum standards and the modernization of learning environments by equipping the targeted schools with the necessary laboratory and IT equipment to provide a modern teaching and learning environment in the targeted schools. While the specific number of schools would be determined during project preparation, the project could support up to 15 schools (modernization of learning environment) and construction of 3 high schools as part of the upper secondary education reform.

Though construction activities are expected to be carried out within their existing footprints., working/renovation of old buildings, managing workers during school working times, and implementation of Project at several institutions with varying capacity offers significant challenges. The significance of OHS concern for workers and the community would also increase due to many factors that may be due to site conditions, workers' lack of awareness of OHS preventive/ protective measures, provisions in the contract, lack of monitoring, and effective enforcement by implementing agency.

12.1. Remedies for adverse impacts such as occupational injuries, deaths, disability and disease

The contractor's OHS plan will have the following specific content:

12.1.1. Hazard Identification and Risk Management

Hazard Identification.

Some of the expected hazards are identified in section 3. However, these are denotative as the potential hazards depend on the site location. Therefore, the primary task of the Contractor would be to identify the potential dangers and risks associated with construction activities, material handling, movement/use of machinery, handling of a hazardous substance, electrical work, and health-related risks like COVID-19. Hazards like fire, exposure to dust, etc., which can affect the community, will be identified and measures defined for community awareness and protection.

Hazard Risk Management. A hazard risk management plan will be prepared according to the risks and hazards identified at each location/institution site. Each site will have a hazard risk management plan, and it will cover the following:

- **Work Zone Classification.** The project sites are school premises (existing footprints) and/or on publicly owned land. Thus, there is a possibility of a student-worker interface during the construction phase. Therefore, there is a need to demarcate the risk zones. Proper signage for notifying the zones will be placed, and awareness regarding the same will be created among the most impacted stakeholders - students, non-teaching staff, and school administrative staff.
- **Task-Specific Hazard Prevention.** Procedure and guidelines will be defined as per best industry practices and legislative requirements applicable for task-specific hazard prevention and safety, such as precautions for working on height requirements that will require the provision of safety belts/helmets, etc.
- **Injury and hazardous materials and waste management.** Provision of first aid boxes and on-call first aid providers/attenders.
 - Avoiding and minimizing the use and release of hazardous materials; for example, non-hazardous materials can substitute asbestos in building materials.
 - Preventing uncontrolled releases of hazardous materials to the environment, e.g., paint, oils, etc.
 - Hazard communication and training programs to prepare workers to recognize and respond to workplace chemical hazards.

12.1.2. OHS Management plan.

Development of the OHS Management Plan and ensure its full implementation during the construction phase, and thoroughly review and update the existing educational facility OHS Management Plan for the operations phase so that it is adequate and complies with national and World Bank (WB) OHS requirements. This should include the following, among other activities:

- Provide appropriate Personal Protective Equipment (PPE) to workers.
- Enforce the use of PPE by workers.
- Use of dust control methods such as covers, water suppression on loose materials and surfaces, or increased moisture content for open materials storage piles to reduce particulate matter and dust exposure.
- Develop Standard Operating Procedures (SOPs) to avoid risks, including putting in place an evacuation plan and drills to practice the procedure and plan.
- Provide firefighting equipment that is easily accessible and simple to use.
- Incorporate rest and stretch breaks into work processes and conduct job rotation.
- Facilitate the formation of the Occupational Safety and Health Welfare Committee at each construction site, etc.

a) Compliance with labor laws/ESS 2

- Contractors should sign a Code of Conduct before the commencement of construction works, which contains, among other issues, labor-related laws and regulations.
- Employ people that are aged 18 and above.
- Sensitize workers on labor-related issues and regulations to ensure that they comply.

b) Hygiene and Sanitation

Hygiene and sanitation are critical for the Project as the sites are within the institutions/school premises, and there is a risk of infection to students and school administrative workers/ teachers. Further, proper sanitation and hygiene facilities are vital in reducing GBV. Provisions will be made to provide a clean and hygiene eating place and safe drinking water at the workplace. Similarly, an adequate provision will be made for clean and separate toilets for men and women with sewage treatment.

c) Incident and Emergency Management, preparedness, and response

The OHS Plan will define incident and emergency management procedures, including investigating an accident and its analysis to suggest appropriate corrective/preventive actions, responding to and managing COVID risks. Basis the same, the Contractor of each sub-project/school level, will be required to put in place measures for prevention, preparedness, and response to emergencies including landslide, fire, COVID-19, etc. The measures will include a clear display of contact details for emergency notification in the local languages at the worksite. Adequate provision will be made for the availability of First Aid, Ambulance, and additional resources and coordination with the local authority(s) to respond to an emergency.

d) OHS Monitoring

The Contractor will monitor the OHS plan and submit the report to EQIP PMT. The indicators to be monitored and their frequency will be provided in the OHS plan. This will be agreed upon with the Contractor and EQIP PMT/MoER.

e) Communication and Consultation (Workers & Community)

The Contractor will create a plan for OHS Awareness generation for the workers and the community. The OHS Plan will define the program for community consultation and communication and worker's training/awareness program. It will also list safety and health communication with key stakeholders. OHS Plan will provide a detailed overview of the safety signage displayed at workplace and project sites.

f) Maintenance of Training/Capacity Building Records

Training is an integrated and essential component of effective OHS Plan implementation. The Contractor of each sub-project will be required to conduct weekly training sessions for workers on OHS aspects. The training will, among other things, cover the following elements: potential OHS hazards at the worksite, safety measures to be followed, PPE and safety gear, first-aid procedures, emergency response procedures, etc. All training records, including the attendance, specific topics covered, and key issues discussed will be maintained at the site. This will be regularly shared with the EQIP PMT as requested.

g) Documentation and reporting occupational accidents, diseases and incidents

The Contractor will share the OHS monitoring reports with the EQIP PMT through the institution quarterly. The Contractor will record the accident/incident register, OHS monitoring, emergency preparedness plan, mock drills, and preventive actions. Any fatal accident will be reported to EQIP PMT and WB with an inquiry report within 48 hours of its occurrence. Reporting the deadly accident will also be made to concerned state Government authorities. The information must include an 'action taken' section on the remedial and preventive measures to mitigate future risks.

h) Responsibility

The Contractor will be responsible for ensuring the OHS of the workers. The contract agreement of each sub-project will specify the Contractor's obligations for remedies, including emergency financial assistance and compensation for occupational injuries, deaths, and disability. The Contractor will also ensure the deployment of a trained OHS officer to the worksite. All applicable legislation will be identified and compiled by the respective contractors. The Contractor will develop OHS Plan in consultation with the institutions and EQIP PMT and undertake its implementation.

12.2. Management of OHS Aspects

The ESMF prepared by MoER, MoER, includes measures to mitigate Project's environmental and social risks and impacts. The institutional setup outlined in the ESMF explains the roles and responsibilities of different project stakeholders involved in the implementation of ESMF. The MoER with the EQIP PMT will coordinate and enforce the effective implementation of measures approved in the ESMF. Based on the procedures and guidelines in the ESMF, each sub-project will have a site-specific Environmental Social Management Plan (ESMP).

The Contractor's approved site-specific ESMP (referred to as C-ESMP) will be reviewed periodically and updated on time to address changed requirements during project implementation.

12.3. Incidents and Accident Notifications

The Contractor will promptly notify the MoER/EQIP PMT within 24 hours of any incident or accident-related or having an impact on the Project which has, or is likely to have, a significant adverse effect on the environment, tangible cultural heritage, the affected communities, the public or workers. They will provide sufficient detail regarding the incident or accident, indicating immediate measures taken to address it, and including information provided by any contractor and supervising entity. The EQIP PMT will apprise the WB regarding the same.

12.4. Gender Based Violence

The Contractors are expected to prevent GBV/SEA/SH by developing Codes of Conduct (CoCs- Annex 3) for their workers. This needs to be continuously reinforced through positive action and trainings. The Code of Conduct will highlight the positive behavior to be demonstrated by their workers, including maintaining harmonious relations with the local communities. The CoCs will include all persons employed by the contractor, including sub-contractors and suppliers, to acceptable standards of behavior in its applicability. The CoCs will have sanctions for non-compliance, including non-compliance with specific policies related to gender-based violence, sexual exploitation, and sexual harassment (e.g., termination). The CoC will be written in plain language and signed by each worker to validate:

- A copy of the CoC as part of their contract.
- CoC has been explained to them as part of the induction process.
- Acknowledged that adherence to CoC is a mandatory condition of employment.
- Understood that violations of the CoC can result in severe consequences, including dismissal or referral to legal authorities.

The Contractor/sub-contractor will undertake the following actions to mitigate potential risks related to GBV/SEA/SH:

Table 6: Actions for Contractor for GBV/SEA/SH Risk Mitigation

S.No.	Action	Where and When
1.	Codes of conduct are prepared, adopted, and publicly disclosed in local languages and are widely accessible to all the workers and groups of people likely to contact the workers.	Throughout the construction period, mandatory at all sites.
2.	Ensure Codes of Conduct are clearly understood and signed by those who would be at the construction site.	At the project site, upon joining.
3.	Undertake GBV/SEA/SH risk assessment	All the project sites; the middle of the construction cycle.

4.	Display signs that the project site is an area where GBV/SEA/SH is prohibited.	Project Site, throughout the construction period
5.	Provide a safe and secure working environment for workers—provision of lighting around project sites, including around latrines and access routes. Provide separate and lockable toilets for female construction workers.	Throughout construction period.
6.	Deliver periodic mandatory training on CoC and GBV to all workers, including contractors, subcontractors, core suppliers, and relevant consultants and clients. Discuss the same with local communities as well.	Project Site, Periodic; or as needed
7.	Develop confidential grievance reporting, referral, and support systems for workers that would also include the option to report anonymously.	Project Site, before starting the work.

13. CONTRACTOR MANAGEMENT

Whether the Education Quality Improvement Project will use the Bank's 2017 Standard Procurement Documents for solicitations and contracts or National Procurement Guidelines, both will include language referring to labor and occupational, health and safety requirements that must comply with the Moldovan national legislation and ESS2.

The PMT generally, and a specific assigned person within the PMT, will monitor the performance of Contractor(s) in relation to contracted workers. This may include periodic audits, inspections, and/or spot checks of project locations or work sites and/or of labor management records and reports compiled by contractors. Contractors' labor management records and reports may include: (a) a representative sample of employment contracts or arrangements between third parties and contracted workers; (b) records relating to grievances received and their resolution; (c) reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions; (d) records relating to incidents of non-compliance with national law; and (e) records of training provided for contracted workers to explain labor and working conditions and OHS for the project.

14. COMMUNITY WORKERS

No community contribution is expected under the project and no community workers will be involved in the project's minor works.

15. PRIMARY SUPPLY WORKERS

The project will finance rehabilitation and construction works and the primary suppliers will be suppliers of construction materials, tools and equipment. There are little or no risk of child or forced labor or serious safety issues in relation to primary suppliers under the Education Quality Improvement Project.

Annexes

Annex 1: individual code of conduct in case of contractor

Implementing Environmental, Social Health and Safety (ESHS) and Occupational Health and Safety (OHS) Standards Preventing Gender Based Violence (GBV) and Violence against Children (VAC)

I, _____, 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) and violence against children (VAC) is important. All forms of GBV or VAC are unacceptable, be it on the work site, the work site surroundings, at worker's camps, or the surrounding communities. The company considers that failure to follow ESHS and OHS standards, or to partake in GBV or VAC activities, constitute acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment. Prosecution of those who commit GBV or VAC may be pursued if appropriate. No children under 18 would be considered as project workers. Nevertheless, precaution toward children under 18 in contact with project workers are presented below.

I agree that while working on the project I will:

- Attend and actively partake in training courses related to ESHS, OHS, HIV/AIDS, GBV and VAC as requested by my employer.
 - Shall wear my personal protective equipment (PPE), in the correct prescribed manner, at all times when at the work site or engaged in project related activities.
 - Take all practical steps to implement the contractor's environmental and social management plan (CESMP).
 - Implement the OHS Management Plan.
 - Adhere to a zero alcohol policy during work activities, and refrain from the use of illegal substances at all times.
 - Consent to a police background check.
 - Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
 - Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
 - Not participate in sexual contact or activity with children—including grooming or contact through digital media. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
- Not engage in sexual harassment—for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct, of a sexual nature, including subtle acts of such behavior. Ex. Looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; giving personal gifts; making comments about somebody's sex life; etc.
 - Not engage in sexual favors—for instance, making promises or favorable treatment dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior.
 - Unless there is the full consent¹ by all parties involved, I shall not have sexual interactions with members of the surrounding communities. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex—such sexual activity is considered “nonconsensual” within the scope of this Code.
 - Consider reporting through the GRM (Grievance Redress Mechanism) or to my manager any suspected or actual GBV or VAC by a fellow worker, whether employed by my employer or not, or any breaches of this Code of Conduct.

With regard to children under the age of 18 in contact with project workers:

- Wherever possible, ensure that another adult is present when working in the proximity of children.
- Not invite unaccompanied children unrelated to my family into my home, unless they are at immediate risk of injury or in physical danger.

- Not sleep close to unsupervised children unless absolutely necessary, in which case I must obtain my supervisor's permission, and ensure that another adult is present if possible.
- Use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass children or to access child pornography through any medium (see also "Use of children's images for work related purposes" below).
- Refrain from physical punishment or discipline of children.
- Refrain from hiring children for domestic or other labor which is inappropriate given their age or developmental stage, which interferes with their time available for education and recreational activities, or which places them at significant risk of injury.
- Comply with all relevant local legislation, including labor laws in relation to child labor.

Use of children's images for work related purposes when photographing or filming a child for work related purposes, I must:

- Before photographing or filming a child, assess and endeavor to comply with local traditions or restrictions for reproducing personal images.
- Before photographing or filming a child, obtain informed consent from the child and a parent or guardian of the child. As part of this I must explain how the photograph or film shall be used.
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- Ensure images are honest representations of the context and the facts.
- Ensure file labels do not reveal identifying information about a child when sending images electronically

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

- Informal warning.
- Formal warning.
- Additional Training.
- Loss of up to one week's salary.
- Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
- Termination of employment.
- Report to the police if wanted.

I understand that it is my responsibility to ensure that the environmental, social, health and safety standards are met. That I shall adhere to the occupational health and safety management plan. That I shall avoid actions or behaviours that could be construed as GBV or VAC. Any such actions shall be a breach this Individual Code of Conduct. I do hereby acknowledge that I have read the foregoing Individual Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, GBV and VAC issues. I understand that any action inconsistent with this Individual Code of Conduct or failure to take action mandated by this Individual Code of Conduct may result in disciplinary action and may affect my ongoing employment.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Annex 2: Incident reporting form**MoER/EQIP****Region ()****Date ()**

Sub Project Detail	
Sub Project Name, Code and type	
Location of Sub project	
Contractor's name	
Name and position of Focal person	
Telephone , add or email of Contact person	
Description of incident	
Location of incidence	
Date	
Time	
Type of incident	
How incident happened	
Root cause(s) of incident	
Witness(es)	
Action(s) taken to mitigate incident	
Action plan prepared to avoid similar incidents in the future: Yes/No	
Date when action plan was communicated to stakeholders	
Detail of Affected person	
Name of person (injured, dead, etc.)	
Date and place of birth	
Permanent address	
Position	
Salary (daily – weekly – monthly)	
Name of examining physician (if applicable)	
Date of examination	
Description of treatment	
Duration of required sick leave	

Assistance and Payment to Affected Person's Family	
Was any payment and/or other assistance made to the affected person's family?	
If payment was made, how much was paid and how was the amount calculated?	
What was the source of funds for the payment?	
Was payment in compliance with Afghan law?	
What efforts were made to contact the affected person's wife and family?	
Which member of the affected person's family received the payment?	
Was payment to the affected person's family witnessed and certified? If so, by whom	

a/ if there are several injured death persons, the form should be filled for each injured or death person

Annex 3: Outline of Contractor's ESMP

1. Licensing Requirement

- Statutory Permissions/NOC/Approvals/Labor License
- Insurance
- Any Other

2. Workforce Management under COVID-19 consideration

- Profile of work force – work activities, schedule, contract duration, workforce rotation plan, workers place of stay, workers with underlying health issues
- COVID 19 Contingency Plan covering pre-health check-up, access restrictions, hygiene, waste management, PPE provision and usage
- Reporting and handling of Instances of COVID 19 cases, training and communication with workers, training and SOPs on communicating and contact with community

3. Resource Planning

- Water and power requirement for works and locations
- Need for water line or electrical wiring
- Raw material requirement and source(s)
- Temporary storage(s) at site and location(s) – cover/uncovered
- Transportation route from source to storage
- Identification of accident hotspots on village roads
- Need for speed breakers/governors/signage

4. Pollution Prevention

- Potential of dust emission from openly stored raw material and mitigation arrangement – covering, sprinkling, etc.
- Potential of water pollution from spillage and leakage from raw material storage and preventive measures
- Potential of air emissions from works including toxic emissions from paints and chemicals, emissions from Diesel Generator (DG) sets and other construction equipment – locations where potential is high, possibility of community impact, impact on workers, preventive measures such as dust masks for workers, etc.
- Potential of noise generation from works (use of equipment and machinery, demolition work) including from any activity planned at night – locations where potential is high, possibility of community impact, impact on workers, preventive measures such as ear-muffs, etc.
- Potential of water pollution from works – possibility of leakage to surface water or accumulation in low lying areas; preventive measures/treatment requirement
- Construction debris requiring disposal – quantum, sources(s) of generation, identified dumping sites, transportation mode and route, period of dumping and restoration plan

5. Occupation Health & Safety and Emergency Management

- List of work locations, hazards/risks
- Lists of tasks and work zone critical for hazard prevention
- Location of warning signage for hazard prevention
- Requirement of first aid boxes and fire extinguishers – task and location wise
- Key person(s) to be contacted during emergency
- Protocol for deciding the level of emergency – need for hospitalization, information to authorities, etc.
- Process of accident analysis, corrective and preventive measures and need for reporting

6. Addressing GBV Risks

- Preventive measures – provision of lighting, separate toilet areas for men and women, increased vigil and security arrangement for community sensitive GBV hotspots, if identified by dam authorities.
- Sensitizing and awareness of labor on GBV issues including penalties and legal action against offenders
- Awareness about GRM

7. Code of Conduct

- Preparation of Code of conduct
- Making labor aware of conduct with all the provisions, dos and don'ts, penalties for noncompliance's, etc.
- Displaying CoC at prominent locations
- Signing of CoC by workers

8. Awareness and Training

- Plan for training and awareness covering Pollution Prevention, OHS, Use of PPEs, Accident reporting and emergency management, CoC, GBV, GRM, etc.
- Training schedule
- Training records

9. Labor Grievance Redressal Mechanism

- Details of GRM
- Process of receiving, redressing, escalation, reporting back
- Consolidated statement on Grievances

Annex 4: Status of Ratification of ILO Conventions for Republic of Moldova

43 Conventions and 1 Protocol

- Fundamental Conventions: **10 of 10**
- Governance Conventions (Priority): **4 of 4**
- Technical Conventions: **29 of 176**
- Out of **43** Conventions and **1** Protocol ratified by Republic of Moldova, of which **42** are in force, **2** Conventions and **0** Protocol have been denounced; **none** have been ratified in the past 12 months.

Fundamental

Convention	Date	Status
C029 - Forced Labour Convention, 1930 (No. 29)	23 Mar 2000	In Force
C087 - Freedom of Association and Protection of the Right to Organise Convention, 1948 (No. 87)	12 Aug 1996	In Force
C098 - Right to Organise and Collective Bargaining Convention, 1949 (No. 98)	12 Aug 1996	In Force
C100 - Equal Remuneration Convention, 1951 (No. 100)	23 Mar 2000	In Force
C105 - Abolition of Forced Labour Convention, 1957 (No. 105)	10 Mar 1993	In Force
C111 - Discrimination (Employment and Occupation) Convention, 1958 (No. 111)	12 Aug 1996	In Force
C138 - Minimum Age Convention, 1973 (No. 138) <i>Minimum age specified: 16 years</i>	21 Sep 1999	In Force
C155 - Occupational Safety and Health Convention, 1981 (No. 155)	28 Apr 2000	In Force
C182 - Worst Forms of Child Labour Convention, 1999 (No. 182)	14 Jun 2002	In Force
C187 - Promotional Framework for Occupational Safety and Health Convention, 2006 (No. 187)	12 Feb 2010	In Force

Governance (Priority)

Convention	Date	Status
C081 - Labour Inspection Convention, 1947 (No. 81) <i>P081 - Protocol of 1995 to the Labour Inspection Convention, 1947 ratified on 28 Apr 2000 (In Force) Has ratified the Protocol of 1995</i>	12 Aug 1996	In Force
C122 - Employment Policy Convention, 1964 (No. 122)	12 Aug 1996	In Force
C129 - Labour Inspection (Agriculture) Convention, 1969 (No. 129)	09 Dec 1997	In Force

Convention	Date	Status
C144 - Tripartite Consultation (International Labour Standards) Convention, 1976 (No. 144)	12 Aug 1996	In Force

Source : ILO

https://www.ilo.org/dyn/normlex/en/f?p=NORMLEXPUB:11200:0::NO::P11200_COUNTRY_ID:102695#:~:text=Out%20of%2043%20Conventions%20and,in%20the%20past%2012%20months.