

**THE UNITED REPUBLIC OF TANZANIA  
PRESIDENT'S OFFICE - REGIONAL ADMINISTRATION AND LOCAL  
GOVERNMENT**



**TANZANIA RURAL AND URBAN ROADS AGENCY  
(TARURA)**



**LABOR MANAGEMENT PROCEDURES FOR TANZANIA CITIES  
TRANSFORMING INFRASTRUCTURE AND COMPETITIVENESS  
PROJECT (TACTIC)**

**Project Number P171189**

**FINAL REPORT**

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## Executive Summary

Under ESS2 on Labor and Working Conditions, Borrowers are required to develop labor management procedures (LMP). The purpose of the LMP is to facilitate planning and implementation of the project. The LMP 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.

This LMP is a living document, initiated during project preparation, and is reviewed and updated throughout development and implementation of the TACTIC Project. The PCU and local government authorities for the individual subprojects are responsible for implementing this LMP.

As the situation permits and depending on the public health circumstances, the project will ensure compliance with national law, policies and protocol requirements as well as World Health Organization and World Bank guidance <sup>[1]</sup> regarding the transmission of communicable diseases, including COVID-19, in relation to labor force management, stakeholder consultations, project worksites and related areas.

To enrich the TACTIC project benefits, the Government of Tanzania, through the TACTIC Project implementing agency (TARURA), recognizes the necessity of provision of safe and healthy working conditions, sound worker-management relationships, fair treatment of workers, and promotion of gender equality and protection of women from Gender-Based Violence (GBV). TACTIC's main objective is to transform infrastructures in various Urban Local Government Authorities including road connectivity, urban resilience, construction of markets (crops, fish etc) in support of livelihoods of urban population targeting both male and female.

In accordance with Tanzanian national law, including (Tanzania Employment and Labour Relations Act (2004) and Labour Institutions Act (subsidiary legislations); the Occupational Health and Safety Act No.5 of 2003 (Part IV Section 43 Safety Provision; Part V Section 54, 55 and 58 Health and Welfare Provisions; Part VI Section 61 (1a), 63(a,b), and 65 Special Provision of the Act); the ILO labour Standards to which Tanzania is a party - Article no.29 (forced labour convention); Article no. 87 (Freedom of association and protection and the right to organize Convention); Article no. 98 (right to organise and collective bargaining convention); Article no. 100 (equal remuneration convention); Article no. 105 (abolition of forced labour convention); Article no. 111 Discrimination (Employment and Occupation) Convention; Article no. 138 (Minimum age Convention); and Article no. 182 (Worst forms of Child Labour Convention); and Environmental and Social Standard - 2 and 4 (ESS2 and ESS4) of the World Bank's Environmental and Social Framework (ESF), TARURA through the World Bank Coordinating Unit (PCU) is developing a Labour Management Procedures (LMP) that will be used to identify main labour requirements and risks associated with the project as well as determine the resources necessary to address TACTIC Project's labour issues.

The President's Office – Regional Administration and Local Governments (PO-RALG) has prepared this LMP to to- promote safety and health at work sites; health and safety of affected communities during the project cycle (ESS4 on Community Health and Safety ); promote fair treatment, non-discrimination and equal opportunity of project workers; protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with ESS2) and migrant workers, contracted workers and primary supply workers, as appropriate; prevent the use of all forms of forced labour and child labour; support the principles of freedom of association and collective bargaining of project workers in a manner consistent with National Labour Laws, regulations and ESS2; and in line with paragraph 21-23 of ESS2 provide a grievance mechanisms for all direct workers and contracted workers (and, where relevant, their organizations) employed/engaged in relation to the project to raise work related concerns, including workplace sexual harassment.

For the implementation of the TACTIC Project, workforce to be involved will include direct workers, contracted workers, migrant workers as well as primary supply workers. PIU of the respective ULGA is responsible for ensuring the effective implementation of the LMP in relation to all project workers, including workers engaged by contractors/subcontractors, and primary supplier workers.

Potential labour risks associated with the implementation of TACTIC sub-project activities include occupational health and safety related risks (e.g. accidents and injuries), likely incidences of child labour; forced labor; risks of Gender Based Violence; labor influx related risks (e.g. likely incidences of transmission of communicable diseases such as HIV/AIDS and COVID-19); and risks of employer non-compliance with national labor laws relating to terms and condition of employment,( including wages, benefits, as well as employment discrimination in relation based on gender, disability, age, ethnicity, HIV/AIDS status).

To promote best practices and efficiency and to meet requirements of the Labor and Working Conditions as specified in the Environmental and Social Standards 2 on Labor and Working Conditions (ESS2) and 4 on Community Health and Safety (ESS4) the TACTIC Project will be implemented based on the Tanzanian legal and regulatory requirements, World Bank (WB) as well as the ILO policies and standards on labour management. From the local legal framework this LMP rely on the Tanzania Employment and Labour Relations Act (2004) and Labour Institutions Act (subsidiary legislation) and accompanying regulations for the safeguard of worker's management and rights.

Furthermore, the Tanzania Employment and Labour Relations Act (2004) and Labour Institutions Act (subsidiary legislations) regulates employment matters in terms of employment standards. Meanwhile, the Occupational Health and Safety Act No.5 of 2003 (Part IV Section 43 Safety Provision; Part V Section 54, 55 and 58 Health and Welfare Provisions; Part VI Section 61 (1a), 63(a,b), and 65 Special Provision of the Act), describing procedures for the protection of safety, health and welfare of persons other than workers in places of work. On the other hand, the WB Environmental and Social Framework (ESF), Environmental and Social Standard 2 (ESS 2) provide a guidance on labour and working

conditions. The ILO labour Standards to which Tanzania is a party include: Article no.29 (forced labour convention); Article no. 87 (Freedom of association and protection and the right to organize Convention); Article no. 98 (right to organise and collective bargaining convention); Article no. 100 (equal remuneration convention); Article no. 105 (abolition of forced labour convention); Article no. 111 Discrimination (Employment and Occupation) Convention; Article no. 138 (Minimum age Convention); and Article no. 182 (Worst forms of Child Labour Convention).

In line with the provisions of ESS2, PIU of the respective ULGA, will ensure that a grievance mechanism will 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. PIU of the respective ULGA will ensure that measures are put in place to make the grievance mechanism easily accessible to all such project workers. TACTIC /TARURA will require contractors to have a workers' Grievance Redress Mechanism for their work force, including sub-contractors to address workplace concerns and grievances; and a separate Grievance Redress Mechanism that will respond to concerns and grievances of project-affected parties related to the environmental and social performance of the project.

The grievances can be raised anonymously and reviewed on weekly basis followed by initiation of corrective action within two days for grievances with high importance. In case the worker's dispute could not be resolved by the contractor's GRM, there will be an avenue for worker to present their disputes to the Grievance Committees of TACTIC the PIU at the respective LGA Directors Office. Furthermore, a gender sensitive grievance redress mechanism will be established to respond to any potential complaints and involving gender based violence and sexual exploitation and abuse that may arise during project implementation. The TACTIC Project Grievance mechanism will not prevent workers from using the dispute procedures provided in part VIII of the Employment and Labour Relations Act of 2004.

The TACTIC Project implementing agencies (i.e. 45 participating Urban Local Government Authorities) will assist safe working conditions; prevent or minimize corruption, mis-conduct and maladministration during the project implementation.

## Table of Contents

Executive Summary .....	ii
List of Acronyms .....	vi
<b>1. The Labour Management Procedures for the Tanzania Cities Transforming Infrastructure and Competitiveness Project (TACTIC).....</b>	<b>1</b>
1.1 Overview of the TACTIC Project.....	2
1.2 Objectives of the LMP .....	4
<b>2. Overview of Labour Use in the Project .....</b>	<b>6</b>
2.1 Characteristics of Project Workers .....	6
<b>3. Assessment of Key Potential Labour Risks .....</b>	<b>9</b>
3.1 Associated Project Activities.....	9
3.2 Potential project labour related risks.....	9
<b>4. Brief Overview of Labour Legislation: Terms and Conditions.....</b>	<b>26</b>
<b>5. Brief Overview of Labour Legislation: Occupational Health and Safety .....</b>	<b>27</b>
<b>6. Responsible Staff.....</b>	<b>29</b>
<b>7. Policies and Procedures.....</b>	<b>33</b>
<b>8. Age of Employment .....</b>	<b>35</b>
<b>9. Terms and Conditions.....</b>	<b>37</b>
<b>10. Workers' Grievance Mechanism .....</b>	<b>38</b>
<b>11. Contractor Management.....</b>	<b>42</b>
<b>12. Primary Supply Workers.....</b>	<b>43</b>
<b>ANNEXES .....</b>	<b>45</b>
<b>ANNEX 1: Pre-Qualification Checklist for Contractors .....</b>	<b>45</b>
<b>ANNEX 2: Format for Report on Compliance with Conditions of Work with ESS2 for Third Parties engaging Contracted Workers.....</b>	<b>47</b>
<b>ANNEX 3: Third Parties Statement (Potential Contractors and Service Providers) on Compliance with Provisions of Labor Legislation and the TACTIC Project`s LMP .</b>	<b>49</b>
<b>ANNEX 4: Primary Suppliers Statement of Compliance with Provisions of Labor Legislation and the TACTIC Project's LMP related to Child Labor, Forced Labor and OHS .....</b>	<b>51</b>
<b>ANNEX 5: Code of Conduct (CoC) Template Form .....</b>	<b>52</b>
<b>ANNEX 6: OHS Requirements for Project Workers and Suppliers.....</b>	<b>56</b>
<b>ANNEX 7: World Bank Incident Classification Guideline.....</b>	<b>65</b>
<b>ANNEX 8: Complaints Reporting Template.....</b>	<b>66</b>
<b>ANNEX 9: Complaints Log .....</b>	<b>66</b>
<b>ANNEX 10: Complaints Form.....</b>	<b>66</b>

## List of Acronyms

CoC	Code of Conduct
ERP	Emergency Response Plan
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS2	Environmental and Social Standard – 2
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
HSMP	Health and Safety Management Plan
IEC	Information Communication and Education
ULGAs	Urban Local Government Authorities
LMP	Labour Management Plan
M&E	Monitoring and Evaluation
MOWTC	Ministry of Works, Transport and Communication
OHS	Occupational Health and Safety
PIU	Project Implementing Unit
PMU	Procurement Management Unit
PO-RALG	President’s Office – Regional Administration and Local Governments
PPEs	Personal Protection Equipment
PPRA	Public Procurement Regulatory Authority
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
TACTIC	Tanzania Cities Transforming Infrastructure and Competitiveness Project
TARURA	Tanzania Rural and Urban Roads Agency
TMP	Traffic Management Plan
WB	World Bank

## **1. The Labour Management Procedures for the Tanzania Cities Transforming Infrastructure and Competitiveness Project (TACTIC).**

To meet ESF objectives, the President's Office – Regional Administration and Local Governments (PO-RALG) has prepared this Labour Management Procedures (LMP) document to guide the Urban Local Government Authorities (ULGAs) in implementing TACTIC at the project and sub-project levels.

During the design and preparation of TACTIC, the participating ULGAs prioritized infrastructure subprojects that would substantially enable the Project Development Objectives (PDO) to be achieved. The proposed sub-projects for TACTIC will mainly consist of roads, markets, bus terminals, slaughterhouses, stand-alone drains and solid waste related infrastructures. The PO-RALG will ensure that the PCU and ULGAs and contractors as well as all involved third parties (i.e. sub-contractors, primary suppliers) to manage their workers in accordance with the provisions of ESS2 on Labour and Working Conditions and ESS4 on Community Health and Safety.

This LMP is a living document, initiated during project preparation, and is reviewed and updated throughout development and implementation of the TACTIC Project. The PCU and local government authorities for the individual subprojects are responsible for implementing this LMP.

As the situation permits and depending on the public health circumstances, the project will ensure compliance with national law, policies and protocol requirements as well as World Health Organization and World Bank guidance<sup>[1]</sup> regarding the transmission of communicable diseases, including COVID-19, in relation to labor force management, stakeholder consultations, project worksites and related areas.

The scope of application of ESS2 depends on the type of employment relationship between the borrower (i.e. PO-RALG through TARURA) and the project worker. Under ESS2, project workers refer to direct workers, contracted workers, primary supply workers, and community workers, and ESS2 defines each of these categories of workers. Furthermore, under ESS2, project workers include full-time, part-time, temporary, seasonal and migrant workers. ESS2 also contains specific provisions on the extent to which it applies to government civil servants working on secondment from their home agencies in relation to the project.

There will be one master umbrella LMP (master LMP) for the entire project. The master LMP will guide the management of labor-related risks and impacts for all the ULGAs implementing various sub-projects.

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<sup>[1]</sup> World Bank Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings March 20, 2020

## 1.1 Overview of the TACTIC Project

Over the past ten years, PO-RALG has successfully implemented the Dar es Salaam Metropolitan Development Project (DMDP), the Tanzania Strategic Cities Project (TSCP), and Urban Local Government Support Project (ULGSP). Together, these projects aim to improve management, planning and service delivery in 29 Urban Local Government Authorities (ULGAs). Given that all three projects are set to close by 2020 (DMDP by December 31, 2020, TSCP by May 31, 2020, and ULGSP by June 30, 2020), technical discussions with PO-RALG started in early 2018 to shape the future urban program in Tanzania moving forward. For TSCP and ULGSP, it was proposed to consolidate these into a single operation to better leverage synergies in activities aimed at strengthening urban management functions. Implementation challenges were thoroughly reviewed during the project mid-term reviews for TSCP (May 2017) and ULGSP (May 2016) and the proposed TACTIC will introduce measures to address these challenges and build on the following lessons learned:

- Defining the right incentives is critical. Urban management functions will not be strengthened without the right incentives to improve performance.
- The selection of priority investments should be informed by urban plans and master plans. The proposed project will ensure consistency between economic plans, urban plans and sector plans, and also use additional selection criteria for priority investments. These will include: (i) population size and density; (ii) vulnerability to disasters; (iii) income levels; and (iv) lack of access to basic infrastructure and services.
- Urban performance grants will incentivize the implementation of environmental and social safeguards instruments. Under DMDP, TSCP, and ULGSP the necessary safeguards instruments were developed. However, implementation of these instruments can be strengthened, including the timely payment of compensation to affected households and enhanced reporting measures on safety practices in construction sites.

### Project Components

The Tanzania Cities Transforming Infrastructure and Competitiveness Project will support urban development by strengthening urban management and improving access to basic infrastructure and services in participating urban local government authorities in Tanzania. The theory of change underlying this project is that strengthening urban management will ensure the efficiency and sustainability of strategic infrastructure and therefore enhance the productivity, livability, and resilience of strategically important cities in Tanzania.

**Component 1: Improving Urban Management Performance (UPG: US\$72 million; TA: US\$23 million)**

1. **The project will support the strengthening of urban institutions and their management capacity for sustainable delivery of urban infrastructure and services.** The project will build on ongoing institutional strengthening activities and ensure alignment with the key areas that will be evaluated and rewarded under the Challenge Fund. The component will be divided into two



subcomponents: (i) Challenge Fund (US\$72 million) and (ii) Municipal Technical Assistance (US\$23 million).

***Subcomponent 1A: Challenge Fund (US\$72 million)***

This subcomponent will provide US\$72 million from the Challenge Fund to the top performing municipalities to finance works, goods, and institutional strengthening activities which lead to improvements in urban infrastructure and basic services. The Challenge Fund will be awarded once, on Year 3, to the top performing ULGAs. Three ULGAs in each Tier, or nine ULGAs, will be awarded US\$8 million each based on the results of an assessment conducted by an independent verification agent (IVA).

***Subcomponent 1B: Strengthening Urban Management (US\$23 million)***

This subcomponent will strengthen the institutional capacity of participating urban local government authorities on core urban management functions. It will focus on the five thematic areas of the Challenge Fund. It will finance technical assistance (TA), consultancy and non-consultancy services, goods, trainings, and incremental operating costs

**Component 2: Productive, Inclusive, and Resilient Urban Infrastructure (US\$ 200 million)**

**This component will be structured into three subcomponents: (i) Productive Cities; (ii) Inclusive Cities; and (iii) Resilient Cities.** There will be no threshold amounts for these subcomponents.

***Subcomponent 2A: Productive Cities***

**This subcomponent supports enabling infrastructure to upgrade small-scale industrial areas to make cities work for rural areas.** It will strengthen rural-urban connectivity through enhanced market linkages between villages and secondary cities.

This subcomponent builds on the lessons learned from FCDO's Urban Jobs Program, which supported many of these small-scale economic clusters through the development of entrepreneurial skills, where complementarities with the urban infrastructure investments can be leveraged to provide better jobs and economic opportunities in cities. Servicing these clusters will complement and reinforce areas where there is demand for these activities.

***Subcomponent 2B: Inclusive Cities***

**This subcomponent will finance upgrading of selected low-income communities and vulnerable groups, including women.** This will be done through the improvement of basic services and strengthening local government authorities' capacity in undertaking such upgrading works, including: (a) environmental related works, including storm water drainage, solid waste management, plastics management, street lights; and (b) community related amenities, including parks, markets, and bus stands. Investments will be made in low-income communities or sub-wards.

## 1.2 Objectives of the LMP

### (a) Overall Objective

ESS2 recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. Borrowers should promote sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions.

### (b) Specific objectives of the LMP

- (i) To allow PO-RALG and ULGAs to identify and manage labour-related risks and impacts within the up-coming contracts at an early stage;
- (ii) To ensure that appropriate project information on project labor and working conditions and the LMP is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format;
- (iii) To enable PO-RALG to prepare a master project-wide LMP (master LMP) that will guide the management of labour-related risks and impacts for the entire project, including each of the sub-projects. The master LMP will assist the PO-RALG and the ULGAs in engaging with contractors, primary suppliers, consultants and other project affected parties and stakeholders in relation to project labour-related issues, throughout the project life cycle including the construction phase. The final master LMP will have annexes relating to specific labour-related issues in individual subprojects. The legal relationship and responsibility for complying with the master LMP will flow directly from the PIU/IA to the contractors/subcontractors, several of which are expected to undertake more than one or more of the subprojects. The ULGAs and national and local labour ministry officials will be involved in monitoring/supervision to ensure that the master LMP provisions are being implemented in the specific sub-project(s) in the respective ULGAs.

The objectives of this LMP are:

- To promote safety and health at work.
- To promote the fair treatment, non-discrimination and equal opportunity of project workers.
- To protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS), persons from ethnic and/or religious minorities, and migrant workers, as well as contracted workers, and primary supply workers, as appropriate.
- To prevent the use of all forms of forced labour, and address child labour in relation to national law, and ESS2 and project requirements.

- To support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law
- To provide project workers with accessible means to raise workplace concerns

Key issues that ULGAs will incorporate in their LMPs, in line with the Tanzania Employment and Labour Relations Act (2004) and Labour Institutions Act (subsidiary legislations); the Occupational Health and Safety Act No.5 of 2003; ESS2; ESS4, and the World Bank Template for drafting the LMP; and the ILO labour Standards to which Tanzania is a party are:

- Clearly identified terms and conditions for the various types of subproject workers, including amount and method of payment (if applicable) and times of work.
- Issues associated with working conditions, including forced labour, child labour, and occupational health and safety.
- Addressing issues of transmission of communicable diseases, such as HIV/AIDS and COVID-19, among the workforce and between the workforce and local communities
- Addressing issues associated with gender based violence including sexual harassment
- In cases of significant risk of serious safety issues related to workers engaged through contractors/subcontractors and/or primary supply workers, the PO-RALG will require relevant contractor/subcontractor or primary supplier to introduce procedures and mitigation measures to address such safety issues.
- access to a grievance mechanism to all project workers, including direct workers as well as workers engaged through contractors/subcontractors, and primary supplier (to the extent possible) so as to address workplace complaints. In cases where the third party employing or engaging the workers is not able to provide a grievance mechanism to workers, those workers will have access to the project worker grievance mechanism to be established to address project workplace concerns.
- Set out roles and responsibilities for monitoring workers as well as measure to remedy any non-conformance by workers, contractors/subcontractors and primary suppliers.

## 2. Overview of Labour Use in the Project

TACTIC Project will recruit and manage project personnel in full accordance with the Tanzania Employment and Labour Relations Act of 2004, the Occupational Health and Safety Act, 2003, Law of the Child Act of 2009, the Public Procurement Act Cap 410 (as amended in 2016) and Regulation 30c of Public Procurement Regulation of 2013 (as amended in 2016), and Guidelines for Participation of Special Groups in Public Procurement of 2017; as well as the World Bank's Environmental and Social Framework on employment, labour and local content within construction sector mentioned in the ESS2. The LMP will be applicable to the different categories of project workers, including fulltime, part-time, temporary and seasonal.

The total number of Sub-project workers to be employed depend on the size, time frame and nature of specific Sub-project. Therefore, for the TACTIC project is estimated to employ about 9,000 different types of workers i.e. skilled, semi-skilled and unskilled as well as primary supply workers. It should be noted that this mainly is for the Tier One sub-projects that its sub-project list has been finalised. For all the three Tiers the total is estimated at 10,000 workers.

### 2.1 Characteristics of Project Workers

At this stage, the anticipated labour can be categorized into the following three levels of expertise:

- Skilled labour – technical personnel with advanced specialist training (e.g. consulting professionals, administrators). Majority of skilled labour will be nationals with few internationals;
- Semi-skilled labour – ancillary staff with relevant vocational training (e.g. drivers, security). This will include nationals and locals to the project site; and
- Basic labour (unskilled) – casual labourers for incidental manual work requiring little to no specialist training (e.g., field guides, vehicle breakdown servicemen). These will be locals coming from areas where the sub-projects are implemented.

The ULGAs shall ensure that local workers are given priority in terms of employment. To ensure that basic labourers (unskilled) are from the local area, all vacancies shall be announced at the respective ULGAs, Wards and Mtaa offices, and candidates will be required to submit an introduction letter from Mtaa Authority. International workers will be employed only where skills are not available among nationals. Members of vulnerable groups (Female, youth and people with disabilities) will be given priority where possible as prescribed by the Guidelines for Participation of Special Groups in Public Procurement of 2017. Measures include providing suitable working environment for vulnerable groups such as toilets, changing rooms, provision of special working hours that don't exceed those anticipated by vulnerable groups, providing PPE as well as ensuring advertisements of job clearly stipulates that vulnerable groups will be provided special attention. Employment of workers below the age of 18 years and above 65 years will be strictly forbidden, this applies to all types of

project workers to be used under TACTIC program. The project has established a minimum age of 18 years of age for all workers employed/engaged in relation to the project due to the hazardous nature of work involving the project.

### **Number of project workers:**

- **Direct Workers:**

The implementation of TACTIC Sub-projects will utilize direct workers working with the TACTIC PIU as well as government civil servants at the ULGAs level. Furthermore, the project will employ independent consultants who will be working on contractual bases with different time inputs as part of TACTIC PIU. The estimated number of direct workers for each LGA will not exceed 25 including the management unit, technical unit, social, environmental, financial, procurement and administrative. Direct workers will be managed by TARURA in accordance with the Tanzania Employment and Labour Relations Act of 2004, the Occupational Health and Safety Act, 2003; and the World Bank ESS 2.

*Timing of labor requirements:* Direct project workers are eligible to work on full-time fixed renewable contracts for the duration of the entire project implementation. For the consultants, the duration of contracts will vary by assignment but generally, not less than one year .

- **Contracted Workers**

Contracted workers will be hired under the standard form of Contract for Construction. The number of Sub-Projects will correspond to the number of Contractors with the possibility of one contractor being awarded multiple Sub-Projects. Each contractor might need engagement of multiple subcontractors. The subcontractors' workforce will be also considered as contracted workers. The terms and conditions of contracts for all the contracted workers will adhere to the Tanzania Employment and Labour Relations Act of 2004, the Occupational Health and Safety Act, 2003; and the World Bank ESS 2 and ESS 4. The labor requirement including the time schedule and deliverables will be as stipulated in their respective contracts.

*Timing of labor requirements:* Contracted workers timing and labor requirements will vary by assignment. They will generally be for a minimum of six months and potentially for several years during project life cycle depending on the contract duration.

- **Migrant Workers**

It is likely that migrant workers (nationals/local migrants from neighbouring "Mtaa", wards or towns or other parts of Tanzania) will be engaged during implementation of the TACTIC sub-projects. locals residing within project areas. The respective ULGA will contact the local leaders during various project implementation; and when recruitment starts further details will be provided. To avoid incidences of child labor, prior employment the domestic migrant workers will be required to submit to the contractor a proof of worker's age (National Identification Card, Voters Registration Card, Birth Certificate or affidavit of birth). Whereas for international migrant workers, they will be required to submit Visa granted by Tanzanian Government, work permit and Curriculum Vitae and copies of academic certificates.

### *Timing of Labour Requirements*

For the international migrant workers, the duration of contracts will vary by assignment but generally, not less than one year. In the case of migrant workers from within the country, it will be up to the contractor to mobilize labor force to coincide with the type of work and the season. Under TACTIC, about 6 international migrant workers mainly technical experts will be engaged at the PIU; and out of each 100 workers at the TACTIC sub-projects up to up to 25 will be local migrants from neighbouring villages or other parts of the country and 75 will be workers from project area

- **Primary Supply Workers**

This group of workers might be engaged on the project as certain supply of materials (i.e. aggregate and crushed stone, geotextile, gravel, sand, electrical equipment etc.) will be required within TACTIC project. The potential number is not possible to be provided as this will depend of the sourcing strategy and management by the Contractors. However, in case third parties qualifying as primary supply workers are to be engaged risks of potential child labour, forced labour and serious safety issues which may arise in relation to primary suppliers shall be assessed.

*NB: Project Implementation Unit and Human Resource Management of the respective LGA and with the assistance of the office of the HR from the Contractor, are responsible in recruiting types of project workers, job skills required and their numbers, but all these staff will be in line with the types of employment contracts as subject to the provision of section 14 (1)(a)(b) of the Employment and Labour Relations Act No.6/2004.*

Table below provides a summary of estimated number of workers according to categories of ESS2 for the TACTIC project.

<b>No</b>	<b>Type of Workers</b>	<b>Number of workers</b>
1	Direct workers	500
2	Contracted workers	9,000
3	Community workers	N/A
4	Primary supply workers	500
	<b>Total</b>	<b>10,000</b>

**Note:** This estimates have considered all the 45 LGAs subprojects

### 3. Assessment of Key Potential Labour Risks

#### 3.1 Associated Project Activities

Substantial use of labour is mostly anticipated to arise from implementation of Sub-projects under the TACTIC project. The type of activities under Component 2 (Urban Infrastructure and Services) to be financed under TACTIC project includes:

- construction of strategic infrastructure investments identified under existing urban management plans such as construction /rehabilitation of Solid waste dumping sites, construction /rehabilitation of bus stands, markets (fish markets, agro-produce markets), roads, , lorry parking; construction of Stand-alone drainage structures etc;
- enhancement of market linkages between villages and secondary cities through construction/rehabilitation of markets, agro-processing centers, warehouses, slaughterhouses etc; and
- urban adaptation and resilience through construction of storm water drainage structures in flood prone areas, rehabilitation/retrofitting of critical infrastructure in seismically active areas, coastal protection investments in response to sea level rise for cities, river restoration, sediment management, erosion control, etc

#### 3.2 Potential project labour related risks

Potential labour risks associated with the implementation of TACTIC sub-project activities include occupational health and safety related risks (e.g. accidents and injuries), likely incidences of child labour; forced labor; risks of Gender Based Violence; labor influx related risks (e.g. likely incidences of transmission of communicable diseases such as HIV/AIDS and COVID-19); and risks of employer non-compliance with national labor laws relating to terms and condition of employment,( including wages, benefits, as well as employment discrimination in relation based on gender, disability, age, ethnicity, HIV/AIDS status), risks from fish processing activities, meat processing activities in slaughter houses, construction and operation of roads. Details of measures to be deployed so that to overcome the identified TACTIC project labor related risks are presented in Table 1.

- (a) Labour risks associated with employer's non-compliance with labor laws and regulations governing implementation of TACTIC Sub-projects level.

Implementation of TACTIC sub-projects is likely to expose workers into risks of non-compliance of employer with national labor laws relating to terms and condition of employment such as wages, benefits, health and safety of workers as well as employment discrimination in relation to women, persons with disabilities and other members of vulnerable groups. Furthermore, absence of a mechanism to express grievances and protect rights regarding working conditions and terms of employment.

PO-RALG through TARURA will implement procedures contained in this LMP. These procedures set out the way in which project workers will be managed, in accordance with the requirements of national laws, **ESS2, ESS4 and other applicable provisions of the WB ESE**. The procedures address the way in which the labor procedures will apply to different

categories of project workers, and the way in which the PO-RALG through TARURA will require third parties to manage their workers; as well as provision of a systematic mechanism workers will express their grievances and concerns regarding working conditions and terms of employment. It is notable that the provisions of the Employment and Labour Relations Act (2004); the Non-Citizen (Employment Regulations) Act No.1 /2004; the National Social Security act no.27/2008; the worker's compensation Act No. 20/2008 are relevant to project activities and satisfy the requirements of the ESS2.

(b) Labour influx related risks:

Labour influx is known to happen especially in large scale infrastructure development in Tanzania. Influx of labor to TACTIC sub-project implementing areas has a potential risk of transmission of communicable diseases (eg. water-borne, water-based, water-related, and vector-borne diseases, HIV/AIDS, COVID-19) among workers and the nearby communities as well as risks of Gender Based Violence including sexual harassment, among the workforce and between the workforce and local communities.

Exposure to COVID-19 is the most alarming labor risks to be considered, Workers mobilized from adjoining districts or regions or from abroad, or local workers returning from abroad, become vectors for transmission of COVID-19 to other workers in construction project sites and nearby communities. To ensure minimum or no cases of transmission of communicable diseases including COVID-19, PO-RALG through TARURA will make sure that all TACTIC sub-project activities regarding workers and the communities are performed in accordance with the Public Health Act (2009); Occupational Safety and Health Act (2003); World Bank Environmental and Social Frameworks; World Bank Group Environmental Health and Safety Guidelines; ESS2 and ESS4; and COVID-19 prevention guidelines.

Construction workers are predominantly younger males. Those who are away from home on the construction job are typically separated from their family and act outside their normal sphere of social control. This can lead to inappropriate and criminal behaviour, such as sexual harassment of women and girls, exploitative sexual relations, and illicit sexual relations with minors from the local community. A large influx of male and in some cases female labour may also lead to an increase in exploitative sexual relationships and human trafficking whereby women and girls are forced into sex work. Specific requirements to manage risks associated with labour influx, related to the interaction between program workers and local communities, such as communicable diseases and gender-based violence, are managed through contractual requirements, code of conduct and training set out in this document. These procedures are guided by national legislation.

(c) Occupational health and safety:

The TACTIC sub-project implementation will involve OHS risks from construction and operation of fish markets, slaughterhouses, construction and operation of roads. These entail working with cutting equipment; quarry sites and borrow areas where there may be blasting; high raised buildings, areas with high level of noise such as compaction; manual handling; excavation works; and heavy machinery. These works pose occupational hazards that may



result in accidents and injuries. The TACTIC project has therefore prepared an Environmental Management Framework (ESMF) that will guide the assessment of risks and preparation of Environmental and Social Impact Assessments (ESIA) and Management Plans (ESMPs) for the sub-projects. These ESIA and ESMPs will form part of bidding documents for contractors and will therefore guide the preparation of Site-Specific Environmental Health and Safety Management plans (CESMPs) which will detail how these risks will be managed for each of the sub-projects and each worksite for review and clearance by the implementing agencies. Construction contractors have to ensure that relevant OHS mitigation measures and management plans also apply to all their sub-contractors and service providers (e.g. quarries and other material providers, etc.).

- (d) Discrimination of employment on the basis of gender, disability, ethnicity, and HIV/AIDS status

Discrimination has not been defined under the Tanzanian Labour Laws but Article 1 (a) and (b) of Convention No 111 on Discrimination (Employment and Occupation) Convention, 1958 defines as any distinction, exclusion, or preference with respect to recruitment, hiring, termination of employment, working conditions, or terms of employment made on the basis of personal characteristics rather than genuine occupational qualifications that are necessary to perform the work. Additionally, section 7 (5) of the Employment and Labour Relations Act, 2004; World Bank Guidance Note 13.4 as well as ESS2 and the ILO Convention 111 prohibit any form of discrimination to workers.

Under TACTC Project, all employment categories (direct workers, contracted workers) are at risk to be faced with all forms of discrimination, such as gender based violence including sexual harassment, among the workforce and between the workforce and local communities. TACTIC project supports equal opportunities of employment opportunities for both women and men, people with disability, **HIV/AIDS or other health status**, all races and ethnicity with emphasis on equal criteria for selection, remuneration, and promotion, and equal application of these criteria.

To ensure that there is equal opportunity and non-discrimination among workers employed/engaged under all employment categories, PO-RALG through TARURA ensures that all sub-project activities will be implemented in compliance with the guiding acts and regulations prohibiting discrimination against an employee. Furthermore, contractors and sub-contractors will be required to support equal opportunities for women and men, with emphasis on equal criteria for selection, remuneration, and promotion, and equal application of these criteria; put in place measures to prevent harassment of project workers, including sexual harassment, in the workplace; and if migrant workers are engaged, appropriate measures to prevent any discriminatory treatment on them shall be implemented.

**PIU of respective ULGAs** will ensure that for all project workers, including workers engaged through contractors and subcontractors, and primary suppliers, that decisions relating to the employment or treatment of project workers will not be made on the basis of personal characteristics unrelated to inherent job requirements. The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and

terms of employment, access to training, job assignment, promotion, termination of employment or retirement, or disciplinary practices.

(e) Human Immunodeficiency Virus/ Acquired Immunodeficiency Syndrome (HIV/AIDS):

HIV/AIDS prevalence which varies across regions in Tanzania ranging from 11.4% in Njombe and 11.3% in Iringa to less than 1% in Lindi. In some of the Regions targeted by the project, the prevalence rates are: (i) Morogoro 4.2%; (ii) Njombe 11.4%; (iii) Mbeya 9.3%; (iv) Songwe 5.8%; (v) Katavi 5.9%; (vi) Rukwa 4.4%; (vii) Iringa 11.3%; (viii) Lindi 0.3%; (ix) Pwani 5.5%; and (x) Tanga 5.0% (xi) Mtwara 2.0%; and (xii) Ruvuma 5.6%. Construction attracts workers, both national or international, and services to support the project workforce. Most of the construction workers are mostly unaccompanied male who may therefore attract transactional sex workers in the project areas and also increase cases of sexual contact with local population creating a risk of spread of HIV/AIDS and other sexually transmitted infections. The project will include in the bidding documents and bills of quantities requirements contractors to engage a local non-governmental organization working in the field of HIV/AIDS to: sensitize the local communities and workers on HIV/AIDS; distribute condoms; provide Information and Education Materials (IEC) on HIV/AIDS; offer pre and post counselling and voluntary free testing services to the workforce.

(f) Likely incidences of Child labour or forced labour:

In most areas of construction child labour has soared due to their vulnerability caused by poor livelihood conditions of their parents. Child labour and/or any form of forced labor is not expected in all employment categories under TACTIC (direct, contract, migrant, primary suppliers). As per Part II(a) of Tanzania Employment and Labour Relations Act (2004), no child under the age of 18 shall be employed in worksites where work conditions considered to be hazardous. TACTIC sub-projects will adhere to Part II (a&b) of the Employment and Labour Relations Act (2004) which prohibit child labor and forced labor. This Employment and Labour Relations Act (2004) is inline with the ILO conventions on prohibition of child and forced labor (ILO Convention 105; 138; and 182) as well as the World Bank ESS2.

To prevent employing or engaging children under age of 18, the following measures will be taken:

- Documentation and verification of age prior to the employment or engagement of a project worker and kept on file;
- Obtaining written confirmation from the applicant of their age; and
- Where there is any reasonable doubt as to the age of the applicant, requesting and reviewing available documents to verify age (such as a birth certificate, national identification card, medical or school record, or other document or community verification demonstrating age).

If a child under the minimum age of 18 years is discovered working on any TACTIC sub-project, the employment or engagement of the child will be terminated in a responsible

manner, taking into account the best interest of the child.

All the identified potential risks will be assessed by undertaking site specific risk and hazard assessments as part of the Environmental and Social Impact Assessments. Mitigation measures for the identified risks will be prepared as per ESS2 and incorporated into the project's ESMP. Table 1 below presents possible mitigation measures for the TACTIC Project's potential risks:

Table 1: Potential Labour Risks and Mitigation Measures

Description of the risk/impact as identified in ESS2	Proposed risk mitigation measures	Frequency of implementation of proposed mitigation measures
<b>Project Phase: Construction Phase</b>		
<ul style="list-style-type: none"> <li>• Non-compliance of employers to terms and conditions of employment</li> </ul>	<p>To ensure compliance with terms and conditions of employment as per requirements of the Tanzania Employment and Labour Relations Act (2004); WB ESS2; and ILO Labour Relations Convention 151 (1978 <b>PIU of respective ULGAs</b> will ensure the following in relation to direct workers, well as projects engaged through contractors/subcontractors and primary suppliers:</p> <ul style="list-style-type: none"> <li>• Provide project workers with information and documentation that is clear and understandable regarding their terms and conditions of employment;</li> <li>• Special provision for Illiterate workers, especially among unskilled workers, to clearly clarify the terms and conditions of employment;</li> <li>• The information and documentation shall set out workers' rights under the Tanzania Employment and Labour Relation Act (2004);</li> <li>• The information and documentation shall include any applicable collective agreements, including their rights related to hours of work, wages; overtime, compensation and benefits, as well as those arising from the requirements of ESS2;</li> <li>• This information and documentation shall be provided at the beginning of the working relationship and when any material changes to the terms or conditions of employment occur;</li> <li>• The project shall also have GRMs for project workers (direct workers and contracted workers) to promptly address their workplace grievances and concerns</li> </ul>	<ul style="list-style-type: none"> <li>• When new employees are engaged;</li> <li>• Awareness sessions on the terms and conditions of employment quarterly</li> </ul>

<ul style="list-style-type: none"> <li>Labour influx related risks (including spread of diseases among workers and the nearby communities, including HIV/AIDS and COVID-19 through project activities)</li> </ul>	<ul style="list-style-type: none"> <li><b>PIU of respective ULGAs will ensure that</b> Contractor's ESH personnel through appropriate means conduct awareness to <b>workers as well as the local communities</b> on the risks of infection with HIV/AIDS and COVID-19,</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> </ul>
	<ul style="list-style-type: none"> <li><b>PIU of respective ULGAs will ensure that</b> implementation of Code of Conduct to be signed by project workers and enforced by all contractors;</li> </ul>	<ul style="list-style-type: none"> <li>Weekly</li> </ul>
	<ul style="list-style-type: none"> <li>Given the context of COVID-19, <b>PIU of respective ULGAs will ensure that</b> Contractors provide all workers with appropriate PPEs (such as gloves and masks) and ensure proper use and disposal to be in line with the provisions of COVID-19 prevention guidelines by the Ministry of Health, as well as by WHO</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Occupational health and safety (such as occupational traffic accidents)</li> </ul>	<p><b>PIU of respective ULGAs will ensure each of the following:</b></p>	<ul style="list-style-type: none"> <li></li> </ul>
	<ul style="list-style-type: none"> <li>Implementation of Code of Conduct to be signed by project workers and enforced by all contractors;</li> <li>the contractor shall provide the workers with the required PPEs and enforce use at all times while at the work site;</li> <li>Provision of adequate signage and communication of risks to workers, contractor's staff and the community;</li> <li>Hazardous areas must be clearly marked with signs easily understood by workers, visitors and the general public, as appropriate;</li> <li>Consult the Good practice note on road safety to add other relevant mitigation measures concerning prevention of occupational traffic accidents</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>

	<ul style="list-style-type: none"> <li>• Carry out job risk assessment (analysis of hazard likely to exist and precautions required) before executing the assignment;</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly</li> </ul>
	<ul style="list-style-type: none"> <li>• The equipment used in the works should be routinely serviced to ensure proper and safe equipment functionality;</li> <li>• Electrical works must be performed by trained and qualified experts</li> <li>• Ensure that electrical equipment is properly connected before switching on sockets</li> <li>• Use of competent drivers with defensive driving technics</li> <li>• Only road worthy vehicles and trucks shall be used in transportation of materials to avoid frequent breakdowns and</li> </ul>	<ul style="list-style-type: none"> <li>• Daily</li> </ul>
	<ul style="list-style-type: none"> <li>• risks of road accidents.</li> <li>• All visitors shall be required to fill a visitors' form providing all personal details and purpose of the visit. A data file with information regarding visitor will be recorded and kept by project OHS personnel</li> </ul>	
	<ul style="list-style-type: none"> <li>• In case of any spillage at working areas, the contractor <b>must clean</b> the spillage immediately, post anti-slip hazard warning should be used when mopping floors to reduce chances of slip and falls</li> </ul>	<ul style="list-style-type: none"> <li>• Immediately after spillage incidence occurrence</li> </ul>

<ul style="list-style-type: none"> <li>• Discrimination of employment on the basis of gender, disability or ethnicity</li> </ul>	<p><b>PIU of respective ULGAs</b> will ensure that for all project workers, including workers engaged through contractors and subcontractors, and primary suppliers, that decisions relating to the employment or treatment of project workers will not be made on the basis of personal characteristics unrelated to inherent job requirements. The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, or disciplinary practices.</p>	<ul style="list-style-type: none"> <li>• When new employees are recruited;</li> <li>•</li> </ul>
	<ul style="list-style-type: none"> <li>• The employment of project workers shall be based on the principle of equal opportunity and fair treatment</li> <li>• No discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, or disciplinary practices.</li> <li>• The CoC (see template in Annex 5) containing provisions on GBV/SEA to be signed by all workers is aimed at preventing and addressing harassment, intimidation and/or exploitation</li> <li>• Contractors shall provide appropriate sanitation facilities at the workplace and appropriate PPEs for women and persons with disability</li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>
<ul style="list-style-type: none"> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Recruit GBV Service Provider</li> </ul>	<ul style="list-style-type: none"> <li>• Prior commencement of construction activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Sensitize communities on GBV/SEA and the referral pathways</li> <li>• All project personnel should be trained against SEA awareness programs as well as the beneficiary community</li> </ul>	<ul style="list-style-type: none"> <li>• Quarterly</li> </ul>
<ul style="list-style-type: none"> <li>• Likely incidences of Child labour or forced labour</li> </ul>	<p>PIU of respective ULGAs will ensure the following in relation to direct workers, well as projects engaged through contractors/subcontractors and primary suppliers:</p> <ul style="list-style-type: none"> <li>• Provision of employment to member of household from where a child come from to maintain the income brought in by the child;</li> <li>• All vacancy advertisements will clearly prescribe that child labour is not permitted and persons to be employed must meet the minimum age as prescribed in Employment and Labour Relations Act (ELRA) of 2004</li> <li>• Sensitize beneficiaries on negative impacts of child labour;</li> <li>• Certification of laborers' age and removal of under-age (using National Identification Card, Voters Registration Card, Birth Certificate or affidavit of birth in employment of workers);</li> <li>• Ensure on compliance with the ELRA 2004</li> <li>• Ensure that contractors have and implement a Child Labour Policy to deter employment and abuse of children in the project.</li> </ul>	
<b>Project Phase: Operational Phase</b>		
<b>Fish processing operations</b>		
<p>Physical hazards/accidents</p> <ul style="list-style-type: none"> <li>• associated with fish processing operations (eg. falls caused by slippery floors and stairs;</li> <li>• equipment safety issues associated with filleting knives and other sharp tools; and cuts from sharp edges on process equipment (e.g. stainless steel</li> </ul>	<ul style="list-style-type: none"> <li>• Provide workers with training in the proper use and maintenance of cutting equipment (including the use of machine safety devices, handling / storage and upkeep of knives, and emergency shutoff procedures) and personal protective equipment (e.g. metallic gloves and leather aprons for cutting activities, and protective footwear with rubber soles);</li> <li>• Design the plant so that different activities and the flow of</li> </ul>	<p>Quarterly</p>
		Prior



<p>basins)</p>	<p>processes do not cross. In addition, clearly demarcate transport corridors and working areas; ensure that handrails are provided on platforms, ladders, and stairs; and use non-slip floor surfacing;</p> <ul style="list-style-type: none"> <li>• Use completely enclosed conveyer belts to protect hands and fingers</li> </ul>	<p>commencement of operational activities</p> <p>Monthly inspection of the machines</p>
<p>Biological hazards</p> <ul style="list-style-type: none"> <li>• associated with manual gutting, skinning, and general handling of fish and shellfish (eg. infections and or allergic reactions resulting from exposure to the fish itself, or bacteria on the fish); and</li> <li>• Water spraying processes may result in the formation of aerosols with bacteria that can be inhaled.</li> </ul>	<ul style="list-style-type: none"> <li>• Consider work rotation strategies to reduce occupational exposure to allergens;</li> <li>• Wear gloves to protect hands from exposure to products, especially when working with seafood that is known to create allergic reactions (e.g. scallops and shrimp);</li> <li>• Avoid aerosol-generating activities (e.g. use of compressed air or high-pressure water for cleaning). Where these activities cannot be avoided, provide proper ventilation of enclosed or semi-enclosed areas to reduce or eliminate exposure to aerosols, in addition to adequate distances between workers and aerosol-generating activities;</li> <li>• Ensure physical segregation of work and personal facilities to maintain worker personal hygiene</li> </ul>	<p>Daily inspection of the working environment</p>
<p>Exposed to lifting, carrying, repetitive work, and work posture injuries.</p>	<ul style="list-style-type: none"> <li>• Use of mechanical assists to eliminate or reduce exertions required to lift materials, hold tools and work objects, and requiring multi-person lifts if weights exceed thresholds</li> <li>• Selecting and designing tools that reduce force requirements and holding times, and improve postures</li> <li>• Providing user adjustable work stations</li> <li>• Incorporating rest and stretch breaks into work processes, and conducting job rotation</li> <li>• Implementing quality control and maintenance programs that reduce unnecessary forces and exertions</li> <li>• Taking into consideration additional special conditions such as left handed persons</li> </ul>	<p>Daily inspection of the working environment</p>

<p>Exposure to chemicals:</p> <ul style="list-style-type: none"> <li>• Handling chemicals such as chlorine, lye, and acids that are related to cleaning operations and disinfection in process areas;</li> <li>• If fish smoking facilities are installed, workers could be exposed to smoke particles that contains potential or confirmed carcinogens such as polycyclic aromatic hydrocarbons (PAHs)</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that employees handling concentrated lye, acid, and chlorine wear protective clothing and eyewear</li> <li>• Smoking kilns should not be located in the same rooms as processing workers. Chimney exhaust systems should ensure that smoke is not entering the processing factory. Respiratory protection should be used when cleaning smoke ovens</li> </ul>	<p>Daily inspection of the working environment</p>
<p>Exposure to extreme heat and cold that may result into respiratory and musculoskeletal ailments</p>	<ul style="list-style-type: none"> <li>• Set the temperature in air-conditioned processing facilities, where stationary manual work is conducted, at a level that is appropriate according to temperature stress management procedures as noted in the General EHS Guidelines;</li> <li>• Products awaiting the next processing step can be kept chilled without lowering the ambient temperature through proper use of ice, slush-ice, or waterice mixtures;</li> <li>• Equip cold stores and chill stores with strip curtains to avoid extensive drafts when doors are open. Ensure freezers can be opened from the inside;</li> <li>• Design air-conditioning systems for processing facilities in conjunction with strip curtain placement to minimize drafts;</li> <li>• Provide protective clothing in cold environments (e.g. refrigerated storage rooms). Process workers should always be equipped with proper working garments,</li> </ul>	<p>Daily inspection of the working environment</p>

	<p>including dry boots;</p> <ul style="list-style-type: none"> <li>• Reduce movement of processing workers between different temperature zones (e.g. when packing frozen products)</li> </ul>	
<p>Exposure to noise and vibrations following proximity to noisy machinery (eg. compressors, automatic packing machinery, condensers, ventilation units, and pressurized air)</p>	<ul style="list-style-type: none"> <li>• Using noise control devices, such as noise barriers and deflectors;</li> <li>• Using exhaust muffling devices for combustion engines</li> <li>• use of hearing protection should be enforced actively when the equivalent sound level over 8 hours reaches 85 dB(A), the peak sound levels reach 140 dB(C)</li> </ul>	<p>Daily inspection of the working environment</p>
<p><b>Meat processing operations</b></p>		
<p>Risks of exposure to physical hazards including:</p> <ul style="list-style-type: none"> <li>• Fall hazards due to slippery conditions;</li> <li>• use of machines and tools (eg. knives, mechanical saws, packaging equipment, and mincers) principally for cutting purposes;</li> <li>• Cuts caused by sharp bones and edges on process equipment (e.g. stainless steel basins);</li> </ul>	<ul style="list-style-type: none"> <li>• Designing a proper slaughterhouse floor that is slip-proof when wet ;</li> <li>• Providing workers with training in the proper use of cutting equipment (including the proper use of machine safety devices) and personal protective equipment (PPE) such as metallic gloves and leather aprons for cutting activities;</li> <li>• Ensuring that ritual slaughter is carried out by individuals who have received the correct training and have subsequently been approved to slaughter animals;</li> </ul>	<p>Daily inspection</p>
<p>Exposure to lifting, carrying, and repetitive work and work posture injuries (eg. situations such as manual handling of live animals in the stables, removal and handling of manure and other solid wastes, handling of</p>	<ul style="list-style-type: none"> <li>• Training workers in proper live animal handling methods including the use of structures and equipment for handling and restraining animals;</li> <li>• Designing appropriate pen / lairage / livestock yards such that the animals can be calmly moved into the facility, and</li> </ul>	<p>Daily inspection</p>

<p>carcasses including pushing, pulling, hanging up, and taking down from the sliding rails, and manually lifting boxes with meat or bones. Additional situations of repetitive work may include the boning process, operation of machinery like slicing machines or vacuum packing machines, packing work, and cleaning of intestines)</p>	<p>which allows for escape routes for the workers;</p> <ul style="list-style-type: none"> <li>• Conducting stunning of cattle in a controlled setting (e.g. stun-box)</li> </ul>	
<p>Risks of exposure to biological and microbiological agents (eg. inhalation and ingestion of dust and aerosols during manure handling in the lairage, pens and livestock yards, as well as through incidental ingestion and dermal contact during carcass handling, intestine cleaning, handling of stomach contents, and waste and wastewater management operations.</p>	<ul style="list-style-type: none"> <li>• Avoiding dust and aerosol generating activities (e.g. use of compressed air or high pressure water for cleaning) and where they cannot be avoided providing proper ventilation of enclosed or semi-enclosed areas to reduce or eliminate exposure to dust and aerosols;</li> <li>• Providing workers with PPE that is appropriate for the activity (e.g. protective clothing, gloves and masks) for workers in intestine and stomach cleaning operations;</li> <li>• Ensuring physical segregation of work and welfare facilities to maintain worker personal hygiene;</li> <li>• Designing holding areas for detained animals and high-risk materials to avoid direct contact with workers and ensuring that all waste materials, including those from rejected animals, are removed daily</li> </ul>	<p>Daily inspection</p>
<p>Exposure to chemicals during handling of chemicals related to cleaning and disinfecting process areas and lairage / livestock yards</p>	<ul style="list-style-type: none"> <li>• Chemicals should not be stored or transported with food or beverages, and should be secured in a locked and clearly identified area;</li> <li>• Prevent seasonal and other temporary workers from working with chemicals until they have been fully trained;</li> <li>• Provide respiratory protection and impermeable clothing for</li> </ul>	<p>Daily inspection</p>

	use during disinfection of pens and lairage areas	
<p>Risks of exposure to fluctuating internal climatic conditions, including heat and radiation from scalding, singers, brushing, black scrapers, and flame off, and cold from refrigerated rooms.</p>	<ul style="list-style-type: none"> <li>• Set the temperature in air-conditioned processing facilities, where stationary manual work is conducted, at a level that is appropriate according to temperature stress management procedures as noted in the General EHS Guidelines;</li> <li>• Products awaiting the next processing step can be kept chilled without lowering the ambient temperature through proper use of ice, slush-ice, or water ice mixtures;</li> <li>• Equip cold stores and chill stores with strip curtains to avoid extensive drafts when doors are open. Ensure freezers can be opened from the inside;</li> <li>• Design air-conditioning systems for processing facilities in conjunction with strip curtain placement to minimize drafts;</li> <li>• Provide protective clothing in cold environments (e.g. refrigerated storage rooms). Process workers should always be equipped with proper working garments, including dry boots;</li> <li>• Reduce movement of processing workers between different temperature zones (e.g. when packing frozen products)</li> </ul>	
<p>Risks of exposure to sources of noise and vibration (eg. electrical stunning of pigs, electric saws, steam, condensers, ventilation, banging of equipment, and pressurized air equipment.</p>	<ul style="list-style-type: none"> <li>• Using noise control devices, such as noise barriers and deflectors;</li> <li>• Using exhaust muffling devices for combustion engines</li> <li>• use of hearing protection should be enforced actively when the equivalent sound level over 8 hours reaches 85 dB(A), the peak sound levels reach 140 dB(C)</li> </ul>	<p>Regular inspection of working environment</p>

<b>Operation of constructed roads</b>		
<p>Risks of injuries to pedestrians and bicyclists from moving vehicles</p>	<ul style="list-style-type: none"> <li>• Provision of safe corridors along the road alignment (e.g. paths separated from the roadway), and safe crossings for pedestrians and bicyclists during operation;</li> <li>• Crossing locations should take into account community preferences, including those related to convenience or personal safety (e.g. the prevalence of crime at potential crossing point locations)</li> <li>• Installation of barriers (e.g. fencing, plantings) to deter pedestrian access to the roadway except at designated crossing points;</li> <li>• Installation and maintenance of speed control and traffic calming devices at pedestrian crossing areas;</li> <li>• Installation and maintenance of all signs, signals, markings, and other devices used to regulate traffic, specifically those related to pedestrian facilities or bikeways</li> </ul>	
<p>Collisions and accidents can involve a single or multiple vehicles, pedestrians or bicyclists, and animals</p>	<ul style="list-style-type: none"> <li>• Installation and maintenance of all signs, signals, markings, and other devices used to regulate traffic, including posted speed limits, warnings of sharp turns, or other special road conditions;</li> <li>• Setting of speed limits appropriate to the road and traffic conditions;</li> <li>• Maintenance of the road to prevent mechanical failure of vehicles due to road conditions;</li> <li>• Construction of roadside rest areas at strategic locations to minimize driver fatigue;</li> </ul>	

	<ul style="list-style-type: none"> <li>• Installation of measures to reduce collisions between animals and vehicles (e.g. use of signs to alert drivers on road segments where animals frequently cross; construction of animal crossing structures; installation of fencing along the roadway to direct animals toward crossing structures; and use of reflectors along the roadside to deter animal crossings at night when vehicles are approaching);</li> <li>• Targeting elimination of at-grade rail crossings;</li> <li>• Targeting the use of a real-time warning system with signage to warn drivers of congestion, accidents, adverse weather or road conditions, and other potential hazards ahead.</li> </ul>	
<p>Risk of accidental spill of oil or hazardous materials which may result in toxic, fire, explosion, or other hazards</p>	<ul style="list-style-type: none"> <li>• prepare an emergency preparedness and response plan in coordination with the local community and local emergency responders to provide timely first aid response in the event of accidents and hazardous materials response in the event of spills</li> </ul>	

#### 4. Brief Overview of Labour Legislation: Terms and Conditions

In Tanzania the Employment and Labour Relations Act (2004) and Labour Institutions Act (subsidiary legislations) and accompanying regulations provide a legal framework for the safeguard of worker's management and rights. The most relevant subsidiary legislations include:

- The Employment and Labour Relations (Code of Good Practice) Rules, 2007, Government Gazette, Notice No. 42 of 2007
- The Employment and Labour Relations (Forms) Rules, 2007, Government Gazette, Notice No 65 of 2007
- The Employment and Labour Relations (General) Regulations, 2017, Government Notice 47 of 2017

This Act regulate employment matters in terms of employment standards i.e. maximum hours of work, minimum acceptable pay within the construction industry, night work standards, right to break during working day, leave and fair terminations, prohibition of child labor, prohibition of forced labor, freedom of association, leave provisions – annual, sick and holidays, dispute resolution/ grievance management, contractual arrangements, terms and working conditions and prohibition of discriminations.

ELRA covers the entire scope of the minimum terms as follows:

- Working hours: employee may work for nine (9) hours inclusive of a one (1) hour meal break per work day; forty-five (45) hours a week; and a maximum of six (6) days a week.
- Overtime hours: are to be paid at a rate of one and one half (1 ½) times the employee's wage for any hours worked over a standard work day (9 hours inclusive of a 1-hour meal break)/week (45 hours). Employees are prohibited from working more than fifty (50) hours of overtime over a four-week cycle. Overtime is not to exceed ten (10) hours a week.
- Total hours: Workers may work twelve hours in a day, however, this must not exceed the forty-five (45) hour limit of working hours a week. Tanzanian law limits work to twelve (12) working hours per day, inclusive of ordinary and overtime working hours. Employees are entitled receive pay for all public holidays. When employees are obligated to work on a public holiday, the worker is entitled to double their basic wage for each hour worked.
- Night work: are to be compensated at least five percent (5%) of their basic wage or overtime wage for each hour worked at night. However, some categories of workers are prohibited from night work including pregnant workers two months before delivery, mothers two months after delivery, children under the age of eighteen (18) and anyone medically certified as unfit for night work.
- Rest Periods: employees are entitled to a sixty (60) minute break over a five (5) hour period of consecutive work. Employers must allow workers to have a daily rest of up to twelve (12) hours between ending and commencing work; and a weekly rest of up to twenty-four (24) hours.



- Deductions: An employer is not authorized to make deductions from an employee's salary unless permissible by law, contractually agreed to, or court ordered.
- Leave: Annual leave (28 days inclusive of public holidays), sick leave (126 days in a 36 month cycle), maternity (84 days in a 36 month cycle), and paternity leave (3 days) and compassionate Leave (Family Responsibility Leave usually 4 days). However, other types of leave may be negotiated through collective bargaining and documented.
- Termination: Both parties to a contract have the right to terminate employment. The Employment Act requires that all forms of termination be documented in writing and adequate period of notice be given prior to terminating employment.

Terms such as prohibition of forced labor, prohibition of child labor, prohibition of discriminations and maximum hours of work.

The legislation requirements presented in the Tanzania Employment and Labour Relations Act (2004) conform to guidance provided in WB Environmental and Social Framework (ESF) and Environmental and Social Standard 2 (ESS 2).

## 5. Brief Overview of Labour Legislation: Occupational Health and Safety

This section sets out the *key aspects* of the national labor legislation with regards to occupational health and safety, and how national legislation applies to the different categories of workers identified in Section 1. The overview focuses on legislation which relates to the items set out in ESS2, paragraphs 24 to 30.

The Occupational Health and Safety Act No. 5 of 2003 have relevant clauses that support ESS2. Part IV and VI of the Act makes a provision for Safety enforcements at workplace whereby Part V, Part VII and Part VII provides Health and welfare baselines for persons at work with fundamental responsibility is entrusted to occupier under Section 95 of the Act. Furthermore, the Act describes procedures for the protection of persons other than workers against risks arising out of or in the course of operations at the workplace.

Specific, relevant and direct legislation on occupational safety and health is found under the Occupational Health and Safety Act of 2003. The Act is aimed at protecting against hazards to health and safety arising out of, or in connection to, work related activities.

The OSH Act sets standards that must be observed by employers to ensure that a workplace is safe and secure. Where no standards exist to deal with a particular issue, employers are bound by OSH Act's General Duty Clause which requires employers to provide a place of employment that is free from recognized hazards known to or are likely to cause harm, death or serious physical injury to its employees.

### **COVID-19 CONSIDERATIONS:**

To ensure minimum or no cases of transmission of COVID-19, TACTIC project ensures that all TACTIC sub-project activities regarding workers and the communities are performed in accordance with existing Tanzania's COVID-19 prevention guidelines; World Bank

Environmental and Social Frameworks; World Bank Group Environmental Health and Safety Guidelines; ESS2 and ESS4; WHO COVID-19 prevention guidelines.

Identification of national guidelines with respect to COVID-19 measures is important (to the extent they exist). The degree to which these guidelines are up-to-date and capture good international industry practice (GIIP) should be detailed. If the Government has not published any such guidelines, reference should be made to WHO guidelines and other guidelines that may be useful.

Protection against possible risks as provided for in the Public Health Act (2009) and in view of COVID-19 related risk will be managed through:

- Arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport materials from suppliers under TACTIC project;
- Ensuring that workers or suppliers participate in the application of Infection prevention and control (IPC) safety and health measures/guidelines as advised by Ministry of Health, Community Development, Gender, Children and People with Disabilities including availability of hand wash facilities, water and soap, alcohol-based hand sanitizer;
- Train all staff on the signs and symptoms of COVID-19, how it spreads, how to protect themselves (respiratory hygiene, cough etiquette and hand hygiene) and the need to be tested if they have symptoms;
- Provision of such information, instructions, training and supervision as is necessary to ensure the safety and health at work of every worker or supplier;
- All workers and visitors accessing work sites every day or attending meetings shall be subjected to rapid Covid-19 screening which may include temperature check and/or other vital signs;
- Any worker showing symptoms of respiratory illness (fever, cold or cough) and has potentially been exposed to COVID-19 should be immediately removed from work and tested for the virus at the nearest local hospital;
- Project management must identify the closest hospital that has testing facilities in place, to refer workers/staff;
- Persons under investigation for COVID-19 should not return to work at the project site until cleared by test results. During this time, they should continue to be paid their wages;
- If project workers live at home, any worker with a family member who has a confirmed or suspected case of COVID-19 should be quarantined from the project site for 14 days, and continued to be paid wages, even if they have no symptoms;
- Use existing grievance procedures to encourage reporting of co-workers if they show outward symptoms, such as ongoing and severe coughing with fever, and do not voluntarily submit to testing;
- Mandatory provision and use of appropriate PPEs shall be required for all project personnel including workers and visitors;
- Avoid concentration of more than 15 workers at one location. Where there is a gathering of more than one person, maintain social distancing of at least 2 meters;
- Restriction on the number of people accessing the work areas; Fumigation of offices, work areas and project vehicles delivering food to the schools;

- Train cleaning staff in effective use of PPE, cleaning arrangement and procedures and disposal of waste generated from project activities; and
- The project will also adhere to any other Government of Tanzania guidelines on COVID-19 as well as World Bank guidelines.

Under TACTIC project, other international conventions, and directives for addressing health and safety issues relevant to COVID-19 are applicable, including:

- ILO Occupational Safety and Health Convention, 1981 (No. 155)
- ILO Occupational Health Services Convention, 1985 (No. 161)
- ILO Safety and Health in Construction Convention, 1988 (No. 167)
- WHO International Health Regulations, 2005
- WHO Emergency Response Framework, 2017
- EU OSH Framework Directive (Directive 89/391)

To ensure that the working environment do not impose eminent health or safety welfare risks, the TACTIC Project shall ensure that appropriate mechanisms are put in place such as consideration of health and safety during sub-project designs; Involvement of entities entitled to enforce OHS programs including OSHA; regular health and safety training to workers throughout the implementation phase; use of appropriate and adequate safety warning signage; Emphasis on reporting, investigation and documentation of near misses and accidents Investigation outcomes will be used to implement preventive and protective measures to all projects within the TACTIC Project. All TACTIC Project workers (whether direct/contract or migrant) will be provided with information that is clear and understandable concerning their works in order to avoid risks of exposure to danger or injurious working environment. Investigation outcomes will be used to implement preventive and protective measures to all projects within the TACTIC Project.

## **6. Responsible Staff**

Currently the PO-RALG urban projects are implemented by TARURA and coordinated by the established WBCU and at ULGAs, Project implementing units were established;. similar mechanism will be utilized i.e TACTIC sub-projects will be coordinated by the WBCU under a close supervision of TARURA. Therefore, the PCU at WBCU level will be responsible for overall management and coordination of the Project, including the compliance with safeguards requirements including on labor and working condition. To ensure compliance with safeguards requirements including labor and working condition, PCU will hire consultant(s) with expertise in environmental, social, occupational health and safety issues.

The PIU at ULGA level will supervise implementation of LMP as well as oversee contractor's compliance monthly or at shorter intervals as defined by specific plans. As part of procurement for works as well as during contractors' induction, the PIU will address all LMP aspects. In accordance with contract specifics, the contractor will be responsible to comply with all terms and conditions in this LMP on labour and employment issues.

The details of management of project workers, responsible staff and oversight mechanisms of the TACTIC Project is presented in Table 2 below.

*Table 2: Responsible staff/Institution and their roles in the TACTIC Project*

<b>S/N</b>	<b>Institution</b>	<b>Roles</b>
1	E&S Staff of the TARURA WBCU	<ul style="list-style-type: none"> <li>• overall management and coordination of the Project</li> <li>• Review progress reports by the supervision engineer/consultant during civil works and conduct inspection of the sites;</li> <li>• Send progress reports every 3 months to the World Bank.</li> </ul>
2	Supervision Engineer/Consultant	<ul style="list-style-type: none"> <li>• Enforce contractual agreement on behalf of the project implementation agencies in areas of – HIV/AIDS mitigation measures, compliance with local legal and regulatory requirements, compliance with the ESMP and contractor Environmental Health and Safety Management Plan (C-EHSMP)</li> <li>• Assist the PIU to ensure that the necessary environmental, health and safety authorizations and permits have been obtained;</li> <li>• Maintain open and direct lines of communication between the PIU and contractor(s) with regard to environmental health and safety matters;</li> <li>• Review and approve the contractor’s site-specific construction ESMPs (CESMP), Health and Safety, Labor Management Plans and Traffic Management Plans together with the PIU;</li> <li>• Monitoring of the implementation, functioning and effectiveness of worker’s grievance resolution mechanism in place by the sub-project contractors under them;</li> <li>• Review, approve and ensure implementation of contractor Hiring Procedures and Child Labour Policy;</li> <li>• Monitor and advice on the implementation and enforcement of Code of Conducts’ of the sub-project contractors;</li> <li>• In case of any accidents or incidents, immediately notify the PIU and support the process of documenting and reporting the case to the WB;</li> <li>• Ensure that workers are trained on their rights and responsibilities, OHS, HIV/AIDS, GRM, GBV related issues etc.;</li> <li>• Prepare written reports for the PIU such as weekly report of non-compliance issues; summary monthly report covering key issues and findings from supervision activities; and consolidated summary report from contractor’s monthly report.</li> </ul>
3	Contractor (through EHS Specialist)	<ul style="list-style-type: none"> <li>• Compliance with relevant environmental and social legislative, occupational health and safety and labour requirements (project-specific, district- and national level), including allocating adequate budget for implementation of</li> </ul>

S/N	Institution	Roles
		<p>these requirements;</p> <ul style="list-style-type: none"> <li>• Work within the scope of contractual requirements and other tender conditions;</li> <li>• Engagement and management of project workers;</li> <li>• Prepare CESMPs based on the site specific ESMP; Health and Safety Plans; Labor Management Plans; and Traffic Management Plans in the bidding documents and contracts;</li> <li>• Train workers about EHS (including relevant WBG EHS Guidelines) and the site-specific environmental and social measures to be followed;</li> <li>• The EHS officer of the contractor will participate in the joint site inspections with the PIU and Environmental Supervision Engineer/consultant;</li> <li>• Carry out any corrective actions instructed by the Supervision Engineer/consultant;</li> <li>• Provide and update information to the Supervision Engineer/consultant regarding works activities including off-site activities/facilities such as borrow pits, quarries, disposal sites, which may contribute, or be continuing to the generation of adverse environmental impacts;</li> <li>• In case of non-compliances/discrepancies, carry out investigation and submit proposals on mitigation measures, and implement remedial measures to reduce environmental impact;</li> <li>• Stop civil works which generate adverse impacts to the workers upon receiving instructions from the Supervision Engineer/consultant and/or PIU;</li> <li>• Propose and carry out corrective actions in order to minimize the environmental impacts;</li> <li>• Send immediate reports to the Client (PIU) in case of any accidents or incidents involving project site, project workers or otherwise occurring within the project area of influence;</li> <li>• Contractors will be required to operate a worker grievance redress mechanism which responds to the minimum requirements in this LMP (please see Section 10).</li> <li>• Send weekly reports of non-compliance to the Supervision Engineer/consultant;</li> <li>• Send monthly progress reports to the Supervision Engineer/consultant.</li> <li>• required to obtain all necessary permits ahead of the start of works ;</li> <li>• sign an agreement with a medical facility as a solution to manage workers health, including arrangements for transportation to the facility in case of an accident (e.g. ambulance).</li> </ul>
4	Participating ULGAs	<ul style="list-style-type: none"> <li>• Will be responsible for day to day monitoring of compliance of TACTIC sub-projects to the terms and conditions of this</li> </ul>

S/N	Institution	Roles
		<p>LMP;</p> <ul style="list-style-type: none"> <li>• Engagement and management of contractors/subcontractors;</li> <li>• Addressing worker grievances</li> <li>• Provision of training to Supervision Consultants and Contractors on labour and working conditions issues such that they are able to undertake supervision activities in line with ESS2 and national legislation. These experts will also be responsible for ensuring that appropriate due diligence in relation to labour and working conditions is undertaken when contracting consultants and facilitators.</li> <li>• Ensure that the necessary OHS authorizations and permits are obtained;</li> <li>• Determine the scope of physical work i.e. identify the magnitude, sensitivity and risk category of the sub-projects in terms of the OHS</li> <li>• Review and approve Health and Safety Management Plans (HSMPs) where needed and site-specific HSMPs based on alignment walk;</li> <li>• Include the requirements and mitigation measures from HSMPs and site specific HSMPs in the bidding documents and contractor contracts;</li> <li>• Ensure that contractors have a qualified and experienced Environmental Health and Safety (EHS) Officer;</li> <li>• During operation phase (road maintenance, servicing the markets, and drains, operating slaughterhouses, etc.) provide training and sensitization for workers on occupational health and safety</li> </ul>
	OSHA	<ul style="list-style-type: none"> <li>• Has to ensure that the Contractor complies with OHS standards and receives registration of the construction site;</li> <li>• Upon registration of the construction site, OSHA will inspect the site to see the validity of fire extinguisher; gas cylinders etc and issue a compliance certificate. Compliance certificate is valid for one year;</li> <li>• OSHA do regular visit to ensure that contractor comply to all the requirements;</li> <li>• OSHA do regular visit to ensure that operation of sub-projects comply to all the Health and Safety requirements</li> </ul>
	NEMC	<ul style="list-style-type: none"> <li>• To undertake enforcement, compliance, review and monitoring of environmental impact assessment Specifically, section 18(2)(d) review and recommend for approval of Environment Impact Statement;</li> <li>• Visit, inspect and monitor the site or specific activities at any particular time</li> </ul>

## 7. Policies and Procedures

A summary of indicative procedures to develop and implement the LMP policies under TACTIC project is provided below:

### **(i) Occupational health and safety:**

Pursuant to the relevant provisions of the OSH Act No. 5 of 2003; Employment and Labour Relations Act of 2004, ESS2; WBG EHSs (EHS Guideliness for fish processing, EHS Guidelines for meat processing, EHS Guideliness for toll roads and the general EHS Guidelines) and WB standard procurement documents, the PO-RALG will manage the project in such a way that project workers are properly protected against possible OHS risks. The contractors will also be required to produce policies and procedures in line with these provisions. Key elements of OHS measures include: (a) identification of potential hazards to workers; (b) provision of preventive and protective measures; (c) training of workers and maintenance of training records; (iv) documentation and reporting of occupational accidents and incidents; (e) emergency preparedness; and (d) remedies for occupational injuries and fatalities. Furthermore, construction contractors have a responsibility of ensuring that relevant OHS mitigation measures and management plans also apply to all their sub-contractors and service providers (e.g. quarries and other material providers, etc.). Details of OHS requirements for project workers and suppliers are presented under Annex 6.

### **(ii) Child labor or Forced labor:**

The minimum age of project workers for the project is set at 18 years and above. To prevent engagement of under-aged labor or any form of forced labor, all contracts shall have contractual provisions to comply with the minimum age requirements including penalties for noncompliance in-line with the relevant laws. The TACTIC project Coordinating Unit is required to maintain labor registry of all contracted workers with age verification. More details are provided in Section 11.

### **(iii) Labor disputes over terms and conditions of employment:**

To avoid labor disputes, fair terms and conditions will be applied for project workers (guided by relevant laws). The project will also have GRMs for project workers (direct workers and contracted workers) to promptly address their workplace grievances (more details are provided in Section (10). Further, the project will respect the workers' right of labor unions and freedom of association, as set out in the Employment and Labour Relations Act of 2004.

### **(iv) Discrimination and exclusion of vulnerable groups:**

The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, terms of employment (including wages and benefits), termination and access to training. The project shall comply with the Employment and Labour Relations Act of 2004 on gender equality in the work place, which will include provision of maternity and sick leave. There will also be sufficient and suitable toilet and washing facilities, separate from men and women workers (especially in participating schools and supported office facilities). The contracts with third parties will include these requirements, which will also be part of the monitoring system.



**(v) GBV including all forms of sexual harassment:**

Given the implementation context, sexual harassment, exploitation and abuse of co-workers and learners is a likely risk. Thus, all staff and contracted workers will sign the CoC outlining expected standards of behavior in this regard and attend an awareness session on the same which will address the consequences of such actions. The PO-RALG will identify a qualified trainer/consultant to offer training on GBV. Special provisions will be made in the GRM to address GBV complaints as described below.

**(vi) Addressing GBV/SEA cases**

A GBV Action Plan will be developed to accompany the implementation of TACTIC project GRM to ensure that the Project does not have any negative impacts or further perpetuate GBV/SEA. The Plan will be based on existing protection, prevention and mitigation strategies and measures developed by the WB and coordinated through TACTIC PIU and respective ULGAs at the implementation level. The implementation of this Plan will be supported by experienced service provider for GBV/SEA which will include a hotline for reporting cases of GBV/SEA and child abuse. Requirements for the safe and confidential reporting of cases of GBV and child abuse will be inbuilt into the service provider's ToR.

To avoid the risk of stigmatization, exacerbation of the mental/psychological harm and potential reprisal, the GRM will have a sensitive approach to GBV-related cases, which will be dealt with according to the complainant's informed consent. Where such a case is reported, the complainant will be provided with information about the available services including referral to the GBV Service Provider; confidential appropriate medical and psychological support; emergency accommodation; and any other necessary services as appropriate including legal assistance. Staff contacted by a survivor will immediately inform the GBV Service Provider or refer him/her to a health centre which specializes in free post-GBV health support (within 72 hours of the incident). All staff and GRM focal points will be informed that if a case of GBV is reported to them, the only information they will establish is if the incident involves a worker on the project, the nature of the incident, the age and sex of the complainant and if the survivor/complainant was referred to service provision. If a worker on the project is involved, the incident will be immediately reported to the Project Coordinator who will provide further guidance after consulting with the World Bank.

**(vii) Monitoring and reporting:**

The TARURA/PCU shall report on the status of implementation of the above policies and procedures on a monthly basis. The TACTIC PIU will closely monitor labor and OHS performance of the project and report to the World Bank on a quarterly basis (see Section 10 for more details).

**(viii) Fatality and serious incidents:**

In the event of an occupational fatality or serious injury (incident or accident related to the sub-project which has, or is likely to have a significant adverse effect on the environment, the affected communities, the public or workers (labor, health and safety, or security incident, accident or circumstance), the TACTIC PIU shall promptly report to the World Bank as soon as it becomes aware of such incidents and inform the MoE in accordance with national



reporting requirements. Incidents have to be classified based on the WB Incident Classification Guideline as appended in Annex 7. Corrective actions shall be implemented in a timely manner in response to project-related incidents or accidents. The TACTIC PIU or, where relevant a consultant, may conduct a root cause analysis for designing and implementing further corrective actions. All incidents (fatality or serious injury) shall be investigated and reported within 24 hours to PO-RALG/TARURA and World Bank and the PIU will prepare a report on the event and the corrective action and submit to WB within 30 calendar days of the event.

**(ix) COVID-19:**

The contractor will provide an environment that is protective of COVID-19 including social distancing; accessible wash areas with water, soap and sanitizers; and emergency communication lines for any worker who needs to report a COVID-19 related issue. The contractor may assign a team member to be the COVID-19 focal point, who will be responsible for ensuring that the measures are implemented. In case of a COVID-19 infection at a workplace, the TACTIC PIU and the WBCU should be informed immediately and all other prevention measures put in place immediately to contain the spread of the virus. All workers will be provided with appropriate care and support if exposed to the virus at the workplace.

## **8. Age of Employment**

As stipulated in Tanzania Employment and Labour Relations Act (2004) the minimum age of employment is 18 years, which is also stipulated in the International Labour Organization Conventions (138) on minimum age. These two legislations prohibit the employment of underage children. The implementing agencies' standard for minimum age of employment/work is 18 years, and it will be among the terms of contracts regarding child labour. In the maintenance works will be engaged, the TACTIC Project will target participation of both men and women between the age of 18 and 65. During the TACTIC Project implementation various tools will be used to verify age of workers. Such tools include Birth certificates, Voters Registration Card and National Identity Cards which will be filled in each employee's records. In the circumstances where these documents are not available the Affidavit of Birth will be used. The consequence of breaching implementing agencies' standard on child labour may result into termination of the contract.

In case it is found that underage children are working during the implementation of the TACTIC Project, the following procedures will be applied:

- routine document check process without raising the alarm;
- Review age documents of the child and verify that they are genuine;
- If document checks confirm the child is underage, remove the child from all work immediately;
- If the documentary evidence is inconclusive, checking the age of the child may entail Communication or meeting with parents and guardians of children, Contacting local

labour authorities to validate identification, and conduct medical checkups to assess age;

- Obtain contact details (ideally mobile phone number) of child and parents/guardian, and wherever possible, home address;
- Talk to the child to ensure they understand what is happening and why, as well as risks and hazards of child labour;
- Meet with the contractor and site supervisor/consultant to communicate the policies and basic positions regarding child labour;
- Contact the parents/guardians to ensure that they understand and agree with what is happening and to explain the risks and hazards of child labour;
- Review all the personnel records at the workplace to identify whether there are any other child workers; and
- Give advice to the contractor and supervision engineer/consultant on improving age verification systems to ensure that no new child worker is hired.

## 9. Terms and Conditions

Tanzania Employment and Labour Relations Act (2004) broadly addresses issues including the minimum, statutory requirement of any employment arrangement as presented in Labour Relations (Code of Good Practice) Rules, 2007; Employment and Labour Relations (Forms) Rules, 2007; and Employment and Labour Relations (General) Regulations, 2017.

For this project, the provisions in Table 3 will inform management of all workers.

**Table 3: TACTIC Project’s Labor Conditions**

Category	Conditions
Direct workers	<ul style="list-style-type: none"> <li>• The terms and conditions for direct workers in TACTIC PIU, the consultants and workers at the project supported facilities shall be governed by National Labor Laws and provisions of ESS2 and ESS4.;</li> <li>• Where the national laws differ from ESS 2 and ESS4 provisions and provide lower levels of protection to the workers, ESS2 and ESS4 shall take precedence;</li> <li>• Workers who are on short-term employment shall not have maternity or annual leave;</li> <li>• Their terms and conditions will be based on a specific assignment to be completed within a specified period at a daily pay rate;</li> <li>• These terms and conditions shall be discussed at recruitment</li> </ul>
Contracted workers	<ul style="list-style-type: none"> <li>• The Employment and Labour Relations Act (2004) and associated Employment and Labor Relations regulations are the guiding legislations on employment terms and conditions for contracted workers</li> <li>• The PO-RALG shall therefore follow the provisions related to labor engagements and management</li> </ul>
Minimum wages	<ul style="list-style-type: none"> <li>• The official minimum wage shall be governed by the provisions of Remuneration in Part III (c) of the Employment and Labour Relations Act (2004);</li> <li>• All efforts shall be made to ensure that contractors do not underpay and overwork their workers, more so temporary (casual) workers;</li> </ul>
Hours of work	<ul style="list-style-type: none"> <li>• The normal hours of work of a project worker shall not exceed 8 hours a day</li> <li>• Hours worked in excess of the normal hours shall be entitled to relevant allowances</li> </ul>
Rest per week	<ul style="list-style-type: none"> <li>• Every worker shall be entitled to rest on Saturday and Sunday;</li> <li>• Workers shall also be entitled to rest on public holidays recognized as such by the Government of Tanzania</li> </ul>
Annual leave	<ul style="list-style-type: none"> <li>• Workers (apart from consultants and temporary workers) shall be entitled to 30 days’ leave with pay for every year of continuous service;</li> <li>• An entitlement to leave with pay shall normally be acquired after a full year of continuous service.</li> </ul>
Maternity and Paternity leaves	<ul style="list-style-type: none"> <li>• A female worker shall be entitled, on presentation of a medical certificate indicating the expected date of her confinement, to 90-days maternity leave while male workers shall be entitled for paternity leave of 3 days with pay</li> </ul>
Deductions from remuneration	<ul style="list-style-type: none"> <li>• No deductions other than those prescribed in labor laws shall be made hereunder or any other law or collective labor agreement shall be made from a worker’s remuneration, except for repayment of advances received from the employer and evidenced in writing;</li> <li>• The employer shall not demand or accept from workers any cash payments or presents of any kind in return for admitting them to employment or for any other reasons connected with the terms and conditions of employment</li> </ul>
Death benefit	In case of death of a worker during his/her contract of employment, the employer shall pay to his/her remuneration as death benefits in line with the provisions of the relevant laws
Medical treatment of injured and sick workers	<ul style="list-style-type: none"> <li>• Contract workers shall on a minimum be expected to be enrolled on NHIF by the contractors;</li> </ul>

		<ul style="list-style-type: none"> <li>• All other workers will continue to benefit from medical insurance as arranged by their employers</li> </ul>
COVID Consideration	19	<ul style="list-style-type: none"> <li>• Various mitigation measures will be put in place to ensure consideration; these include use of legislation enacted in response to the health and safety issues posed by COVID-19, additional mitigation measures to protect workers</li> </ul>

## 10. Workers' Grievance Mechanism

In line with the provisions of ESS2, a grievance mechanism will 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.

Workers' Grievance redress mechanism (GRM) involves a formal process for receiving, evaluating and addressing workers' project-related grievances and concerns, including workplace sexual harassment. Typical work place grievances include demand for employment opportunities; labor wage rates; delays of payment; disagreement over working conditions; and health and safety concerns in the work environment. To raise workplace concerns, a grievance structure will be established for project workers (direct workers and contracted), as required in ESS2; and describe the GRM structure in the Project Operations Manual (POM). This GRM should address workplace concerns specifying procedures as to whom a project worker should lodge their grievances, the 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. This GRM forms part of Project's GRM as presented in Section 5.1 of the TACTIC Project Stakeholders' Engagement Plan (SEP). Since all types of workers under TACTIC (i.e Direct as well as Contracted Workers) are identified as Stakeholders; employers will be required to produce their GRM procedure as a prerequisite for tender which at a minimum conform to these requirements. The GRM procedures have to be transparent. After they are engaged, employers will be required to prove that each employee has been inducted and signed that they have been inducted on the procedure. The details of the workers' GRM is presented in the Labour Management Procedures (LMP) under TACTIC.

The GRM should foresee the procedure that at least:

- Specifies to whom the employee should lodge the grievance;
- Refers to the time frame allowed for the grievance to be dealt with;
- Allows the employee to refer to a more senior level within the organization if the grievance is not resolved at the lower level;
- Includes right to representation;
- Guarantees non-retribution practice;
- Does not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration/dispute resolution procedures, if the grievance is not resolved within the organization;
- Provides for anonymous complaints to be raised and addressed.

Workers' grievance procedures shall be tailored to meet the needs of the TACTIC project,

culture and workforce composition. The GM will be accessible to all employees through various means (written, telephone, social media etc). The workers grievance mechanism will be described in staff induction training, which will be provided to all project workers, and a description added to Worker's Code of Conduct. The contractor will be required to prove that each employee has been inducted and signed that they have been inducted on the GRM procedure. Grievance logbook will be maintained in TACTIC project office.

Essentially, the GRM will be at two levels- one at the national level (PCU) and one in each of the TACTIC implementing Council. Any third party employing and engaging contracted workers will be required 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. Prior of beginning civil works, contractors as well as sub-contractors will be required to prepare and submit a detailed description of the workers' grievance mechanism as a pre-requisite for tender documents.

**a) Direct workers' GRM structure:** Direct workers will mainly be government employees in the World Bank Projects Coordinating Unit (WBCU) under TARURA. The project will utilize the current grievance system for direct workers. TACTIC project GRM structure for direct workers will have two levels which are:

*First level:* TACTIC project coordinator/Human Resources Unit of TACTIC (TACTIC project HR) depending on nature of the issue raised will be responsible to receive, consider and address in a timely manner the grievances, including the concerns on un-accounted working hours and lack of compensation for overtime, delay in/non-payment of salaries. If the issue cannot be resolved at first level within 7 working days, then it will be escalated to the next level.

*Second level:* TARURA World Bank Project's Coordinator is a second level GRM for direct workers if there is a situation in which there is no response from the TACTIC project HR or if the response is not satisfactory then complainants and feedback providers have the option to appeal directly to the TARURA World Bank Project's Coordinator to follow up on the issue. The complaints should be considered and feedback provided within next 7 working days.

**b) Contracted workers' GRM structure:**

*Contractor's level:* Contractors shall develop its own GRM and to resolve the grievances of contracted workers in accordance with requirements in this LMP as well as the ESS2). Grievance Focal Point (GFP) assigned by the Contractor will file the grievances and appeals of contracted workers and will be responsible to facilitate addressing the grievances. If the issue cannot be resolved at contractor's level within 7 working days, then it will be escalated to the TACTIC sub-project Council level.

*TACTIC sub-project Council level:* Safeguard specialist of TACTIC sub-project PIU at Council level will serve as Grievance Focal Point (GFP) to file the grievances and appeals of the project workers. He/She will be responsible to coordinate with relevant departments/organization and persons to facilitate addressing these grievances. If the issue

cannot be resolved at the PIU level within 7 working days, then it will be escalated to the Agency level.

*TACTIC project coordination level:* If there is a situation in which there is no response from the TACTIC sub-project PIU at Council level, or if the response is not satisfactory then complainants and feedback providers have the option to contact the Focal Person in TACTIC Project Coordinator's Office directly to follow up on the issue.

NB: The Workers' grievance mechanism will not prevent workers from using the dispute procedures provided in part VIII of the Employment and Labour Relations Act of 2004.

If the dispute is not resolved at the workplace, other resolutions mechanisms provided for in the labour legislations as well as World Bank Grievance Redress System can be utilized. The proposed TACTIC Project GRM flow chart is clearly presented in the TACTIC Project's SEP document.

**c) World Bank Grievance Redress System**

Project workers may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address the project's labor related issues. Project workers may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/en/projectsoperations/products-and-services/grievance-redressservice>.

For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org)

**d) Gender-based Violence including Sexual Exploitation and Workplace Sexual Harassment**

TARURA through the WBCU will identify institutions and service providers (mapping of gender and children service providers) who are actively engaged in prevention of gender-based violence, sexual exploitation and workplace sexual harassment in order to establish a manual for referencing any potential survivors. WBCU, the TACTIC PIU and the contractor is not equipped to handle complaints or provide relevant services to survivors of gender based violence, but will reference any person to relevant service providers, including health facilities, specialised gender desks in Police Stations or others, as relevant using the information on available services. Grievances related to gender-based violence will be reported through the TACTIC project/contractor safeguard specialist, the nature of the complaint will be recorded along with the age of the complainant and relation to the project/sub-project will be recorded but the issue will be referenced to relevant institutions.

In addition, the ESIA may identify additional mitigation measures related to gender and such measures will be reflected in site specific ESMPs, including the contractors ESMP or contractors specific Labour Management Plans, where required. This will include engagement with communities on gender related risks, grievance and response measures

available, as identified in the manual. Typical Complaints Reporting Template; Complaints Log; and Complainants Form are presented under Annexes 8, 9 and 10.

Figure 1 below shows stepwise procedure for management of GBV cases.

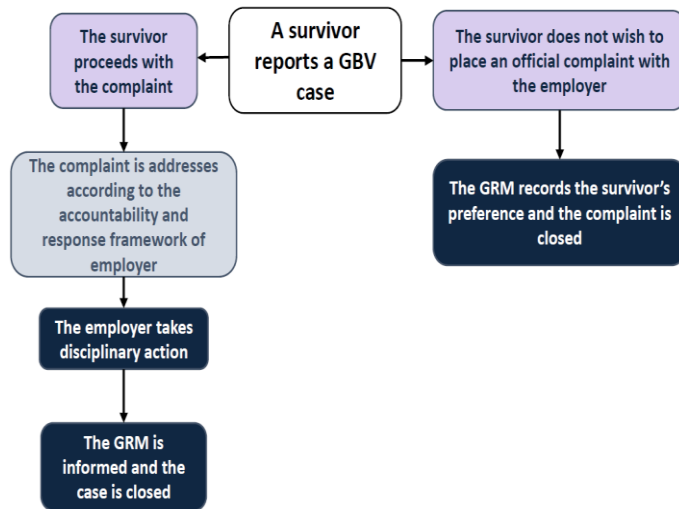


Figure 1: GRM process for GBV survivors.

- **11. Contractor Management**

PO-RALG will make reasonable efforts to ascertain that third parties who engage contracted workers are legitimate and reliable entities and have in place labor management procedures applicable to the project that will allow them to operate in accordance with the requirements of this ESS. The contractual provisions that will put in place relating to contractors for the management of labour issues, including occupational health and safety, as discussed in ESS2, paragraph 32 and GN 32.1. The procedure for managing and monitoring the performance of contractors, as discussed in ESS2, paragraph 32 and GN 32.1

To ensure sound and time-bound project implementation, the project will employ direct workers, contracted workers, short term consultants through contracts. All employees will be recruited in accordance with the procurement procedures provided in the TACTIC project's Project Procurement Manual.

However, employment through contracts calls for sound contractor management which shall be realized through proper agreement signing; agreement on key performance indicators and ensuring that worker related aspects of the project are embedded in contracts. Effort shall be made to ensure that all contractors in the TACTIC sub-projects, as per guidance in ESS2, provide workers with evidence of all payments made, including social security benefits, pension contributions or other entitlements regardless of the worker being engaged on a fixed term contract, full-time, part-time or temporarily.

The Supervision Consultant for TACTIC sub-projects 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). 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.

In addition, the borrower (PO-RALG) will require that all contractors engaged on the project operate in a manner consistent with the requirements of the ESSs, including the specific requirements set out in the ESCP. To ensure that contractors engaged are managed in an effective manner, the following measures will be considered:

- a) Assessing the environmental and social risks and impacts associated with such contracts;
- b) Ascertaining that contractors engaged in connection with the project are legitimate and reliable enterprises, and have knowledge and skills to perform their project tasks in accordance with their contractual commitments;
- c) Incorporating all relevant aspects of the ESCP into tender documents;
- d) Contractually requiring contractors to apply the relevant aspects of the ESCP and the relevant management tools, and including appropriate and effective non-compliance remedies;
- e) Monitoring contractor compliance with their contractual commitments; and
- f) In the case of subcontracting, requiring contractors to have equivalent arrangements with their subcontractors



The contractor will be required to fill and submit a Pre-Qualification Checklists for Contractors as attached under Annex 1. The Conditions of Contract for each Contractor shall include the right to terminate the Contract once the Contractor fail, within the reasonable time given, to comply with any Notice to correct related inter alia to compliance with the National Labor Laws, OHS Laws and Regulations and this LMP. The contractor is responsible for preparation and implementation of Health and Safety Plan for his employees; and this Health and Safety Plan has to be implemented by a third party if engaged. In case a third party is engaged under TACTIC sub-project, he/she will be required to submit a report on compliance of the third parties engaging contracted workers (template attached under Annex 2) and a third party statement on compliance with provision of labour Legislation and the TACTIC Project LMP (template attached under Annex 3).

## **12. Primary Supply Workers**

Contractor who subcontract the supply of materials and equipment will be responsible to include conditions and specifications on ESHS aspects to its subcontracting agreements, including and to prevent the use of child labor, forced labor and serious safety issues which may arise in relation to primary suppliers, and consistent with National law and the requirements of ESS1, ESS2 (in the area of child labor, forced labor and serious safety issues which may arise in relation to primary suppliers); and to ensure that Employees of any Suppliers or subcontractors are adequately trained on the requirements covered in the law. This will be ensured by having the Primary suppliers sign a statement of compliance confirm that they adhere to the national requirements regarding labor and working conditions and these LMP as applicable.

The selection process of primary Suppliers will ensure that they are reputable companies with evidenced positive track record in social performance including zero tolerance for child and forced labor. They will further need to be able to prove and provide evidence of the procedures in place to assess and manage OHS related risks. The TACTIC project PIU reserves the rights to verify compliance with the requirements set by a combination of mechanisms including but not limited to self-assessments, surveys, site-visits or audits. Relevant Records must therefore maintain relevant records to demonstrate compliance and if necessary, allow access to their own and their Suppliers' and subcontractors' premises for authorized representatives of the PIU and/or the supervision consultant.

In case the Primary Supplier fails to demonstrate conformance and compliance to the national law and this LMP in the area of child and forced labor and serious safety risks, TACTIC project's PIU will submit through the Contractor a Notice -to-correct the non-compliance with immediate effect. Should the Primary Supplier fail to comply within the time specified in the Notice or should the PIU assess that such remedy is not possible, the project s primary suppliers shall be shifted to those that can demonstrate compliant labor management and performance. Once the Project advances the provisions of the LMP covering management of labor and working

condition risk of Primary Suppliers shall be expanded and updated and based on the findings of the assessment detailed procedures established and included in the revised document.

*Selection of primary suppliers.* When sourcing for primary suppliers, the project will require such suppliers to fill and submit a Primary Suppliers Statement of compliance to Child Labour, forced labour and OHS; a template is found attached under Annex 4; as well as to identify the risk of child labor and forced labor as well as OHS risks. The GPE PCU will review and approve the purchase of primary supplies from the suppliers following such risk identification assessment. Where appropriate, the project will be required to include specific requirements on child labor, forced labor and work safety issues in all purchase orders and contracts with primary suppliers. The GPE PCU will, as part of its monitoring, include indicators for assessing the functions of primary supply workers.

## ANNEXES

### ANNEX 1: Pre-Qualification Checklist for Contractors

Project-specific pre-qualification process reviews the contractor’s experience on identical or very similar projects doing essentially the same tasks that are anticipated. This includes the contractor’s present capabilities, such as:

- a) OHS management systems and program;
- b) Project specific OHS plan;
- c) Safety training provided to management and workers;
- d) Availability and qualifications of construction safety managers and staff;
- e) Training to be provided; and Inspection processes.

The general conditions of the contract define the overall OHS responsibilities and requirements for contractors. These provisions are contained in a separate Clause of the contract. In general, these OHS conditions require the contractor to be responsible for initiating, maintaining, and supervising all safety precautions and programs, while complying with all applicable laws and regulations. The details are contained in the table below.

<b>Item</b>	<b>Description</b>	<b>Evidence</b>
OHS work plans and schedule	Company health and safety policy and a project specific health and safety plan (HASP) addressing all applicable OHS requirements	Policy document
	To the extent possible the plan should include risk assessments for each phase or task of the work	Risk assessment per phase of work
	Presence of a qualified safety officer at the project site responsible for implementing the HASP	CV of the Safety Officer
	Detailed schedule of work activities with their bid, with the duration of each work activity shown	Schedule of activities
	The proposed hours of operations and days per week the contractor is allowed to work on site is usually stipulated in the contract documents	Schedule of work on a weekly and monthly basis (depending on the duration of the project)
Employees	Curriculum Vitae (CVs) of key personnel identified in the specifications	CVs
	Written documentation of completion of the contractor’s and sub contractor’s employees of the completion of all appropriate health and safety training before working on site	Safety training reports
	Hold regular safety meetings to instruct their employees on all project-related safety procedures	Meeting reports
	Provision of appropriate personal protective clothing and equipment to employees, provide training in its use and enforce the use of the protective clothing and equipment	Inspection reports
OHS incidents	Notify the client immediately following any OH&S incident, with a detailed written report and to comply with reporting and record keeping requirements	Incident log and reports

	The prime contractor flows- down the accident notification and reporting requirement to subcontractors, so that all incidents that occur during the course of the project are reported and investigated in a timely manner	
<b>Item</b>	<b>Description</b>	<b>Evidence</b>
OH&S Pay Items	Pay rates for personnel to work in upgraded levels of personal protective equipment (such as respiratory protection)	Detailed pay break down for each category of staff
	Provision of a qualified full-time health and safety officer for the duration of the project	Deployment letter for the safety officer
	Establishment and proper functioning of an OH&S Committee (as appropriate)	Committee membership and ToRs
	Contractors and personnel attending any required OH&S Orientation training	Training report
	Costs for specific air monitoring, air sampling and analysis required to implement industrial hygiene or air quality monitoring, as may be required by the technical specifications	<ul style="list-style-type: none"> <li>✓ Breakdown of costs</li> <li>✓ Inspection reports</li> </ul>
Project Specific Hazards Information	Contractors should document implementation of their health and safety program and address requirements for personal protective equipment, chemical hazard communication, performing periodic health and safety inspections, emergency response procedures, tool and equipment inspections, fire protection, vehicle safety, and site security	<ul style="list-style-type: none"> <li>✓ Report on the safety program</li> <li>✓ Inspection and verification reports</li> </ul>
Licenses, Certifications and Training Documentation	Copies of all licenses, certifications, and training documents including certificates of insurance indicating the contractor is adequately insured for general liability and workers' compensation	Verification of the documentation of the various requirements

**ANNEX 2: Format for Report on Compliance with Conditions of Work with ESS2 for Third Parties engaging Contracted Workers**

Assignment name:
Contract ref. No:
Contract period: Start date (M/D/Y) End date (M/D/Y):
Contractor/Service Supplier:
Reported period:
Date of report:
Signature of authorized person:

**LABOR AND WORKING CONDITIONS COMPLIANCE REPORT:**

Company employees \*statistics:

Total number of employee’s gender disaggregated 1: M.....\_F.....

Number of employees with an employment contract out of total number of employees:.....

Number of employees without an employment contract out of total number of employees:.....

Number of employees with access to social security, pension and health insurance out of total number of employees:.....

Number of employees who receives wages/salaries at least once a month out of total number of employees:.....

Number of employees who left the company in the reported period out of total number of Employees:.....

Number of employees hired in the reported period:.....

Number of hours worked per employee (monthly average):.....

Total overtime (monthly average per employee):.....

Number of injuries at work (in reporting period and cumulative since contract start) out of total nr. of employees:.....

Number of fatalities at work (in reporting period and cumulative) out of total number of employees:.....

Number of reported violence out of total number of employees:.....

Number of reported harassment/ abuses out of total number of employees:.....

Availability of an accessible and functioning employee grievance mechanism (Y/N):.....

Number of grievances raised with the GRM (in reporting period and cumulative since contract start): .....Number of grievances resolved by GRM (in reporting period and cumulative

since contract start):.....

Number of suits filed with regard to labor, employment and OHS issues:.....

Number of disputes brought to peaceful settlement/ voluntary arbitration procedure:.....

Number of visits by labor/ OHS inspection:.....

\*The employee is any natural person employed or engaged to work or perform service for the employer

1 The number of employees refers to the actual number/headcount on the date of the report.

2 The numbers imply the total number of incidents in the reported period.

Project workers statistics:

- Total number of project workers\*\*:
- Number of project workers with an employment contract:
- Number of project workers without an employment contract:
- Number of project workers with access to social security, pension and health insurance verified by confirmation from registry

**Working and Labor Conditions Screening Check List**

	<b>Terms and Conditions</b>	<b>YES/NO</b>	<b>Notes</b>
1	All project workers have an employment contract or engagement agreement in writing.		If “No” please specify and explain
2	All project workers are paid at least once a month		If “No” please specify and explain
3	All project workers worked 8 hours a day, 40 hours a week		If “No” please specify and explain
4	All project workers had a regular daily and weekly rest		If “No” please specify and explain
5	Number of project workers were terminated from employment with termination in line with national labor law and <b>ESS2</b>		If “Yes” please specify number and explain conditions of termination

	<b>Terms and Conditions</b>	<b>YES/NO</b>	<b>Notes</b>
6	Number of project workers attended OHS related training programme		If “Yes” please specify number and explain
7	Project workers were granted leaves they are entitled to		If “Yes” Please specify the type and number of leaves
8	Project workers were involved in accidents at work resulting in injuries or fatalities		If “Yes” please specify and explain
9	Project workers reported on cases of discrimination, harassment, sexual harassment or non-compliance with law		If “Yes” please specify and explain

10	Project workers raised grievances or started voluntary arbitration / legal proceedings to settle a dispute		If "Yes" please specify number and explain
11	In the reported period there were some incidents on noncompliance with the LMP		If "Yes" please specify number and explain

**ANNEX 3: Third Parties Statement (Potential Contractors and Service Providers) on Compliance with Provisions of Labor Legislation and the TACTIC Project's LMP**

Date and place of issuance: \_\_\_\_\_

Name and address of the issuer (Bidder): \_\_\_\_\_

**STATEMENT OF LEGAL AND REGULATORY COMPLIANCE**

Hereby we declare that<sup>1</sup>:

- We are aware of, and comply with, the standards laid down in the Labor Management Procedures;
- We conform to all national laws\* and applicable regulations concerning employment, labor and employee relations, and labor and working conditions;
- We are committed to providing a safe and healthy environment for our employees and to implementing all occupational health and safety requirements as stipulated by national legislation;
- We do not tolerate any form of child, forced or slavery work.
- We prohibit any form of harassment, sexual harassment, abuse, violence, including Gender Based Violence (GBV) at work and forbid direct or indirect discrimination against any employee or groups of employees on any ground and for whatever reason.
- We confirm that a workers' GRM is available
- We confirm that no worker GM is available but will be established by the time the contract is signed.

We hereby state that should we be awarded with the contract; we shall adopt the Labor Management Procedures applicable to the project and incorporate them in our practice.

We understand that the failure to respect any of the above stated commitments could lead to termination of the contract and exclusion from the project.

Signature:.....

Name:.....

Position:.....

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<sup>1</sup> The bidder should mark appropriate commitment

\*National Laws refers both to the Laws of the United Republic of Tanzania and the domicile Law of the country in case the Bidder is foreign



**ANNEX 4: Primary Suppliers Statement of Compliance with Provisions of Labor Legislation and the TACTIC Project's LMP related to Child Labor, Forced Labor and OHS**

Date and place of issuance: \_\_\_\_\_

Name and address of the Supplier : \_\_\_\_\_

**STATEMENT OF LEGAL AND REGULATORY COMPLIANCE**

Hereby we declare that:

- We conform to all national laws\* and applicable regulations concerning employment, labor and employee relations, and labor and working conditions;
- We are committed to providing a safe and healthy environment for our employees and to implementing all occupational health and safety requirements as stipulated by national legislation;
- We do not tolerate any form of child, forced or slavery work.
- We prohibit any form of harassment (including sexual) abuse, violence and Gender Based Violence at work and forbid direct or indirect discrimination against any employee or groups of employees on any ground and for whatever reason.
- We shall maintain records related to labor, occupational injuries, illness, near misses and incidents.

We hereby acknowledge our understanding that our company may be subjected to announced and unannounced visits, site checks and labor and working condition audits by the Contractor through which materials and good are supplied to the Project, PIU staff and independent third parties with the aim to verify compliance with the above statement.

We understand that the failure to respect any of the above stated commitments could lead to termination of the contract and exclusion from the project.

Signature:.....

Name:.....

Position:.....

\* National Laws refers both to the Laws of the United Republic of Tanzania and the domicile Law of the country in case the Bidder is foreign

## ANNEX 5: Code of Conduct (CoC) Template Form

### CODE OF CONDUCT FOR EXPERTS

We are the Consultant, *[enter name of Consultant]*. We have signed a contract with *[enter name of Client]* for *[enter description of the Services]*. These Services will be carried out at *[enter the Site and other locations as appropriate]*. Our contract requires us to implement measures to address environmental and social risks related to the Services, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related to the Services. It applies to all Experts at the Site or other places where the Services are being carried out.

This Code of Conduct identifies the behavior that we require from all Experts.

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

### REQUIRED CONDUCT

Experts shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Experts and any other person;
3. maintain a safe working environment including by:
  - a. ensuring that workplaces, equipment and processes under each person's control are safe and without risk to health;
  - b. wearing required personal protective equipment; and
  - c. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Experts, Contractor's Personnel or Client's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another ;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;

9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Client, or who makes use of grievance mechanism for Experts or the project's Grievance Redress Mechanism.

**RAISING CONCERNS**

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Consultant's social expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Consultant to handle these matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Consultant's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

**CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT**

Any violation of this Code of Conduct by Experts may result in serious consequences, up to and including termination and possible referral to legal authorities.

**FOR EXPERT:**

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Consultant's contact person(s) with relevant experience*] requesting an explanation.

Name of Expert: [insert name]

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

Date: (day month year): \_\_\_\_\_

Countersignature of authorized representative of the Consultant:

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

Date: (day month year): \_\_\_\_\_

**ATTACHMENT 1: Behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors constituting Sexual Harassment (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors:

**(1) Examples of sexual exploitation and abuse** include, but are not limited to:

- An Expert tells a member of the community that he/she can get them jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- An Expert that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- An Expert rapes, or otherwise sexually assaults a member of the community.
- An Expert denies a person access to the Site unless he/she performs a sexual favor.
- An Expert tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

**(2) Examples of sexual harassment in a work context**

- An Expert comment on the appearance of another Expert (either positive or negative) and sexual desirability.
- When An Expert complains about comments made by another Expert on his/her appearance, the other Expert comment that he/she is “asking for it” because of how he/she dresses.
- Unwelcome touching of an Expert or Employer’s Personnel by another Expert.
- An Expert tells another Expert that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

**Sexual Exploitation and Abuse (SEA) and/or Sexual Harassment (SH) Performance Declaration**

*[The following table shall be filled in for the Consultant, each member of a Joint Venture and each subconsultant proposed by the Consultant]*

Consultant's Name: *[insert full name]*

Date: *[insert day, month, year]*

Joint Venture Member's or Subconsultant's Name: *[insert full name]*

RFP No. and title: *[insert RFP number and title]*

Page *[insert page number]* of *[insert total number]* pages

<b>SEA and/or SH Declaration</b>
<p>We:</p> <p><input type="checkbox"/> (a) have not been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (b) are subject to disqualification by the Bank for non-compliance with SEA/ SH obligations</p> <p><input type="checkbox"/> (c) had been subject to disqualification by the Bank for non-compliance with SEA/ SH obligations. An arbitral award on the disqualification case has been made in our favor.</p>
<p><b><i>[If (c) above is applicable, attach evidence of an arbitral award reversing the findings on the issues underlying the disqualification.]</i></b></p>

## **ANNEX 6: OHS Requirements for Project Workers and Suppliers**

The PO-RALG endeavors, in all its projects and operations, to prevent personal injuries, ill health and damage to property. To guarantee this, PO-RALG shall implement the Pre-Qualification Checklist for all contractors to ensure that the contractors have OHS management systems and program; project specific OHS plan; safety training provided to management and workers; competency, availability and qualifications of construction safety managers and staff; and OSH inspection processes to be implemented.

This Project Occupational Health and Safety Requirements (here after referred as Plan) have been designed to assist the management of activities and support a risk-based approach to preventing dangerous acts that could lead to injuries or illnesses or serious incidents (including COVID-19 infections) at workplace as well as supply of goods and services. The plan will ensure that workers and suppliers will exhibit professionalism in performing their duties effectively and efficiently. The purpose of this plan is to establish a uniform and comprehensive process for prompt investigation and reporting of incidents, property damage, near misses, and significant Environmental, Health and Safety incidents including the spread of COVID-19 infection. This plan is intended to provide the minimum OHS requirements that all service providers / contractors and subcontractors shall be required to adhere to; it shall be appended to the contracts. This Plan is a live document that will be reviewed on a need basis and updated if necessary.

### **A. Local laws, Regulations and other Compliance Requirements.**

Project implementation will adhere to the relevant Health and Safety legislation requirements in Tanzania. This should also include the relevant requirements of interested parties that have been identified in the ESMF. A check for legal compliance shall be undertaken to ensure that this project is compliant with the legal and other requirements:

- a) The National Occupational Safety and Health Policy, 2009
- b) Public Health Act, 2009,
- c) Occupational Health and Safety Act, 2003, and
- d) HIV/AIDS Prevention and Control Act, 2008.
- e) WB ESF
- f) WBG EHS Guidelines:
  - (i) WB EHS General Guideline;
  - (ii) WB Guidelines for Toll Roads;
  - (iii) WB Guideline for Fish Processing;
  - (iv) WB Guideline for Meat Processing
  - (v) WB Good Practice Note for Road Safety;
  - (vi) WB Good Practice for Construction with Covid 19
- g) COVID-19 prevention guidelines

### **B. General Requirements**

Personal Protective Equipment (PPE) includes all equipment or apparel designed to provide workers with a barrier against workplace hazards and exposure. The equipment should protect the; head, eye, face, body, and foot. PPE protects workers/suppliers from the effects of exposure to chemical, physical, and safety hazards.

Project workers / suppliers (for the contractors and sub-contractors) who are exposed to work related physical and safety hazards that could cause injury or illness are required to wear PPE. Determining the existence of these hazards is a process referred to as "hazard assessment" and is also known as a "job safety analysis" (JSA) or "job hazard analysis". This process is the critical evaluation of a work site to document the existence of a hazard, the severity of the workplace, and the specific PPE that will be used to protect employees from that hazard. Each hazard assessment must be included in the site specific health and safety plan. Component Managers will be responsible in ensuring the suppliers and contractor / sub-contractor workers develop project-specific job hazard analysis for tasks they are to conduct and for incorporation in Health and Safety Plans (HASPs) in accordance with Occupational Health and Safety Act of 2003.

PO-RALG/TARURA will establish PPE requirements, job hazard analysis procedures, and improve operational procedures through the use of this document. Preventing workplace injuries within PO-RALG/TARURA is the principle purpose of job hazard analysis. This document will provide a basis for studying and recording each step of a job, identifying existing or potential job hazards (both safety and health), determining PPE requirements and establishing the best way to perform the job to reduce or eliminate these hazards.

At a minimum, HASP shall be developed by all the suppliers, contractors and sub-contractors for each sub-projects, the HASP shall outline the hazards and risks associated with the tasks needed to be performed and include proper control methods including the use of proper PPE and engineering controls and the oversight competent key personnel in place.

**RESPONSIBILITY:** The Project Coordinator and Environment Safeguards Expert are responsible for all facets of this OHS requirements and has authority to make necessary decisions to ensure success of the project. The Project Coordinator and environment safeguard specialist are the sole persons authorized to amend these instructions on OHS requirements in consultation with the project coordination unit.

### **C. Incident Reporting**

Provides the minimum requirements for the investigation, reporting and recording of incidents which result in injury or illness to a person, or damage to any property, in order to insure compliance with national regulations and the WBG general EHS guidelines; contract provisions, insurance policy requirements and to prevent recurrence. All incidents (fatality or serious injury) shall be investigated and reported within 24hours to PO-RALG/TARURA and World Bank and recorded pursuant to the requirements of this section. The following potential ESH incidents include, but not limited to:

- ✓ Occupational Health and safety related incidents like slips, falls from heights,
- ✓ Fire emergency
- ✓ Road accidents project staff or contractors staff
- ✓ Security risks like banditry for food suppliers in the arid and semi-arid areas, and
- ✓ Improper food hygiene, contamination leading to food poisoning

### **D. Incident Investigation**

An investigation should be initiated immediately following any incident. The scene of the incident must be immediately secured so as to not damage or destroy evidence that may be necessary during the investigation. In general, the following information should be gathered and provided in written format using prepared Incident Report Form capturing the information captured in section L: Incident Report.

### **E. Determine the Root Cause**

Conduct root-cause analysis of the incident and identify the sequence of events and factual circumstances. The analysis should identify what failing(s) led to the accident, what safety measures were in place, and the risk information/training provided to workers on site. The level of supervision of unskilled labour should also be assessed.

- ✓ Recommend actions to be taken to rectify the failure(s) that led to the incident.
- ✓ Review the safety procedures at different sites and identify the health and safety measures to be taken to minimize the risks of future accidents both to workers and to local residents. Relevant site visits should be carried out to support the analysis. Health and safety representatives of the Contractors and implementing agencies, as well as other technical counterparts as necessary should be interviewed to gain a comprehensive understanding about health and safety management.
- ✓ Review the OHS measures in Safeguards instruments and plans in construction contracts and recommend enhancements as needed. The assessment should identify what the existing procedures for safe performance of construction activities (excavation, scaffolding, working at heights, welding, etc.) are and should recommend appropriate procedures should the existing ones have gaps.
- ✓ Review the capacity of Contractors and supervision consultants to implement OHS standards. The assessment should review the training plans for skilled and unskilled labour for effectiveness and propose improvements to the training and communication program so that workers are adequately guided to safely perform their work.
- ✓ Review the existing arrangements for recruiting labour and what type of insurance (life or injuries and occupational health risks) and compensations are provided.
- ✓ Review compliance to the Labour Law and other international treaties by Contractors or Subcontractors.
- ✓ Assess the sufficiency of the measures that the Contractors take to minimize risk on the local communities and communicate with them. Recommend improvements as necessary.

### **F. Determining Corrective Actions**

Once the real root cause and all contribution factors are identified, the next step is to use the Hierarchy of Health and Safety Controls to identify appropriate corrective action. The single most important outcome that results from an incident is the implementation of an effective, high-level safety control that eliminates the possibility of the incident reoccurring. Design the SCAP and discuss with the Bank, including actions, responsibilities and timelines for implementation, and a Borrower monitoring program. All project workers shall be required to fully abide by the Code of Conduct in compliance with the project Labour Management Plan.

### **G. Job Safety Analysis**

Once the tasks and general hazards have been identified, the identified hazards will need to be controlled/reduced, as appropriate. The following procedures are examples of control mechanisms for the hazards identified:

### **H. Potential Hazard Controls**



- a) Noise Hazards – Hearing protection will be worn by all personnel operating or working within the vicinity of equipment emitting noise level; when noise is sufficient to interfere with general conversation at a normal speaking volume; when noise levels exceed 85 dBA; and/or when PO-RALG/TARURA requirements indicates that it's usage is mandatory to use ear muffs;
- b) Vibration - Exposure to hand-arm vibration from equipment such as hand and power tools, should be controlled through choice of equipment, and limiting the duration of exposure. Exposure levels should be checked on the basis of daily exposure time and data provided by equipment manufacturers;
- c) Electrical Hazards – Exposed or faulty electrical devices, such as circuit breakers, panels, cables, cords and hand tools, can pose a serious risk to workers. Avoid operating electrical equipment in a wet floor or environment. If equipment must be connected by splicing wires, all electrical work must be performed by a licensed and competent electrician;
- d) Vehicle Driving and Site Traffic: Poorly trained or inexperienced vehicle drivers have increased risk of accident with other vehicles, pedestrians, and equipment. SMP delivery vehicles if not managed well represent potential collision scenarios. The project will hire competent defensive drivers with experience over 7 years, all vehicles shall be inspected for road worthiness by the Head drivers at the GPE/PCU;
- e) Ergonomic Hazards – Proper lifting techniques such as keeping the back straight and legs bent, shall be utilized when lifting equipment or loading/offloading of the school meals from the trucks. If the lifting cannot be lifted in this manner, if it is too heavy to lift alone. Call other personnel, or use a mechanical device for lifting;
- f) Hazard due to Working at Heights: Fall prevention and protection measures should be implemented whenever a worker is exposed to the hazard of falling more than two meters; when through an opening in a work surface. Fall prevention / protection measures may be warranted on a case-specific basis when there are risks of falling from lesser heights.
- g) Fire Hazards –the use of hand held drilling machine during construction may lead to electric short circuit leading to potential fire hazard. All electrical works should be performed by trained and qualified experts.
- h) Protection against possible risks as provided in the Public Health Act and in tandem with the OSH Act, 2003 and in view of COVID-19 related risk will be managed through:
  - ✓ Arrangements for ensuring safety and absence of risks to health in connection with the use, handling, storage and transport of construction materials;
  - ✓ Ensuring that workers or suppliers participate in the application of Infection prevention and control (IPC) safety and health measures / guidelines as advised by Ministry of Health including availability of hand wash facilities, water and soap, alcohol-based hand sanitizer;
  - ✓ Train all staff on the signs and symptoms of COVID-19, how it spreads, how to protect themselves (respiratory hygiene, cough etiquette and hand hygiene ) and the need to be tested if they have symptoms;
  - ✓ Provision of such information, instructions, training and supervision as is necessary to ensure the safety and health at work of every worker or suppliers;
  - ✓ All workers and visitors accessing work sites every day or attending meetings shall be subjected to rapid Covid-19 screening which may include temperature check and/or other vital signs;
  - ✓ Any worker showing symptoms of respiratory illness (fever, cold or cough) and has potentially been exposed to COVID-19 should be immediately removed from work and tested for the virus at the nearest local hospital;

- ✓ Project management must identify the closest hospital that has testing facilities in place, to refer workers/staff;
- ✓ Persons under investigation for COVID-19 should not return to work at the project site until cleared by test results. During this time, they should continue to be paid daily wages
- ✓ If project workers live at home, any worker with a family member who has a confirmed or suspected case of COVID-19 should be quarantined from the project site for 14 days, and continued to be paid daily wages, even if they have no symptoms
- ✓ Use existing grievance procedures to encourage reporting of co-workers if they show outward symptoms, such as ongoing and severe coughing with fever, and do not voluntarily submit to testing;
- ✓ Mandatory provision and use of appropriate Personal Protective Equipment (PPE) shall be required for all project personnel including workers and visitors;
- ✓ Avoid concentration of more than 15 workers at one location. Where more than one person are gathered, maintain social distancing of at least 2 meters;
- ✓ Restriction of the number of people accessing the work areas;
- ✓ Fumigation of offices, work areas and project vehicles delivering food to the schools;
- ✓ Train cleaning staff in effective use of PPE, cleaning arrangement and procedures and disposal of waste generated from the work site.
- ✓ The project will also adhere to any other Government of Tanzania's guidelines on COVID-19 as well as World Bank guidelines on Covid-19 measures.

**I. Emergency Response Procedures**

The Emergency Operations Coordinator-EOC (Contractor's Safeguards Officer) is the person who serves as \_\_\_\_\_ the main contact person for the MoE in an emergency. The EOC is responsible for making decisions and following the steps described in this emergency response plan. In the event of an emergency occurring within or affecting the worksite, the primary contact (Site Safety Officer for the suppliers, contractor and sub-contractors) will serve as the EOC. If the primary contact is unable to fulfill the EOC duties, the secondary contact will take on this role:

**Primary contact:**

**Name:**.....

**Telephone number:**.....

**E-mail:**.....

**Secondary contact:**

**Name:**.....

**Telephone number:**.....

**E-mail:**.....

**Emergency contact numbers**

(i) Ambulance.....

(ii) Police.....

(iii) Hospital.....

(iv) Fire Brigade.....

(v) Traffic Police.....

**Potential emergencies**

The following potential emergencies have been identified in hazard assessments:

- (i) Occupational Health and safety related incidents like slips, falls from heights,
- (ii) Fire emergency.
- (iii) Road accidents project staff or contractors staff,
- (iv) Security risks like banditry for food suppliers in the arid and semi-arid areas, and
- (v) Improper food hygiene, contamination leading to food poisoning.

**Location of emergency equipment**

- a) Fire Alarm
- b) Fire extinguisher
- c) Fire horse
- d) Panic Alarm Button
- e) Personal protective equipment
- f) Emergency Communication Equipment (satellite phones, radio calls, etc.),

**Training requirements for emergency response**

- a) Type of trainings.....
- b) How often are employees trained.....

**Employees trained in the use of emergency equipment**

- a) .....
- b) .....

**First Aid Kits**

- a. Type of first aid kit with all prerequisite materials  
.....
- b. Location of first aid kit within the working site and in the contracted Trucks for delivering construction materials  
.....
- c. Transportation for ill or injured employees to the nearest hospital for medication.  
.....

**First aid attendant (employee trained in first aid)**

Name:.....

Location:.....

Shift or hours of work:.....

**Communications**

We will communicate our emergency plans to employees in the following way:

- a) Code of conduct
- b) Employment contract commitment,
- c) Tool Box Talks

- d) Official Notice boards
- e) Brochures

In the event of fatality or a disaster, we will communicate in the following way with the PO-RALG/TARURA and World Bank:

Official letter in the contractors headed paper to PO-RALG/TARURA, who will transmit the information to the World Bank within 24 hours of the incident.

**J. Procedures for rescue and evacuation**

- (i) Evacuation route clearly demarcated,
- (ii) No obstruction within the walkways,
- (iii) All suppliers, contractors and sub-contractors will be required to have an insurance Covers for the Group Accident Cover and Medical Insurance cover which have the evacuation channels in case of accidents for the causalities.
- (iv) Clearly and legible located, copied, and posted building and site maps evacuation routes,
- (v) Mock Fire Drills and practice evacuation procedures should be done at least 4 times a year.
- (vi) All workers must leave the workplace quickly in strict adherence to this evacuation procedure,
- (vii) Warning System: The warning system will be tested 4 times a year,
- (viii) Assembly site is clearly demarcated and legible poster available,
- (ix) Site Safety Officer is the person responsible for issuing all clear safety instructions,
- (x) Shelter in Place to be oriented to all workers: in case of emergency, all workers will be provided with the emergency supplies, if any, by the suppliers, contractor or sub-contractors in the shelter location and which supplies individuals should consider keeping in a portable kit personalized for individual needs.

**Employee emergency contact**

No.	Employee Name	Designation	Contact person and Number	Alternative contact person and number
1		Site foreman		
2		Site Safety Officer		
3		Clerk of Work		
4		Project Manager		
5		Safeguards Officer		

**Review Plan**

This Emergency Response Plan will be reviewed and updated on quarterly basis and or as need arises i.e. change of the critical personnel

**K. OHS Incident Investigation Form**

Classification of Accident

Indicative..... Sever..... Fatality.....

Description of the accident:

.....  
 .....

Date and Time of Accident:

Location of the accident:

Source of accident alert:

**Investigation**

Date and Time of Investigation:

.....

Names and Status of Investigating Team

Name.....Position.....Sign.....

Name.....Position.....Sign.....

Name.....Position.....Sign.....

Complete accident investigation questionnaire and attach copies to Incident Investigation Form.

Findings of Investigation Team

Teams description of event leading up to the accident

Teams Description of the accident itself

Team's view on the causes of the accident

Recommendation to reduce potential accident (immediate fix)

Date.....No.....Section.....

- 1) Root causes:.....
- 2) Preventive Action taken:.....
- 3) Further Recommendation Preventive actions:.....

Signature.....Date.....

Project coordinator: Comments and Actions to be taken or recommended to higher authority:

Signature..... Date.....

## L. Incident Report

The **Incident Report** should be 1 – 2 pages and include, at a minimum, the following information:

- ✓ Country, Name of Project, Project Number, Name of TTL and E&S specialists assigned to the team
- ✓ Preliminary classification of the incident
- ✓ What was the incident? What happened? To what or to whom?
- ✓ Where and when did the incident occur?
- ✓ When and how did we find out about it?
- ✓ Are the basic facts of the incident clear and uncontested, or are there conflicting versions?
- ✓ What are those versions?
- ✓ What were the conditions or circumstances under which the incident occurred (if known at this stage?)
- ✓ Is the incident still ongoing or is it contained?
- ✓ Is loss of life or severe harm involved?
- ✓ Is the Borrower aware of the incident? What is their response to date?
- ✓ What measures have been or are being implemented by the Borrower/Contractor?

NB: Classifying the incident will guide decisions as to who in the Bank should be informed, and what resources are needed to understand the incident and support the Borrower in addressing the underlying cause(s). Classification must be done as rapidly as possible, so that the Bank is able to respond to the incident within a reasonable time-frame. The incident should be classified within 24 hours of receipt of the information, within 24 hours will be preferable if possible. If it cannot be fully classified due to missing information, then a preliminary classification should be provided and confirmed as details become available. The classification is based on several factors, including the nature and scope of the incident, as well as the urgency in which a response may be required. There are three levels of classification: Indicative, Serious and Severe.

*Indicative* – Relatively minor and small-scale localized incident that negatively impacts a small geographical areas or small number of people.

*Serious* -- An incident that caused or may potentially cause significant harm to the environment, workers, communities, or natural or cultural resources.

*Severe* -- Any fatality or incidents that caused or may cause great harm to the environment, workers, communities, or natural or cultural resources.

## ANNEX 7: World Bank Incident Classification Guideline

<b>Indicative</b>
<ul style="list-style-type: none"><li>• Relatively minor and small-scale localized incident that negatively impacts a small geographical areas or small number of people</li><li>• Does not result in significant or irreparable harm</li><li>• Failure to implement agreed E&amp;S measures with limited immediate impacts</li></ul>
<b>Serious</b>
<ul style="list-style-type: none"><li>• An incident that caused or may potentially cause significant harm to the environment, workers, communities, or natural or cultural resources</li><li>• Failure to implement E&amp;S measures with significant impacts or repeated non-compliance with E&amp;S policies incidents</li><li>• Failure to remedy Indicative non-compliance that may potentially cause significant impacts</li><li>• Is complex and/or costly to reverse</li><li>• May result in some level of lasting damage or injury</li><li>• Requires an urgent response</li><li>• Could pose a significant reputational risk for the Bank.</li></ul>
<b>Severe</b>
<ul style="list-style-type: none"><li>• Any fatality</li><li>• Incidents that caused or may cause great harm to to the environment, workers, communities, or natural or cultural resources</li><li>• Failure to remedy serious non-compliance that may potentially cause significant impacts that cannot be reversed</li><li>• Failure to remedy Serious non-compliance that may potentially cause severe impacts Is complex and/or costly to reverse</li><li>• May result in high levels of lasting damage or injury</li><li>• Requires an urgent and immediate response</li><li>• Poses a significant reputational risk to the Bank.</li></ul>

### ANNEX 8: Complaints Reporting Template

No. of complaints received	Main mode complaint lodged	No. of complaints resolved	No. of complaints pending	Duration taken to resolve, e.g. spot resolution, 1 day, 7 days, 14 days, 1 month, quarterly, annual	Recommendations for system improvement

### ANNEX 9: Complaints Log

Date and complaint from	Complaint e.g. non issuance of ID	Officer/ department complained against	Nature of complaint/ service issue, e.g. delay	Type of cause – physical (e.g. system failure), human (e.g. inefficient officers, slow, unresponsive) or organization (e.g. policies, procedures, regulations)	Remedy granted	Corrective/ preventive action to be taken	Feedback given to complainant

### ANNEX 10: Complaints Form

#### 1) Complainant’s Details

Name (Dr / Mr / Mrs / Ms)

.....

\_\_\_\_\_

ID Number

\_\_\_\_\_

Postal address

Mobile \_\_\_\_\_



Email \_\_\_\_\_  
 County \_\_\_\_\_  
 Age (in years): \_\_\_\_\_

2) Which institution or officer/person are you complaining about?  
 Ministry/department/agency/company/group/person

\_\_\_\_\_

\_\_\_\_\_

3) Have you reported this matter to any other public institution/ public official?  
 Yes .....No.....

4) If yes, which one?

\_\_\_\_\_

\_\_\_\_\_

5) Has this matter been the subject of court proceedings?

YES.....NO.....

Please give a brief summary of your complaint and attach all supporting documents [Note to indicate all the particulars of *what* happened, *where* it happened, *when* it happened and by *whom*]

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

6) What action would you want to be taken?

\_\_\_\_\_

\_\_\_\_\_

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

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

**Annex 11 List of Sub-projects**

**A: TIER 1 LGAs**

Municipality/City	Project
Arusha	Construction of Bus Terminal at Bondeni City Area in Muriet Ward
	Improvement of existing Central Bus Stand and Drainage at Themis Living Garden
	Redevelopment of Kilombero Market
	Upgrading to asphalt concrete of 2.7km road to connect the proposed Bondeni City Bus Terminal
	Upgrading to asphalt concrete of 4.8 km at Engosheraton road

	Upgrading to asphalt concrete of 4.8 km of Kibo road
	Upgrading to asphalt concrete of 4.0 km of Olasiti road
Kigoma	Construction of storm water drains (Bangwe, Burega, Rutale, and extension of Mlole and Katonyanga drains) <sup>2</sup>
	Extension of Wafipa – Kagera road (1.3km) and provision of bridge on Luiche River and access road (1km) on other side of the river
	Upgrading of Old Kasulu road (6.5km)
	Upgrading of Bangwe-Burega-Ujiji Road (7.5km)
Dodoma	Construction of Local Markets at Mkonze and Miyuji Communities
	Major improvement/Redevelopment of existing Sabasaba CBD Market,
	Improvement of existing Majengo Market (within the City Centre)
	Construction of mini-bus stands at Sabasaba, Michese, Chang'ombe, Mkonze, Nzuguni and Kizota Communities
	Construction of gender sensitive features (Footbridges) at Ntyuka, Chaduru and Maili Mbili Communities
	Construction of 10.0km Nzuguni-Tambuka Reli Road
	Construction of 8.0 km Road
	Upgrading of 3.5Km Roads
	Extension of Ilazo/Ipagala storm water drainage
	Construction of Warehouse and Building for Accommodation and other Services at Nala Lorry Park
Tabora	Construction of Bus Terminal and Connecting Roads
	Redevelopment of existing Tabora CBD Market
	Construction of urban roads (6km)
Mwanza	Mkuyuni Fish Market
	Rehabilitation of Mirongo River (to mitigate flooding in the downstream) <sup>3</sup>
	Construction of Igoma-Buhongwa Road 14km, part of the ring road that is economically critical for Mwanza
Ilemela	Kirumba Central Market, surrounding access roads (2.3km),
	Buswelu - Busenga - Coca Cola road 3.3 km,
	Buswelu-Nyamadoke -Nyamhongolo Road (9.5km)
Geita	Mkolani-Mwatulole Road (5.9 km)
	Nyankumbu to Kivukoni Secondary school Road (3.9 km)
	6km of access roads and drainage for SMEs Industrial area,
	Construction of Magogo Bus Terminal
Kahama	Zongomela industrial area upgrading (12.6 km of roads, minibus stand, and commercial area)
	Improvement of 7km roads at Kahama Central Business District (CBD)
	Construction of Bus Terminal at Mbula
	Construction of 3km Storm Water Drainage
	Upgrading of Sango Market
Morogoro	Construction of 5km Storm water drainage system in Flood prone Areas
	Construction of New Roads 10km to Asphalt Concrete Standard in Morogoro Municipality
Songea	Construction of Manzese 'A' Modern Market and 3km access road
	Roads in CBD (7.5 km)
Sumbawanga	Proposed development of Industrial area and associated infrastructures/facilities at Kanondo Industrial area

<sup>2</sup> See details in Annex 5.3

<sup>3</sup> See details in Annex 5.3

	Proposed Construction of 11Kms of Sumbawanga Municipal roads
Mbeya	Ilomba Machinjioni road (3.8 km)
	Tanesco Sae Kisanji -Uwata (1.3 km)
	Rejico – Nonde- Mbalizi Rd (1.7 km)
	Airport - Samora - Tanesco Sae Kisanji, and Kabwe Block T Sido (3.2 km)
	Block T - Kiwira - Makungulu. and Juhudi Road (3.3 km)
	Iziwa Road (4 km)
	Kihumbe – BOT (1.0 km)
	Uyole - Itezi (2.0 km)
	Kalobe Road (2.6 Km)
	Construction of Central Bus Terminal at Old Airport
	Daladala Bus Stop at Old Airport
	Improvement of Soweto Market
	Construction of Grain and Fruit Market at Old Airport
	Improvement of Sokomatola Market
	Improvement and extension of drainage system at Nzovwe,Ilo, Isyesye/Ilemi,and Iyela.

#### B: TIER 2 LGAs

LGAs	Name of Subproject
Babati TC	Construction of Babati Bus Terminal
	Upgrading of Town Roads 10.2 km to Bitumen standard
	Construction 5 kilometres of drainage system (stand-alone drain)
Bariadi TC	Construction of Dump Site for Solid Waste (Land Fill)
	Construction of urban roads to bitumen standard (12.24 km)
	Upgrading of lorry parking by Constructing 70 shops, 3 warehouses, mini garage and waiting building
	Bariadi main market
	Bariadi Slaughterhouse
	Bariadi Livestock market
Bukoba MC	Construction of Kyakailabwa Bus Stand
	Construction of Central Market
	Construction of Kashai Market
	Upgrading of Municipal Roads to Bitumen Standard (7km)
	Construction of New Slaughterhouse
	Conservation of River Kanoni
	Construction of controlled dumpsite
Geita TC	Construction of Magogo Bus stand
	Upgrading of Nyankumbu Market
	Construction of controlled dumpsite

<b>LGAs</b>	<b>Name of Subproject</b>
	Upgrading of road to asphalt concrete standard from Magogo VTC-NHC-Waja girls 3.2km
	Upgrading of road to asphalt standard from Nyankumbu to kivukoni Secondary school 3.9 km
	Upgrading of road to asphalt concrete standard from Mkolani to Mwatulole 5.9km
	SME industrial area
Iringa MC	Rehabilitation of Urban roads In Iringa Town (12 km) to Bitumen Standard
	Construction of Kihesa Modern Market.
	construction of controlled dumpsite at Mkoga
Kibaha TC	Upgrading of Visiga - Zegereni road 12.5km to asphalt concrete road at Kibaha Town.
	construction of modern dump site at MISUGUSUGU
	Construction of Mwanalugali Market.
Korogwe TC	A: Upgrading of Roads to Asphalt Concrete Standard (13.2km)
	1. NMB-Ramia-Magunga Hospital Road 2.8 km.
	2. New bus stand-Morden Market Road 1.2 km.
	3. Lutheran - Mountain View Road 0.34km
	4. Sheramia-Mamba Club Road 1.2km.
	5. Bomani 1 Road 0.6km
	6. Bomani 3 Road 0.6km
	7. Bagamoyo-Mgombezi-Kibo Road 6.5km
	B: Construction of Drainage structures (1.8km)
	1.Drainage from Sheramia area to river Mbeza (1.0km)
	2.Drainage from Korogwe Teachers' hostel to river Mbeza 0.8km
Lindi MC	Abattoir equipment and Machineries
	Construction of the Modern Bus Terminal at Mitwero
	Construction of the Modern Central Market
	Construction of the Modern Fish market
	Upgrading of CBD 10 KM Roads to bitumen standards with streetlights
	Construction of Stand Alone Drain and provision of walkways to the ULGSP completed Roads
	Sea bank protection
Morogoro MC	Construction of 10km Storm water drainage system in Flood prone Areas
	Construction of Commuter Bus Phase II and Lorry Parking in Morogoro Municipal Council
	Construction of New Roads 10km to Asphalt Concrete Standard in Morogoro Municipal

<b>LGAs</b>	<b>Name of Subproject</b>
Moshi MC	Construction of sanitary landfill
	Decommissioning of Njoro/ Kaloleni dumping site
	Storm water major drainage works 5km
	Improvement of Mbuyuni Market at Bondeni ward
	Upgrading of 12 km road to Asphalt concrete.
Mpanda TC	Construction of 10 km of tarmac roads
	Rehabilitation of storage facility at Misunkumilo
	Construction of modern market at Kazima
	Construction of controlled dumpsite
	Construction of slaughterhouse at Magamba ward
	Construction of Modern parking at Mizengo Pinda Bus Terminal
Musoma MC	Construction of Nyasho Morden Market.
	Construction of Bweri Bus Terminal
	Improvement of Nyarusurya Fish Landing Site
	Upgrading of Town and Ring Roads to Bitumen Standard 12.668km
	Construction of Kianganga slaughterhouse and Improved Cattle Market.
Njombe TC	Improvement of the Proposed Street Roads to Asphalt Concrete Standards(19.1km)
	Mpechi Sokoni - Melinze (1.9km)
	Songea road - Nazareth (1.8km)
	Chaugingi - Magoda - Uwemba road (2.8Km)
	Nzengendete - Utalingolo (2.2km)
	Mgendela Road - Power Station (2.2 Km)
	Kituo cha Hija (Mjimwema - Msete) Road (2Km)
	NBC-KIBENA road (1.4 Km)
	Lutilage - Joshoni (Makaburini) Road (1km)
	Airport Road (0.4Km)
	Mpechi Secondary Road (0.4km)
	Agreement Road (1.25km)
	Lunyanywi-Ikisa Road (1.75km)
	Construction of the proposed Njombe TC Irish Potatoes Pack House and Market Centre
Shinyanga MC	Construction of Kambarage Modern Market
	Construction of Regional Bus Terminal Ibadakuli
	Construction of 12 Km of tarmac road at Shinyanga Municipal.
Singida MC	Construction of International Onion market at Misuna
	Construction of the new Singida Central Market including 2.5km access roads
	Improvement of Misuna Bus Terminal

<b>LGAs</b>	<b>Name of Subproject</b>
	Upgrading of Municipal Roads 8 kilometers to Bitumen standard
	Construction of stand-alone storm water drain of 1.4kilometers at Minga.
	Purchase, installation and commissioning of streetlights for the Road of length of 9 kilometers within CBD area
	Construction of modern Abattoir at Ng'aida
	Mandewa Modern Market
Songea MC	Construction Manzense 'A' modern Market with its acces 3km roads around
	Construction of controlled dumpsite
	Upgrading of road to Asphalt concrete standard 12km from Majengo to Subira
	Purchase of Abbatoir equipment
	Construction of Milling and Agro-processing Cluster
Sumbawanga MC	Proposed Construction of Crop produce Market (Rukwa International Crop Market) at Kanondo Industrial area
	Proposed Construction of 11 Kms of Sumbawanga Municipal Urban roads to bitumen standard (Asphalt concrete)
	Construction of controlled dumpsite at Mbalika area
	Proposed Construction of community Economic Empowerment Centre.
	Community Agribusiness incubator center.
Tabora MC	Construction of Modern Terminal/Bus stand
	Construction of Slaughterhouse
	Construction of Market
	Construction of a controlled dumpsite
Kahama TC	Improvement of roads at Zongomela Industrial Park
	Improvement of roads at Kahama Central Business District (CBD)
	Construction of Bus Terminal at Mbula and Upgrading of Sango Market
	Construction of Busoka controlled dumpsite
	Construction of Storm Water Drainage
	Construction of Slaughterhouse at Busoka