

REPUBLIC OF ALBANIA

Agency for Information Technology and Society

LABOUR MANAGEMENT PROCEDURES

Draft Version

Improving Equitable Access to High Standard Public Services through GovTech (P177845)

Program for Result (PforR)

September 2022

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LIST OF ACRONYMS

ASPA	Albanian School of Public Administration
DCM	Decision of Council of Minister
DLRs	Disbursement linked results
DoPA	Department of Public Administration
EDRM	Electronic Document Record Management System
EHS	Environment, Health and Safety
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS2	Environmental and Social Standard 2
FM	Financial Management
GIIPs	Good International Industry Specific Practices
GFP	Grievance Focal Point
GRM	Grievance Redress mechanism
GRS	Grievance Redress Service
ICT	Information and Communication Technology
ILO	International Labor Organization
IPF	Investment Project Financing
LMP	Labor Management Procedures
MES	Ministry of Education and Sports
MFE	Ministry of Finance and Economy
MHSP	Ministry of Health and Social Protection
MI	Ministry of Interior
MSSS	Ministry of State for Standards and Services
MSYCH	Ministry of State for Youth and Children
NAIS	National Agency for Information and Society
OHS	Occupational Health and Safety
RMU	Results Monitoring Unit
PforR	Program for Results
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SOPs	Standard Operation Procedures
SQDNE	The centralized system for electronic documents with electronic signature
TA	Technical Assistance
UN	United Nations

1. INTRODUCTION

This document is a Labor Management Procedures (LMP) and is developed as a requirement of the World Bank in support to an Investment Project Financing (IPF) component (the “Project”) for the Technical Assistance and Change Management sub component for the GovTech Program in Albania. It involves the policies, rules, regulations, procedures and competencies which govern and regulate workforce in an organization/agency. The LMP will be used to identify main labor requirements and risks associated with the project as well as determine the resources necessary to address the project labor issues.

The proposed sub-component project is designed to enhance Capacities for Government’s Digital Transformation program in Albania. It will also support the monitoring and verification of the achievement of disbursement linked results (DLRs) according to the three result areas of the Govtech Program. In this way it will support and enhance capacities to meet the following results; improve the usability, efficiency and pro-activity of the e-Albania platform and of priority e-services; improve digital and foundational skills and ensure that all citizens can access high-quality digital services (thus addressing the digital divide); and to adopt GovTech enabling systems and policies to ensure advanced solutions on secure platforms.

The total cost of the subcomponent project designed as an IPF component for the Program for Results (PforR) ‘on Improving Equitable Access to High Standard Public Service through GovTech’ will be around 5 mil USD. The project will be implemented by the National Agency for Information and Society (NAIS) with support of the RMU.

1.1. Objectives and activities of the IPF sub-component

Sub-component 3.3 of the GovTech Program is designed to enhance Capacities for Government’s Digital Transformation program in Albania. It will provide technical, capacity building and change management support to all necessary areas of the operation in order to support the achievement of the agreed results. The IPF will allow the GoA access to predictable financing to develop and implement priority measures identified to support all RAs and to attain the strategic objectives of the Program.

It is envisaged that a significant part of this will be deployed through a tailored and “on-demand” framework contract with a possible consortium of experts that can provide critical assistance to NAIS, MoES and the other key involved institutions (such as MSSS, MoFE, MoHS and Mol). The component includes the following activities;

- Functioning of a Results Monitoring Unit (RMU) which will ensure results-focused data collection and utilization throughout implementation. The RMU will; liaise with the beneficiary to promptly react in support of all issues connected to technical assistance, training and capacity building, communication and outreach, policy reform and more generally, monitor progress of results; collect and disaggregate data for multipurpose analysis; facilitate internal audit procedures and manage DLIs verification protocols; support NAIS in strengthening its ability to develop robust fiduciary systems; support NAIS in setting up a strong monitoring and evaluation system; assist NAIS in preparing FM reports; preparing the Program’s Operations Manual; manage the TA Component, prepare and update the procurement plan, prepare terms of reference and bidding documents, publish procurement notices and contract awards, negotiate contracts with

consultants; prepare contract amendments; work closely with the Task Team to support successful missions, prepare ad hoc and interim reports, etc..

- Capacity Building: (i) Technical Assistance and Policy Development Digital Skills and Upgrading / Training and Certification Program. This includes: technical assistance in the form of diagnostics and feasibility studies and expertise on demand and the necessary competencies in sustaining policy and legal changes necessary for the project implementation; training, for uptake of new digital solutions, digital literacy and innovation, aiming at: upgrading digital competencies of the public administration and supporting citizens' digital skills – connected to e-services usage – development. Specific trainings will be delivered to benefit public officials from all stakeholder institutions in order to strength implementing institutions' capacities, such as: (i) training in BPR and standardization of processes; (ii) training for ICT teachers to use and run the Education SmartLabs; (iii) training for service standards, implementation and maintenance; (iv) training on the use AI for public services; (iv) capacity building for running Youth Innovation Centers; (v) training on the usage of upgraded versions of SQDNE and EDRMS; (vi) capacity building for ISO certification compliance; (vii) capacity building on data privacy, (viii) collaborative leadership training, (ix) capacity building on integrity, code of conduct and corruption prevention, etc.
- Establish change management challenges tools by providing support to strategic communications, public relations and change management. This includes collaborative leadership tools to improve inter-institutional coordination and strategic communications to foster the uptake of the GovTech innovations by both public sector employees and public service users. A change management strategy will be developed with SMART (specific, measurable, achievable, relevant, time-bound) recommendations and it will draw on three core methodologies; Collaborative Leadership for Inter-Institutional and Multi-Disciplinary Collaboration; Change Management Applied to ICT Sector; Information, Education and Communications for Change.

1.2. Objective and Purpose of Labor Management Procedures

This document (LMP) will guide the Implementing Entity (NAIS) on how to manage employment related aspects of the project and to minimize potential Labor risks during the implementation. It identifies categories of workers and the activities they will be employed in, risks related to these and proposes the implementation of compliance measures, sets out the terms and conditions for employment or engagement of workers on the Project, specifies the requirements and standards to be met and the policies and procedures to be followed for effective planning and management.

LMP will comply with World Bank Environmental and Social Framework (ESF), objectives set out in the ESS2 and National Regulations/laws on labor and OHS in order to;

- promote safety and health at work, fair treatment, nondiscrimination, and equal opportunity of project workers
- protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS2) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate.
- prevent the use of all forms of forced labor and child labor.
- support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law, and
- provide project workers with accessible means to raise workplace concerns.

The LMP applies to all Project workers whether full-time, part-time, temporary, seasonal or migrant workers. The LMP is a live document and can be updated to meet the demands of the project.

2. OVERVIEW OF LABOR USE ON THE PROJECT

The ESS 2 categorizes project workers into: direct workers, contracted workers, community workers and primary supply workers.

Within the framework of this project, it is expected that project workers will include:

- Workers employed or engaged to various activities under the Program; (NAIS (Project team), and civil servants of the MoES and the other key involved institutions (such as MSSS, MoFE, MoHS and MoI, also employees of the DoPA and ASPA) and RMU staff under NAIS who will work specifically to the project.
- Contracted workers including; consultants and firms (both local and international) carrying out diagnostics, expertise, feasibility studies, training and international change management experts.

Community workers will not be engaged in the project. The project is not expected to have primary supply workers that would fall under the definition of primary supply workers in ESS2 Footnote 5 (“Primary suppliers are those suppliers who, on an ongoing basis, provide directly to the project goods or materials essential for the core functions of the project.”). Those working in borrow pits, quarry sites and construction materials suppliers are also not relevant in this project.

Direct workers - Civil servants (NAIS Project team) involved in project implementation and civil servants of other key involved institutions (such as the MoES, MSSS, MoFE, MoHS and MoI, also employees of the DoPA and ASPA), regardless of whether they work full time or part time, will continue to work under terms and conditions of their existing contracts or appointments in the public sector. Direct workers also include consultants hired specifically to work in RMU housed in NAIS. The Borrower commits to follow Bank’s procurement guidelines on the employment of Project workers (direct workers in the RMU and all consultants engaged in project activities). These workers will be engaged through the standard form of Contracts for Consultancy services provided by the World Bank. The labor law of Albania will be applicable to direct workers employed in the RMU and the requirements of ESS2 should be fulfilled and prohibition of child and forced labor shall apply to direct workers engaged in the project.

Contracted workers will be engaged or employed by third parties’ i.e. contractors, consultants needed for project implementation and these imply professionals staff, consultants/experts, employees of technical consulting firms who will carry out expertise, diagnostic, feasibility studies and capacity building/training activities. The contractual and legal relationship between the contracted workers and the NAIS will be established through contracts awarded in line with the standard procurement procedures and bidding documents of the World Bank for specific project activities which have a standard wording for labor and working conditions requirements. The contracts will be consultancy contracts for the provision of the TA and change management support.

The Borrower has to include in the ToRs and contracts for consultants and consulting firms measures to ensure compliance with the ESS2, satisfactory to the Bank. In addition, it will include grievance mechanisms that the project workers can use if they feel their contractual rights are not respected.

2.1. Number and characteristics of Project Workers

The precise number of project workers (direct, contracted or civil servant workers) who will be engaged/employed for the subcomponent is not yet precisely known. Until now it is defined that 5 employees will be engaged in RMU, while the number of contracted workers in the first twelve months of the implementation is nearly 10. Relevant information and details regarding the exact number of engaged workers for the project will be set into Project Operation Manual.

For the Project will need mainly skilled and competent labor with formal education or skills acquired through experience and qualification. Skilled labor in this phase shall include skill labor specialists like those that will be hired for the RMU unit, for technical assistance and change management. Most of the Contracted workers are expected to be experts in their fields, supported by experienced professionals.

2.1.1. Direct workers

The RMU will be staffed with a core team with expertise on program management (Project manager), procurement financial, monitoring and evaluation, program ICT/business analysis.

Other direct workers include; NAIS project team engaged on implementation and achievement of the Program results; Civil servants of other implementing agencies engaged on certain project activities and other servants working in DoPA and ASPA which could be involved for the training activities, and also employees of the VET public schools (under the National Agency of Employment and Capacities) to tailor training program. These employees will remain subject to the terms and conditions of their existing sector employment.

2.1.2. Contracted workers

NAIS may hire technical staff to support program implementation. For Technical Assistance activities experts will be employed for the diagnostics and feasibility studies and expertise on demand (both local and international) to assist NAIS during project life cycle and monitors implementation, and sustaining policy and legal changes necessary for the project implementation.

Migrant Workers: It is likely that international workers will be engaged for the activities. Expertise on demand will include national or international experts. Also change management experts will be hired under the Program to ensure that change management issues are in the forefront and for preparing Change management Strategy during the first 12 month of Program implementation for TA activities.

2.2. Timing of Labor Requirements

Direct workers in the RMU are needed for the whole Project duration (4 years, between 2023-2027). Civil servants also are needed during the whole project duration upon demand for performing certain project activities. Direct workers in the RMU will have individual full-time contracts. Direct workers in key implementing agencies are full time public servants workers.

Contracted experts for training and supervision, Dialogues with Client & Team leadership, Technical and procurement review of the bidding documents and Change Management are needed for the first twelve months of the project. Other consulting experts will be contracted for the second year of the Project and

for the rest, depending on implementation of various sub-components. Exact Time for involvement of all contracted workers will be known at later stages.

Contracted workers may be engaged either under long term period and for short-term period. Contract renewal will base on performance and the labor requirement. Moreover, the time schedule and deliverables will be stipulated in their respective contracts. Short-term contracted workers will be engaged on fixed number of days/weeks depending on the type and amount of work. Contracted workers would be hired under the Standard forms for consultancy contracts. The following table shows main type of direct and contracted workers anticipated to work under this project.

Table 1 Category and Types of Competences needed under the IPF Component and week estimates

Time	Focus	Skills Needed	Resources Estimate (annual)
First 12 months	Support the establishment of the RMU	Operations skills	2 weeks
	Support the establishment of the Program implementation arrangements	Operations, change management	6 weeks
	Support baseline data collection and analysis for relevant DLIs	Statistical and analytical skills	6 weeks
	Support the development of ToRs for all IPF activities	Technical skills in Program focus areas (ICT, service delivery, education, change management)	2 weeks
	Support and oversee the implementation of TA under the IPF Component (for example, diagnostics and feasibility studies, ODRA, drafting policy and legal documents, and so forth)	Technical skills in Program focus areas (ICT, service delivery, education, change management, communications, legal, data analysis)	15 weeks
	Administration	Administrative support	4 weeks
12–60 months	Technical review/support	Technical skills in Program focus areas (ICT, service delivery, education, change management, communications, legal, data analysis)	30 weeks
	Financial management and disbursement	Fiduciary	7 weeks
	Change management and communications	Change management and communications	4 weeks

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

3.1. Program Activities

Main types of activities to be supported from direct and contracted workers under the IPF component 3.3 include the following;

- Implementation and achievement of the Program results, implementation of certain activities (*public servants*)
- Specific expertise under the RMU to support the Task Team in NAIS for successful missions, prepare ad hoc and interim reports; support NAIS in strengthening its ability to develop robust fiduciary systems, setting up a strong monitoring and evaluation system, preparing FM reports; preparing the Program's Operations Manual; managing the TA Component, preparing and updating the procurement plan, preparing terms of reference and bidding documents, publishing procurement notices and contract awards, negotiating contracts with consultants; preparing contract amendments. (*Direct workers in the RMU*)
- Diagnostics (of current UX state, grievance mechanisms, e-Albania and GG infrastructure, Diagnostics for specific group of digital services, Diagnostic on scaling up EDRMS to all central government agencies, etc). (*contracted workers*)
- Development of designs (such as design of the user-centric open data model) and feasibility studies. (*contracted workers*)
- Training (in BPR and standardization of processes, training for ICT teachers to run smartlabs, training for service standards, the use AI for public services, etc). (*contracted workers*)
- Capacity building for (running Youth Innovation Centers, for ISO certification compliance, data privacy, integrity, code of conduct and corruption prevention, etc). (*contracted workers*)
- Citizen and public servants Digital Literacy/Awareness Program training, for uptake of new digital solutions, digital literacy and innovation. (*contracted workers*)
- Communication campaign and information. (*contracted workers*)
- Conducting field surveys. (*contracted workers*)

3.2. Potential Program Labor related Risks

Given the nature of activities supported by the Project as only Technical Assistance and Capacity Building and no physical works will be financed under this subcomponent, the overall labor risks are expected to be low and manageable. These are summarized below:

Labor risks associated with direct and contracted workers. Consultants/experts to be hired through RMU/NAIS will be recruited using procedures as specified in the World Bank's Procurement Regulations and Procedures. The project activities for which LMP applies will be of consultancy nature. Key overall risks include the applicability of labor laws, issues related to non-discrimination and equal opportunity, accessibility of the grievance mechanism system by all workers, and occupational health and safety aspects specific to office works. There might be low risks associated with extended hours, however the current legislation for civil servants serving in the public administration and national labor law will be applied, especially according article 78 of the law and compensation of overtime according to article 91. According to Labor Code of Albania with the employer concurrence, the project workers will be

compensated with a rest of at least 25 percent greater, corresponding to the duration of the overtime hours or with an additional wage not less than 25 percent thereof (Article 91).

The probability of the incidence of child labor or forced labor is also minimal. The project requires technical staff with skills that require experience and education, which will not be possible for children or those below the age of 18 to possess.

The national labor code prohibits forced labor and all types of discrimination related to gender, sexual orientation or political affiliation. Labor influx is not relevant. Should the labor risks deviate significantly from the area as described above these procedures shall be amended to cover further impacts.

Occupational Health and Safety (OHS) risks are low due to the type of sub-components activities to be implemented (consultancy nature). All project components activities are about management of TA, capacity building, data collection, DLI verification and consultancy work and are not related to sectors or industries of particular risks. There is also a low possibility of the staff not working in properly ventilated buildings or buildings not equipped with proper cooling facilities. There is a low risk for vision, physical and mental fatigue of the Program workers if the working environment will not be unsuitable. NAIS and contractors will strictly apply the Minimum requirements related to Equipment's, Working Environment and the Operator/Computer interface for the Safety and Health of the employees¹, and also provision of the Labor Code for Working Conditions (Article 45, 54) and implement OHS measure.

Discrimination, SEA/SH risks. The Project is assessed as Low for risks related to Human rights abuse especially discrimination, sexual exploitation and abuse in the recruitment process to young women. Women who seek employment in all employment categories (direct workers, contracted workers) may face sexual harassment including demands for sexual favors before being employed. A Code of Conduct will be developed by the project. All direct and contracted workers will be informed on the Project Code of Conduct before contract sign. The none-discrimination project related policy will be discussed during inductions to all staff.

GRM for reporting any actual or suspected abuse of human rights including aspects related to vulnerable groups and SEA/SH will be available.

The following table provides summarize of labor-related risks associated with TA component and proposed mitigation measures.

Table 2 Key identified labor risks and proposed measures

IPF Sub component 3.3 activities	Key identified labor risks	Proposed measures
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¹ according to the decision no. 521/2014 For The Approval Of The Regulation "On The Minimum Safety And Health Requirements For Working With Display Screen Devices

<ul style="list-style-type: none"> - Establishment of a RMU - Technical assistance and policy deployment - Digital skills upgrading/training - Change management 	<ul style="list-style-type: none"> • Low possibility for unsuitable working environment of Program Workers • Low possibility for risks associated with extended hours • Low possibility for risks related to Human rights abuse especially discrimination in the recruitment process • Low possibility for risk related to sexual exploitation and abuse/sexual harassment in the recruitment process and the workplace 	<ul style="list-style-type: none"> • Implement OHS measures • Implement Safety And Health Requirements For Working With Display Screen Devices • Training • Overtime provisions specified in the Contract and implemented according to the law in force • All direct and contracted workers will be informed on the Project Code of Conduct before contract sign. • The none-discrimination project related policy will be discussed during inductions to all staff. • Channels for reporting any actual or suspected abuse of human rights including aspects related to vulnerable groups and SEA/SH will be available
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4. LEGAL AND REGULATORY FRAMEWORK FOR LABOUR AND WORKING CONDITIONS

The following section present a summary of the national policies, regulatory or laws and systems in Albania that are applicable to the implementation of the program.

4.1. Brief Overview of National Labor Legislation: Terms and Conditions

The legal framework of Albania governing the employment relationship consist on law on Labor Code of the Republic of Albania (Law no. 7961/1995) and Law on civil servants (Law 152/2013). The legislation on labor protection is based also on the Constitution of the Republic of Albania and other regulatory legal acts as mentioned below;

- Conventions governing employment matters as ratified by the Republic of Albania.
- Law no. 10237, dated 18.02.2010 “On Occupational Health and Safety”, as amended.
- Law no. 9634, dated 30.10.2006 “On Work Inspection”, as amended.
- Law no. 7703, dated 11.05.1993 “On Social Insurance in the Republic of Albania”, as amended.
- Law no. 10383, dated 24.02.2011 “On Obligatory Health Care Insurance in the Republic of Albania”, as amended.
- Law no. 10221, dated 04.02.2010 “On Protection Against Discrimination”.
- Law no. 9970, dated 24.07.2008 “On Gender Equality”.
- Law no. 108/2013, dated 28.03.2013 “On Foreigners”, as amended.
- Law no. 60/2016 “On Whistleblowing and Protection of Whistleblowers”.
- Secondary legislation (i.e., decisions of the Council of Ministers and various instructions or orders issued for the implementation of the above).

Another important source is the unifying decisions of the Unified Colleges of the Albanian Supreme Court that serve as mandatory case law for disputes deriving from the employment relationship.

Labor Code of Albania regulates relations between employers and employees and reflects the basic principles of international conventions on work, trade unions, prevention of discrimination, etc. The Code provides for fundamental rights related to the prohibition of forced labor, prohibition of discrimination, the freedom of membership in trade unions and collective bargaining. It regulates employment matters in terms of employment standards i.e. maximum hours of work, 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, terms and working conditions.

Article 18 of the Constitution of the Republic of Albania provides that we are all equal before the law. No one may be discriminated for reasons such as: gender; race; religion; ethnicity; language; political opinions; religious or philosophical beliefs; their economic, educational, or social status; or parental ethnicity. Furthermore, the recruitment of program workers will be free from any kind of discrimination as provided for by the Labor Code in Albania, especially point 5 of article 9 which stipulates prohibition of discrimination and implementation of the principle of equal treatment for the right to employment. The same principles for the protection of employees against any discrimination have also been provided by Law no. 10221, dated 04.02.2010 “On the Protection Against Discrimination”. Article 15 of Law no. 10221, dated 04.02.2010 “On the Protection Against Discrimination” provides that every employee has the right to complain to the Commissioner for the Protection Against Discrimination or the court if he/she believes that he/she has been discriminated from employer. The same rights for protection against discrimination are applied for those working part-time, on a fixed-term contract or as a temporary agency worker. According to Article 8, forced labor in all its forms is prohibited.

For this project, written employment/engagement agreements/contracts shall be fixed in order to better protect workers’ rights and avoid unnecessary disputes (according to Article 21 of the labor Code which makes mandatory for employers to give its employees work contracts). The contract specifies employment terms and conditions, the duration and shall be signed off by the employer and employee. In cases of part time jobs and according to article 14, the borrower will inform the part-time employee about job vacancies and provides him with equal opportunities with other employees and/or job seekers to be employed in a full-time job. There is a general obligation on the employer to prevent any action that constitutes sexual harassment towards the employees, and to not allow such actions to be performed by other employees. In addition, the employer should take all necessary measures to stop the moral harassment committed by him/her and/or other employees. Provisions on moral and sexual harassment and the relevant sanctions should be placed by the employer in a visible spot in the working environment.

Working hours. The normal duration of the weekly working time is no more than 40 hours (article 83 Labor Code). The normal daily working time is no more than 8 hours, with less allowed for those under 18 (not more than 6 hours). The number of hours per day, and days per week, is established in the contract/agreement between the employer and employee (Articles 76-78, 81(1)-84, 88-91). Employers must provide for women with children (63 days after birth and until the child is 1 year old) reduced working time by 2 hours, with the same salary, as if had worked for the normal daily working time (Article 105). Details of time off are established in a Special Order for protection of the pregnant women (Article 06 Decree Nr. 397/1996). The Program will comply with the Labor Code for maximum working hours per week.

Night works. The duration of night work and work performed the day before or after it must not exceed eight hours without interruption. Working hours between 19:00 and 22:00 must be compensated with an overtime wage of not less than 20 percent and work performed between 10:00 p.m. and 6:00 a.m. with an overtime pay of not less than 50 percent.

Overtime work. Work beyond the normal working hours can be done either on the initiative of the employee (part-time job) or on the initiative of the employer - overtime work. The overtime hours cannot exceed 200 hours per year (Article 90). Weekly overtime cannot be requested when the employee has worked 48 hours per week. In special cases, for a period of up to 4 months, it is possible to work more than 48 hours per week, but the average weekly working time, for this period, should not be more than 48 hours. The additional payment for the overtime should be not less than 25% of normal payment. (Article 91).

Rest time (breaks) and Leaves. Types of rest time are defined in Articles 78 point 4 (daily rest), article 85 (weekly continuous rest), article 86 (official national holidays), 92-94 (annual vacations): the duration of breaks during the working day is determined in the collective or individual labor contract. The weekly rest is not less than 36 hours, of which 24 hours without interruption. In addition to national holidays (Article 86), employees have to receive at least 4 calendar weeks during the current working year (article 92). When the employee has not completed a full year of work, the duration of paid annual leave is determined in relation to the duration of the employment relationship. Leave without pay may also be taken by certain groups of people and may also be covered in contracts. Other leaves are also foreseen: in case of marriage of the employee or in case of death of the spouse/cohabitant, his ancestors or direct descendants; in case of serious illness of family members; or in case of childbirth. At termination of employment, employees are paid for unused leave, or they may use the leave as their last days of employment. Women are provided maternity leave upon application.

Wages. Contracts and collective agreements establish the form and amount of compensation for work performed. The monthly wage of an employee who has worked during this period the norm of working hours and fulfilled the labor standards (labor duties) cannot be lower than the minimum wage established by DCM. The Council of Ministers can set a lower payment than the salary minimum at the country level for the cases of learning the profession in the system of vocational education and training in the dual form. According to article 116 the wage must be made every two weeks, when the salary is calculated by the hour, day or week, and at the end of each month when it is calculated by the month, unless otherwise stipulated in the written agreement. All employees must be equal for the benefit of the special reward on top of the salary, at the end of the year for the same work or work of equal value, without being discriminated against (115).

Deductions. An employer is not authorized to make deductions from an employee's salary unless permissible by law, contractually agreed to, or court ordered. The employer make deduction from the employee's wage the income tax and the social health insurance contribution provided by law, by by-laws. The employer can make deductions from the wage for union quotas only with written authorization from the employee. This authorization can be revoked at any time (article 117).

Labor disputes are considered to be "unregulated discrepancies between the employer and employee on the issues of application of legislative and other normative actions on labor of the Albanian Republic and working conditions provided by labor agreement (contract) and collective agreement (Articles 10, 176-180 & 187).

As for the grounds of **termination of employment**, article 144 paragraph 3 of the Labor Code stipulates that the decision of the employer on termination of agreement should be on grounds related to the employee's performance or behavior or the operational needs of the company. The employer should deliver a prior notification to the employee, and require a meeting to discuss their intentions to terminate the employment. Should the employer fail to comply with such procedure of termination they might be liable to pay to the employee a penalty equal to two monthly salaries. The decision for termination of the employment is notified in writing to the employee 48 hours to one week before the date of the meeting. In case of termination of the fixed-term contract, before end of the term, the procedure defined in Article 144 of this Code shall be applied.

The likelihood for migrant workers is low, only foreign consultant for change management support are foreseen to be contracted to perform specific duties that might require special expertise. According to **Article 3/3** of the Labor Code, on the temporary employment of foreign workers in Albania determines that in the event that the regulation of the employment agreement which is made by the Albanian legislation, related to the elements defined in point 2 (maximum working time, minimum wage level, the principle of equal treatment, etc.) of this article, is less favorable than the legislation of the state the workers come, the legislation most favorable to the employee will be applied.

4.2. Brief Overview of National Labor Legislation: Occupational Health and Safety

The main pillars that guarantee the protection and security of employees at work are:

- Constitution of Republic of Albania
- Labor Code
- Cross-sectorial Strategic Document for Occupational Health and Safety 2016-2020.
- The Law on Occupational Health and Safety, DCM and the relevant Regulations issued in its implementation.

The Albanian constitution guarantees all citizens the right to social protection at work.

Labor Code of the Republic of Albania in Chapter VIII "Health Insurance and Protection" defines the obligations of employers for safety and hygiene at work, (regulation of the workplace and the work environment (articles 45-50), measures for protection from dangerous machines and loads, measures for movements and falls (Passages, corridors, doors and exits in case of danger), measures to protect against fires, making drinking water available for employees and a special place available for feeding, etc.).

The Cross-sectorial Strategic Document for OHS defines the objectives and measures proposed for the Government of Albania (GoA), in particular for the ministries, public institutions, inspection bodies, social partners and other actors for occupational health and safety.

Specific and relevant legislation on occupational safety and health is found under the Law 10237 on Occupational Health and Safety, date 18.02.2010. The law aims at creating labor conditions that meet the requirement of preserving the life and health of the employees at work through the prevention of risks at work, elimination of factors that present danger and accidents, information, counseling, balanced participation, in accordance with the law, the training of employees and their representatives; and through determination of general instructions for the implementation of this goal.

According to article 12 of the Law 10237, all employees (whether direct/ contract/ migrant) should be provided with information that is clear and understandable concerning any risk (is any) in the workplace, as well as about the safety measures that must be taken to control these risks. According to article 31 of the law on health and safety at work, employers are obliged to adapt workplaces, taking into account the presence of groups that are sensitive to risks (pregnant women, women with breastfeeding children, minors, as well as persons with disabilities).

Law no.9148, dated 30.03.2004 for the ratification of the Protocol of Convention 155 "On Occupational Health and Safety and the Working Environment" determines that the competent body or bodies must ensure the performance of functions related to the appointment and implementation of procedures for notification of accidents and diseases, as well as the publication every year of information on the measures taken for health and safety.

According to Article 10 of the law on Occupational Health and Safety, the employer is obliged to compile a document for risk evaluation and prevention, which contains measures of a technical, organizational, hygienic-sanitary nature.

The duties of employer include the following:

- evaluate the risks for the safety and health of employees,
- inform the employees about the labor related risks and qualify the employees to comply with the requirements in the field of health, insurance and hygiene.
- takes the necessary measures to ensure the protection of employees in all aspects through: a) prevention of risks; b) information and professional training of employees and their representatives; c) organization of collective and individual protection; ç) ensuring the organization of the workplace and the necessary tools.
- clearly define the rules of technical insurance in order to prevent accidents and occupational diseases,
- take care of workplace hygiene.
- pay the difference between the damage and the reward that the employee receives from social insurance, when the accident or occupational disease is a consequence of the employer's serious fault.
- bear all the expenses incurred by the employee as a result of the accident or occupational disease, in case the employee is not registered in social insurance
- make available to the employees, individual protective equipment for protection against risks at work.
- make drinking water available to the employees, at least 6 liters per day per person.
- Make available to employees an available area with acceptable hygienic conditions for feeding, the distance from the workplace, place of residence or the way of organizing the work.
- keep records of salaries and contribution payments updated every month for all employees and present this record whenever requested by labor inspectors.

Also, for work with display screen devices, the employer:

- must carry out analysis of individual workplaces to assess the safety and health conditions for employees, especially related to possible risks for vision, physical and mental fatigue;
- take appropriate measures to correct the working conditions and to reduce or eliminate the aforementioned risks;

- and ensure the individual workplace meets the minimum requirements defined in appendix 1 of decision no. 521 of 6.8.2014 For The Approval Of The Regulation "On The Minimum Safety And Health Requirements² For Working With Display Screen Devices.
- The employer must provide the employee with an appropriate eye and vision test by a specialist in the field before starting work with display screens and at regular intervals, at a minimum once in 3 years.

The State Labor and Social Insurance Inspectorate is the body responsible for controlling the implementation of legislation in the field of safety and health at work, for legal or natural persons, public or private.

4.3. The World Bank Environmental and Social Standards (ESS): Standard 2

The World Bank's requirements related to labor are outlined in its ESS2. This helps the Implementing agency (NAIS) to promote sound worker-management relationships and provides safe and healthy working conditions. Key objectives of the ESS2 are to:

- Promote safety and health at work;
- Promote the fair treatment, non-discrimination and equal opportunity of project workers;
- Secure protection of project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS2) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate;
- Prevent the use of all forms of forced labour and child labor;
- Support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and
- Provide project workers with accessible means to raise workplace concerns.

ESS2 applies to project workers including fulltime, part-time, temporary, seasonal and migrant workers. Where government civil servants are working in connection with the project, whether full-time or part-time, they will remain subject to the terms and conditions of their existing public sector employment agreement or arrangement, unless there has been an effective legal transfer of their employment or engagement to the project.

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

The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship.

² Minimum requirements are related to Equipments (Display screen, keyboard, Work table or work platform, Work chair); Working environment (Space requirements, Reflections and glare, noise, Temperature, radiation, humidity) and the Operator/Computer interface).

5. RESPONSIBLE STAFF

The Results Monitoring Unit (RMU) staff housed in NAIS that will be established to support the overall implementation and monitor results of the proposed P4R, will be also responsible to oversee all aspects of the implementation of LMP and to ensure contractors compliance. The RMU will be responsible for;

- preparing and updating the procurement plan,
- preparing terms of reference and bidding documents,
- publishing procurement notices and contract awards,
- negotiate contracts with consultants;
- preparing contract amendments;

For direct workers (Public Servants workers), Head of Human Resource Departments of the involved institution (NAIS and other institutions) will be responsible. For direct workers in the RMU, the Project Manager will be responsible for labor management. The Contractors must implement human resources policies for the workforce in accordance with the requirements of the Albanian law. These policies should be clear, understandable and available for employees.

RMU will also be responsible to:

- implement this LMP;
- Monitor and implement training on LMP and OHS;
- supervise implementation of LMP on a monthly basis or at shorter intervals as defined by specific plans.
- ensure that contractors are aware of, and comply with, labor management and OHS policies and procedures outlined in this LMP. In accordance with contract specifics, the contractor/s will be guided by the LMP to understand requirements on Labor issues.
- Monitor that the contractors are meeting obligations towards contracted workers as included in the General Conditions of Contract the World Bank Standard Bidding Documents, and in line with ESS2 and national labor code.
- Maintain records of recruitment and employment process of direct workers.
- Monitor training of the project workers on OHS, SEA/SH prevention, and any other required trainings.
- Ensure that the grievance mechanism for project workers is established, monitor and report on its implementation.

Project manager will ensure that: the grievance mechanism for project workers is established and implemented and that workers are informed of its purpose and operation and that GRM have a system for regular monitoring and reporting on labor conditions and occupational safety and health performance.

Responsible for Occupational Health and Safety (OHS) will be under the Environmental and Social Protection Specialist and Project managers to ensure safety and health at workplaces.

The Bank's procurement specialist will monitor procurement progress against the Procurement Plan. In addition, post reviews will be carried on selected contracts subject to post review. Contract deliverables will be physically inspected – as appropriate and feasible.

6. TERMS AND CONDITIONS

As already indicated, the Program will involve two main categories of workers namely:

- Direct Project Workers from the implementing agency and other institutions involved, which are part of the Program (NAIS task team and MSSS, MoFE, MoHS and MoI, MoES) and have contracts that are governed by the Labor Code and Civil Servants Law. The same will be applied for direct workers employed in the RMU.
- Contracted workers (experts, consultants, both local and international consultants/experts).

The terms and conditions of employment or engagement of the project worker must meet the following standards:

- Direct workers and those contracted will have writing contracts.
- Permanent project staff under RMU will have individual agreements (labor contract or service contract) with fixed monthly wage rates.
- Terms and conditions of part-time direct workers are determined by their individual contracts.
- Project workers will be paid on a regular basis as required by national law and Labor management procedures.
- During Program implementation, a standard of forty hours per week employment should be practiced. However, in cases an employee can work extra hours upon the agreement he/she will be compensated for overtimes according to labor legislation. Requirements and conditions of overtime and leave entitlements are agreed as part of individual contracts.
- The project worker is entitled to annual, sick, maternity and family leave, as required by the national legislation. Where the national legislation does not stipulate entitlement to leaves on any ground (i.e. temporary or seasonal work), the contracted party will provide the project worker, at his/her request, with a reasonable period of leave taking into consideration all the circumstances.
- An employment contract or engagement agreement, except in case of permanent employment, ends on the date of its expiry, unless both parties have agreed otherwise. In case of an early termination, a written notice will be submitted at least 15 days in advance. The termination of employment contract and payment of any related entitlements will be done in compliance with the national legislation.
- The third party will make effort to establish mechanisms that will prevent discrimination, harassment, sexual harassment and abuse at work and ensure equal treatment and equal opportunity for all.
- In accordance with Labor Code in Albania relating to employees' right to freedom of association on the rights of workers, the workers will have the right to freely form, join or not join a trade union for the promotion and protection of the economic interest of that worker.

The contractors' labor management procedure will set out terms and conditions for the contracted workers. These terms and conditions will be in line, at minimum, with this labor management procedure, national Labor Law and General Conditions of the World Bank Standard bidding documents and comparable industry standards. The contractor/s will submit copies of employment contracts to the RMU. In accordance with specifications set out in this LMP, contractors will keep records on Labor and working conditions. A summary of issues and remedial actions will be included in quarterly reports to the World Bank.

The ToRs and contracts for consultants will include measures to ensure compliance with the ESS2, satisfactory to the Bank. Recruitment procedures will be documented and filed in accordance with the requirements of national labor legislation and the ESS2 and it will be free from any kind of discrimination. Requirements and conditions of overtime and leave entitlements are agreed as part of individual contracts and according to national legislation.

Terms and conditions of employment will be made clear to the workers prior to commencement of the work.

7. POLICIES AND PROCEDURES

Some of the activities for the PforR which are directly under the control of contractors will be supported and monitored from RMU. The activities may result into low environmental and social risks and impacts. These activities will be mitigated directly by the same contractors. In order for potential bidders to be aware on Environmental, Social and Occupational Health and Safety performance requirements, the RMU/NAIS will incorporate standardized Environmental, Social and Occupational Health and Safety clauses in the tender and contract documents. The contractual arrangements with each project worker must be clearly defined in accordance with Albania Labor Code law and Occupational Health and Safety law. The RMU will obey requirements of the national legislation and this labor management procedure. The program SOPs will be prepared for the procurement based on current World Bank's Environment, Health and Safety (EHS) Guidelines, and upon examples of Good International Industry Specific Practices (GIIPs). The program teams in NAIS/RMU will monitor implementation of SOPs. NAIS will develop POM to address environmental risks, which will also include procedures for e-waste management. Appropriate arrangements in the relevant contract documents will be ensured and the supervision will be conducted from technical and environmental experts.

The project workers will be recruited and assessed on the basis of their competence and professional achievements. RMU/NAIS will clearly communicate the job description and employment conditions to all project workers (direct and contracted workers).

All project workers will perform work or provide services under conditions set in their engagement/employment contract or agreement in return for remuneration. Their status must be clearly defined in line with the national law. Any form of disguised employment will not be acceptable. For short term and part time workers, the agreement on work should foresee the possibility of providing some rights typical of the employment relationship (refund of travel expenses, leaves, etc.).

The contracted part must install mechanisms that will protect the project worker from incidence of mistreatment. The grievance mechanism should be in place to enable the project worker to file grievances to a competent person within the company/institution and be informed on the actions taken subsequently in relation to his grievances.

The RMU will have a system for regular review and reporting on labor, occupational safety and health performance, maintain records of recruitment and employment process of contracted workers to ensure compliance by contracted workers.

The project will also ensure that:

- As per Labor Code requirements, recruitment procedures will be transparent, public and non-discriminatory. All employees to be treated 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;
- Clear job descriptions will be provided in advance of recruitment and will explain the skills required for each post.
- All workers will have written contracts describing terms and conditions of work and will have the contents explained to them. Workers will sign the employment contract.
- Given that there are direct workers under RMU, the RMU will adapt and receive training on Code of Conducts as well as on OHS measures required under ESS2
- That sexual harassment, gender-based violence (GBV), sexual exploitation and abuse (SEA) will not be tolerated; The contractors are obliged by the law to create and maintain an environment which prevents GBV and sexual harassment. In order to ensure compliance with the law and make possible the enactment of sanctions in case of non-compliance by an employee, all employees will sign the code of conduct.
- Discrimination will not be tolerated in the workplace;
- Compliance will national laws on Labor and OHS and with Environmental and Social Framework (ESF) of the Bank, including the Environment and Social Standard (ESS2) on Labor and Working Conditions and Community Health and Safety.

The RMU will inform the Bank promptly about any incident or accident related to the project. All the consultants will be trained on the World Bank policies and procedures and with additional implementation support after project effectiveness.

8. AGE OF EMPLOYMENT

The Labor Code law prohibits anyone under 18 from performing difficult works or work that presents a risk to their health or personality. Employers are required to ensure that no construction workers under 18 years are employed. Children of age 16-18 years old are allowed to work in easy jobs (that do not affect the safety, health or development of children). Children under the age of 15 may be employed for activities of cultural purposes or similar. For employees aged under 18 years old the daily working time is no more than 6 hours a day.

The implementing agency standard for minimum age of employment/work will be 18 years, as direct and contracted workers are expected to be highly qualified, experienced and competent. Since the RMU will support overall implementation of the P4R, it will also be responsible that the Program targeted participation of workers between the age of 18 and 65 for the refurbishment/renovation works. RMU will advise to the contractor and supervision engineer/consultant to be in compliance with the law and to respect the standard for minimum age of employment. If any contractor employs or engages a person under the age of 18 years, that contractor will be reported to the authorities (Labor Inspectorate).

9. GRIEVANCE MECHANISM

In Albania every employee, group of employees or trade union has the right to complain, and to be informed, about everything related to work, work relations, safety and health in the workplace. National legal framework of Albania provides judicial protection of employees in case of unfair or unlawful

employment relationship practices. Any employee may refer to trade union or other representative labor organization for help in handling any disciplinary or grievance action. The Labor Code of the Republic of Albania Law no. 7961 dated 12.07.1995 as amended allows for settlement of both individual and collective grievances and claims arising from the employment relationship and work conditions without referring to judiciary through mediation of mediators and arbiters and agreement of the parties involved. The employee/trade union organization has the right to complain, in writing or orally, to the Labor Inspectorate, if he/she considers that: the rights the law gives to them are violated; for wrong attitudes of employers; Inadequacy of protection at work; Illegal employment/informal employment; unequal treatment or discrimination. Labor inspectors have the obligation to treat the source of each complaint in a completely confidential manner. After the complaint, an inspection process by the Inspectorate begins according to the procedures defined in the Law "On Inspection in Republic of Albania". The Albanian legislation relating to prevention of discrimination, sexual harassment and abuse at work and combating corruption is much more specific and is aligned with the above stated requests laying out clear procedures to be followed in any case of discriminatory actions, unjust treatment or concerns over non-compliance with the law. In the case when a person/group of persons claims to have been violated by the non-application of the principle of equal treatment in the exercise of the right to employment and profession, according to the Labor Code, the appeal is applied to the Commissioner for Protection from Discrimination, according to the established procedures in Article 33 of Law No. 10 221, dated 4.2.2010 on 'Protection Against Discrimination'. Also, according to Article 41 of the civil servant law, each servant has the right to appeal to the competent court for administrative disputes against any action or inaction that violates his rights and legal interests in the civil service relationship. For the forms of violence and harassment that constitute criminal offences, the relevant provisions of the Criminal Code apply.

The employees have the right to complain also to the General National Complaint System, the co-governance platform '<https://www.shqiperiaqeduam.al/>' under the Prime Minister office, which ensure control on the administrative activity of state administration institutions.

Grievance redress mechanism shall be established under RMU/NAIS to address complaints arising during the project implementation from the project workers. Any third party employing and engaging contracted workers are expected to design and implement grievance mechanisms. The workers grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline.
- stipulated timeframes to respond to grievances and to address cases.
- a register to record and track the timely resolution of grievances.
- a responsible department to receive, record, address and track resolution of grievances.

The mechanisms will be based on the following principles:

- There will not be discrimination against those who express grievances and any grievances will be treated confidentially;
- The process will be transparent and allow workers to express their concerns and file grievances;
- Anonymous grievances will be treated equally as other grievances, whose origin is known;
- Management will treat grievances seriously and take timely and appropriate action in response.

- Does not impede access to other judicial or administrative remedies according to the law or through existing arbitration/dispute resolution procedures, if the grievance is not resolved within the organization.
- Workers will be informed of how their grievances are resolved;
- Resolution of anonymous grievances will be announced to the wider workforce;

GRM will be easily accessible and used by all project workers (direct workers and contracted workers) to raise workplace concerns. Information about the existence of the grievance mechanism will be readily available to all project Workers (direct and contracted) at the time of recruitment and through notice displaying boards, the presence of “suggestion boxes”, and other means of communication as required (written, telephone, fax, social media etc).

The GRM will ensure that proper mechanisms are in place for confidential reporting with safe and ethical handling of all complaints. GRM will be in compliance with the ESS2 before the Project Effectiveness. The Project workers’ grievance mechanism will not prevent workers to use judicial procedure. Grievance logbook will be maintained in the RMU and the procedures to record and track the timely resolution of grievances. Responsible focal person to receive, record and track resolution of grievances, and to communicate with workers who submit grievances will be assigned.

Project Direct Workers GRM

Direct workers can raise their grievances at the RMU level. A reference to this effect will be made in their contracts as well. The designated specialist/s in the RMU will be responsible for tracking, handling and monitoring of the entire GM process. He/She will be responsible to coordinate with relevant departments/organization and persons to facilitate addressing these grievances in effective and timely and confidential manner. Project direct workers will be informed about the grievance redress mechanism during meetings at the time of the induction and training will be provided where required. If the response is not satisfactory or the issue is not resolved then complainants have the option to address the issue at other instances as allowed by the law.

If there is a situation in which there is no response from the RMU or if the response is not satisfactory then complainants and feedback providers have the option to contact the Focal Person in Human Resources Departments of NAIS and other key implementing agencies (MoES, MSSS, MoYCH, MI,MFE, MHSP, Co-governance Agency), directly to follow up on the issue.

Contracted workers’ GM structure

Contractor’s level. RMU/NAIS will require Contractors to design and implement its own 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.

The Contractor will assign a Grievance Focal Point (GFP), which 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, then it will be escalated to the RMU level. 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. The RMU

designated specialist (Social specialist) will monitor the contractors' recording and resolution of grievances, and report a summary on a monthly basis.

RMU level. If there is a situation in which there is no response from contractor's level, or if the response is not satisfactory then complainants and feedback providers have the option to contact RMU's designated specialists (Project manager and appointed specialist) directly to follow up on the issue, before proceeding to the Labor Inspectorate, the complaint to the General National Complaint System and further to the Court. The Social Specialist and Project Manager will meet with the project contractor and workers and attempt resolution.

A template of the Complaint Form is attached to

ANNEX 2 - COMPLAINT FORM.

The project workers may also submit complaints to the WB's Grievance Redress Service (GRS). Program 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/projects-operations/products-and-services/grievance-redress-service>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

Contact information

Contact information of the social specialist and Project manager in RMU will be updated upon establishment and staffing of the RMU.

10. CONTRACTOR MANAGEMENT

RMU/NAIS will use the Bank's 2018 Standard Procurement Documents for solicitations and contracts, and the World Bank's Procurement Regulations for IPF Borrowers revised in November 2020.

A draft Program Procurement Strategy for Development and Procurement Plan will be prepared and finalized by negotiations stage. A procurement expert will be outsourced under RMU structure. Procurement processes under the IPF will be tracked through the Systematic Tracking of Exchange in Procurement system.

The contracts with selected contractors will include provisions related to labor and occupational health and safety, as provided in the World Bank and Albanian law. RMU and Contractor/s must ensure that all project workers sign the Code of Conduct agreements.

All workers employed by the project, shall be documented and have written contracts stipulating all the above and other aspects as per the laws governing Albania and materially consistent with objective of ESS2 and in compliance of this LMP. All work shall be carried out by personnel considered eligible to provide Labor by law (18 years of age) upon presentation of an Identification Card. Contractors are responsible for management of their workers or subcontracted workers in accordance with this LMP, which will be supervised by the Project Manager. Contractors will be responsible for the following:

- To obey requirements of the national legislation (and this LMP);
- Establish a Code of Conduct for all workers;
- Maintain records of recruitment and employment process of contracted workers;
- Communicate clearly job description and employment conditions to contracted workers;
- Provide workers with evidence of all payments made, including benefits and any valid deductions;
- Maintain records regarding labor conditions and workers engaged under the project;
- Ensure no child or forced labor is involved in the project;
- Maintain records of training/induction dates, number of trainees, and topics.
- Implement the grievance mechanism for workers; and

- Establish a system for regular review and reporting on labor, and occupational safety and health performance.

RMU/NAIS will manage and monitor the performance of contractors in relation to contracted workers, focusing on compliance by project workers with their contractual agreements (obligations, representations, and warranties) and labor management procedures. This may include periodic audits, inspections of labor management records and reports compiled by contractors.

ANNEX 2 - COMPLAINT FORM

Reference Number	
Full name (optional) <input type="checkbox"/> I wish to raise my grievance anonymously. <input type="checkbox"/> I request not to disclose my identity without my consent.	
Contact information. Please mark how you wish to be contacted (mail, telephone, e-mail).	<input type="checkbox"/> By Post: Please provide mailing address: _____ <input type="checkbox"/> By telephone: _____ <input type="checkbox"/> By E-mail
Preferred language of communication	<input type="checkbox"/> Albanian <input type="checkbox"/> English <input type="checkbox"/> Other: _____
Information about the Grievance	
What happened? Where did it happen? Who did it happen to? What is the result of the problem?	
Date of Incident / Grievance	
	<input type="checkbox"/> One-time incident/grievance (date _____) <input type="checkbox"/> Happened more than once (how many times? _____) <input type="checkbox"/> On-going (currently experiencing problem)
What would you like to see happen?	
<i>Contact information for enquiries and grievances:</i> Attention: Name & Surname National Agency for Information and Society Address: Rr. Papa Gjon Pali i II, Nr 3, 1003 Tirane Tel: + 355 04 227 7750 E-mail: info@akshi.gov.al	Signature: _____ Date: _____

Grievances Close Out Form

Grievance Number.....

Define immediate action required:.....

Define long term action required (if necessary).....