Palestinian Authority
MINISTRY OF Finance (MoF)

LABOR MANAGEMENT PROCEDURES (LMP)

West Bank and Gaza SPJ COVID-19 Emergency Response Project
Additional Financing II (P181573)

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Table of Contents

Introduction 3
1. 3
Overview of Labor Use in the Project 4
2. 4
Direct Workers 4
Contracted Workers 4
Assessment of Key Potential Labor Risks 4
3. 4
4- Brief Overview of Labor Legislation: Terms and Conditions 6
5- Brief Overview of Labor Legislation: Occupational Health and Safety (OHS) 6
4. Policies and Procedures for Management of Labor Issues under the Project 8
COVID-19 and Communicable Diseases Specific Occupational Health and Safety 8
Responsible Staff 9
5. 9
6. GRIEVANCE MECHANISM (GM) 10
Code of Conduct (CoC) and SEA/SH Measures 12
Annex 1: Sample Code of Conduct (CoC) 14

1. Introduction

Additional Financing II West Bank and Gaza SPJ COVID-19 Emergency Response project builds on the ongoing West Bank and Gaza Emergency Social Protection COVID-19 Response Project (ESPRP) and aims to provide in-kind and/or cash support to vulnerable households in Gaza to aid relief and recovery as well as build resilience from economic shocks. Activities to be supported under the AF II pertain to Component 1, specifically sub-component 1.1 : Emergency Cash or in-kind Transfers to Households Vulnerable to Poverty in West Bank and Gaza, and Component 3 only as per the description below.

Component 1: Emergency Cash Transfers to the West Bank and Gaza. The second AF will finance only sub-component: (1.1) Emergency Cash or in-kind Transfers to Households Vulnerable to Poverty in West Bank and Gaza. AFII will be implemented across the Gaza Strip. The project will provide in-kind (food)/cash support to address the grave humanitarian crisis and needs as a result of the War in Gaza. WFP which will be contracted by the MoF to deliver the in-kind and/or cash support to the affected population in Gaza Strip amid different environmental conditions through its identified distribution points in the Gaza Strip.

Component 3: Capacity Building Project Management, Monitoring and Evaluation.

For further details of the components please refer to the Project Information Document (PID) publicly available at: https://documents1.worldbank.org/curated/en/

AF II West Bank and Gaza SPJ COVID-19 Emergency Response project has been prepared under the World Bank's Environment and Social Framework (ESF). Labor Management Procedures (LMP) were prepared for the Parent Project by the Ministry of Finance (MoF) and updated for the first Additional Financing (AF I) and restructuring to the parent project and are in use. Information on main labor requirements, the associated risks, and the procedures and resources necessary to address the parent project and AF I-related labor issues can be found in the relevant LMP on https://www.pmof.ps/internal.php?var=covid19project.

The LMP has now been updated for AF II in compliance with Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) of the World Bank's Environmental and Social Framework (ESF) and the national legislation and regulations of the Government of Palestine. Accordingly, the purpose of this updated LMP is to facilitate the planning and implementation of the AF II project by identifying the main labor requirements, the associated risks, and the procedures and resources necessary to address the project-related labor issues. This updated LMP should be read and used in conjunction with the LMP for the Parent Project and AF I (PLEASE PROVIDE LINK)

The MoF through the Project Coordination Unit (PCU) at MoF and the World Food Program (WFP) will be responsible for implementing this LMP. The focus of this LMP is on workers engaged by MoF/PCU, (who will be engaged with the project implementation, depending on the resource arrangements (i.e. civil servants and consultants), and workers engaged with WFP for AFII activities in Gaza.

Adhering to procedures, MoF prepares these specific labor management procedures to be part of part of contract with contractors' legal obligations.

2. Overview of Labor Use in the Project

West Bank and Gaza SPJ COVID-19 Emergency Response Project activities include different categories of workers. As per ESS2, project workers engaged under AF II can be classified into the following groups: direct workers, and contracted workers. The engagement of these different categories of workers is described below.

Direct Workers

Direct workers will comprise the civil servants at MoF-PCU and the environmental and social officer (ESO) coordinator, procurement specialist and the Financial manger hired at PCU to work on the project by MoF. Direct employees/workers, either male or female, will be skilled labors engaged according to the work needs including managers, IT operators, social workers, etc. The estimated number of direct workers for the AF II is not likely to exceed 5 workers in West Bank and Gaza.

Contracted Workers

Contracted workers under AF II include workers contracted by WFP who will be engaged for in-kind distribution in Gaza through Cash and/or in-kind Transfer component including the Environmental and Social Officer (ESO) hired by WFP in Gaza Strip to support the management of ESHS risks and impacts and report to MoF ,assigned staff and consultants of NGOs (e.g. Global Communities) implementing the emergency cash or in-kind support and shopkeepers of WFP authorised shops. The estimated number of contracted workers under AF II is not likely to exceed 35 workers in West Bank and Gaza.

AF II will not involve community or primary supply workers.

Finally, in addition to the project workers identified above, some employees of concerned agencies may also work in connection (full-time or part-time) with the project without being formally transferred to the project. ESS2 will not apply to such workers and they will remain subject to the terms and conditions of their employment with the concerned agency. However, the provisions of ESS2 related to protection in the work force (i.e. regarding child labor, minimum age and forced labor) and OHS will apply to such agency employees.

Number of Project Workers: It is estimated that the number of all types of workers to be involved by the Project in West Bank and Gaza is 4040 workers.

3. Assessment of Key Potential Labor Risks

Project activities: AF II will support in-kind food distribution to household affected by the October 2023 Gaza War by utilizing the established WFP systems and tools for data verification, selection of beneficiaries, enrollment, and delivery.

Key Labor Risks**:** The key labor risks associated with the project include:

- Risks relating to terms and conditions of employment as well as workers' rights such as overtime, minimum age, child labor risks, timely salary payments, unpaid salary in part or in full, appropriate insurance as per this LMP and national legislations, suitable working conditions, and the provision of appropriate PPEs and equipment.

- OHS risks to project workers related to the nature and type of the working space including exposure to hazardous chemicals and pesticides for benefiting workers to be employed in agriculture related NGOs and potential injuries from agricultural instruments and machineries.
- Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), and Child Abuse and Exploitation (CAE) risks. GBV/SEA/SH risk for AFII is assessed as substantial given the current limited capacity to monitor effectively; regular interaction with between project actors and beneficiaries including women, including more vulnerable women; the potential risk of project actors to abuse their power to dispense in-kind support to female beneficiaries due to currently limited presence of external actors to validate the process; potential risk that verification of conditionalities is conducted by individual project actors with comparatively limited effective oversight; potentially weak enforcement of workers' code of conduct; and lack of effective services to respond to potential cases of GBV/SEA/SH..
- Labor and working conditions: The project will involve civil servants working at the ministries responsible for project implementation and contracted workers engaged with WFP and NGOs. labor risks such as overtime, unpaid salary in part or in full, minimum age and child labor risks, rights of association are not in accordance with the requirements of national law and ESS2 are possible.
- Ensuring that the terms and conditions for these workers are in accordance with the requirements of national law and this ESS (covering terms and conditions of employment; non-discrimination and equal opportunities; discrimination in relation to recruitment; prohibition of forced labor & child labor; indiscriminate benefits; grievances and workers' rights), is important. Further, given the urgency to process a large number of in-kind distriution in a short timeframe, workers may be at risk of stress, fatigue or burnout due to overworking to manage the excessive demand.
- Risk of exposure to infectious /communicable diseases this can result from the exposure of project workers to the community or other sick co-workers, especially for contracted workers who will be placed in health centers. This risk is elevated if proper hygiene and safety precautions, as specified by MOH and the WHO guidelines, are not implemented and followed.
- Enforcement of labor laws is reported to be ineffective due to insufficient labor inspector capacity. Additionally, a general lack of coordination between the different agencies active in the West Bank and Gaza and Palestinian ministries is reported. This may hinder implementation of ESS2 and labor standards for project workers.
- The workers and local community are at risk of harm from exposure to Unexploded Explosive Ordnance (UXO) during the implantation of AF II activities. The likelihood of accidentally encountering UXO while implementation of in-kind food distribution in Gaza, may potentially result in casualties and severe injuries among workers and local community members. Therefore, the impact on public health and safety, in the absence of appropriate mitigation measures, is negative in the short term and of high significance.
- Security related risks: WFP workers, both during transportation and distribution, are at risk of harm due to security issues related to a general breakdown of law and order and ongoing military operations and bombardment.

These impacts have been assessed to moderate to substantial and appropriate mitigation measures will be applied as required by the LMP.

4- Brief Overview of Labor Legislation: Terms and Conditions

An overview of the key aspects of Palestinian Labor Law (No. 07 of 2000), the Council of Ministers Act 11, 2012, and the terms and conditions of work in ESS2, para 11 on Minimum wage, Payment Regularity, Insurance and Compensation, Working hours and Holidays, Leaves, Age of Employment, Women rights and Labor Disputes has been provided in the Parent Project LMP that can be consulted on https://www.pmof.ps/internal.php?var=covid19project.

5- Brief Overview of Labor Legislation: Occupational Health and Safety (OHS)

The Palestinian Authority has enacted the Palestinian Labor Law (No. 07 of 2000) and the Council of Ministers Act 11, 2012 to ensure proper working conditions, promotion of safety and health at work, fair treatment and non-discrimination, prevention of forced labor and child labor and resolving disputes between employers and employees. In addition, the Palestinian Child Law (PCL) #7, 2004 and the amended Child Act 2012 are also applicable.

Several resolutions and ministerial instructions were issued detailing health conditions and standards related to occupational health and safety at different workplaces. These resolutions as well as the Key gaps between ESS2 and the Palestinian national Labor law with regard to OHS are described in the Parent Project's LMP available at https://www.pmof.ps/internal.php?var=covid19project.

The obligations for employers and employees for AFII are provided below.

Obligations of the Employers (Ministry, WFP):

The Palestinian Labor Law No. 07 of 2000, the Council of Ministers Act 11, 2012, and the health conditions and standards related to occupational health and safety at different workplaces apply to direct workers. The same laws will be also applicable to the contracted workers. The following points among others set out in ESS2 and World Bank Group's Environmental Health and Safety Guidelines (EHSGs) will be ensured:

- All potential risks to project workers' health and safety will be identified by all parties who employs workers and develop and implement procedures to establish and maintain a safe working environment to prevent hazards to project workers, including workplaces, machinery, equipment and processes under their control and sets out measures for emergency prevention and preparedness and response arrangements to emergency situations;
- Protection measures for workers from exposure to or infectious/communicable diseases depending on the type of work performed and exposure risk are put in place. Employers will adapt infection control strategies based on a thorough hazard assessment, using appropriate combinations of health and safety and administrative controls, safe work practices, and personal protective equipment (PPE) to prevent worker exposures;
- Provide resources necessary to carry out the work with safety;
- Project workers will receive OHS training including protection against infectious/communicable diseases at the beginning of their employment. Training will cover the relevant aspects of OHS associated with daily work, including the ability to stop work without imminent danger and respond to emergency situations. Training records will be kept on file. These records will include a description of the training, the number of hours of training provided, training attendance records, and results of evaluations;

- Project workers will be provided with facilities appropriate to the circumstances of their work, including access to canteens, hygiene facilities, and appropriate areas for rest;
- Conduct regular health checks for employees involved in any work that may cause physical ill health or for employees working with chemical or biological materials that may pose a threat to their health;
- MoF provide appropriate medical care and insurance for their direct workers during the course of their employment. WFP provide for the contracted workers, injuries insurance during the course of employment. Any injuries caused during the course of employment will be covered and compensated according to the Palestinian labor law;
- Facilitate first aid to employees who are involved in emergencies or accidents;
- Provide or facilitate with transport facilities to minimize the exposure risk;
- Develop and implement reporting system for any accidents, diseases, incidents and near misses. Every incident will be reported, investigated and relevant measures will be designed to avoid the incident in the future. Also remedies for adverse impacts such as occupational injuries, disabilities and diseases will be provided.

Obligations of the Employees: Employees are required to:

- Maintain safe practices at work to avoid danger to the safety and wellbeing of the workers, which may be caused by inattentiveness to safety and security measures;
- Assist the employer and co-workers in maintenance of measures designed to ensure health and safety in the work place;
- Regardless of specific exposure risks, it is always a good practice the following:
    - Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 60% alcohol.
    - Avoid touching your eyes, nose, or mouth with unwashed hands.
    - Practice good respiratory etiquette, including covering coughs and sneezes
    - Avoid close contact with people who are sick.
    - Stay home if sick.
    - Recognize personal risk factors. According to the WHO, certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19;
- Use safety equipment and protective gear as instructed in accordance with the training provided for use of such equipment and gear;
- Report to the employer any damage, loss of or destruction of protective gear or safety equipment;
- Inform the employer or his designated supervisor immediately of the occurrence of any incident which the employee believes may cause danger and which the employee is unable to resolve;
- Inform the employer or his designated supervisor of any accidents or damage sustained at work or related to work.
- Employees have the right to abstain from work where there is serious threat to health or life.

The WFP already has a grievance mechanism (GM) for their workers and shall use the same for AFII project activities (see Section 6 below). This GM is consistent with requirements under relevant national law and ESS2.

6. Policies and Procedures for Management of Labor Issues under the Project

This section sets out the mitigation measures that will be adopted by the project to address the risks mentioned in Section 3, including those relating to specific risks to workers posed by infectious/communicable diseases. The terms and conditions of employment for direct workers are provided in the parent project LMP found at at https://www.pmof.ps/internal.php?var=covid19project

The provisions for terms of conditions of employment for contracted workers, including for WFP, are provided below:

- All project workers will be provided with an employment contract with clear terms as per the Palestinian Labor law including information regarding their terms and conditions of employment including hours of work, wages, overtime, compensation and benefits, holidays, leaves, etc.
- As per the provisions of the employment, all workers employed or contracted by WFP will be above 18 years of age.
- Maximum working hours for workers will not exceed 48 hours a week, unless otherwise stated in their employment contract in accordance with the Palestinian Labor Law.
- All workers will be made aware of the workers' GRM (as specified under this LMP) available at WFP, and will also be able to lodge complaints to the special referral pathways for grievances on GBV, SEA, SH.
- Ban the use or support of child, forced or compulsory labor.

Other provisions related to contracted workers by WFP may be subject to WFP administrative system that does not conflict with applicable Palestinian laws.

Infectious and Communicable Diseases Specific Occupational Health and Safety

These provisions will apply for all categories of project workers

- The workers' temperature will be checked and sanitizers will be provided at the entrance of the work places sick workers will be refused entry to the work places.
- Adherence to the Government and WHO protocols guidelines related to COVID-19 and other communicable diseases.
- Trainings for workers on hygiene and other preventative measures will be carried out, and a communication strategy for regular updates on COVID-19 and other communicable diseases.
- Adjustments will be made to work practices to reduce the number of workers and increase social distancing following the government and WHO guidelines procedure if a worker becomes sick.
- Adequate supplies of PPE (masks); hand washing facility, soap and/or alcohol-based sanitizer, will be made available at the worksites.

While preparing the OHS plans involving labor, the following guidance materials will be used:

- WHO IPC interim guidance: For guidance on infection prevention and control (IPC) strategies for use when COVID-19 is suspected. https://www.who.int/publications/i/item/10665-331495.
- WHO interim guidance on use of PPE for COVID-19: For rational use of PPE. https://www.who.int/publications/i/item/rational-use-of-personal-protective-equipment-for-coronavirus-disease-(covid-19)-and-considerations-during-severe-shortages.
- WHO guidance getting your workplace ready for COVID-19: https://www.who.int/docs/default-source/coronaviruse/getting-workplace-ready-for-covid-19.pdf.

- WHO interim guidance: For guidance on water, sanitation and health care waste relevant to viruses, including COVID-19. https://apps.who.int/iris/bitstream/handle/10665/331846/WHO-2019-nCoV-IPC_WASH-2020.3-eng.pdf.

4. 7. Responsible Staff

The AF II project will be implemented by the PCU at MoF in coordination with WFP. WFP will be contracted by the MoF to deliver in-kind and/or cash assistance to the affected population in Gaza..

The PCU will consist of 5 staff: (a) one Project Coordinator, (b) one Procurement Specialist, (c) one Financial Management Specialist, (d) one Environmental and Social Officer (ESO), (e) Health and Safety Specialist (HSS). While the PCU and the Project Director will be responsible for the overall implementation of this LMP as well as reporting back to the Association, the focal person for labor related issues will be the ESO and the HSS for the project.

As mentioned earlier, the MoF will act as the formal Project Counterpart (PC) to the project and as the overall implementing entity through its PCU. WFP will have its own staff who will be responsible for implementing sub-component 1.1 under AF II as described in the Project Operation Manual (POM) prepared by MoF. WFP shall hire and maintain a qualified Environmental, Social and Health Specialist (ESHS) in the Gaza Strip to support the management of ESHS risks and impacts and report to MoF.

The following table shows the responsible parties within the project to engage and manage project workers:

Activity	**Responsible Staff**
Engagement and management of the Project direct workers at MoF	PCU/MoF
Engagement and management of the Project contracted workers under sub-component (1.1) Emergency Cash or in-kind Transfers to Households Vulnerable to Poverty in West Bank and Gaza	WFP
a. OHS for emergency cash transfer b. OHS for in-kind distribution	a. Health and Safety Specialist (HSS) and PCU in coordination with ESO at MoF. b. ESHS at WFP in coordination with ESO at MoF
Addressing contracted workers' grievances	WFP
Training of workers	All training for contracted workers under AF II will be WFP responsibility.

The ESO and the HSS at MoF-PCU will oversee the implementation of the environmental and social measures and OHS measures across the parent, AF I and II project. Their responsibilities are detailed in the Parent Project's LMP available at https://www.pmof.ps/internal.php?var=covid19project.

For AF II, the ESHS at WFP will oversee the implementation of the environmental and social requirements and OHS measures for sub-component 1.1 and will have the following responsibilities:

- Apply this LMP to WFP contracted workers;
- Train and monitor training of the AF II workers;

- Ensure that the GM for project workers at WFP is functioning and monitor its implementation;
- Monitor implementation of the workers' Code of Conduct (CoC). All AFII workers will sign the CoC and will be provided awareness and training about the measures/requirements of the CoC. A sample CoC is presented in the Annex.1
- Report any incident or accident immediately to the Bank after occurrence.
- Prepare the bimonthly reports that cover all environmental and social aspects including LMP and ESS2 requirements

8. GRIEVANCE MECHANISM (GM)

The AF II project will have two GMs: one for labor-related grievance and the other for project beneficiaries. Each GM will include special referral pathways for GBV/SEA/SH related complaints.

Direct workers' GM established under the parent and the first AF project shall continue to be applicable for the AF II and shall be maintained throughout the implementation of the project. The WFP already has a GM for its workers and shall use the same for AFII activities. (see below)

- Workers' GM for Direct Workers

- Workers' GM for MoF Direct Workers

Direct workers GM established under the parent and the first AF project shall continue to be applicable for the AF II and shall be maintained throughout the implementation of the project. The AF II will use the same GM as the parent project which includes features to help accept and address any SEA/SH related complaints, including referral mechanisms. Workers' GBV complaints will be referred to the MOSD for handling in line with the procedures described and adopted by the MoF in the SEP.

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;
- a register to record and track the timely resolution of grievances;
- An anonymous feature that receives anonymous complaints and ensures privacy.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. If civil works will be involved during the project's lifetime, the implementing entities will monitor the contractors' recording and resolution of grievances, and report these in the progress reports. A detailed workers' grievance mechanism manual is attached in the Project's LMP.

- Workers' GM for WFP Contracted Workers

WFP will provide and apply GM for AF II activities to restore dignity and empower beneficiaries, discourage corruption and sexual abuse, increase transparency, and ensure adherence to "DO No Harm Principle". WFP GM system is also designed to accept complaints related to GBV including Sexual Exploitation and

Abuse (SEA) and Sexual Harassment (SH), with special referral pathways. In case SH/SEA/GBV related complaint is received, the WFP the PSEA network will be involved as well as the SAWA foundation that provides support, protection, social counselling to GBV and SEA survivors.

The WFP workers' grievance mechanism will include:
(i) A help desk established at the cooperating partners of WFP available on distribution sites.

(ii) A hotline number that is accessible for all Palestinians (beneficiaries and non-beneficiaries) from 8 AM to 8 PM. Currently WFP is also sharing all the calls categorized as requests for food assistance, for heath assistance, for shelter assistance, for cash assistance etc.…with the relevant sectors/clusters for their action and/or follow up.

For the complaints received by the WFP, the ESHS-WFP is responsible for addressing the complaint on the spot and if possible, directly with the complainant.

If the complaint is received through the hotline, the call centre operator can address the complaint directly where feasible (where she/he is has the relevant information in the FAQ provided and she/he is in direct contact with WFP Programme team for advice if needed).

If the complaint received either through the ESS-WFP or through the hotline cannot be closed on the spot, it is escalated to the relevant unit in WFP who will verify and take action accordingly.

If the complaint is of a sensitive nature, it is escalated by WFP to the Inspector General and Oversight Office for direct investigation.

Data on complaints are collected in a complaint log and reported to the MoF/PCU on bi-monthly basis. The PCU at the MoF will report on grievances received to the World Bank as part of the bi-monthly progress reports.

The workers' GM shall also be available at the level of all WFP partners (e.g. NGOs, CBOs), who will be required to develop and establish GMs for their workers. The WFP shall provide clear and detailed information on the GM to workers who will be employed or engaged in connection with the Project during implementation. Standard WFP processes will apply though WFP's wellness focal points, HR, Ombudsman, and ultimately through the WFP Inspector General and Oversight Office. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to accept and respond to the anonymous complaints.

WFP shall inform the workers about the available tools to lodge grievances such as telephone number and email. The assigned GM staff at WFP shall receive and handle complaints and will be responsible for managing and sorting complaints and for recording and tracking resolution of grievances in the complaints log. The GM staff will report to the project's ESHS on the received and handled complaints on monthly basis. The project's ESHS will monitor the compliance of NGOs/CBOs (e.g. ACTED and Global Communities) regarding the implementation of the GM procedures and shall regularly evaluate the effectiveness of the existing complaints mechanism. The workers' GM will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the

grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed as the situation allows.

Project GM for beneficiaries:

AF II will use the GM developed for WFP operations, known as the Complaint Feedback Mechanism (CFM). A detailed description of the GM is provided in the AF II project's SEP available at MoF website:

https://www.pmof.ps/internal.php?var=covid19project

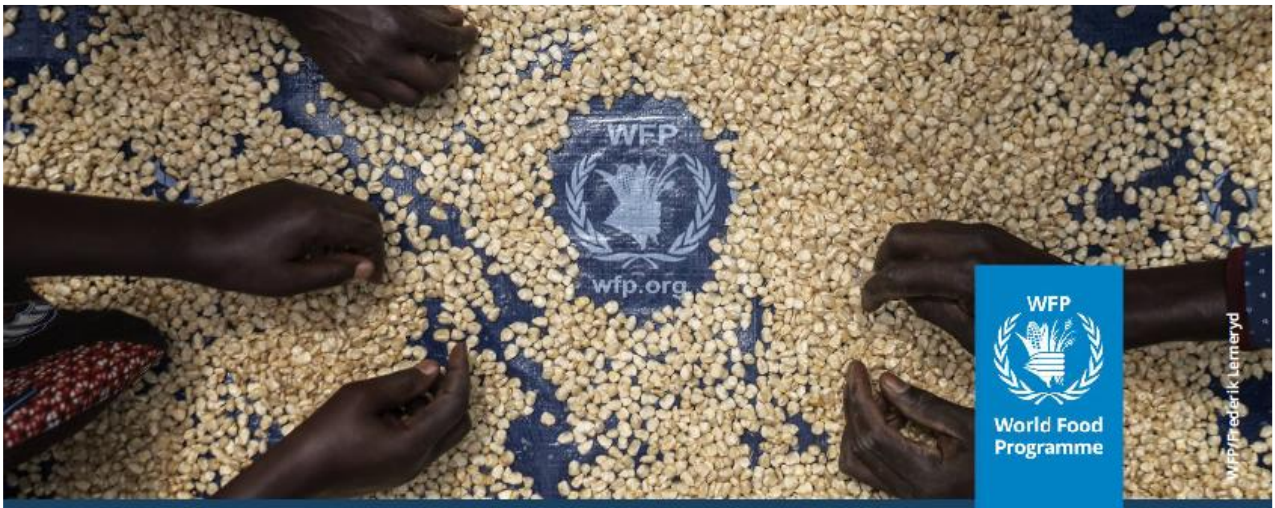
GBV/SEA/SH Grievances

WFP GM system is also designed to accept complaints related to GBV/SEA/SH, with special referral pathways. In case SH/SEA/GBV related complaint is received, the WFP the PSEA network will be involved as well as the SAWA foundation that provides support, protection, social counselling to GBV and SEA survivors. A description of receiving and handling GBV/SEA/SH related complaints is provided in the project's SEP.

Code of Conduct (CoC) and SEA/SH Measures

The safety measures, complaints, and SEA/SH measures is detailed in the Code of Conduct (Annex1). The CoC will be incorporated into the contracts in local language (Arabic) including provisions related to SEA/SH and sanctions. The workers will sign the CoC and will be made accountable for complying with it. An orientation for all workers will be required. All AFII workers will sign the CoC and will be provided awareness and training about the measures/requirements of the CoC. The Project workers shall be informed within the training about the GM, and how and to whom they can address their complaints, in case they didn't get responses on their complaints from the NGOs.

Annex 91): WFP' Coe of Conduct



WFP CODE OF CONDUCT

I AM COMMITTED TO WFP'S MISSION

I COMMIT TO:

- **Serve** the ideals of the United Nations, including peace, respect for fundamental human rights, respect for the dignity and worth of every person;
- **Carry out** my duties and conduct myself, both in my public and private life, with the highest ethical standards, including following WFP's values of integrity, humanity, commitment, inclusion and collaboration;
- **Conduct** myself with competence, integrity, impartiality, independence and discretion;
- **Be independent** and **impartial**, to protect the best interests of WFP and to act with loyalty to WFP and without consideration of personal gain;
- **Demonstrate** at all times respect, tolerance and professional behaviour towards my colleagues and others, both within and outside of the organization, and show respect for all persons equally.

I ABIDE BY ALL REGULATIONS, RULES AND POLICIES APPLICABLE TO ME AND THE TERMS OF MY CONTRACT.

I AM ACCOUNTABLE AND ANSWERABLE FOR ALL MY ACTIONS, DECISION AND COMMITMENTS IN THE PERFOMANCE OF MY FUNCTIONS.

I UPHOLD THE VALUES, PRINCIPLES AND ETHICAL CONDUCT INCLUDED IN THE CODE OF CONDUCT, INCLUDING:

- I will treat the people we serve with dignity and respect and will not engage in any act of sexual exploitation or sexual abuse (SEA) and I will promptly report any concern and/or suspicion of SEA;
- I will do my part to promote respectful and inclusive workplace environments. I will not engage in, or condone, inappropriate or abusive conduct, and I will consider speaking up about concerns of inappropriate or abusive conduct as soon as possible;
- I will not engage in, condone or facilitate, or appear to condone or facilitate, any fraud, corruption, collusive, coercive, obstructive practices, money laundering and financing of terrorism in the course of the activities and operations of WFP and I will promptly report any reasonably suspected practice or attempt thereof;
- I will speak out about wrongdoing and I understand I have a right to be protected from retaliation;
- I will perform my duties and conduct my private affairs in a manner to avoid and/or mitigate conflicts of interest and I will promptly disclose them;
- I will disclose outside activity opportunities and I will disclose and/or not accept gifts, offers of gifts, honours, decorations, favours and hospitality;
- I will ensure safe data protection practices and I will not use information, to which I have access because I am a WFP employee, for any unauthorized purposes or in any way that may harm another employee, WFP, or those to whom the information pertains;
- I will safeguard all resources entrusted to me and I will use them with care and for authorized purposes only.

wfp.ethics@wfp.org **February 2023**

Annex 2: Sample Code of Conduct (CoC)

Introduction:

The Code of Conduct will be prepared by the PMU at the MOF for workers to indicate that they have:

• received a copy of the code;
• had the code explained/oriented to them;
• acknowledged that adherence to this Code of Conduct is a condition of employment; and
• understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities.

The types of issues identified could include risks associated with: labour influx, spread of communicable diseases, Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) etc. The Code of Conduct will be prepared and used for all sub-activities

CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL

We are the Contractor, [*enter name of Contractor*]. We have signed a contract with [*enter name of Employer*], for [*enter description of the Works*]. These Works will be carried out at [*enter the Site and other locations where the Works will be carried out*]. Our contract requires us to implement measures to address environmental and social risks related to the Works, 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 Works. It applies to all our staff, laborers and other employees at the Works Sites or other places where the Works are being carried out. It also applies to the personnel of each subcontractor and any other personnel assisting us in the execution of the Works. All such persons are referred to as **"Contractor's Personnel"** and are subject to this Code of Conduct.

This Code of Conduct identifies the behavior that we require from all Contractor's Personnel.

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

Contractor's Personnel 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 Contractor's Personnel and any other person;
3. maintain a safe working environment including by:
   a) ensuring that workplaces, machinery, equipment and processes under each person's
   b) control is safe and without risk to health;
   c) wearing required personal protective equipment (PPE);
   d) using appropriate measures relating to chemical, physical and biological substances and
   e) agents; and
   f) 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,
6. 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 Contractor's or Employer'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. In Bank financed operations/projects, sexual exploitation occurs when access to or benefit from Bank financed goods, Works, Consulting or Non-consulting services is used to extract sexual gain;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal 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 health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. report violations of this Code of Conduct;
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer who makes use of the grievance mechanism for Contractor's Personnel 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 Contractor'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 Contractor to handle these matters*] in writing at this address [ ] or by telephone [ ] or in person at [ ]; or
2. Call [ ] to reach the Contractor'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 persons who experience 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 Contractor's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR CONTRACTOR'S PERSONNEL:

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 Contractor's contact person(s) with relevant experience (including for sexual exploitation, abuse and harassment cases) in handling those types of cases]* requesting an explanation.

Name of Contractor's Personnel: [*insert name*]

Signature: _____
Date (day/month/year/): _____

Countersignature of authorized representative of the Contractor:
Signature: _____
Date (day/month/year/): _____

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

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:

- A Contractor's Personnel 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.
- A Contractor's Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Contractor's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Contractor's Personnel denies a person access to the Site unless he/she performs a sexual favor.
- A Contractor's Personnel 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**

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