

# **Simplified Labor Management Procedures**

**3180 kWp/ 3000 kWe Solar (Photovoltaic)  
Power Plant Project  
of Afyonkarahisar Municipality**

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# 1 Introduction

In accordance with the requirements of World Bank's Environmental and Social Standard 2 (ESS 2) on Labor and Working Conditions, a simplified LMP have been developed for Afyonkarahisar Municipality AKM Solar Power Plant ("subproject"). The LMP sets out the ways in which Afyonkarahisar Municipality will manage all subproject workers in relation to the associated risks and impacts. The objectives of the LMP are to: identify the different types of subproject workers that are likely to be involved in the subproject; identify, analyze and evaluate the labor-related risks and impacts for subproject activities; provide procedures to meet the requirements of ESS 2 on Labor and Working Conditions, ESS 4 on Community Health and Safety, and applicable national legislation.

The Labor Management Procedures apply to all subproject workers, irrespective of contracts being full-time, part-time, temporary or casual. The types of workers that will be included in the subproject are listed below:

**Direct workers** –There will be 6 people directly assigned for the project. These are 1 manager, 3 technical experts, 1 engineer and 1 OHS expert.

**Contracted workers** – A total of 32 people will be contracted for this project. The construction team will consist of 2 engineers, 4 supervisors, 15 laborers (who will be subcontracted from a subcontractor company), 1 secretary, 1 accountant, 2 drivers, and 2 administrative personnel. Additionally, the site supervision consultant team will include 1 project manager, 1 electrical engineer, 1 environmental engineer, 1 OHS expert, and 1 social expert. Furthermore, 6 construction supervision experts will be rented from a consultancy company, supplementing the total workforce.

**Community workers** – 2 people will work to evaluate and finalize project related grievances.

**Primary supply workers** – 5 people will work to supply project contracts

## 2 Labor Risks

The following potential labor risks are identified under the subproject:

- Violation of worker's rights: Terms and conditions of employment of workers may not be consistent with national legislation or World Bank standards
- Violation of worker's rights: Non-discrimination and equal opportunity of workers may not be consistent with national legislation or World Bank standards
- Use of child labor or forced labor
- Unsafe work environment and poor working conditions
- Workplace injuries and accidents, particularly when operating construction equipment, when working at height on building construction, and when handling heavy equipment and materials
- Risks from exposure to hazardous substances (dust, cement, chemicals used in construction etc.)
- Sexual exploitation and abuse/sexual harassment (SEA/SH) risks for workers
- SEA/SH risks for community members, from workers from outside the subproject areas
- Conflicts between workers and communities
- Transmission of epidemic disease among workers or nearby communities, especially if workers are not hired locally and arrive to civil works locations from elsewhere or if epidemic disease specific precautions are not in place at work sites and worker accommodation sites

## **2.1 Relevant National Labor Legislation**

The sub-project will comply with 4857 numbered Labor Law as well as the principles and standards of the International Labor Organization convention and WB Environment and Social Standards ESS2 Labour Force and Working Conditions, and the LMP of PUMREP.

Based on the national principles in the International Labor Organization convention, the Afyonkarahisar Municipality PIU will take the following measures:

- Not employing children under the age of 18;
- Eliminating forced labor and ensuring a Human Resources Policy compatible with the European Convention on Human Rights and the Turkish Constitution;
- Eliminating discrimination based on language, race, gender, political thought, philosophical belief and religion in business relations;
- Ensuring workers' access to the right of collective bargaining (Law No. 6356 on Trade Unions and Collective Bargaining Agreements, and Labor Law No. 4857);
- All employees will be issued written employment contract defining work, work hours, wages, rights, and duties, etc. and
- Ensuring access to the sub-project Grievance Mechanism (GM) that is functional effectively.

The Labor Law (4857) applies to all workplaces and employers, employees, employer representatives and worker representatives, regardless of the business activity.

## **2.2 General Applicable Procedures**

Afyonkarahisar Municipality and contractors will apply the following guidelines when dealing with workers:

- There will be no discrimination with respect to any aspects of the employment relationship, such as: Recruitment and hiring; compensation (including wages and benefits; working conditions and terms of employment; access to training; job assignment; promotion; termination of employment or retirement; or disciplinary practices.
- Harassment, intimidation and/or exploitation will be prevented or addressed appropriately.
- Special measures of protection and assistance to remedy discrimination or selection for a particular job will not be deemed as discrimination.
- Vulnerable subproject workers will be provided with special protection.
- Afyonkarahisar Municipality and contractors will provide job / employment contracts with clear terms and conditions including rights related to hours of work, wages, overtime, compensation and benefits, annual holiday and sick leave, maternity leave and family leave. Code of Conduct included in this LMP will be applicable for all subproject workers.
- Afyonkarahisar Municipality will ensure compliance with the Code of Conduct including providing briefings/awareness raising on the Code.
- Afyonkarahisar Municipality and contractors will ensure compliance with occupational health and safety procedures and epidemic disease specific procedures (see below) including that the workers are properly trained in application of the standards that are relevant to the work.
- Afyonkarahisar Municipality and retained contractors will ensure no person under the age of 18 shall be employed. Age verification of all workers will be conducted by the contractors.
- Afyonkarahisar Municipality will recruit contractors and labor locally to the extent that they are available.
- Workers shall be recruited voluntarily, and no worker is forced or coerced into work.
- Afyonkarahisar Municipality will supervise and monitor to ensure compliance with the above requirements.
- All workers will be made aware of the Worker's Grievance Mechanism (see below) to raise work related grievances, including any sensitive and serious grievances on SEA/SH.

## 2.3 Occupational Health and Safety (OHS) Procedures

The objective of the procedure is to achieve and maintain a healthy and safe work environment for all subproject workers and the host community.

- On procurement for contractors, Afyonkarahisar Municipality will avail the ESMF to the aspiring contractors so that contractors include the budgetary requirements for OHS measures in their respective bids.
- The contractor will develop and maintain an OHS management system that is consistent with the scope of work, which must include measures and procedures to address all the following topics listed below and in accordance with local legislation and GIIP (as defined by World Bank Group EHSs). The management system must be consistent with the duration of contract and this LMP.
- Contractor will conduct workplace hazards identification and adopt all applicable E&S risk mitigation measures in accordance with local legislation requirements and WBG EHSs.
- Contractor designates a responsible person to oversee OHS related issues at the subproject site and define OHS roles and responsibilities for task leaders and contract managers.
- Contractor should put in place processes for workers to report work situations that they believe are not safe or healthy, and to remove themselves from a work situation which they have reasonable justification to believe presents an imminent and serious danger to their life or health, without fear of retaliation.
- Contractor provides preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances informed by assessment and plan. Whenever PPEs are required for the work, it must be provided at no cost for the workers.
- Contractor should assess workers' exposure to hazardous agents (noise, vibration, heat, cold, vapors, chemicals, airborne contaminants etc.) and adopt adequate control measures in accordance with local regulations and WB EHSs.
- Contractors provides facilities appropriate to the circumstances of the work, including access to canteens, hygiene facilities, and appropriate areas for rest. Where accommodation services are provided to subproject workers, policies will be put in place and implemented on the management and quality of accommodation to protect and promote the health, safety, and well-being of the subproject workers, and to provide access to or provision of services that accommodate their physical, social and cultural needs.
- Contractor provides for appropriate training/induction of subproject workers and maintenance of training records on OHS subjects.
- Contractor documents and reports on occupational incidents, diseases and incidents as per ESMF guidance.
- Contractor provides emergency prevention and preparedness and response arrangements to emergency situations including and not limited to workplace accidents, workplace illnesses, flooding, fire outbreak, disease outbreak, labor unrest and security.
- Contractor provides remedies for adverse impacts such as occupational injuries, deaths, disability and disease in accordance with local regulatory requirements and Good International Industry Practices.
- Contractor shall maintain all such record for activities related to the safety health and environmental management for inspection by Afyonkarahisar Municipality or the World Bank.

## 2.4 Epidemic Disease Procedures

- Contractors should ensure that workers are hired locally to the extent possible.
- Contractors should provide training to all workers on signs and symptoms of epidemic disease, how it is spread, how to protect themselves (including regular handwashing and social distancing) and what to do if they or other people have symptoms, as well as policies and procedures listed here. Training of workers should be conducted regularly, providing workers with a clear understanding of how they are expected to behave and carry out their work duties. Training should address issues of discrimination or prejudice if a worker becomes ill and provide an understanding of the trajectory of the virus, where workers return to work following infection.
- A summary of basic guidelines and epidemic disease symptoms should be displayed at all civil works sites, with images and text in relevant ethnic languages.

- Workers who are sick or showing possible symptoms should not be allowed on work site, should be isolated and referred to local medical facilities immediately.
- Contractors should review worker accommodation arrangements to see if they are adequate and designed to reduce contact with the community.
- Contractors should review work arrangements, tasks and hours to allow social distancing.
- Contractors should provide workers with appropriate forms of personal protective equipment.
- Contractors should ensure handwashing facilities supplied with soap, disposable paper towels and closed waste bins exist at key places at the work site.
- Afyonkarahisar Municipality and contractors should together implement a communication strategy with the community in relation to epidemic disease issues on the site.

## **2.5 Contractor Management Procedures**

The objective of this procedure is to ensure that Afyonkarahisar Municipality has contractual power to administer oversight and action against contractors for non-compliance with the LMP.

- Afyonkarahisar Municipality will make available relevant documentation to inform the contractor about requirements for effective implementation of the LMP.
- Afyonkarahisar Municipality will include the provisions of the ESMF, LMP and other relevant documents into the specification section of the bidding documents. The contractors will be required to comply with these specifications.
- Contractor will raise worker awareness on the Code of Conduct.
- Contractor will show evidence of OHS and Emergency Preparedness procedures.
- Afyonkarahisar Municipality will monitor contract's E&S performance during its regular site visits utilizing contractor reporting or external monitoring/supervision consultants where available. Where appropriate, Afyonkarahisar Municipality may withhold contractor's payment or apply other contractual remedies as appropriate until corrective action(s) is/are implemented on significant non-compliance with the LMP, such as failure to notify Afyonkarahisar Municipality of incidents and accidents.

## **2.6 Procedures for Primary Suppliers**

The objective of the procedure is to ensure that labor-related risks, especially child and forced labor as well as serious safety issues to the subproject from primary supply workers are managed. Afyonkarahisar Municipality and all contractors will undertake the following measures:

- Procure supplies from legally constituted suppliers.
- To the extent feasible, conduct due diligence to ensure that primary suppliers conduct age verifications, employ workers without any force or coercion, and maintain basic OHS systems.

## **2.7 Worker Accommodation**

If accommodations are provided for workers, contractors will ensure that they are provided in good hygiene standards, with fresh drinking water, clean beds, restrooms and showers, clean bedrooms, good illumination, lockers, proper ventilation, safe electrical installation, fire and lightening protection, separate cooking and eating areas. There will be separate facilities provided for men and women. The contractors will be liable to comply with "Workers' Accommodation: Processes and Standards: A guidance Note" by IFC and the EBRD.

## **2.8 Institutional Arrangement for Implementation of the LMP**

Afyonkarahisar Municipality will carry the main responsibility for the implementation and monitoring of the LMP. Afyonkarahisar Municipality PIU will identify subproject activities, prepare subproject designs and bidding documents, as well as procure contractors. Afyonkarahisar Municipality PIU will be responsible for contractor and site supervision, technical quality assurance, certification, and payment of works. Afyonkarahisar Municipality PIU will ensure that labor management procedures are integrated into the specification section of the bidding documents and the procurement contracts.

## **2.9 Grievance Mechanism**

There will be a specific Workers Grievance Mechanism (Worker GM) for subproject workers as per the process outlined below. This considers culturally appropriate ways of handling the concerns of direct and contracted workers. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues. Workers will be informed about the relevant Worker GM upon their recruitment and their right to redress, confidentiality and protection against any reprisals from the employer will be stated in the contract.

### **2.9.1 Routine Grievances**

The process for the Worker GM is as follows:

- Any worker may report their grievance in person, by phone, text message, mail or email (including anonymously if required) to the contractor as the initial focal point for information and raising grievances. For complaints that were satisfactorily resolved by the aggrieved worker or contractor within one week of receipt of complaint, the incident and resultant resolution will be logged and reported monthly to the subproject coordinator of PIU.
- If the grievance is not resolved within one week, the contractor (or the complainant directly) will refer the issue to the social focal person. The social focal person will work to address and resolve the complaint and inform the worker as promptly as possible, in particular if the complaint is related to something urgent that may cause harm or exposure to the person, such as lack of PPE needed to prevent epidemic disease transmission. For non-urgent complaints, the social focal point will aim to resolve complaints within 2 weeks. For complaints that were satisfactorily resolved by the social focal point, the incident and resultant resolution will be logged by the social focal person and reported monthly to subproject coordinator as part of regular reporting. Where the complaint has not been resolved, the social focal person will refer to PIU coordinator at Afyonkarahisar Municipality for further action or resolution.

The workers will preserve all rights to refer matters to relevant judicial proceedings as provided under national labor law.

Each grievance record should be allocated a unique number reflecting year, sequence and township of received complaint. Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy. The PIU's social focal Point, who will be responsible for undertaking a monthly review of all grievances to analyze and respond to any common issues arising. The Focal Person will also be responsible for oversight, monitoring and reporting on the Worker GM.

### 2.9.2 Serious Grievances

In case a worker experiences serious mistreatment such as harassment, intimidation, abuse, violence, discrimination or injustice at the workplace, the worker may raise the case, verbally or in writing directly to the contractor or Afyonkarahisar Municipality – at different levels. The contractor will immediately refer the case to Afyonkarahisar Municipality] The Afyonkarahisar Municipality will immediately investigate the case respecting confidentiality and anonymity of the worker.

Upon subproject effectiveness, the Afyonkarahisar Municipality will designate a Focal Person or Persons for Serious Grievances. These Focal Persons will receive training in investigating serious grievances, relevant laws and regulations, and World Bank standards including the rights of people who file a grievance. Afyonkarahisar Municipality and the World Bank will jointly develop culturally-sensitive and locally-appropriate roles and responsibilities, and procedures.

In case a direct worker or civil servant has a serious grievance, the staff may directly contact verbally or in writing the Focal Person for Serious Grievances.

All complaints received will be filed and kept confidential. For statistical purposes, cases will be anonymized and bundled to avoid identification of persons involved.

### 2.9.3 ILBANK Grievance Mechanism

ILBANK has established a transparent and comprehensive GM in September 2021 in order to receive, evaluate and address grievances pertaining to every international project it finances, and relevant mechanism will be in place during the course of the Project. The GM Procedures for ILBANK GM is available on its official webpage<sup>1</sup>.

Below is the list of communication channels for ILBANK GM:

- ILBANK Website: <https://www.ilbank.gov.tr/form/bilgiedinmeuluslararasi>
- ILBANK Phone number: +90 312 508 7979
- ILBANK E-mail: [bilgiuidb@ilbank.gov.tr](mailto:bilgiuidb@ilbank.gov.tr) and [etikuidb@ilbank.gov.tr](mailto:etikuidb@ilbank.gov.tr)
- ILBANK Address for Petition Service (ILBANK International Relations Department, Grievance Mechanism Team - Emniyet Mahallesi Hipodrom Caddesi 9/21 Yenimahalle/Ankara)

### 2.9.4 World Bank Grievance Mechanism

Communities and individuals who believe that they are adversely affected by a World Bank (WB) supported project may submit complaints to existing project-level grievance redress mechanisms or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals 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>.

Project affected communities or individuals can also raise their grievances to the World Bank Independent Inspection Panel (IIP). This panel determines whether the person or communities that made the complaint were harmed because of the breach of one or more of the WB's performance criteria. The panel can directly convey its concerns about the received complaints to the WB. At this stage, WB would have an opportunity to respond to the complaints. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

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<sup>1</sup> For details please see: [https://www.ilbank.gov.tr/userfiles/files/Grievance\\_Mechanism.pdf](https://www.ilbank.gov.tr/userfiles/files/Grievance_Mechanism.pdf)



## **2.10 Code of Conduct**

All workers who will work on the subproject will sign a document stating that they will comply with code of conduct including the following at minimum:

- Treat women, children (persons under the age of 18), and men with respect regardless of ethnicity, language, religion, political or other opinion, national, social origin, citizenship status, property, disability, birth or other status.
- Do not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
- Do not participate in sexual activity with community members.
- Do not engage in sexual favors or other forms of humiliating, degrading or exploitative behavior.
- Do not engage in any activity that will constitute payment for sex with members of the communities surrounding the workplace.
- Report through the Worker GM suspected or actual gender-based violence against a person of any gender by a fellow worker or any breaches of this Code of Conduct.
- Use any computers, mobile phones, or video and digital cameras appropriately, and never to exploit or harass women, children or a vulnerable person through these mediums.
- Comply with all relevant local legislation.
- Engaging in any of the prohibited activities above can be cause for termination of employment, criminal liability, and/or other sanctions.