



GOVERNMENT OF MALAWI

MINISTRY OF AGRICULTURE

SHIRE VALLEY TRANSFORMATION PROGRAMME II (SVTP-2)

LABOUR MANAGEMENT PROCEDURES

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List of Acronyms/Abbreviations

AIDS	Acquire Immuno-Deficiency Syndrome
CBO	Community-Based Organizations
CGRMC	Community Grievance Redress Management Committee
CIG	Common Interest Groups
CMC	Catchment Management Committee
CoC	Code of Conduct
CSA	Climate Smart Agriculture
DC	District Councils
DCCMS	Department of Climate Change and Meteorological Services
DGRMC	District Grievance Redress Management Committee
DNPW	Department of National Parks and Wildlife
DoF	Department of Forestry

DoS	Department of Surveys
DWR	Department of Water Resources
EAD	Environmental Affairs Department
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GRM	Grievance Redress Mechanism
GVB	Gender Based Violence
HIV	Human Immuno-Deficiency Virus
ICT	Information Communication Technology
IFC	International Finance Institution
ILO	International Labour Organization
LMP	Labour Management Procedure
MEPA	Malawi Environmental Protection Agency
PMTGRCIWD	Ministry of Agriculture, Irrigation and Water Development
NLGFC	National Local Government Finance Committee
PAD	Project Appraisal Document
PAP	Project Affected Person
PDO	Project Development Objective
PMP	Pesticide Management Plan
PMSU	Project Management Support Unit
PMTGMRC	Project Management Team Grievances Redress Mechanism Committee
PPDA	Public Procurement and Disposal of Assets Authority
PPE	Personal Protective Equipment
PSC	Project Steering Committee
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment

SoP	Series of Projects
SOCFE	Smallholder Owner Farm Enterprises
TT	Multi-Sectoral Technical Team
UAV	Unmanned Aerial Vehicle
US\$	United States Dollar
VAC	Violence Against Children
VLAP	Village Level Action Plan
WGRMC	Workers Grievance Redress Management Committee

EXECUTIVE SUMMARY

Background

These Labour Management Procedures (LMP) have been prepared for the implementation of the Phase 2 of the Shire Valley Transformation Project (SVTP) to be implemented by Government of Malawi, through the Ministry of Agriculture. The SVTP 2 will be implemented with financial support from the International Development Association (IDA) of the World Bank. The main objective of LMP is to ensure that all labour issues including occupation, health and safety issues are managed properly during the implementation of the project.

The specific project development objectives for SVTP-2 are to provide access to gravity-fed irrigation services, provide secure land tenure for smallholder farmers, lay the foundation for increased agriculture productivity and commercialization in areas developed for irrigation under SVTP-1, and improve natural resources productivity. This project development objective will contribute to the overarching development objective for the entire Shire Valley Transformation Program (SVTP) which is to increase agricultural productivity and commercialization for targeted households in the Shire Valley and to improve the sustainable management and utilization of natural resources.

In SVTP 1 the project had labour management procedures which guided the implementation of the labour management issues. The project worked in collaboration with the Chikwawa District Assembly through the District Labour Office. Through this collaboration the project facilitated formation of the Workers Committee, through which workers channel their grievances for redress. The District Labour Office also facilitated recruitment of workers for the contractor and worked closely with the contractor in providing guidance and facilitating resolution of grievances. The project also hired a GBV Service provider to provide guidance on GBV issues and also to handle any GBV related cases. SVTP 1 has provided the project with a lot of lessons which will be useful in the implementation of SVTP 2. Such lessons include timely enforcement of the signing of Code of Conduct, timely formation of workers' committees to address employees' grievances, continuous sensitization regarding GBV issues and workers' rights and constant monitoring of management's commitment to workers right and welfare.

Objective of the Labour Management Procedures.

The implementation of the SVTP 2 is expected to utilize expatriates, government, private and community human resources which are available at national, district and community levels. The Malawi Government recognizes that sound worker-management relationships, fair treatment of workers, promotion of gender equality and protection from gender-based violence (GBV) and provision of safe and healthy working conditions enhances development benefits of a project. It is for this reason that these labour management procedures have been developed for the SVTP 2.

The objectives of the labour management procedures are to:

- To promote safety and health at work;
- To promote the fair treatment, non-discrimination and equal opportunity of project workers;
- To protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate'
- To prevent the use of all forms of forced labour and child labour;
- To support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law; and

- To provide project workers with accessible means to raise workplace concerns.

Types of Workers for SVTP 2

It is expected that the project will engage different categories of workers. These will include: Direct Workers, Contracted workers, Community Workers, Migrant workers and Primary Supply Workers.

Workers Grievance Redress Mechanism.

The SVTP 2 will facilitate formation of Workers Grievance Redress Mechanism (WGRM) to ensure that workers have the ability and opportunity to lodge complaints or concerns, without cost, and with the assurance of a timely and satisfactory resolution of issues. All workers under the project will be informed of the WGRM and the procedures that will be involved. All Contractors, Consulting Engineers including Consultants will be informed about a requirement to have a well laid out WGRM within their systems.

Code of Conduct

All Contractors shall implement a code of conduct contained in the SPDs and will be followed by the contractors and infrastructure operator who may be engaged under the SVTP 2. The code of conduct will commit them to create and maintain an environment which prevents occupational health and safety (OHS) and social risks. The code of conduct aims at preventing and/ or mitigating environmental, OHS and social risks within the context of the project. The social risks that may arise include but not limited to Gender Based Violence (GBV); Sexual Exploitation and Abuse (SEA); Violence Against Children (VAC); HIV/AIDS infection and prevention and Occupational Health and Safety.

Conclusion

These Labour Management Procedures will identify the main labor requirements and risks associated with the project and help the project to determine the resources necessary to address project labour issues. The LMP is a living document, which is initiated early in project preparation, and is reviewed and updated throughout development and implementation of the project. The LMP was prepared as a 'stand-alone document' and is a requirement under ESS 2 of the World Bank environmental and social framework (ESF).

1.0 OVERVIEW OF THE SHIRE VALLEY TRANSFORMATION PROGRAMME PHASE TWO.

The Government of Malawi with support from the World Bank, African Development Bank (including Nigeria Trust Fund and TAAT), OPEC Fund for International Development (OFID), and the Global Environmental Facility (GEF) is implementing the Shire Valley Transformation Programme (SVTP). The Programme Development Objective (PDO) for the SVTP is to provide access to gravity-fed irrigation services, provide secure land tenure for smallholder farmers, lay the foundation for increased agriculture productivity and commercialization in areas developed for irrigation under SVTP-1, and improve natural resources productivity.

The SVTP is a 14-year program (2018-2031) which will be implemented in three sequential but partially overlapping phases. The Program targets the development of 43,370 ha abstracting water from the Shire River at Kapichira and conveying it by gravity to the irrigable area (in Chikwawa and Nsanje districts) mainly through canals. It is structured around three coordinated pillars: i. Providing reliable, professionally managed and sustainably financed irrigation service to irrigators in a phased construction of the scheme and providing multiple services including water supply; ii. Support farmer organization within a comprehensive land use plan; supporting land tenure strengthening and consolidation; as well as natural resources management; and iii. Establishment of smallholder owned commercial farm enterprises transitioning into commercial agriculture from subsistence farming and integrating them into commercial value chains. There are three Phases to the SVTP: i. Phase I (SVTP-I) initiates the process on all pillars, with a major focus on irrigation service provision to the SVIP-I area, land tenure, farmer organization and natural resource management; ii. SVTP-II shifts investment focus to agricultural investment, private sector and value chain support, as well as investments in bulk infrastructure for the SVIP-II area; iii. SVTP-III is the scale-up phase of investments to the SVIP-II area.

The proposed SVTP-2 will support the program with an IDA credit of around US\$175 million. Discussions on provision of co-financing have started with several Development Partners. The project requires accelerated processing leading to Board approval around April 2022, with implementation to take place from about September 1, 2022 to June 30, 2028. The proposed focus of SVTP-2 will continue to be on infrastructure development, land tenure, and natural resources management, but development of agricultural modernization and commercialization will play an increasingly important role, including private sector and value chain support. The proposed PDO of SVTP-2 will be to provide access to gravity-fed irrigation services on the eastern side of the canal and pump fed irrigation on the western side of the canal, secure land tenure for smallholder farmers, and increase agriculture productivity and commercialization in areas developed for irrigation under SVTP-1. The components will be similar to SVTP-1, and will include: (i) Component 1 - Irrigation Service Provision; (ii) Component 2 - Land Governance and Land Consolidation; (iii) Component 3 - Agriculture Development and Commercialization; Component 4 – Strengthening Landscape and Natural Resources Management in the Lower Shire; and (v) Component 5 - Project management, coordination, and communication.

1.1 Component 1 – Irrigation Infrastructure Development and Service Provision

SVTP-1 is developing the intake and 52 km of the main canal from Kapichira Reservoir to Lengwe National Park (referred to as Phase I of the development) and a few secondary canals that will either serve agricultural blocks that will be newly developed or connect existing irrigation estates/schemes with the main canal. The development is led by the Department of Irrigation (DoI). SVTP-2 will continue the development of secondary canals in the Phase I area so that all 14 consolidated pieces of

land that have been identified with a total area of over 10,000 ha will be under full cultivation by the end of SVTP-2. Draft designs of secondary canals in the Phase I project area are under preparation. All final designs and tender documents will be completed at the latest by mid-2022, so that construction of secondary canals that cannot be financed under SVTP-1 can commence immediately after effectiveness of SVTP-2.

SVTP-2 will finance the construction of the remaining 70 km of main canal, starting at the northern boundary of Lengwe National Park to the Bangula area in Nsanje District, and a number of secondary canals. This section of the main canal will eventually supply water to about 21,000 ha (including some 17,500 ha of new irrigation) in the Phase II project area, which comprises the agricultural blocks south of Lengwe National Park. The development will be led by DoI, but consultants have been hired under SVTP-1 to prepare the detailed designs and tender documents for the 70 km main canal section. The full design will be completed before the end of 2022 but designs of part of the canal system will be completed well before that. The first 14 km of this section of the main canal will pass through Lengwe National Park, bisecting 'Old Lengwe' from 'New Lengwe' and the design and approach to construction will need careful consideration to ensure that the canal will not hamper the restoration of the park to favorable conservation status and will minimize impacts to critical habitat. It is proposed that because of the construction of the canal in a sensitive nature area a separate contract will be awarded for the construction of the canal in Lengwe. The proposed project will also finance the construction of a number of secondary canals in the Phase II project area, the number depending on the available funds for development of agriculture blocks and secondary canals, as well as drainage and flood protection works and service and access roads. SVTP-2 will finance required consulting services for remaining detailed design services, e.g. secondary canals in the Phase 2 project area, and construction supervision and quality assurance. Development of the electricity grid with a dedicated line along the main canal will be considered in close cooperation with ESCOM. The component will also finance the implementation of special safeguards measures as described in the Environmental and Social Impacts Assessment (ESIA) and Environmental and Social Management Plan (ESMP), especially related to canal construction through Lengwe National Park. Adequate office accommodation for DoI and the Special Purpose Vehicle that will own the irrigation and drainage infrastructure will be constructed in Lilongwe.

The main and secondary irrigation system, drains, and roads will be operated and maintained by a private operator. The Public Private Partnership Commission (PPPC) is leading the recruitment process of the operator, which is currently ongoing under SVTP-1, with support of IFC as transaction advisor to the PPPC. A shortlist of qualified operators has been prepared and the Request for Proposals (RfP) is expected to be issued around the end of September 2021, with the aim of having the operator selected by mid-2022. A lot of attention is paid to ensure the viability of scheme operation and maintenance (O&M) which requires sufficient funds to come in from the water users. It is expected that from the start of operation sufficient O&M funds will be contributed by the existing estates/schemes, including from Illovo, a private sugar company that irrigates over 10,000 ha in the Shire Valley, that is expected to be an anchor water user. In August 2021, Illovo informed the PPPC in writing that Illovo supports the objectives of the Shire Valley Transformation Program and has accepted the negotiated annual tariff charge, based on Illovo's normal usage patterns. As a next step a Term Sheet Agreement will be developed that confirms the common understanding, which will then be developed into an irrigation water purchase agreement (IWPA). Contractual arrangements will be discussed upfront and agreed with future irrigators as well, also to be confirmed through irrigation water purchase agreements (IWPA). SVTP-2 may finance part of the private operator's O&M costs of the irrigation scheme during the first few years of operation until such time that enough existing irrigation areas and new agricultural blocks contribute to the O&M expenses. Under SVTP-2 the performance of the private operator, including the performance standards, will be carefully monitored by the PPPC and DoI, and as needed, mutually agreed changes may be made to ensure the long-term viable and sustainable operation of the scheme.

1.2 Component 2 – Land Governance and Land Consolidation

All farmed agricultural land under customary tenure within the project area will be demarcated and formally registered using a gender sensitive approach. Most agricultural land in Malawi farmed

by smallholders is held under customary systems, either patrilineal, matrilineal or mixed, governed by traditional authorities (male or female). The chieftaincy hierarchy starts from the village chief, to the Group Village Headman (GVH) and traditional chief. The Traditional Land Management Authority (TLMA). Land administration institutions will only be established in GVHs and TLMAs gazetted by the Ministry of Local government. As already indicated, the obligation that women constitute at least 50% of the members of the Customary Land Committee was met in SVTP I. Recruitment of staff, communication, and training programs is also gender sensitive and is monitored. SVTP I results (CY 2020 and 2021) estimates that 70 percent of the land parcels are registered in the name of women (sole or co-owner), while 50 percent of the project staff involved in community land administration is female. SVTP II will complete any outstanding demarcation and registration work started under SVTP I, and also complete on demand issuance of consolidation customary estate. SVTP II will also continue to support the functioning and renewal of CLC and land tribunals and will consolidate the land dispute monitoring system set up under SVTP I.

District land registries will keep the record of all registered land parcels and shares in consolidated customary estate, and register follow up transactions or updates. All land records (or “customary estate”) and cadastral maps produced under SVTP I and completed under SVTP II will be kept and maintained in an electronic format at the district land registry. The land registry will also keep the cadastral map and record of all individual¹ “shares” (equivalent to the size of the land parcel(s) contributed by a member to the consolidated customary estate). Land records and shares can be printed upon request. An individual customary estate as well as a share in a consolidated customary estate are transferable (e.g., inheritance, lease, mortgage) and after five years also sold. The two district land registry for the SVTP project area (Chikwawa and Nsanje) will be established under SVTP I and use the Land Information Management System developed by MoL with support from AGCOM (P158434). The sustainability of the District land registry and the land clerks is related to progress with the devolution process and transfer of this responsibility to the Ministry of local government, which will become responsible for budget and staffing. SVTP II will consolidate the two District Land Registries in collaboration with MoL and MoLGov; train and mentor land registrars, land clerks and other staff engaged in land record maintenance and transactions, and support to land institutions (land tribunals, CLC); support information and communication campaigns on formalizing land transactions and keeping information on land records and land shares updated. SVTP II will consolidate and institutionalize monitoring and accountability systems to track emerging land markets – including for shares in consolidated customary estates and based on gender disaggregated administrative and management data, which were started under SVTP I. SVTP II will also continue and consolidate (quick) surveys to assess land holders awareness of rights and procedures; assess knowledge and accessibility and affordability of land administration services, options for using e-governance; assess sustainability (including financial). The project will also institutionalize gender sensitive capacity building of district staff (land clerks, district and registrars and land institutions. SVTP II will assist MoL and MoLGov to draw lessons for national level rolling out of customary land registration.

SVTP-2 will complete any outstanding land use planning, support monitoring and updating land use management in response to the changes resulting from the operationalization of the irrigation scheme. SVTP I will complete the Nsanje District Physical Development Plan, urbanization plans for both districts and all group village land use plans in the phase 2 area. The new irrigation scheme will become operational in 2023, which will change the environmental conditions, bring about land use changes with new opportunities and also risks. SVTP 2 will assist the districts and the villages to assess changes, update their land use plans if needed and monitor compliance.

the Phase II project area.

1.3 Component 3 – Agriculture Development and Commercialization. **This component will support implementation of activities that leads to improved productivity, diversified production, cropping intensity, competitiveness, market access and agro-processing for smallholder farmers.**

¹ Ownership of an “individual” share is equal to the rights recorded for each parcel (single or jointly owned)

It will build on the success implementation of STVP-1 which mainly focused on developing the irrigation infrastructure and testing the models that will be adopted under the second phase of the project. SVTP-2 will also finance farmer mobilization and training, technical assistance to build farmer capacity to run and manage the irrigated blocks and associated activities, form productive alliances to improve market access, setting up of SOCFE management, acquisition of equipment, and matching grants. The component will also draw lessons from the Agriculture Commercialization Project (AGCOM) on how to establish coherent Productive Alliances (PAs) while linking farmers to off-takers. Specifically, the following subcomponents will be financed by the project.

SVTP-2 will, through MoA and PMT, continue adopting the current farmer driven approach around the Smallholder Owned Commercial Farm Enterprises (SOCFE) and models. The farmer mobilization process will represent the commencement of activities in the identified project areas. A multi-disciplinary team from various implementing agencies at the Chikwawa District Council and the Project team will carry out intensive sensitization campaigns to inform the communities of the project activities, their roles and prepare a consolidated action plan for the initial activities to be implemented and their timelines. These activities are key to successful project implementation. The component will promote and enable effective collaboration among smallholders to consolidate their land into customary estates, coordinate production, and sell their produce collectively as cooperatives. Under the proposed Component 3, the project will finance the commercialization of agriculture in the developed areas through establishment of 25 new SOCFEs located on the new 17,000 ha of irrigation command area. In addition, the project will also continue to support 14 SOCFEs identified under SVTP-1 to make them fully operational.

It will also promote productive diversification through promotion of cultivation of various crops other than sugarcane, which is prominent in the area. SOCFEs will also be encouraged to develop fishponds, pasture, vegetable gardens, and sustainable woodlots for charcoal production on land in the blocks not suitable for irrigation and also as long as these have been assessed to be both technically and financially viable. It is unlikely that sugarcane production will be part of the cropping pattern under SVTP II as the only possible off-taker, ILLOVO has signaled that it has no capacity for additional sugarcane processing.

Technical Assistance and Farmer Capacity Building: This sub-component will finance the recruitment of a firm to provide technical assistance (TA) to SOCFEs on the development of desired possible development pathways², farm investments and farm operations. The TA will facilitate the establishment of SOCFEs; provide intensive training, mentoring and guidance to the SOCFEs; and subsequently assist them to recruit farm managers and key staff; and facilitate the formation of productive alliances between SOCFEs and partners, value chain players and investors. The TA will also be responsible for the identification of commercial partners to provide technical advice, training and mentoring on the essentials of farm business management such as agronomy and crop husbandry and value chain development services to enable SOCFEs to function as viable and profitable commercial farms. Further, the TA will help the SOCFEs in farm investment planning which will include, i) selection of enterprises to venture and its associated husbandry; ii) irrigation methods to be employed; iii) farm equipment; iv) farm management and staffing; v) financing for equipment and production costs; and vi) identification and contact with possible markets.

The STVP-2 will further finance the recruitment of Services Providers (SPs) that will appoint professional management and associated farm specialist staff that will be working with the SOCFEs on daily basis to kick start implementation of commercial agricultural operations. The country has over the years gained considerable lessons from implementation of similar projects like the Agriculture Commercialization Project (AGCOM) and Irrigation, Rural Livelihoods Development Project (IRLADP). It has been learnt that considerable time and effort is needed in the social formation process of developing clusters of farmers into enterprises. In addition, the process of having clusters develop

² There are currently 4 pathways that were identified under STVP-1 and adopted by STVP-2. These include: i) Agri-business Managers; ii) Smallholder Agri-business; iii) Leased Farms; and iv) Joint-Venture (JV) Enterprise.

well thought-through business plans takes time and considerable support. Further, continued viable operation of newly formed enterprises needs considerable support, including training and ongoing mentoring, especially in management and facilitating market linkages. The SPs will thus be crucial to support the SOCFEs with the identification of a pathway of their choice, determination of the choice of value chains, to a large extent based on the identification of off-takers, and sensitization of the SOCFEs on matching grant requirements. In addition, SPs will have to advise the SOCFEs on the investment cost implications of different water application methods; the O&M cost implications of different water application methods; and the crops that be grown under different water application methods, and the degree of flexibility or otherwise for crop choice with different methods. The STVP-2 will recruit SPs at the start of the second phase to have ample time to support the farmers through mentorship.

1. Establishment of viable Productive Alliance (PA). The Ministry of Agriculture has gained considerable experience in implementing projects with productive alliances under the AGCOM supported by the World Bank. Introduction of the viable productive alliances under STVP-2 will help to address several constraints related to market failures and inefficiencies experienced by many farmers along the value chain. The market failures are mainly caused by inadequate integration of actors, information asymmetries and coordination failures amongst stakeholders. The introduction of PAs has to some extent proven to increase productivity, incomes, and commercial viability apart from prospects of creating employment in rural economies. Under the STVP-2, support will be provided for the establishment of the PAs as soon as planning for production from SOCFEs is initiated. They would consist of entities operating within identified value chains and each PA could include one or more SOCFEs, financial institutions, suppliers of farm inputs and services (services to include Government research and extension), and crucially, off-takers of farm produce. These voluntary organizations will operate on the principle of mutually beneficial partnerships. They will initially be formed and mentored by the SDSPs and the ACTA. All SOCFEs will receive training and capacity building to enhance their skills. The training will include basic accounting and financial management, governance, business plan management, procurement, leadership training for those elected to the management committees, and health and safety management and resource efficiency on farm. It is envisaged that the training will assist SOCFEs to manage their businesses and improve marketing skills that enables them to enter effective PA to sustain their operations. According to ILO, the agricultural sector presents key challenges for safety and health of farmers and communities. Measures to safeguard community health, for example through providing the community health centres to identify and prepare for an increase in the number of waterborne diseases will be included within SVTP-2. This will be done in conjunction with measures to ensure the training, PPE and processes for the safe transport, storage, use and disposal of farm chemicals will be incorporated into farm management processes, in accordance with the principles established in the Pest Management Plan.

The project will also provide capital investment support to enable capital investments in the SOCFEs based on their on-farm irrigation and development designs and business plans. An estimated 80 percent of the available funds under the component will finance block development investments in irrigation and drainage, land leveling, and commercial farm development. This will include irrigation systems (including surface, sprinkler, center pivot, drip, or microjet as per informed decision by the SOCFEs), farm equipment (fixed and moveable), initial production and management support at SOCFE level, and basic infrastructure. In continuation from SVTP-1, matching grants will be made available to lower the investment costs to be paid by SOCFEs, while private finance leveraged in value chain development is expected to be available as well. As the number of agricultural blocks to be developed is expected to increase considerably under SVTP-2, the component will put a lot of emphasis on ensuring that any matching grant is made available in a timely manner. All farms would receive investment as a grant to provide access to irrigation water. They would receive a 90 percent grant for land development, with the balance to be provided by the SOCFEs through “in-kind contribution (labor and/or materials)”. On the other hand, investments in farm assets (including warehouses and agro-processing equipment), overhead and production costs will follow a formal matching grant procedure.

Investment Assessment Panel (IAP). The project will also finance the recruitment an expert team of independent evaluators to assess business plans prepared by SOCFEs. The IAP would consist of a commercial financier, at least two private agribusiness representatives, an irrigation agronomist, and a project representative (Project’s Agribusiness Specialist or an alternate). The IAP will be responsible for evaluating the business proposals which will be the basis on which the project grants will be awarded. The IAP will evaluate and select PA business plans for funding based on technical and feasibility in line with terms and conditions that will be detailed in the Project Implementation Manual (PIM). SVTP-2 will continue to explore ways of linking SOCFEs with commercial banks and other potential financiers, including Development Partners. Loans or grants to SOCFEs will have to be matched with engagement of SOCFEs with viable value chain businesses for their products. Thus, a three-party arrangement of commercial banks, off-takers, and SOCFEs should be the model from the outset, supported through productive alliances. Detailed and transparent communication between these three parties and providers of the required capital investment would be an important feature of such arrangements.

During SVTP program development, an Agricultural Development Planning Strategy was prepared in 2015 that identified possible value chains. SVTP-2, mostly through departments in MoA and the Ministry of Trade (MoT), will support additional studies, including regular market studies and road shows to identify additional prospective off-takers and where possible enter pre-contractual arrangements on specific value chains. Possible crops that have been researched and tested in the valley that have an import-substitution or export potential include cotton, sorghum (for beer production), beans, soya beans, bananas, vegetables, sugar cane for ethanol (if a viable off-taker becomes available), and fruit trees such as mangoes or citrus. IFC is expected to play a role to facilitate interaction with potential off-takers and encourage investments. The SOCFEs owners and managers will also need to be equipped with the necessary skills and knowledge to make production and management adjustments in the light of evolving market conditions. The crops chosen will have to be technically and financially viable, fit into the developed irrigation application method, and have an appropriate position in a crop rotation to avoid depletion of soils and unsustainable farm practices.

1.4 Component 4 –Strengthening Landscape and Natural Resources Management in The Lower Shire

The Lower Shire Valley includes ecological regions, protected areas, and biodiversity hotspots which are important for the communities and sustainable development of the region. Critical watersheds are becoming degraded, leading to reduced water availability, deteriorating water quality, and increased vulnerability to droughts and floods. Experience from SVTP-1 has demonstrated the importance of strengthening the management of the natural resources for achieving the long-term vision of transforming the valley.

SVTP-1 is supporting the strengthening of management of the protected areas, forest reserves, as well as the Elephant Marshes. A key lesson from SVTP-1 is to limit the number of diverse activities to ensure appropriate effort in planning and coordination of good practices. For SVTP-2 the proposed focus will be on promoting the sustainable management and financing of these same areas in the Lower Shire. Proposed activities include strengthening of the management of protected areas (Lengwe, Mwabvi), the Elephant Marshes, and forest reserves, and strengthening of solid waste and pollution management in the Lower Shire.

Despite the investments made during SVTP-1, there is an infrastructure deficit in the protected areas and forest reserves to ensure effective surveillance, monitoring, and enforcement. In addition, investments in eco-tourism facilities are needed to attract an increase in traffic in tourism visits to the parks. Proposed infrastructure to be supported under SVTP-2 includes development of park trails/roads, ranger camps, eco-tourism facilities, fences, water holes, and utilities. Accompanying these proposed investments will be critical community livelihoods interventions in the areas around the protected areas. An important effort to be supported by SVTP-2 is the promotion of sustainable financing for the

protected areas by sourcing and engaging with suitable partners for co-investment in the areas through facilitating the establishment of a Public Private Partnerships. SVTP-2 will also support strengthening of the management of the Elephant Marshes that provides a unique habitat sanctuary to birds and flora through the implementation of the Community Conservation Area management plan. This may further include promotion of Ecosystem Based Fisheries Management, Integrated Agriculture Aquaculture, and post-harvest fish technologies. Forests provide a range of environmental services, such as greenhouse gas (GHG) mitigation, watershed regulation, climate regulation, soil and water conservation, biodiversity support, and nutrient cycling. The landscape in the Lower Shire has experienced significant degradation from deforestation. To shift towards ensuring sustainable financing of the management of the forest reserves, proposed activities will promote private sector engagement and investment in the sustainable management of the resources through two proposed mechanisms: (i) performance based grants (PBG); and (ii) carbon credits.

Long existing constraints in the pollution and solid waste management sector have recently received additional scrutiny as environmental pollution increases with rapid urbanization, accompanied by adverse impacts of unregulated waste dumping and burning, as well as the additional challenges of hazardous waste disposal, including that associated with COVID-19. There is a need for support in facilitating implementation of a green growth strategy to decouple the expected industrialization and urbanization processes from the historically correlated environmental degradation. As the Lower Shire transforms and the generation of waste increases, there is a necessity to prepare the services for the communities and private enterprises to manage pollution and comply with environmental regulations.

1.5 Component 5 – Project Management, Coordination, and Communication

SVTP-2 will continue to provide funds for the PMT to provide day-to-day management and coordination, monitoring and evaluation, communication, and management of the Grievance Redress Mechanism. The PMT is fully staffed with qualified and competent specialists. It also has an external GBV service provider responsible for implementation of GBV mitigation measures.

2.0 RATIONALE AND OBJECTIVES OF THE LABOUR MANAGEMENT PROCEDURES

The implementation of the Shire Valley Transformation Programme is expected to utilize expatriates, government, private and community human resources which are available at national, district and community levels. The Malawi Government recognizes that sound worker-management relationships, fair treatment of workers, promotion of gender equality and protection from Gender-Based violence/Sexual Exploitation Abuse and Sexual Harassment (GBV/SEA/SH) and provision of safe and healthy working conditions enhances development benefits of a project. It is for this reason that these labour management procedures have been developed for the SVTP. The objectives of the labour management procedures are to:

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- Outline the project’s approach to meeting national requirements regarding labour, as well as the objectives of the WB’s ESF, specifically ESS2. To promote safety and health at work;
- To promote the fair treatment, non-discrimination and equal opportunity of project workers;
- To protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate’
- To prevent the use of all forms of forced labour and child labour;
- To support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law;
- To provide project workers with accessible means to raise workplace concerns.
-

3.0 TYPE OF WORKERS

It is expected that the project will engage more than 500 workers in different categories, as defined by ESS2 (direct, contracted, primary supply chain, and community workers). As a construction project, it is expected that all types of workers will be engaged right away from the start of the project to the end. Thus, non-skilled, semi-skilled and skilled workers including women will be engaged right from the beginning. Right away from the start, the project will engage both local and international workers. All key workers will be engaged first so that they can then specify the local labour requirements to be engaged.

3.1 Direct workers:

Direct workers would likely include Project Management Team (PMT) and Technical Team members from different Government Department such as Department of Irrigation, Department of Water Resources, Forestry Department, Department of National Parks and Wildlife, Ministry of Trade and Industry, Department of Land Resources and Conservation.

Direct workers will also include independent consultants, who are specialized in certain disciplines which include but not limited to Financial Management Specialist, Assistant Financial Management Specialist, Procurement Specialist, Assistant Procurement Specialist, Social Safeguard Specialist, Environmental Safeguard Specialist, Monitoring and Evaluation Specialist

3.2 Contracted Workers:

Contracted workers will be hired for design and civil works, and for Construction and Supervision activities. The sub-contractors' workforces will also be considered to be contracted workers. Key personnel for contracted workers will be skilled workers i.e. those with specialized skills. However skilled workers will require support of community workers to perform certain tasks such as cleaning and secretarial services or manual labour both during construction and operation phases of the project.

3.3 Community Workers

The contractor working in project area will be required to recruit local workers for all the unskilled work requirements. All the workers to be recruited shall not be under the age of 18 and shall be paid the minimum wage rate as established by the national labour laws.

3.4 Migrant workers:

It is expected that the project will require a combination of local workers from nearby villages, workers from other parts of Malawi, and workers from other countries. The "internal migrants" would be workers who already have experience working on infrastructure projects and water projects in different parts of the country. Foreign "migrant" workers are likely to be management and technical staff. The number of migrant workers would depend on decisions made by contractors. As required by the proposed activities to be implemented in the components presented in Section 1 of this procedure. Workers from within the project locality and from other districts will be recruited through the District Labour Office to ensure that due diligence is done by professionals in recruitment.

3.5 Primary Workers

A primary supply worker is a **worker employed or engaged by a primary supplier**, providing goods and materials to the project, over whom a primary supplier exercises control for the work, working conditions, and treatment of the person. It can only be anticipated that Phase II of the project will have such employees as it cannot be stated precisely at this point. In the event that the project has such

workers, they shall be treated as the other workers in the sense that they shall be required observe all necessary regulations are requirements i.e. signing of Code of Conduct.

As has been the case in SVTP I it is obvious that the project will employ direct workers, contract workers, migrant workers and community workers. It is however not possible to precisely provide estimates of the numbers in each component at this point.

The project will also work with civil servants who will not be directly employed on the project. These are civil servants from the various relevant government departments such as from Ministry of Land Housing and Urban Development, Ministry of gender and Social Development, Ministry of Labour, Ministry of Agriculture, Ministry of Parks and Wild life and Ministry of Culture.

4.0 ASSESSMENT OF KEY POTENTIAL LABOUR RISKS

4.1 Project activities

Significant use of labour is mostly expected to arise from the construction of the main canal and the ancillary structures, like the night reservoirs, secondary canals, maintenance roads, canal and irrigation system operation, agricultural production etc. Project workers will be involved in a number of activities that include trenching, excavations land clearing, lifting of heavy materials such as rocks, development of the electricity grid, development of park trails/roads, ranger camps, eco-tourism facilities and cultural sites, fences, water holes, and utilities, information and community sensitization campaigns, design consultant services, TA and capacity building, etc.

These activities may pose occupational safety and health risks to workers.

The health and safety risks to which people working on these projects will be assessed and mitigation measures will be put in place.

4.2 Key Labour Risks

During consultations held with communities including representatives from Ministry of Labour, a number of labour related risks that are anticipated during the implementation of the SVTP 2 were identified. These included;

- Occupation, Safety and Health risks during construction;
- Risk of communicable diseases;
- Contractor's noncompliance with local labour laws and regulations;
- Influx of migrant workers;
- Gender Based Violence/Sexual Exploitation and Abuse /Sexual Harassment GBV/SEA);
- Child labour;
- Occupation Safety and Health Risk of physical or chemical injuries during operation stage
- Operational phase OHS risks.
- Security and crime related risks,
- risks related to worker accommodation, sanitation arrangements and transport, primary suppliers, and forced labor.

The project will address these risks by undertaking site specific risk and hazard assessments and incorporating mitigation measures for the identified risks into the project specific environmental, social, health and safety management plans. Table 1 presents a brief summary of some of the possible mitigation measures for the potential identified risks; a full and complete set will be defined as part of the specific risk and hazard assessments and will be required as part of project worker contracts. The

Environmental and Social safeguards team shall be responsible for conducting monthly OHS/risk/hazards assessments.

Table 1: Possible mitigation measures for the potential risks

<i>Potential Risks</i>	<i>Mitigation measures</i>
<i>Occupation, Safety and Health Risks during construction</i>	<ul style="list-style-type: none"> • Provide appropriate PPE to workers; • Train workers regularly on occupational safety and health risks prevention; • Enforce the use of PPE by workers; • Put appropriate warning signs in areas with high risk of • Include EHS measures in design and civil works contracts • Contractors to prepare and implement an approved Occupational Health and Safety Plan and LMP. • Develop and sign a C-ESMP. • • safety; and • Facilitate the formation of Occupational safety, Health Welfare Committee at each construction site. • Risk assessments prior to any construction activity
<i>Risk of communicable diseases-Spread of HIV/AIDS, Covid 19, Cholera and Malaria to workforce and Local Community</i>	<ul style="list-style-type: none"> • Sensitize workers and surrounding communities on different communicable diseases including Sexually Transmitted Diseases and ways of preventing them; • Encourage workers and communities to go for voluntary screening/ medical check-up/testing; • Provide Information, Education and Communication materials on different communicable diseases including Sexually transmitted diseases; • Adhere to ESF/Safeguards Interim Note: COVID-19 Considerations in Construction/Civil Works Projects. •
<i>Contractor’s noncompliance with local labour laws and regulations-Lack of protection for workers</i>	<ul style="list-style-type: none"> • Contractors will sign Code of Conduct before commencement of construction works, which contains among other issues, labour related laws and regulations; • Ensure civil works contracts describe the minimum standards for any worker accommodation and worker transport to be provided by the contractor. • Develop a WGRM and DGRMC. • • Sensitize workers on labour related issues and regulations to ensure that the contractor is compliant.
<i>Increased risk of influx of migrant workers- Competition over local resources</i>	<ul style="list-style-type: none"> • Engage much of nonskilled labour force from surrounding communities to minimize the risk of migrant workers and associated negative impacts. In situations that the required skills are found within the surrounding communities these should be given priority; • Develop a Labour Influx Management Plan. •

Potential Risks

Mitigation measures

<p><i>Gender Based Violence-Suppression of women rights</i></p>	<ul style="list-style-type: none"> • Sensitize surrounding communities on dangers and prevention of Gender Based Violence • Provide equal employment opportunities to men, women, youth and the disabled • Prepare, adopt and implement worker’s code of conduct
<p><i>Child labor-Disturbance of child’s education, health and safety</i></p>	<ul style="list-style-type: none"> • Sensitize surrounding communities on issues of child labour; • Employ people that are aged 18 and above; • Prepare and adopt a child labor policy
<p><i>Risk of contracting HIV/AIDS-Risk extended to both workforce and local Community</i></p>	<ul style="list-style-type: none"> • Sensitize workers and surrounding communities on HIV and AIDS; • Provide free condoms to workers; • Provide Information, Education and Communication materials on HIV and AIDS to workers
<p><i>Sexual Exploitation and Abuse-Both for workforce and local communities particular under aged girls</i></p>	<ul style="list-style-type: none"> • Prepare and implement GBV/SEA, SH Action plan • Carry out community sensitization • Develop emergency response measures. • Use the GBV Services Provider recruited for SVTP 1. • Women and girl’s social and economic empowerment • Prepare, adopt and implement worker code of conduct
<p><i>Discrimination and exclusion of vulnerable groups; Labor disputes and conditions of employment.</i></p>	<ul style="list-style-type: none"> • Development of WGRM • Development of deliberate policy for gender equality • Establishment of WGRMC • Development of LMP
<p><i>Security and crime related risks Risks related to worker accommodation, sanitation arrangements and transport, primary suppliers, and forced labor.</i></p>	<ul style="list-style-type: none"> • WGRM, DGRMC and WGRMC will have multiple channels to initiate complaints including GBV-related complaints, COCs will be signed by all contractor and consultant staff. • Hire patrol and law enforcement. • Development of deliberate policies to promote proper sanitation, proper transportation of staff and mitigating against staff abuse or forced labour.

Mitigation measures shall also be developed as specified by World Bank regulations. Such shall be in: Cross-cutting environmental, health and safety issues potentially applicable to all sectors Environmental Air emissions and ambient air quality; wastewater and water quality; hazardous materials management; waste; noise Occupational Health and Safety (OHS) Facility design and operation; training; hazards – physical, chemical, biological, radiological; PPE Community Health and Safety Water quality and availability; life and fire safety; traffic safety; transportation of hazardous materials; emergency preparedness Construction and Decommissioning Environment; OHS, community health and safety

5.0 BRIEF OVERVIEW OF LABOUR LEGISLATION

5.1 Occupational Safety, Health and Welfare Act (1997)

The Act regulates work conditions with respect to safety, health, and welfare of workers. The Act also places a duty of care on contractors throughout the project and similarly, the workers have a duty to take reasonable care for their own safety and health. In line with provisions of this Act, the Contractors working under SVTP 2 will have to ensure that there is adequate protection for all the workers. Section 13(1) places a duty on every employer to ensure the safety, health and welfare of all employees at work;

Section 13(1) of the Act places a duty on every employer to ensure the safety, health and welfare of all employees at work. The Construction activities under the SVTP 2 will require all workers to be provided with Personal Protective Equipment (PPE). The Contractors under the project will be required to ensure that there is adequate protection for the workers as required by the Act by providing them with appropriate protective clothing and equipment. Some of the protective clothing during construction shall include boots, helmets, gloves, overalls and goggles.

Another Section applicable to this project is Section 27(1) which is on Sanitary Conveniences. According to the Section, all the contractors working under the project shall ensure that workers are provided with sufficient and suitable sanitary conveniences which shall be kept clean. Where both sexes are engaged, the contractor shall ensure that both sexes are provided with separate accommodation with distinct approach for persons of each sex.

Further, Section 33(1) of the Act stipulates that an occupier of a work place shall provide and maintain a first aid box of the prescribed standard and is readily accessible. The first Aid box shall be placed under the charge of a qualified person who shall be readily available at all times during working hours.

5.2 Employment (Amendment) Act (2010)

The Employment (Amendment) Act (2010) amends some sections of Employment Act of 2000 which makes provision for establishment, reinforcement and regulating minimum standards of employment with the purpose of ensuring equity necessary for enhancing industrial peace, accelerated economic growth and social justice and for matters connected therewith and incidental thereto.

The Employment (Amendment) Act (2010) amends Section 35 of employment Act by deleting subsection (1) and substituting therefor the following new subsection (1) : on the termination of contract as a result of redundancy or retrenchment, or due to economic difficulties, or technical, structural or operational requirements of the employer, or on unfair dismissal of an employee by the employer, and not in any circumstances, an employee shall be entitled to be paid by the employer, at the time of termination, a severance allowance to be calculated in accordance with Part 1 of the First Schedule

Section 5 (1) of the Act is on anti-discrimination states that no person shall discriminate against any employee or prospective employee on the grounds of race, colour, sex, language, religion, political or other opinion, nationality, ethnic or social origin, disability, property, birth, marital or other status or family responsibilities in respect of recruitment, training, promotion, terms and conditions of employment, termination of employment or other matters arising out of the employment relationship.

Section 22 (1) of the Act states that no person between the age of fourteen and eighteen years shall work or be employed in any occupation or activity that is likely to be harmful to the health, safety, education, morals or development of such a person; or prejudicial to his attendance at school or any other vocational or training program. In line with this Act, the contractor working under the SVTP 2 will have to ensure that there is no discrimination of any form when it comes to employment. In addition, the contractor will ensure that only people who are aged 18 years and above are employed.

5.3 Workers Compensation Act (2000)

The Workers and Compensation Act of 2000 provides for compensation for injuries suffered or diseases contracted by workers in the course of their employment or for death resulting from such injuries or diseases; provides for the establishment and administration of a Workers' Compensation Fund; and provides for matters connected therewith or incidental thereto. Part II of the Act is on eligibility for compensation in case of injury other than the contraction of a scheduled disease. Section 4 (1) states that if an injury, other than the contraction of a scheduled disease, arising out of and in the course of his employment is caused to a worker, his employer shall, subject to this Act, be liable to pay compensation in accordance with this Act.

The implication of this Act is that all the contractors under SVTP 2 will ensure that all workers that will be subjected to injury or illness arising out of and in the course of discharging duties will be liable to compensation. All the workers under the project will have to be sensitized on the provisions of the Workers Compensation Act because some incidences are not reported because of ignorance.

5.4 The Labour Relations Act, 1996

The Labour relations Act promotes sound labour relations through the protection and promotion of freedom of association, encourages effective collective bargaining and promotes orderly and expeditious dispute settlement, conducive to social justice and economic development.

The Act, specifically Part II, gives employees freedom of association which shall include the freedom to establish and join organizations of his or her own choosing. Further, Part V of the Act is on Dispute Settlement. Section 42 of the Act defines “dispute” as any dispute or difference between an employer or employers’ organization and employees or a trade union, as to the employment or non-employment, or the terms of employment, or the conditions of labour or the work done, of any person, or generally regarding the social or economic interests of employees. The Act further presents ways and channels of resolving disputes.

5.5 International Labour Organization (ILO) and United Nations (UN) Conventions

Malawi is a signatory to International Labor Organization (ILO) and United Nations (UN) Conventions. Such being case most of the provisions in the ILO Conventions are incorporated in Malawi’s labor related legislation. Additionally, ESS2 is in part informed by several International Labour Organization (ILO) and United Nations (UN) Conventions. These include:

- ILO Convention 87 on Freedom of Association and Protection of the Right to Organize;
- ILO Convention 98 on the Right to Organize and Collective Bargaining;
- ILO Convention 29 on Forced Labor
- ILO Convention 105 on the Abolition of Forced Labor;
- ILO Convention 138 on Minimum Age (of Employment)
- ILO Convention 182 on the Worst Forms of Child Labor;
- ILO Convention 100 on Equal Remuneration
- ILO Convention 111 on Discrimination (Employment and Occupation).

5.6 ESS2: Labour and Working Conditions

This Environmental and Social Standards (ESS) provides the World Bank’s requirements on occupation health and safety for all projects. The ESSs also require the application of relevant World Bank Group’s Environmental, Health and Safety Guidelines on the project.

The ESS2 introduces labor management procedures including OHS; emphasizes on non-discrimination and equal opportunity; provides for the treatment of direct, contracted, community, and primary supply workers, and government civil servants. It also provides for a grievance mechanism for all project

workers. Table 2 highlights how these provisions in the ESS2 are applicable to Malawi's labour related legislation.

5.7 IFC Guidance Note 2: Labour and Working Conditions

Guidance Note 2 provides guidance on such areas as working conditions and terms of employment, retrenchment, grievance mechanism, workers' accommodation and occupational health and safety (OHS) issues. Some of these requirements refer the client to the applicable national law. Where national law establishes standards that are less stringent than those in Performance Standard 2 (Labour and Working Conditions), or are silent, clients will meet the requirements of Performance Standard 2.

In the identification of labor risks and impacts, the note requires that clients should engage with workers and with representatives of workers' organizations. In order to strengthen the process of identifying risks and impacts, engagement could also include workers' organizations at a sector level and labor inspectorates. Actions identified through the risks and impacts identification process and needed to achieve compliance with national law and the requirements under Performance Standard 2 will become part of the management program outlined in Performance Standard 1 and its accompanying Guidance Note. This process will allow the client to design or update its human resources (HR), employment, contracting and purchasing policies and procedures in ways that enhance the long-term viability and success of the business while safeguarding the rights of workers.

5.8 AfDB Operational Safeguard (OS) 5 of the African Development Bank on International Labour Standards

OS 5 refers to a body of international labor standards derived principally from a set of International Labor Organisation (ILO) and UN Conventions. The Bank's OS requires the borrower or client to not make employment decisions on the basis of personal characteristics unrelated to inherent job requirements, including race, gender, nationality, ethnic, social and indigenous origin, religion or belief, disability, age, or sexual orientation. The borrower or client shall base the employment relationship on the principle of equal opportunity and fair treatment, and shall not exclude or discriminate with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (wages and benefits), working conditions and terms of employment, access to training, promotion, termination of employment or retirement, and disciplinary practices. The principles of non-discrimination apply to migrant workers.

The borrower or client shall also take special measures to address harassment, intimidation, and/or exploitation, especially in relation to women. The client shall also prevent social exclusion or employment inequalities to women and workers with family responsibilities and, to the extent possible, allow employment not to conflict with family responsibilities. When national laws are silent on non-discrimination in employment, the borrower or client shall meet the requirements of this OS.

Lessons from Phase 1 of SVTP regarding adherence to OHS standards have necessitated the hiring of more safeguards personnel in SVTP 2 including Health and Safety Specialists in line with OS5.

Comparison between ESS2, OS5 and Labour related pieces of legislation;

Table 2 below present's comparison between Environmental and Social Standard No.2 (ESS2) and labour related pieces of legislation. ESS2 provides specific requirements on occupation health and safety. It introduces labor management procedures. It emphasizes non-discrimination and equal opportunity. ESS2 includes provisions on the treatment of direct, contracted, community, and primary

supply workers, and government civil servants. ESS2 recognizes workers' organizations. It requires a grievance mechanism for all project workers.

The EHS Guidelines contain the performance levels and measures that are normally acceptable to the World Bank Group, and that are generally considered to be achievable in new facilities at reasonable costs by existing technology. The World Bank Group requires borrowers/clients to apply the relevant levels or measures of the EHS Guidelines. When host country regulations differ from the levels and measures presented in the EHS Guidelines, projects will be required to achieve whichever is more stringent.

1. Environmental

1.1 Air Emissions and Ambient Air Quality

1.3 Wastewater and Ambient Water Quality

1.4 Water Conservation

1.5 Hazardous Materials Management

1.6 Waste Management

1.7 Noise

2. Occupational Health and Safety

2.1 General Facility Design and Operation

2.2 Communication and Training

2.3 Physical Hazards

2.4 Chemical Hazards

2.5 Biological Hazards

2.6 Radiological Hazards

2.7 Personal Protective Equipment (PPE)

2.8 Special Hazard Environments

2.9 Monitoring

3. Community Health and Safety

3.1 Water Quality and Availability

3.2 Structural Safety of Project Infrastructure

3.3 Life and Fire Safety (L&FS)

3.4 Traffic Safety

3.5 Transport of Hazardous Materials

3.6 Disease Prevention

3.7 Emergency Preparedness and Response

4. Construction and Decommissioning

4.1 Environment

4.2 Occupational Health and Safety

4.3 Community Health and Safety

Table 2: Comparison between ESS2 and Labour Related Legislation

	ESS2/AfDB Operational Safeguards (OS)	Malawi Legislation
1	Fundamental employee rights, non-discrimination	This is provided for under Part II of the Labour Relations Act (1996)
2	Contractual arrangements, terms and working conditions of workers	This is provided for under Part II of the Labour Relations Act (1996)
3	Working hours;	This is provided for under Part VI of Employment Act (2000) specifically Sections 36 which is on ‘Normal working hours, weekly rest etc.’; and Section 37 on ‘Maximum daily working hours’.
4	Salaries and wages and frequency of payments;	This is provided for under Part VII of Employment Act (2000) specifically on Sections 50, 51,52,53,54 and 55.
5	Leave provisions – annual, maternity, sick and holidays, leave provisions for working;	This is covered in Employment Act (2000) specifically under Part VI (sections 40,44,45 and 46)
6	Retrenchment/termination of contract arrangements;	This is provided for Under Part V Sections 28 and 29 of the Employment Act of 2000.
7	Freedom or association and labor unions;	This is provided for under Part II of the Labour Relations Act (1996)
8	Dispute resolution/grievance management systems;	This is provided for under Part V of the Labour Relations Act (1996)
9	Safety provisions;	Covered under Part VI of the Occupational Safety, Health and Welfare Act of 1996
10	Health and employee welfare provisions;	This is provided for under Part IV of the Occupational Safety, Health and Welfare Act of 1996
11	Hazardous and material waste processes;	This is covered under Part IV of the Employment Act of 2000 on ‘Employment on young persons’ specifically Section 22(1) and (2)
12	Registration of workplaces etc.	Part II Section 6 of the Occupational Safety, Health and Welfare Act of 1996

6.0 ROLES AND RESPONSIBILITIES FOR MANAGING THE LMP

The Project Management Team (PMT), which is the coordinating institution for the SVTP 2 will have overall responsibility for management of workers in the project. However, implementation of the SVTP 2 will be done in collaboration with several other stakeholders at national, district and community level who will also be expected to assist in management of workers within their areas of jurisdiction in the project. These include stakeholders from the District Council and other government ministries. Thus, successful management of project workers requires clear definition of roles and responsibilities of key players and stakeholders at community, district and national levels. The Supervising Engineer, will be responsible for the management of contractors and will ensure that Occupational Safety, Health and Welfare of the workers is planned for, monitored and implemented. Environment and Social Safeguard Specialists at the PMT in liaison with Component Leaders will be responsible for ensuring the Supervising Engineer undertakes their duties in accordance with their TOR.

Contractors will be responsible for the engagement with workers and training them for activities that will be implemented by contractors/subcontractors under the supervision of component leaders and Environment and Social Safeguard Specialist.

6.1 National Level

The Environmental and Social Safeguard Specialists at the PMT level, in collaboration with the Ministry of Labour will be responsible for monitoring contractors' implementation of their approved Labor Management Procedures and providing recommendations. Accordingly, Government Engineers will also continue working on the project as they have been doing under SVTP I. Serious OHS accidents will be reported by PMT.

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6.2 District Level

It is expected that government workers will collaborate with the project staff at PMT level or even with the contractor. These will include officers from the District Commissioner represented by various departments such as Agriculture, Labour, Social Welfare and Welfare and Works. Among other roles the district staff will be involved in sensitization meetings, grievance redress mechanism process, the RAP implementation, and coordination of labour management issues in the project at district level. Among other roles, their responsibilities will include:

- Training of extension staff on labour management issues related to the project;
- Monitoring and supervising community workers to ensure compliance with occupational and community health and safety procedures for prevention of accidents;
- Administration of relevant forms and preparation of quarterly monitoring reports.

6.3 Supervision Engineers and Construction contractors

Project managers under the Contractors will be responsible for the following:

- Developing Labor Management Procedures and Occupational Health and Safety Plans which will apply to their own and subcontractor employees who work on the projects. These procedures and plans will be submitted to PMT for review and approval before the contractors are allowed to mobilize to the field;
- Employing or appointing qualified social, labor (human resources), and occupational safety experts to prepare and implement Labor Management Procedures, Occupational Health and Safety Plans, and to manage subcontractor performance;

- Supervising subcontractors' implementation of labor managements procedures and Occupational Health and Safety Plans;
- Maintaining records of recruitment and employment of contracted workers;
- Communicating job descriptions and employment conditions to all workers;
- Having a system for regular review and reporting to corporate management on labor and on occupational safety and health performance;
- Providing induction (including social induction) and regular training to employees in labor protection requirements, including training on their rights under Malawi labour laws, on the risks of their jobs, and on measures to reduce risks to acceptable levels;
- Ensuring that all contractor and subcontractor workers understand and sign the Code of Conduct prior to the commencement of works; and
- Supervise compliance with the Code of Conduct.
- Recruiting OHS specialist, GBV specialist, “general” social specialist and other key staff on the project to liaise with client and other consultants such as GBV Service Providers.

Apart from the contractor who shall be required to comply to the measures above, there shall also be other contractors hired to do studies/plans/designs and other activities for which all these measures above may not apply.

It should also be recognized that there shall be workers at operational level who may not be specified at this stage. These shall also be required to observe all the measures and their rights shall also be protected as per all the project guidelines

7.0 POLICIES AND PROCEDURES

7.1 Gender Based Violence and Sexual Exploitation and Abuse (GBV and SEA)

SVTP 2 will put measures to mitigate against GBV at the work place as well as in the surrounding communities. While the recruitment of women is encouraged, it can also be a cause for concern in as far as GBV issues are concerned. At the same time while the implementation of SVTP 2 will improve socio-economic status of households working on the project activities through wages or salaries, it also has potential to cause GBV, SH and SEA.

GBV may be defined as any conduct, comment, gesture, or contact perpetrated by an individual based on gender on the project community or project surroundings area, or in any place that results in, or is likely to result in, physical, sexual, or psychological harm or suffering to another individual without his/her consent, including threats of such acts, coercion, or arbitrary deprivations of liberty.

Sexual Exploitation and Abuse will occur within the project surrounding communities, perpetrated by project workers and mostly, girls and women are vulnerable to this kind of abuse.

The World Bank defines sexual harassment as any unwelcome sexual advance, request for sexual favor or other verbal, non-verbal, or physical conduct of a sexual nature which unreasonably interferes with work, alters or is made a condition of employment, or creates an intimidating, hostile, or offensive environment. Sexual harassment includes: unsolicited requests for sexual favors, requests for sexual favors linked to career prospects, unwanted physical contact, visual displays of degrading sexual images, sexually suggestive conduct, or offensive remarks of a sexual nature. Sexual harassment may occur between persons of the opposite sexes or of the same sex. Unwelcome sexual behavior may be obvious, or it may be subtle and persistent. While typically involving a pattern of behavior, it can take the form of a single incident. The most obvious form of sexual harassment in the workplace is a direct or implicit request for, or offer to, provide sexual favors in exchange for favorable career treatment. A wide range of other types of behavior can also constitute sexual harassment. These include: · the repetition of suggestive comments or innuendoes; · the exhibition of materials of a sexually-oriented nature (e.g., displaying pornographic web sites or screen savers); · the use of crude or obscene language or gestures, or the telling of risqué or obscene jokes; · repeated and/or exaggerated compliments about a colleague's personal appearance; · invitations to social activities if they persist after the recipient has made clear that they are not welcome;

GBV: Usually GBV occurs in a project surrounding communities because of the community involvement in the project as a source of income. Such incidences may arise especially in situations whereby household representatives that receive salaries or wages are forced to surrender the cash to spouses; where payments may be used to lure adolescents into unsafe sexual practices; or cases of forced sexual relationships in return for employment.

Detailed description of how the project will address GBV and SEA are included in the Stakeholder Engagement Plan. In all cases, the incidents of GBV and SEA will be reported and dealt with through the GRM procedure which will have protocols to manage information sharing and confidentiality of the survivors and accused persons. However, since GBV and SEA cases are substantively different from other complaints that are typically handled through the grievance redress mechanisms, such cases will need a specific channel within the GRM for their management. SVTP 1 recruited a GBV Service provider, specifically responsible for GBV issues in the project. SVTP 2 will continue to utilize the services of the GBV Service Provider in the implementation of all GBV mitigation measures. All information will be treated as confidential and handled by the GBV/SEA/SH Service Provider. Some of the survivors will be referred to the One Stop Centre if the case requires expertise available in OSC.

The GBV/SEA/SH Service Provider will be known by all project workers to enable survivors of GBV/SEA/SH report their cases. However, criminal cases such as rape will be reported to police immediately as delays may lead to destruction of evidence. All cases will be reported to the PMT within 24 hours and PMT will report to World Bank within 48 hours.

7.2 Age of Employment

As stipulated above, the Employment Act (2000) stipulates that the minimum age of employment in Malawi is 18, which is also stipulated in the International Labour Organization Conventions (138) on minimum age. These two legislations prohibit the employment of underage children. However, according to Section 21 of the Employment Act, children between the ages of 14 and 18 are allowed to participate in light work so long as it does not interfere with the child's education or harm the child's health or physical mental, spiritual, moral or social development.

Under the SVTP 2, children under the age of 18 will **NOT** be employed to work in different project activities because the activities are regarded as hazardous for young persons. The following procedure will be followed if underage worker (s) is (are) found:

- Underage workers identified will be removed as it is against the law to employ underage workers. Among other strategies, minimum age shall be monitored through the National Identification. Anybody whose National ID shows that they are below 18, shall not be accepted for employment.
- Any contractor that employs the underage shall be punished in line with the labour laws of Malawi.

All these requirements will be included in the contract that will be signed by contractors to ensure that not only are they enforceable but also legally binding.

During recruitment of workers who are felt to be underage, it will be compulsory to an Affidavit of Birth as a certification measure. Further, awareness raising sessions will be conducted regularly to the communities to sensitize them on prohibition and negative impact of child and forced labour. Primary supplier shall also be required evidence that all workers are of the required age.

7.3 Terms and Conditions

As already indicated, the SVTP 2 will involve three main categories of workers namely: Contracted Workers a Local Workers and Migrant Workers.

The Government officials at District Level and National Level and the project officers who are employed and deployed to the project's office under the SVTP 2 with an effective legal transfer of their employment to the project will constitute the direct workers. The terms and conditions of the employment for the staff of Government Departments and the SVTP 2 shall be guided by the national civil service regulations and other National Labour and Employment legislation. These include Occupational Safety, Health and Welfare Act (1997) which regulates work conditions with respect to safety, health, and welfare of workers; Labour Relations Act (1996) which promotes sound labour relations through the protection and promotion of freedom of association, encourages effective collective bargaining and promotes orderly and expeditious dispute settlement, conducive to social justice and economic development; and Employment Act (2000) which makes provision for establishment, reinforcement and regulating minimum standards of employment with the purpose of ensuring equity necessary for enhancing industrial peace, accelerated economic growth and social justice.

In addition to the general terms and conditions of work provided by the civil service regulations, PMT staff shall also be guided by SVTP 2 Terms and Conditions of Service.

The Contractor's contract will set out terms and conditions for the contracted and subcontracted workers. These terms and conditions will be in line, at a minimum, with these Labor Management Procedures, the Malawian Labor Code, General Conditions of Contract, and the Particular Conditions of Contract of the relevant World Bank Standard Procurement Documents. All human resources management procedures including recruitment process, working conditions, disciplinary measures, working hours, compensations, grievance mechanism shall be guided by the Labour Laws of Malawi.

The Contractor shall ensure that all personnel is informed and is made aware of the LMP. Particular attention shall be paid in training personnel that manages activities described LMP. The workers should be trained before signing the contract, in order to be sure that everyone has received the compulsory induction. The topics to covered in induction shall include but not limited to:

- Code of Ethics
- Environmental Occupational Health & Safety Policy
- Organizational Management and Control Model
- Camps Regulation, Special Driver Regulation;
- Worker's Grievance Mechanism

8.0 WORKERS GRIEVANCE REDRESS MECHANISM

The basic principles for both African Development Bank, World Bank and all the stakeholders' requirements is that the established GRM is credible, independent and empowered, able to receive, facilitate and follow up on the resolution of affected people's grievances and concerns about the environmental and social performance of the project. The GRM shall be accessible to the stakeholders at all times during the project cycle, and all responses to grievances shall be recorded and included in project supervision formats and reports. The GRM shall be structured as below:

Mechanisms to redress grievances are a prerequisite for large infrastructure interventions where people's key economic productive assets are acquired for a public purpose. This has a likelihood of leaving the Project Affected Persons (PAPs) vulnerable to multiple risks including change of occupation, lowering of income levels and lack of support systems. Hence, it is important to integrate a grievance redress mechanism that addresses concerns of the PAPs and provides for redress effectively and in a time-bound manner within the legal framework to ensure:

- a) that the aggrieved person is satisfied; and
- b) such grievances do not become contentious issues, leading to opposition to the proposed development Programme.

Further, it is essential that grievance redress mechanisms are devised, keeping in mind the socio-cultural setting and in accordance with the provisions of the legal system.

A grievance redress mechanism is critical to effectively addressing any issues arising during the Programme implementation; and for Programme monitoring and evaluation. Grievance Redress mechanisms (see Grievance Mechanism Checklist in Annex 5), if included in the Programme design, planning and management; help to realise the Programme objectives effectively. This requires setting up appropriate channels to address individual or community concerns, prevent adverse consequences and risks, bring out Programme implementation related issues and corrupt practices if any. Such effective mechanism also brings out positive changes in people's lives as well as enhanced feeling of being important stakeholder in the Programme. Affordable and accessible procedures for settlement of disputes arising from resettlement should include the availability of judicial recourse and community and traditional dispute settlement mechanisms.

8.1 The Aim of the grievance redress mechanism

The aim of the grievance redress mechanism is to facilitate quick and fair response, clarification and settlement; or redress to any grievances, complaints and queries; and to quickly and fairly clarify to complainants as well as stakeholders, in a manner that is acceptable to all parties. The general approach is to respond to issues and seek solutions to problems in the earliest stage and avoid taking complaints to courts for redress.

The key objectives of a grievance redress mechanism in a resettlement action plan typically include:

1. Ensuring that affected individuals or communities have easy access to the mechanism and are aware of their rights to raise grievances or complaints.
2. Establishing a transparent and accountable process that provides clear information on how grievances can be submitted, processed, and resolved.

3. Ensuring that the mechanism operates in a fair and impartial manner, treating all parties involved with respect and without bias.
4. Promoting a timely resolution of grievances, with clear timelines for acknowledgement, investigation, and response to complaints.
5. Providing appropriate remedies and compensation to address the harm or losses suffered by affected individuals or communities, in line with relevant laws, regulations, and project commitments.
6. Utilizing the mechanism to gather feedback, monitor trends, and identify systemic issues to improve future project planning and implementation.

In the implementation of the GRM for this Programme, the procedures shall ensure the following:

1. Simple, straightforward and accessible ways for raising concerns, making complaints or resolving any disputes that may arise due to the implementation of the Programme;
2. Identification and implementation of appropriate and mutually acceptable processes and actions to address complaints;
3. Feedback that is treated confidentially, assessed impartially, and handled in a transparent manner
4. Satisfaction of the complainants, with the outcomes of the corrective processes and actions;
5. Facilitate the complainants to report their grievances, queries and/or comments through the process; and
6. Avoidance of the tendency to resort to judicial proceedings.

8.1.1 Likely grievances

Even with adequate implementation of the RAP and appropriate compensation, involuntary resettlement inevitably gives rise to grievances among the affected population and with the developer. Usually, the grievances arise over issues ranging from rates of compensation and eligibility criteria, to disturbances and other issues during construction. The types of grievances that could occur during Programme planning and design, RAP implementation and construction stages are indicated in table 8.1.

Table 0.1: Types of grievances

Stage	Types of grievances (indicative)
RAP Implementation followed by Construction	<ul style="list-style-type: none"> i) non-payment for improvements carried out to structures post survey and valuation but prior to compensation payments; ii) mode of payment of compensation and time delays; iii) not enough work during construction and dissatisfaction over wages given; iv) wrong identification of livelihood restoration schemes, their inadequacy, training support and lack of necessary assistances; v) increased cases of HIV/AIDS due to in-migration; vi) Noise and disturbance from construction activities vii) likelihood of increase in Gender Based Violence (GBV); viii) loss of access to services and sources of livelihoods; ix) restrictions or delays on access to irrigation water and farm inputs; x) loss of property due to theft allegedly by construction personnel; xi) loss or damage to crops and property by ongoing construction work; xii) inadequate support in relocating to resettlement sites/replacement structures

8.2 Composition of Grievance Redress Mechanism

A Grievance Redress Mechanism (GRM) has been set up to address various types of grievances, relocations, and entitlements associated with the Programme. The GRM operates under the oversight of the SVTP Programme Management Team (PMT). It is led by the Social Safeguard Specialist and assisted by a Communication Officer, Environmental Safeguard Specialist, and Monitoring and Evaluation Specialist, all under the supervision of the Project Coordinator.

The composition of the grievance committee at the district and lower levels remains the same as used in phase one of the project. However, for phase two, new committees have been established specifically in areas where the project will be implemented. These committees play a crucial role in ensuring the effective functioning of the Grievance Redress Mechanism and addressing grievances in a timely and appropriate manner.

In an effort to promote conflict resolution, Chikwawa and Nsanje have established Grievance Redress Committees (GRCs) at the community level. In Chikwawa, there are a total of 45 committees, with 41 located at the community level, 3 at the area level, and one at the District level. Similarly, in Nsanje, there are 18 committees, with 16 located at the community level, 1 at the area level, and one at the District level. On average, each committee has eight members. It is worth noting that most of these committees were pre-existing in the community, and the project adopted them, but in some cases, new committees were elected.

To ensure effective functioning of the Grievance Redress Committees (GRCs), a member of staff from the District Commissioner's (DC's) Office is assigned to each committee as the secretary. The secretary is responsible for record-keeping and follow-up on cases for timely resolution. This support ensures that the committees run smoothly, and grievances are resolved in a timely and efficient manner. As of April 2023, training had already been conducted for the GRCs in Chikwawa. In Nsanje, training is still ongoing and is expected to last until the second week of May 2023. This training will further equip the committees with the necessary skills and knowledge to carry out their duties effectively.

The main responsibilities of the PMT in the GRM include overall management of the GRM, including but not limited to managing the grievance redress process and procedures; registration of complaints; capacity building of the grievance committee(s), outreach and external communications; tracking performance and monthly reporting. The SSS is the overall responsible person for implementation of the GRM, while the Communication Officer is responsible for building community capacity on handling grievances, accessing the Shire Valley Transformation Programme Grievance Redress Mechanism and creating demand for the GRM through information, education and communication activities. The field officers under the DC's office are responsible for mobilising and supporting communities (PAPs) to access and use the Grievance Redress Mechanism.

The PMT has operationalized the GRM structures at GVH, TA and District level to ensure that PAPs have easy access to legitimate, reliable, transparent, and efficient institutional mechanisms that are responsive to their complaints. As much as there are different tiers of the redress mechanism, PAPs will be free to use any facility they deem approachable and efficient to them. However, the design of the GRM is to ensure that grievances are resolved at the lowest tier and, as much as possible, avoid escalating cases to higher levels. But the decision to appeal to higher levels will solely lie in the hands of the aggrieved person. A PAP representative will sit in all the different grievance levels and where

necessary the system will ensure that there is female, youth and the vulnerable representation by co-option. The proposed composition of the committees and their roles and responsibilities are presented in Table 8.2.

Table 0.2: Proposed Composition and roles and responsibilities of the Grievance Redress Committees

Grievance Redress Committee	Operational level	Members	Roles and Responsibilities
Community Grievance Redress Management Committee (CGRMC)	Group Village Headman/Woman	<ul style="list-style-type: none"> ● Representative from Village Development Committee (VDC) ● Representative from Child Protection ● Representative from Women’s Forum ● Representative from Community Based Organisation (CBO) ● Representative from Government – Extension worker (Secretary) ● Representative from Customary Land Committee (CLC) ● Representative from Community Policing Forum ● Representative from Youth Network ● Representative from Pastors Fraternal ● Group Village Head/ Traditional Authority ● Cooperative member Representative ● One influential person who is development oriented 	<ul style="list-style-type: none"> ● Providing local oversight for the other committees and the Shire Valley Transformation Programme (SVTP) ● Acting as the voice of the villagers and as a point of contact with the SVTP GRMC and the other committees. ● Acts as the voice of SVTP CGRMC in communicating messages to all community members, in particular women through a female committee representative. ● Overall responsibility for reporting the Programme success and grievances to SVTP CGRMC and ensuring that the grievances are addressed in a timely manner. ● Recording grievances in GRM project logbooks. ● Overall responsibility for communicating with the complainant regarding progress of the grievance resolution. ● Acts as SVTP CGRMC local monitoring and oversight on grievance management. ● Responsible for documenting community meeting minutes, where required; including taking a register of the participants. ● Responsible for organising community meetings or meetings between SVTP CGRMC and the complainant, where required. ● Responsible for organising VGRC meetings.
Area Grievance Redress Committee (AGRC)	Traditional Authority Level	<ul style="list-style-type: none"> ● Representative from Area Development Committee (ADC) ● Representative from Child Protection ● Representative from Women’s Forum ● Representative from Community Based Organisation (CBO) ● Representative from Government - Agriculture Extension Development Coordinator (Secretary) 	<ul style="list-style-type: none"> ● Receiving and redressing grievances that have been referred to the Area Grievance Redress Committee by the CGRC ● Providing direction and advice to the CGMC committee on grievance redress procedures and practices ● Referring grievances that the committee cannot redress to the DGRC ● Acts as the voice of DGRC in communicating messages to the CGRC, in particular women through a female, youth and the vulnerable committee representatives.

Grievance Committee	Redress	Operational level	Members	Roles and Responsibilities
			<ul style="list-style-type: none"> ● Representative from Customary Land Tribunal (CLT) ● Representative from Community Policing Forum ● Representative from Youth Network ● Representative from Pastors Fraternal ● Traditional Authority/Paramount Chief ● Cooperative member Representative ● One influential person who is development oriented 	<ul style="list-style-type: none"> ● Overall responsibility for monitoring and reporting the Programme success and grievances to the DGRC and ensuring that the grievances are addressed in a timely manner. ● Responsible for documenting community meeting minutes, where required; including taking a register of the participants. ● Responsible for organising community meetings or meetings between DGRC and complainants, where required. ● Responsible for organising AGRC meetings
District Redress (DGRC)	Grievance Committee	District level	<ul style="list-style-type: none"> ● Chair – Director of Planning and Development ● Co-Chair – Director of Administration ● Secretary – District Environmental officer ● District Gender officer ● Police representative ● Judiciary representative ● District Lands Officer ● Civil Society Organisation representative ● District Labour Officer ● District Social Welfare Officer ● District Community Development Officer ● Non-Governmental Organisation representative. 	<ul style="list-style-type: none"> ● The District Commissioner’s office acts as the main contact for SVTP GRMC in reporting and the coordination of grievances resolving. ● Acts as the Secretariat for the DGRC and as the second point of contact for SVTP GRMC. ● Consolidates grievances and support the tracking of grievances ● Responsible for reporting on land and compensation related community grievances and for tracking the resolution of grievances and communicating with the aggrieved person ● Responsible for reporting and tracking any planning related grievances to the SVTP GRMC and providing support in establishing a resolution, where required ● Responsible for reporting and tracking any grievances related to health, safety and security; in particular, related to sexual harassment, worker-community interaction, gender-based violence or other social welfare issues to the SVTP GRMC.
Central Redress Committee	Grievance Committee	National level	<ul style="list-style-type: none"> ● PMT – Secretariat ● Representative of the Ministry of Natural Resources and Climate Change. ● Representative of the Ministry of Civic Education and National Unity. 	<ul style="list-style-type: none"> ● Providing policy and direction to the DGRC and monitoring grievance redress activities at national level. ● Assisting in the resolution of grievances that cannot be addressed at the district level

Grievance Committee	Redress	Operational level	Members	Roles and Responsibilities
			<ul style="list-style-type: none"> ● Representative of Ministry of Gender, Children, Disability and Social Welfare ● Representative of the MoA ● Representatives and Ministry of Lands, Housing and Urban Development ● Representative of the Ministry of Local Government and Rural Development 	<ul style="list-style-type: none"> ● Organising meetings and workshops for reporting and giving feedback on grievance resolution activities at national level. ● Facilitating high level evaluation, monitoring and reporting on grievance management.

8.3 Grievance redress procedures

It is important to recognise that this GRM will cover grievances beyond land conflicts. At the same time, stakeholders and the GRM Committee members at all levels need to understand that, under the Customary Land Act (CLA), there is a structure established to handle land conflicts. These are the Customary Land Committees, Customary Land Tribunals, District Land Tribunals and Central Land Board which are at Group Village Head level, Traditional Authority, District, and national levels. Field officer and all the committees have been trained on this matter and have been made aware that it is crucial to ensure that these structures are recognised and used for grievances relating to land matters.

The success of the Programme will largely depend on the PAPs accepting the compensations and the successful redress of grievances. It is therefore necessary to provide an accessible and credible means for PAPs to pursue and report grievances. The institutions or persons where grievances can be reported to include the following:

- a) Community Grievance Redress Committee;
- b) Area Grievance Redress Committee;
- c) District Grievance Redress Committee;
- d) Central Grievance Redress Committee; and
- e) The Courts of Law

Channels (modes of communication) for reporting the complaints and grievances can be verbal (in person), by telephone (calling, sending an SMS or an email), letter, official webpage or social media.

The key steps for grievance redress are elaborated as follows:

Step 1: Contact and Dialogue between the Aggrieved Party and the 'Respondent'.

Where possible, the first step in the GRM should be contact and dialogue to reach an amicable position before it is formally lodged with a GRC.

Step 2 – Lodging of grievances.

As a second step, all complaints and grievances relating to any aspect of the Programme are to be lodged to either the secretary of CGRC as receivers who will hear and try to resolve the grievance. The secretary analyse the grievance and advises the complainant on the way forward. If the grievance is addressed, there will be no further action. If the complaint is not addressed and it has been analysed that it is project related, it will be referred to the Community Grievance Redress Committee or Customary Land committee (Step 3).

Step 3 – Grievance redress at the Community Grievance Redress Committee Level

Complaints that are not resolved at Step 2 are referred to the Community Grievance Redress Committee (CGRC) which shall investigate and rule within 14 days. The CGRC shall record and maintain a register of all complaints/ grievances received so that these can be kept collectively in one place. The register will be fed into the RAP Database. At this step, all cases (except land disputes, which must be referred to the Customary Land Tribunal) are to be heard by the CGRC and addressed through consultations conducted in a transparent manner; and aimed at resolving matters through consensus. Minutes of the CGRC meetings shall be kept and if the resolution proposed by the CGRC or the Customary Land Tribunal is accepted by the PAP, the PAP will sign the grievance redress form (Annex 6) to show agreement. The grievance will subsequently be closed; otherwise, Step 4 will be followed in an appeal. A period of 14 days is provided to hear and redress the grievance. The SVTP shall facilitate the formation of the Community Grievance Redress Committee (CGRC).

Obligations of the CGRC

During the first meeting of the committee, the members shall be introduced to the chairman and elect a vice chairman and secretary from amongst themselves. The two shall serve in that capacity for one (1) year. The Committee must:

- Ensure representation of the youth, women and vulnerable groups at community meetings;
- Enforce transparency and accountability, in line with SVTP requirements at all times;
- Hold committee meetings, as follows:
 - Meet twice in a month for the first six months and ongoing during the construction phase (or more frequently if the situation demands).
 - During construction, the committee must meet monthly, or as required and agreed.
- Attend a short training session, by the Shire Valley Transformation Programme (SVTP) Grievance Redress Management Committee (GRMC), on the following:
 - Approach to the grievance process and response times;
 - Administrative framework governing the Programme, particularly the ADB and World Bank requirements;
 - Confirming the roles and responsibilities of representatives and

meeting requirements.

Step 4 – Grievance redress at Area Grievance Redress Committee level

If the complainant does not receive any response from the GVGRC within 14 days of lodging the complaint, or that the complainant is not satisfied with the response, then the issue will be appealed to the Area Grievance Redress Committee (AGRC). This committee will work hand in hand with the Customary Land Tribunal which will investigate and rule within 14 days. During the appeal to the AGRC, all the necessary details will be attached, and the Complainant will be accordingly notified of the venue, date and time set for hearing and a resolution must be made within 14 days' time. If the resolution proposed by the AGRC or the Customary Land Tribunal is accepted by the PAP, the PAP will sign the grievance form to confirm agreement; and the grievance will subsequently be closed. Otherwise, the complaint will be referred to the District Grievance Redress Committee and the District Land Tribunal.

Step 5 – Grievance redress at the District Grievance Redress Committee level

If the complainant does not receive any response from the AGRC within 14 days of lodging the complaint or if the complainant is not satisfied with the response, then the issue will be appealed to the District Grievance Redress Committee (DGRC), which shall work hand in hand with the District Land Tribunal. The DGRC is to hear and pass a resolution within 14 days. If the resolution is accepted by the PAP, the PAP is to sign the grievance form to confirm agreement; and the case will subsequently be closed; otherwise, the complaint will be referred to the Central Grievance Redress Committee (Step 6).

The DGRC will capture, and track grievances related to land, environment, development and social welfare, when such issues are reported by Project affected people or other stakeholders.

Obligations of the DGRC

The District Grievance Redress Committee must:

- Represent interests of affected communities and key stakeholders in the district and work together with the District Land Tribunal on land matters;
- Support SVTP in identification of affected persons, replacement land and land acquisition processes as and when required, in line with international requirements, with guidance from SVTP;
- Have representatives for reporting and tracking grievances arising from land acquisition and other Programme activities.
- Ensure transparency and accountability during property valuation surveys and compensation claims through public participation.
- Support SVTP with monitoring in relation to encroachment, health, safety and security issues.
- Prepare short monthly progress reports to SVTP and the District Executive Committee regarding grievances raised and resolutions.
- Hold meetings at least once a month for the first six months and throughout the construction period (or more frequently if the situation so demands);
- Decide on the frequency of meetings as deemed appropriate during operation.
- Attend a short training session that includes the following:
 - The approach to the grievance process and response times.
 - Administrative framework governing the Programme, particularly the IFC requirements.
 - Confirming the roles and responsibilities of representatives; and
 - Meeting requirements.

Step 6 – Grievance redress at the Central Grievance Redress Committee (Shire Valley Transformation Project Management Team or Ministry) level

If the resolution proposed by the DGRC is not accepted, the affected person will be allowed to appeal to the SVTP (GRMC) Technical Team or MoA. Further, the appeal can also be made to the Regional Lands Commissioner and the Central Government (Ministry of Lands, Housing and Urban Development, MoLHUD). The Central Grievance Redress Committee will work together with the Central Land Tribunal to hear the complaint and make a resolution within 14 days. If the resolution is accepted by the PAP, he/ she must sign the grievance form to confirm agreement; and the grievance will subsequently be closed; otherwise, legal action (Step 7) may be pursued.

The Shire Valley Transformation GRMC will primarily be responsible for capturing, logging, tracking and resolving grievances reported through the various mechanisms. It will also ultimately be responsible for ensuring that complainants and the Committees are fully informed and up-to-date with the resolution of such grievances.

8.3 Obligations of the SVTP GRMC

Obligations of the Grievance Redress Management Committee of the Shire Valley Transformation Programme include to:

- Work with the Central Land Tribunal on land matters;
- Ensure that Project affected communities are fully informed of the grievance redress process and means by which they can report grievances;
- Hold and document monthly meetings with committee members to gather feedback on the grievance process;
- Ensure that grievances are documented in the grievance form and log and that there is a paper trail regarding the resolution and close-out process;
- Ensure that the grievance process is accessible to all community representatives; and
- Ensure that the committees are fully aware of their roles and responsibilities, and that they are formalised through letters of agreement.

Step 7 – Civil courts option

If the complainant is not satisfied with the decision made at any level, he/ she will be informed of his/ her rights to take the grievance to the courts of law, which include magistrate courts, the high and supreme courts of Malawi. While the complainants will be encouraged to do this as a last resort, right from the start; they will be informed of the right to take the grievances to court at any stage of grievance redress. The complainant will also be informed that they will do so at their own expense, unless the court awards damages to them. The decision of the court of law will be final.

8.5. Grievance reporting

All grievances shall initially be documented in a grievance form for the complainant to sign (by hand or thumb print). Additionally, details of the grievance should be populated into a grievance log (Annex 7) tracking for grievances. The Shire Valley Transformation Programme is responsible for ensuring that the grievance reporting forms (Annex 6) are completed on receipt of a grievance and that the log (Annex 7) is always up to date to monitor progress of outstanding issues, in order to follow up as required.

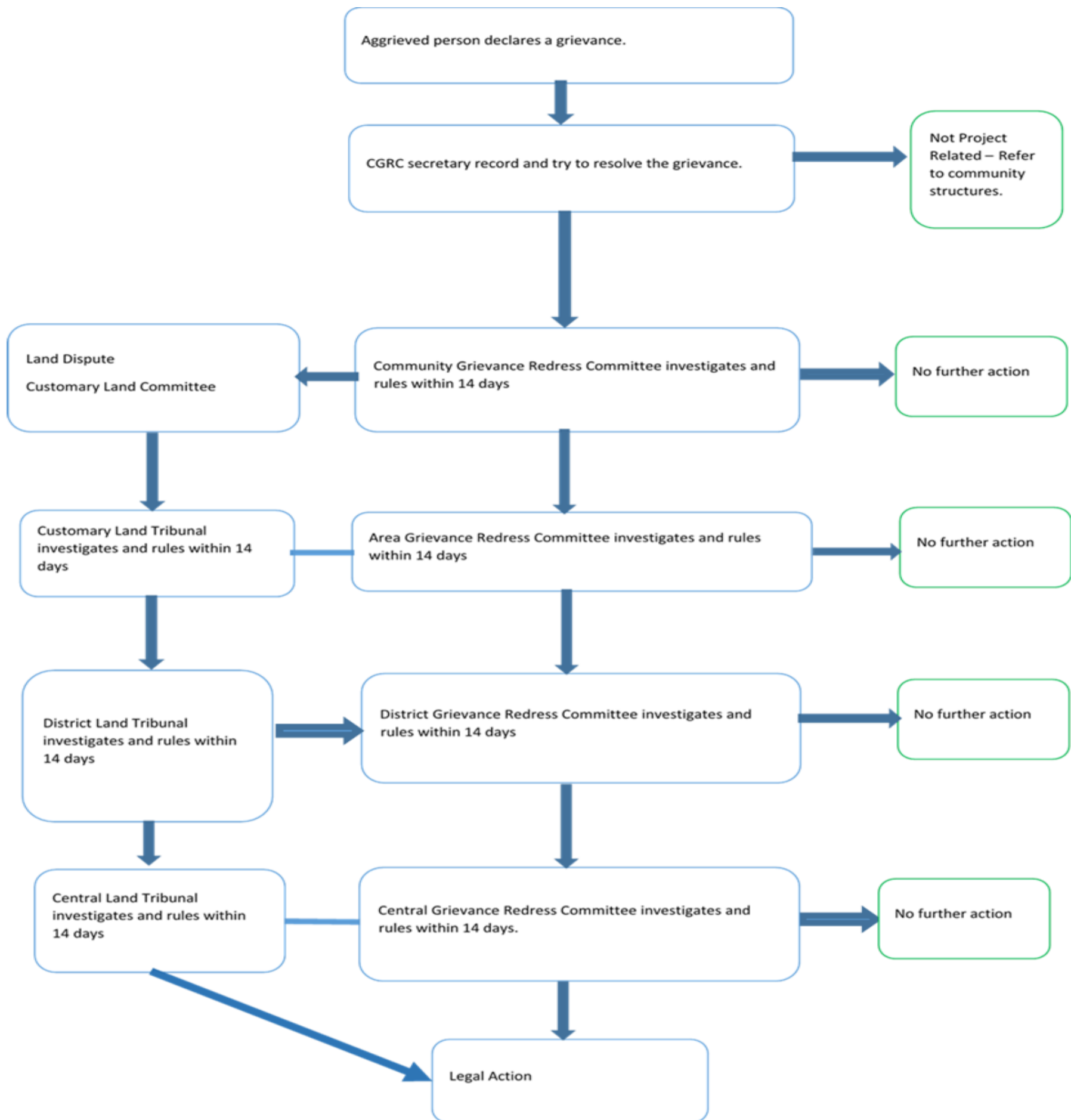


Figure 0-1: The Grievance Redress Mechanism Process

8.6 Timeframe

The total timeframe provided for the process, from the stage of recording of the grievances to their redress **14 days** per each stage. This entails that, if a grievance goes all the way to the Central Level before resolution, it will take a **maximum of 56 days**.

8.7 GRM Budget

The estimated budget allocated for supporting the activities of 63 GRC in two districts is MKW1,000,000,000.00. Chikwawa district will receive **MKW600,000,000.00** to support 45 committees, while Nsanje district will receive **MKW400,000,000.00** to support 18 committees. These figures were calculated based on the current monthly expenditure per committee, which amounts to **MKW80,000,000.00**. The estimated budget will cover expenses for one year.

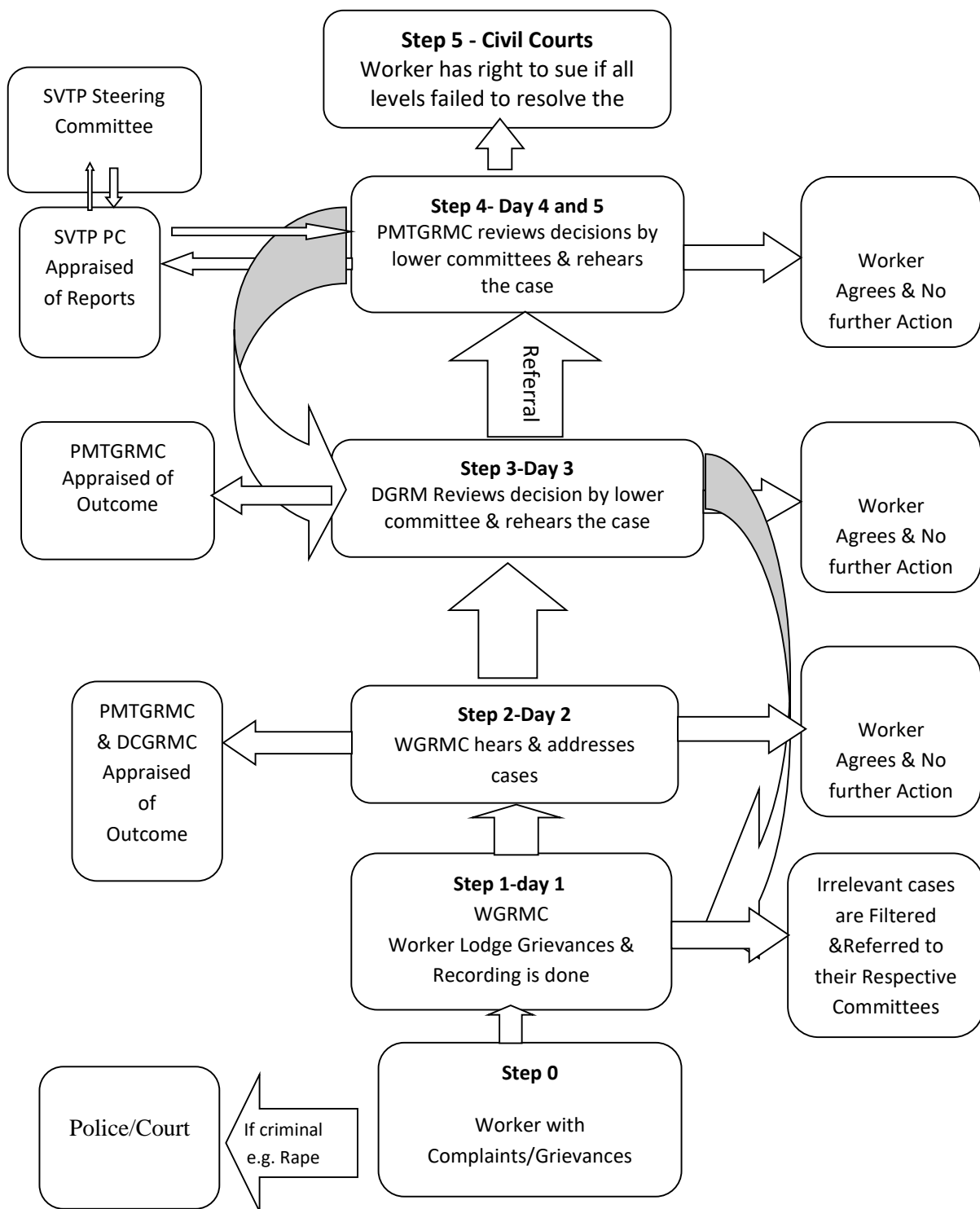


Figure 1: Processes and Institutional arrangement for SVTP Workplace Grievance Redress Mechanism

9.0 CONTRACTOR MANAGEMENT

It is expected that under SVTP 2, contractors will be engaged for construction and operational activities. In order to ensure fair competition and transparency, the selection of contractors will be based on the Government of Malawi's Public Procurement and Disposal of Assets Authority (PPDA) and World Bank procurement procedures which regulate the engagement of contractors. Procurement of contractors and infrastructure operator will align with the WB Procurement regulations, and require the use of relevant SPD.

This includes:

- Competitive bidding through transparent open advertising;
- Shortlisting and selection of contractors and
- Contractual signing.

The National Local Government Finance Committee (NLGFC) will ensure that the requirements of the Environmental and Social Standard (ESS 2) and non-compliance remedies are incorporated into contractual agreements. Contractors will be required to develop and sign a contractors' ESMP that will also include issues of code of conduct, GBV/SEA/SH, child labour and GRM at contractor's worksite. These requirements will also be included in the bid documents and also reflected in the contractor's Contract. Similarly, it will ensure that issues concerning sub-contracting are done with the consent of the Government. In ensuring that there is compliance with the requirements of ESS 2 by service providers, the project will regularly monitor and evaluate activities of contractors in line with the SVTP 2 Monitoring and Evaluation Framework. The project will also strengthen awareness among workers to ensure that they are aware of their entitlements.

9.1 Code of Conduct

The code of conduct aims at preventing and/ or mitigating social risks within the context of the project. The social risks that may arise include but not limited to GBV, SEA, SH; VAC; HIV/AIDS infection and prevention and Occupational Health and Safety. The Code of Conduct will also include issues to do with drug abuse, theft and other vices deemed unlawful and worth to be included in the Code of Conduct. The Code of Conduct shall be subject to review whenever necessary to ensure that it responds to relevant issues at a given time.

Contractors who may be engaged under the SVTP 2 will be required to implement a code of conduct that will commit them to create and maintain an environment which prevents social risks. The code of conduct is set out in the relevant SPDs. The contractor will be required to communicate clearly to all those engaged on the project the behaviors which guard against any form of abuse and exploitation in order to prevent social risks. Code of Conduct is provided in Annex 3.

10.0 PUBLIC CONSULTATIONS

Consultations done for SVTP 2 also provided and collected information for the LMP. A number of stakeholders were consulted, including members of the District Council; Ministry of Labour, Skills and Innovation which provided policy direction on labour issues in Malawi; Community Members around one of the proposed project sites including vulnerable groups such as women and youth and the World Bank. No specific women groups were consulted but the District Stakeholders that were consulted included women. A Number of issues were raised some of which were general in nature and others were labour related issues. The issue of prioritizing locals for employment took centre stage. The communities consulted felt that jobs that can be done by the locals should not be given to migrants so that the locals can really feel that they are benefiting from the project. Annex 2 of the report presents a summary some of the labour related issues that were raised and how these have been incorporated while Annex 4 presents a list some stakeholders that were consulted during the preparation of the LMP. This Labour Management Procedures will be disclosed to all stakeholders. The disclosure will be done after the Procedures have been cleared by Government of Malawi and the World Bank.

11.0 OVERVIEW OF LABOR USE ON THE PROJECT

The Labor Management Plan (LMP) applies to project workers including full-time, part-time, temporary, migrant workers³ etc. The LMP is applicable, per ESS2 to the project in the following manner:

1. people employed or engaged directly by the Contractor (including the project proponent and the project implementing agencies) to work specifically in relation to the project (*direct workers*);
2. people employed or engaged through third parties to perform work related to core of the project, regardless of location (contracted workers);

11.1 Procedure

The SVTP 2 will be committed to safeguarding worker rights and will implement good practice in relation to labour and working conditions of the project. This LMP contains the human resource policies and procedures that will be implemented by the project. The requirements discussed in this plan apply to the project commitments during the project implementation as in the project ESIA.

The following sections outline principles and measures that will be taken to address each of the standards and policies outlined above.

11.2 Employment/Labour requirements

The construction works for the canal and other ancillary structures on the project will require a number of employees for its various works though details of the specific labor needs will be clearer during works. It is estimated that, about 700 or more workers will be recruited in the project for its various works and these to include: Civil engineers, works supervisors, Human resource managers; Clerks of works, Laborers, Security, Laboratory staff, Drivers, Masons, Carpenters, Operators, Technicians, Admin staff, Foremen, Mechanics, Welders, Casual Labourers, Cleaners, Kitchen staff, to mention but a few.

11.3 Availability of labour

Depending on the availability of the human resources in the surrounding area, majority of the employment opportunities, where possible, will be provided to the people in the nearby villages. Details of specific job opportunities will be released and information provided on application procedures.

Unskilled labour force - the Contractor will be instructed to place emphasis the labour force within the project area to minimize on the labour force immigration into the project area.

Skilled labour – the Contractor/Consultants will be advised to follow a recruitment procedure that places emphasis on the local people (Malawians). Foreign workers will only be allowed where there is a skills deficiency on the national market. The Contractor/Consultant will have to demonstrate this deficiency. The CONTRACT recommendations on labour force will also be employed where necessary.

The other positions will be competed for fairly and during the recruitment process, ladies will be encouraged to apply.

11.4 Freedom of Association

The project will need to recognize the freedom of its employees and those of its sub-contractors to be able to participate in collective bargaining agreements. Workers shall be allowed to establish and join work-based organizations if they wish to negotiate wages and other working conditions.

11.5 Equality of Treatment

The Project is committed to ensuring that men and women hired for work receive equal rates of pay for equal types of work. It will not discriminate in its hiring and employment practices on any basis of sex, race, culture, religion, sexual orientation, or indeed any other aspects.

All workplaces including site work points will have gender segregated facilities. For example

1. Separate Toilets/Washrooms
2. Separate Dressing Rooms/Locker Rooms
3. PPE Gear – suitable for both male and female workers.

11.6 Wages

The Contractor will determine Wages in accordance to The Minimum Wages as stipulated in the Labour Laws of Malawi. The Contractor will establish rates of wages and observe conditions equitable to those established for the trade or industry where the work is carried out. In the absence of trade or industry-established rates of wages or conditions of labour, shall pay rates of wages and observe conditions of labour which are equitable to the general level of wages and conditions observed by other employers engaged in trades or industries similar to those of the project.

11.7 Health and Safety

The contractor will be committed to the safety of its employees and non-employee workers at the worksite and will operate in collaboration with and to the requirements of the local health authorities. In addition, the Contractor will have to prepare a Health and Safety Management Plan which outlines specific health and safety related policies and procedures to be followed during the construction phase of the project.

The Contractor will comply with the Government of Malawi's Workers' Compensation Act which outlines the compensation to workers for injuries suffered and Scheduled diseases incurred during the course of employment.

The Act recognizes the importance that workplace must be safe and without risk of injury to employees. Malawi regulations require basic protective clothing for construction including proper foot protection, overalls where needed, protective gloves, and raincoats for wet weather work.

The Contractor or his sub-contractor will ensure that all PPE including protective clothing and equipment purchased for use by its employers is manufactured to such a nationally and internationally recognized standard as to ensure adequate protection against injury and accident. The contractor will also ensure that any sub-contractors involved with the construction phase of the canal and the ancillary structures provide the appropriate level of PPE to their employees.

11.8 Epidemics

In the event of any outbreak of illness of an epidemic nature, the project will comply with and carry out such regulations, orders and requirements as may be made by the Government, World Health Organization or the local medical or sanitary authorities, for the purpose of dealing with and overcoming the epidemic.

11.9 Reporting of Accidents

The Contractor and any sub-contracts working on the project will outline the responsibilities to report to appropriate project staff the details of any accident as soon as possible after its occurrence. In the case of any fatality or serious accident, contractor would ensure that the sub-contractors are aware of the importance to notify the contractor immediately by the quickest available means following an accident

11.10 Records of Safety and Health

The contractor will maintain safety and health records and make reports concerning safety, health and welfare of persons and damage available to the appropriate authorities.

11.11 Amenities

The, contractor will in so far as is reasonably practicable, having regard to local conditions, provide on the worksite an adequate supply of potable and non-potable drinking water for the use of his employees and non-employee workers.

The contractor will provide and maintain adequate sanitary latrine accommodation for the use of the employees and non-employee workers for the interconnection project and shall keep the whole of the facility and latrines in a clean and sanitary condition in accordance with the requirements of the Health Authorities of the Government.

12.12 Engagement of Labour

The contractor's preference is to employ local staff where possible and with the required qualifications and experience. The project will make arrangements for the engagement of expatriate labour and for the housing, health, welfare and repatriation of the same. Contractor will be responsible for the return of expatriates to the place where they were recruited following the termination of their employment.

The Contractor will comply with the applicable provisions of the World Bank and Malawi Government policies regarding avoidance of forced labour. The contractor may from time to time employ casual/temporary labour for the project. Contractor will keep records to include information on casual/temporary labour and intends to avoid long term status of casual workers.

The Contractor will keep proper records of the time worked by every employee engaged on the project irrespective of the employee's method of payment (hourly or salary), the class of work on which employed and the wages paid. The project will also keep proper records for every employee engaged, their gender, the class of work in which employed, whether as a casual or permanent employee, and the wages (and allowances if any), paid in accordance with Malawian regulations. These records will be available at any time for inspection by authorized lender representative or authorised representative of the government. The Contractor will produce, if required, other records that may be necessary to provide evidence of their compliance with the requirements of this paragraph.

12.13 Grievance Redress

The contractor shall facilitate formation of Workers Grievance Redress Committees to ensure that employees have a platform of channelling their grievances to Management and also to ensure that all grievances are resolved amicably to ensure that grievances do not negatively impacting the project. The Contractor shall also ensure that all staff are well sensitised against any vices including gender based violence and that all staff have signed a code of conduct.

Annex 1: Risk Assessment Tool

CONSTRUCTION PROJECT RISK ASSESSMENT TEMPLATE



PROJECT ID	PROJECT NAME	PROJECT MANAGER	ASSESSED BY	ASSESSMENT DATE

PROJECT DESCRIPTION	APPROVED BY	APPROVAL DATE

PROBABILITY KEY		IMPACT KEY	
1	Unlikely	1	Low
2	Likely	2	Medium
3	Very Likely	3	High

Rate Probability and Impact Levels on a scale of 1 to 3

— DO NOT ALTER —

REF ID	RISK DESCRIPTION	PROJECT PHASE	IMPACT DESCRIPTION	PROBABILITY	IMPACT	SCORE	RISK LEVEL	CURRENT RISK MITIGATION AND CONTROL MEASURES	ACTION PLAN	ACTION OWNER	STATUS	COMPLETION DATE
				1	1	1	LOWEST					
				1	2	2	VERY LOW					
				1	3	3	LOW					
				2	2	4	MEDIUM LOW					
				2	3	6	MEDIUM HIGH					
				3	3	9	HIGHEST					

Annex 2: Summary of Labour Related Issues from Consultations

Issue	Response
1. How shall the project ensure that local people are given first priority to the available jobs.	All non-skilled jobs shall be given to locals and qualified locals shall be given an opportunity to compete for the available skilled jobs.
2. How shall the project ensure fairness in recruitment.	The Contractor shall be requested to work hand in hand with the district council through the district labour office. This shall ensure that there is transparency and accountability in the recruitment process.
3. How shall the project mitigate against workers exploitation.	The Contractor shall sign a Code of Conduct which stipulates good work ethics and also has specific prevention or mitigation measures on issues such as GBV, HIV/IDS, Grievance Resolutions etc.
4. How shall the Project specifically protect female workers who are generally survivors of GBV (sexual exploitation and sexual harassment)?	The Project has a zero GBV tolerance policy and has put in place mitigation measure against such a malpractice. The Contractor as well as all employees are mandated to sign a workers' Code of Conduct that comprehensively stipulates issues of GBV/SEA/SH (which specifically stipulates issues of GBV/SEA/SH and penalties for perpetrators) to ensure that they understand their role in SEA/SH prevention at workplace and also the consequences of engaging in SEA/SH.
5. How shall the project ensure that the anticipated increased risk of HIV/ AIDS due to influx of migrant workers in the project area are mitigated	Apart from Public Awareness and provision of Information, Education and Communication materials on HIV/AIDS including provision of free condoms to workers, the recommendation of this LMP is that most of the labour force for the project should be sourced from the surrounding communities as this will lessen the influx of migrant workers. The reduction in influx of migrant workers will reduce the risk of HIV/AIDS as most workers will be commuting from their houses where they stay with their families
6. How shall the project avoid/minimise child labour during project implementation?	The Labour Management Procedures (LMP) discourages the use of Child Labour when implementing project activities in accordance with Employment Act (2000) and other labour related pieces of legislation.

<p>7. How shall the project avoid/minimize/mitigate child labour at household level emanating from the fact that adults are going to be preoccupied with project activities?</p>	<p>Sensitization of household beneficiaries on child labour</p>
<p>8. How will the project mitigate against sex exploitation in exchange for offer of employment including GBV?</p>	<p>All contractors under this project will be given code of Conduct that they will sign which will among other things contain issues of sex exploitation including GBV</p>

Annex 3: Action Plan

The action plan for the Implementation for the Code of Conduct outlines the key stakeholders, their roles and responsibilities. The main key stakeholders for the implementation of the action plan are PMSU, EAD, Contractors, Site Supervisors, Construction workers and District Councils. Table 3.1 shows a typical example of how an implementation action plan for codes of conduct for SVTP 2 subprojects may constitute.

Table 3.1: Typical Example of an Implementing action plan for the SVTP 2 Codes of Conduct

Key stakeholder	Roles and responsibilities	Time Frame
PMT and Local Councils	Awareness raising to other key stakeholders	Onset of the project
	Monitoring compliance	On-going basis
	Recording, processing and reporting grievance	On-going basis
PMT	Inclusion of Code of Conduct as addendum to contract	Before signing of the contract
	Monitoring compliance	On-going basis
	Recording, processing and reporting grievances Translation of Code of Conduct in relevant local language	On-going basis
Contractors	Designate suitable personnel responsible for Code of Conduct implementation	Before mobilisation
	Raise awareness of the code of conduct to all workers including supervisors	During recruitment
	Keep record of signed code of conduct	On-going basis
	Recording, processing and reporting grievances	On-going basis
	Comply to contractors code of conduct	On-going basis
Site supervisors	Establish workers committee to manage environmental and social risks	Immediately after recruitment
	Explain Code of Conduct to all workers in local language they understand	During recruitment
	Conduct toolbox talks on Code of Conduct issues	On-going basis
	Recording, processing and reporting grievances	On-going basis
	Monitoring worker compliance on Code of Conduct	On-going basis
	Comply to Contractor and supervisor Code of Conduct	On-going basis
Workers	Attend tool box talks/induction prior to commencement of work and sign attendance registers	On-going
	Understand Code of Conduct and sign	During recruitment
	Comply with Code of Conduct	On-going

	Report all grievances to WGRMC	On-going
District Councils	Awareness raising to other key stakeholders	On-going
	Monitoring compliance	On-going
	Community engagement	On-going
	Recording, processing and reporting grievances	On-going

Annex 4: Issues raise at Stakeholder Consultative Meeting and their responses

Issue	Response
9. How shall the project ensure that local people are given first priority to the available jobs.	All non-skilled jobs shall be given to locals and qualified locals shall be given an opportunity to compete for the available skilled jobs.
10. How shall the project ensure fairness in recruitment.	The Contractor shall be requested to work hand in hand with the district council through the district labour office. This shall ensure that there is transparency and accountability in the recruitment process.
11. How shall the project mitigate against workers exploitation.	The Contractor shall sign a Code of Conduct which stipulates good work ethics and also has specific prevention or mitigation measures on issues such as GBV, HIV/IDS, Grievance Resolutions etc.
12. How shall the Project specifically protect female workers who are generally victims of GBV (sexual exploitation and sexual harassment)?	The Project has a zero GBV tolerance policy and has put in place mitigation measure against such a malpractice. The Contractor as well as all employees are mandated to sign a GBV Code of Conduct to ensure that they understand their in GBV prevention at workplace an also the consequences of engaging in GBV.

Annex 5: List of Stakeholders Consulted

LIST OF STAKEHOLDERS CONSULTED				
	NAME	SEX	NUMBER	POSITION
1	Austin Kamanula	M	0999193253	Chikwawa District Labour Officer
2	Isaak Mdindo	M	0882730502	Chikwawa District Director of Works.
3	Paramount Lundu	M	+265888627503	Traditional Authority
4	Traditional Authority Kasisi	M	+265996208419	Traditional Authority
5	Traditional Authority Chapananga	M	+265992789441	Traditional Authority
6	Aires Enos (Conduril Contractor)	M	+265887355867	Conducril Contactor
7	Mr Edmond (Synohydro Contractor)	M	+265992569420	Synohydro Contractor
8	Catholic Commission for Justice and Peace (CCJP)	M	+265997541909	Director of Social Welfare
9	Dr. Nakhumwa	M	+265884573980	District Health Officer
10	Rosemary Mahata	F	+265995178113	Gender Officer