

**Ethiopia Locust Response Project
Labor Management Procedure**

ETHIOPIA DESERT LOCUST RESPONSE PROJECT-P173702

Labor Management Procedure

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MINISTRY OF AGRICULTURE

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Ethiopia Locust Response Project Labor Management Procedure

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1. Project Development Objective

The main objective of the proposed intervention is to prevent and address livelihood threats posed by the desert locust outbreak and strengthen Ethiopia's systems for preparedness.

2. Project Description

The aim of the Desert Locust Response Program is to prevent and respond to the threat to livelihoods posed by the desert locust outbreak and to strengthen national and regional systems for preparedness. The Program objectives would be achieved by supporting investments across three pillars as per the regional approach to the desert locust outbreak response: (a) monitoring and controlling locust population growth and curbing the spread of swarms while mitigating the risks associated with control measures; (b) protecting livelihoods of locust-affected households to prevent asset loss, and return them to productivity; and (c) preventing future locust upsurges by strengthening capacity for ex ante surveillance and control operations to facilitate early warning and early response.

The total funding will be US\$ 63.00 million. The proposed project includes three components and discussed as follows:

Component 1: Locust monitoring and control (US\$ 45.10 million): The project will adopt two pronged approaches for locust monitoring and control under this component: (a) direct support to improving surveillance and assessment of locusts' situation, habitat conditions and geographic exposure as well as targeted aerial and ground spraying; and, (b) capacity building for relevant national institutions and communities prone to locust breeding and invasion. There are three subcomponents of component 1:

Sub-component 1.1: Continuous Surveillance to inform effective control operations and identification of affected and at-risk communities for assistance under Component 2. Under the sub-component, the project will finance procurement of equipment and operational costs to deploy expert teams and drones for the collection of data at strategic locations, reporting occurrences and possible occurrences of outbreaks, and assessing geographic exposure to locusts. Support to community-based monitoring and forecasting in both pastoralist and farming communities prone to locust breeding and invasion will also be provided including training of scouts and sensitization campaigns for community/village leaders.

Sub-component 1.2: Control measures to reduce locust populations and prevent their spread to new areas through targeted ground and aerial control operations. Activities include procurement/rental of equipment (sprayers, vehicles, drones, aircrafts), support to field operations (aerial and ground operations)—input for field operations will be provided to the MoA through FAO. In addition, awareness raising and training for farmers, scouts, experts and officials at different levels (including training on pesticide management and control) will be provided.

Sub-component 1.3: Risk reduction and management to monitor and assess environmental and human health risks associated with locust control and implement health, environmental and safety measures to reduce risks to an acceptable minimum. A detailed pest management plan (PMP) will be developed and closely monitored as part of the Project Implementation Manual (PIM) to mitigate any environmental impacts of chemical and pesticide use. Activities would include: i) testing of human health and soil and water for contamination from use of insecticides; ii) optimizing the selection of control strategies, protection measures, and insecticides based on situational and environmental assessments; and iii) providing safety and awareness training for spraying teams and other locust control personnel as well as

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public awareness campaigns on possible environmental and health effects of insecticides, before, during and after locust control operations.

Component 2: Livelihood protection and restoration (US\$ 16.00 million). Under this component, the project will provide a seed-fertilizer-pesticide package to selected farmers to ensure planting in the upcoming cropping season and, in pastoralist areas, fodder to guard against further livestock losses and thus loss of their main productive assets. Additionally, the project will provide fodder seed to affected communities to rehabilitate pastures in rangeland areas depleted by the desert locust invasion. The GoE will also trigger emergency food security mechanisms such as the emergency food appeal and contingency funding under PSNP IV that will complement the project's livelihood support initiatives with cash transfers to cover emergency food needs and to protect against distress sales of assets. There are two sub-components:

Sub-component 2.1: Livelihoods Support: This component would be achieved through delivering (i) farmer packages to get food and fodder production re-started as soon as possible after the impact of locust swarms has been assessed and the scope of the damage is determined; and, (ii) forage to the affected pastoral households.

Sub-component 2.2: Pasture rehabilitation will cover an estimated area of 81,000 hectares. Activities will include: (i) temporary forage/feed provision in pastoralist areas impacted by the locust outbreak for short term pasture improvement; and, (ii) addressing unintended damages that may result from accidental pesticides spray impacts beyond the defined buffer zone on people, livestock, agricultural produce and livestock feed.

The procurement of inputs, such as crop and fodder seed will be carried out by RBoAs (or Pastoral Community Development Offices) from existing seed sources including Government Seed Enterprise, Agricultural Cooperative Unions and/or Private Seed Producing Enterprises. Bulk procurement method at regional levels will enable to ensure that the right type and amount of inputs are purchased for each agro-ecological zone. Inputs provision to farmer packets would aim to diversify production and introduce improved varieties that provide for higher yields and are resistant to pest/disease and other threats. Pasture restoration would be done in most areas by establishing nurseries throughout the affected area to re-establish pasture flora. Both crop and pasture restoration would need to support plantings that would promote the restoration of pollinator populations in the affected area.

Component 3: Strengthening Early Warning Systems and Preparedness (US\$ 1.3 million). Under this component, the project would assist the Ethiopia MoA in establishing an integrated system for locust detection, occurrence projection, early warning and systematic data analysis and comprehension. Activities include:

- Acquisition of state-of-the-art data collection and dissemination tools and improving data collection methods,
- Building analytical capacity for understanding data.
- Assessment of current strengths and weaknesses in locust occurrence projection and early warning systems and development of a roadmap on how best to develop the systems based on international best practice.
- Capacity building for federal and regional experts using both national and international experts.

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- Technical assistance through appointing senior plant protection experts to work with regional desert locust control units.

Component 4: Project Management (US\$ 0.60 million). Under this component, financing will be provided for (a) the hiring of a pest management expert; and, (b) operating costs for monitoring (particularly related to financial management and safeguards), technical backstopping at different levels; and (c) communication and information exchange. The project will be implemented by the Plant Protection Directorates (PPDs) within the RBoAs of each regional state within the desert locust invasion area under the oversight of the MoA. Project management activities will be carried out the PSNP IV Project Implementation Unit (PIU).

3. Overview of labor use on the project

There are different categories of workers expected to be employed in 153 locust affected Woredas as described below. It is not possible at this point to present planned numbers of workers, but given the large number of Woredas, figures can be estimated in the thousands including contracted workers. Except from few international technical experts, the project work will only involve male and female Ethiopian workers, with the aim of sourcing the majority locally in the Woredas.

Under the project there are two types of workers. These are,

- a) **Direct Workers:** these include (project coordinator) and National plant protection directorate staff, regional Bureau of agriculture and pastoral development Plant Protection office staff; Environment and Social Specialist; consultants who work for the project implementation/coordination unit; fifteen regional plant clinic staff (Oromia (5), Amhara (2), SNNP (2) and one clinic in each of the remaining regions, woreda plant protection staff, plant protection development agents, etc.
- b) **Contracted workers:** are those who will be recruited for the key implementation activities of the project: contracted aircraft operator workers; vehicle mounted pesticide workers, handheld sprayer workers, scouts (locust surveillance monitoring reporters), flag men/women, etc. If the contracted workers are going to be sourced through an employment agency (broker), information regarding the number, type and duration of contracts should be clearly communicated to the Bank. While vehicle mounted and handheld sprayers are operated by Ethiopians, the aircraft pilot and accompanying engineer could be non-Ethiopians. Currently, there are four pilots and four engineer non Ethiopians and two pilots and two engineer, Ethiopians engaged in locust infestation pesticide spraying.
- c) **Workforce requirement:** the requirement of the work force at different levels will be determined by the scope of the locust infestation. The estimates are based on a project lifetime workforce need (scouts), system strengthening (regional plant clinic workers), and peak season demand (aircraft operators, vehicle mounted sprayer operators, flagman/woman). The table below presents the estimated labor force for each type of worker. Most of these workers are government civil servants.

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| No | Type of worker | Estimated number | Remark |
|----------|--|----------------------------|-------------------|
| 1 | Direct workers | | |
| a | National plant protection directorate staff | 26 | |
| b | Regional Bureau of Agriculture and Pastoral Development Plant Protection office average five staff per region | 50 | |
| c | Environment and Social Specialist | 5 | |
| d | Regional plant clinic staff ¹ | 45 | |
| e | Consultants, Senior Plant Protection Professional Advisors | 5 | |
| f | Woreda plant protection staff ² | 459 | |
| g | Plant protection development agents ³ | 9180 | |
| 2 | Contracted workers | | |
| a | Aircraft operator workers (rented aircrafts) | 5 pilots and 5 technicians | To be recruited |
| b | Aircraft operator workers-four pilots and four technicians non-Ethiopians and two pilots and two technicians, Ethiopians | 12 | Currently working |
| c | Vehicle mounted pesticide workers | 15 | |
| d | Rough terrain vehicles mounted sprayer workers | 20 | |
| e | Hand-held motorized sprayer workers | 3000 | |
| f | Scouts (locust surveillance monitoring reporters) ⁴ | 1200-4500 | |
| g | Flag men/women, etc. | | |

ESS2 applies to project workers including fulltime, part-time, contract workers who are working for the project as direct and contract workers.

4. Key labor risks

The key labor risk for this intervention is related to occupational health and safety under Component 1; specifically, to hazards (poisoning) from the used chemicals as well as workplace work-place accidents/ injuries, including traffic safety. Managing these risks require adequate training for direct, contracted and community workers. This will also ensure reducing the risks for local communities, as captured under ESS4. Labor migration/influx (for example, the aircraft operators during the pesticide infestation sprayer period) will be limited in scope, due to limited contracted services and short windows of work. In accordance with ESS2 and the Ethiopian Labor Proclamation, the project will not recruit any labor of under 18 years of age (applicable also to community workers), due to the hazardous nature of the work, and neither rely on forced labor. Since most of the labor force, particularly the scouts are going to be recruited from the respective

¹ There are 15 plant health clinics (Oromia 5, Amhara 2, SNNP 2 and one clinic in each of the remaining regions with varying number, calculated taking 15 staff on average.

² The woreda level staff who will work are calculated taking average three staff per woreda multiplied by 153 projects proposed woredas.

³ The number of development agents are calculated considering three per kebele, with 20 kebele on average per woreda multiplied by 153 proposed woredas.

⁴ Currently, there are about 1200 scouts. With the project financing the MOA envisages to increase to 4500 scouts.

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community⁵, this does not induce influx of labor from other areas to the respective locust affected areas. Besides, the pesticide use may bear potential risks to community members who will be exposed in pre, during or post spraying as owners, users (pastureland) or who work on plots (including daily laborers).

For component 2, labor risks are expected to be minimal, as most of the works will either be done by civil servants, with minor work possibly been done by community workers for the rehabilitation of pasture. It should be noted, though, that there are related GBV risks which will be addressed in the GBV Action Plan.

5. Overview of labor legislation: terms and conditions

The following terms and conditions apply for workers as per the Government of Ethiopia Labor Laws:

- Labor Proclamation No. 42/1993 (replaced by Labor Proclamation No. 377/2003)
- Labor Proclamation No. 377/2003
- Federal Civil Servants Proclamation 1064/2017
- Labor Proclamation No.1156/2019 (complements (does not replace, Labor Proclamation No. 377/2003).
- Proclamation No. 632/2009, Employment Exchange Service Proclamation
- Proclamation No. 568/2008, Right to Employment of Persons with Disability

In case of variations between the national legislations, regulations, FAO guidelines and the World Bank Environment and Social Standards, the more stringent provision will be applied.

i. Rest

The working hours is eight hours a day with a maximum of 48 hours a week. The workers have weekly rest period consisting of not less than twenty-four non-interrupted hours in the course of each period of seven days, mainly on Sunday. The weekly rest period shall be calculated as to include the period from 6 a.m. to the next 6 a.m. Where the nature of the work or the service performed by the employee is such that the weekly rest cannot fall on a Sunday another day maybe made a weekly rest day as a substitute. The workers have also entitled for public holiday with pay.

ii. Wages

In the Labor Act 1997, unless the context otherwise requires, wage means the aggregate of the basic pay and all other remunerations payable to the worker by an employer and includes the value of any food, fuel or residence and any overtime, payments or other special remunerations for any work done and any other increments, provided, or gift or traveling allowance or privilege or any subscription paid by the employer for the worker in any social insurance project, such as

⁵ The recruitment of scouts uses criteria, including (i) residence to the area, (ii) commitment and discipline, (iii) have basic education for writing and reporting, and (iv) community vet the process of selection.

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provident fund or pension or life insurance, or special expenses paid by the employer to the workers.

Article 28 (1) Any contract that exceeds three months in duration shall be made in writing by the employer. Such contract shall be written in three copies and signed by the two parties. Each party shall keep one copy and the third copy shall be deposited with the Labour Office. Article 30 gives the content of contract which should include among others "the agreed wage and the time of payment". Note: It is important to mention here that the minimum wage is determined by national tripartite committee.

Article 13 the worker wage is determined by the initial value of his position. Article 15 employment condition specify the age of employment as not greater than the age of retirement (65) and not less than 18.

iii. Leave (annual, sick, family events, union members, special purpose, and maternity leave)

Proclamation 1156/2019, Article 76-86 amended the provisions of different leaves including the number of days under the Labor Proclamation 377/2003. Every worker is entitled for annual leave after completing one year of continuous service with full pay as follows:

- (a) **Annual leave:** every worker is entitled for sixteen (16) working days of annual leave for the first year of service; where, plus one working day for every additional two years' service. Sub article (5) states that, Where the length of service of a worker is below one year, the worker shall be entitled to an annual leave proportional to the length of his service.
- (b) **Sick leave:** a worker should complete six months for sick leave entitlement of up to six months within a year. However, should notify the employer the next day from absence from work. The worker should present a sick leave certificate from issued by a duly recognized medical facility. The worker will be paid (i) first one month, with payment of 100% of his/her wages; (ii) for the next two months, with payment of 50% of his/her wage; and (iii) for the next three months, without pay.
- (c) **Family events:** workers are entitled for leave with pay for events such as marriage, paternity leave, maximum of two rounds of leave for exceptional and serious events.
- (d) **Union members: a worker representing a union will be entitled for leave in** cases in labour disputes, negotiating collective agreements, attending union meetings, participating in seminars or training courses.
- (e) **Maternity Leave:** paid leave with presentation of certificate related with pregnancy. A pregnant worker shall be granted a period of 30 consecutive days of leave with pay of ante-natal leave and a period of 90 consecutive days of leave post- natal. If a pregnant woman does not deliver within 30 days of antenatal leave, she is entitled to additional leave until her confinement. If a pregnant woman delivers before the 30 days period has elapsed, postnatal leave commences after delivery. The Constitution of Ethiopia provides that women workers have the right to maternity leave with full pay. The new labor law of Ethiopia also grants a male worker a paternity leave for 3 working days with pay. Other than maternity leave, workers are also entitled to paid leave for medical examinations

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related to pregnancy and paid leave during pregnancy on recommendation of a medical doctor.

iv. Benefits in the Case of Employment Injuries

Proclamation 1156/2019 declares that, where a worker sustains employment injury, the employer shall cover the following expenses, among others, include:

- 1) general and specialized medical and surgical care;
- 2) hospital and pharmaceutical care;
- 3) any necessary prosthetic or orthopedic appliances

A worker who has sustained employment injury shall be entitled to:

- a) periodical payment while he is temporarily disabled;
- b) disablement pension or gratuity or compensation where he sustains permanent disablement;
- c) survivors' pension or compensation to his dependent when he dies.

v. Prohibition of Child and Forced Labour

Young worker as per the Labor Proclamation 1156/2019 is set as 15 years minimum age for any kind of employment, replacing previous provisions under Proclamation 377/2003 which set the age of young workers at 14 years. Article 89, sub article 3 defines that young workers should not be involved in any work that endangers their lives or health. Further, Article 89, (4) outlines the barred areas for young workers. Further, article 90 states that, young workers should not be assigned to night and overtime work, of the following nature; (i) night work between 10 p.m. and 6 a.m.; (ii) over time work; and, (iii) work done on weekly rest days; or (iv) work done on Public Holidays.

6. Occupational Safety and Health and Working Environment

Ethiopia has legal frameworks on Occupational Health and Safety (OHS). The Constitution (1995) under Article 42/2 stated the Rights of Labor as “workers right for healthy and safe work environment” Proclamation No. 4/1995. There are also different legal frameworks on OHS which include: the National Occupational Health Policy and Strategy, Occupational Health and Safety Directive (2008), Occupational Health and Safety Policy and Procedures Manual, and On Work Occupational Health and Safety Control manual for Inspectors (2017/18) which will apply to the Ethiopia Locust Response Project. Occupational Health and Safety promotion is also included as priorities in the National Health Policy Statement (1993). Ministry of Labor and Social Affairs (MOLSA) and its regional counterparts are responsible for OHS at Federal and Regional levels. MOLSA has OHS and Working Environment Department responsible for OHS.

Further, proclamation 1156/2019 defines the occupational safety and health, and working environment focusing on (i) preventive measures, (ii) occupational injuries, (iii) defining degree of disablement, (iv) benefits to employment injuries, (v) medical services. The provisions are outlined on Labor Proclamation 1156/2019 Part Seven, from Article 92-112.

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Each administrative region has an OSH department within the Labor and Social Affairs Bureau with the responsibilities of inspection service. Labor proclamation gives the power for regional Bureaus to determine standards and measures for the safety and health of workers and follow up their implementation. It is also indicated that regional bureaus must collect, compile and disseminate information on safety and health of workers.

It is unlawful for an employer to: (a) impede the worker in any manner in the exercise of his rights or take any measure against him/her because he/she exercises his/her right; (b) discriminate against female workers, in matters of remuneration, on the ground of their sex; (c) terminate a contract of employment contrary to the provisions of the Labor Proclamation No. 1156/2019; (d) coerce any worker by force or in any other manner to join or not to join or to cease to be a member of a trade union or to vote for or against any given candidate in elections for trade union offices; (e) require any worker to execute any work which is hazardous to his life; (f) discriminate between workers on the basis of nationality, sex, religion, political outlook or any other conditions.

The project will use and build on the FAO Desert Locust Guidelines, section 6. Safety and environmental Precautions issued 2003; The International Code of Conduct on Pesticide Management of the WHO FAO of the United Nations issued 2014; Good Practices for Aerial and Ground Application of Pesticides and develop a community outreach and communication guideline, complemented by OHS procedures detailed in the Rural Productive Safety Nets Project ESMF.

Therefore, during project implementation: (i) identification of OHS risks at the project design stage; (ii) provision of Personal Protective Equipment and health, safety and security arrangements; (iii) arrangement of temporary residence and clean drinking water; and make available food at affordable cost for workers in areas where there are no hotel/restaurants around the project sites; (iv) training at regular intervals to workers to enhance their skills.

7. Age of employment

Minimum age for employment is 15 years for young workers. The minimum Age for Hazardous Work is set as 18 years. Workers between the ages of 15 to 18 years are classified as young workers. It is prohibited to employ young workers to carry out work which on account of its nature or due to the condition in which it is carried out, endangers the life or health of the young workers.

Normal working hours for young persons may not exceed seven hours per day. It is prohibited to employ young workers on night work between 10 p.m. and 6 a.m.; overtime work; weekly rest days; and public holidays. The law also defined that normal hours of work for young workers shall not exceed seven hours a day.

Despite, the statements above, for the Locust Response Emergency Project the minimum age of employment is 18 years.

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8. Labor Management Procedure Implementation Responsible Staff

This section defines the roles and responsibilities of project implementing entities in (i) engagement and management of project workers; (ii) engagement and management of contractors/subcontractors; (iii) occupational health and safety (OHS); (iv) training of workers; and (v) addressing worker grievances.

The responsible body for workers management varies depending on the type of workers and the location. The direct workers will be managed by the MoA as per the Federal Civil Servants proclamation 1064/2017 at the National, regional bureau of agriculture, bureau of pastoral development in the regional states as key implementing entities. Whereas, the contracted workforce contract terms and conditions would be determined by the laws specified in section five above. The MOA and its implementing entity at different levels will provide the required, workers training and occupation health and safety equipment and address worker grievances. This responsibility of managing staff will also pass to contractors and sub-contractors.

9. Terms and Conditions

The project will depend on the various laws; such as, (i) Labor Proclamation No. 42/1993 (replaced by Labor Proclamation No. 377/2003), (ii) Labor Proclamation No. 377/2003, (iii) labor Proclamation No.1156/2019 (complements (does not replace, Labor Proclamation No. 377/2003), (iv) Proclamation No. 632/2009, Employment Exchange Service Proclamation, (v) Proclamation No. 568/2008, Right to Employment of Persons with Disability. Further, Ethiopia is a signatory to the international UN conventions and has ratified the major international human rights instruments. Ethiopia has also ratified the following ILO conventions:

- Forced Labor Convention No. 29/1930;
- Freedom of Association and Protection of the Right to Organize Convention, No. 87/1948;
- Employment Service Convention, No. 88/1948;
- Right to Organize and Collective Bargaining Convention, No. 98/1949;
- Abolition of Forced Labor Convention, No.105/1957;
- Minimum Age Convention No. 138/1973;
- Occupational Safety and Health Convention, No. 156/1981;
- Termination of Employment Convention, No. 158/1982;
- The Rights of the Child Convention, 1989; and
- The Worst Forms of Child Labor Convention No. 182/1999.

Given the nature of workforce involved, the project will not recruit children for project related works and project monitoring will include this aspect.

In case of differences between the international conventions, national legislation, regulation, FAO guidelines and the World Bank Environment and Social Standards, the more rigorous provision will be applied.

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10. Grievance Mechanism

The grievance redress mechanism for addressing and managing workers and employment related conflicts or complaints as well as gender-based violence (GBV) is very crucial for the Locust Response Project. A worker or any person who has any complaint or grievance has the right to present it and get proper response. The MOA, Plant Protection Directorate will establish accessible and functional Grievance Mechanism for all categories of employees described in this LMP. Labor Proclamation No. 1156/ 2019, Chapter 3, Article 141, has also introduced that employers and workers or their respective associations may use social dialogue in order to prevent and resolve labor disputes amicably. Article 141, chapter 3. The project specific GM for the workers will be at two levels: one at the national level (MOA, Plant Protection Directorate) and in each of the respective regional bureau of agriculture and Pastoral development offices. It should be emphasized that this GM is not a substitution to legal system for receiving and handling grievances. However, this is formed to mediate and seek appropriate solutions to labor related grievances, without escalating to higher stages.

1.1 Principles and Procedures of the GM

- This workers GM is not same as the grievance mechanism to be established for project affected stakeholders.
- Both direct and contracted workers will be informed on the grievance mechanism at the time of recruitment and the measures put in place to protect them against any reprisal for its use.
- The grievance mechanism will be easily accessible via the disclosure of a hotline and/or office hours and transparently disclosed to all employees to raise workplace concerns.
- The grievance mechanism shall be transparent in using clear procedures.
- The aggrieved parties shall be informed within 10 days of their grievance application, either with a respective solution or with a request of extension in cases where more information is needed.
- The aggrieved party shall have the option to refer to a grievance log with key information that will be established by the regional bureau of agriculture and pastoral development.
- Grievance logbook will be maintained in the project office.
- The Project workers grievance mechanism will not prevent workers to use judicial procedure, if preferred.
- The quarterly environment and social implementation should include reports on grievances related to labor. If not satisfied with the outcome of the regional level, the aggrieved party shall be able to access a second level committee at the MOA level.

1.2 Worker Grievance Mechanism Structure

Woreda level. The project focal person at the woreda level will serve as Grievance Focal Point (GFP) to file the grievances and appeals of the project workers. He/She will be responsible to coordinate with relevant labor and social affairs offices and persons to facilitate addressing these grievances. If the issue cannot be resolved at the woreda level within five working days, then it will be escalated to the region level.

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Regional Bureau of Agriculture and Pastoral Development level: The Environment/Social specialist will serve as Grievance Focal Point (GFP) to file the grievances and appeals. He/She will be responsible to coordinate with relevant departments and persons to facilitate addressing these grievances. If the issue cannot be resolved at the regional level within ten working days, then it will be escalated to the MOA level.

Ministry of Agriculture: If there is a situation in which there is no response from the regional level, or if the response is not satisfactory then complainants and feedback providers have the option to contact the Focal Person at MOA, Human Resources Directorate of the MOA directly to follow up on the issue.

Ministry of Labor and Social Affairs (MOLSA): Workers who are not satisfied with the decisions of the MOA Human Resource Directorate decision could take their cases to the labor dispute court at the MOLSA. This could be dealt at two levels, (i) through taking the case to the formal labor division courts, (ii) through the labor relations board for conciliation.

1.3 World Bank Grievance Redress System

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

11. Contractor Management

The MOA, through the Plant Protection Directorate will outsource the rental of five sprayer aircrafts. The MOA will undertake due diligence assessment of the aircraft rental company labor practice and adherence to the international conventions Ethiopia has ratified, national law, ESMF, ESS2 and in this labor management procedure. The contract will include clauses that refer to the ESCP, SEP, and the LMP requirements.

The MOA, Plant Protection Directorate will be required to carry out due diligence procedures to identify if there are significant risks from the aircraft rental company on issues and requirements related to child labor, forced labor, and safety of workers. If there are any risks related to child

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and forced labor, and safety identified, MOA, through the Plant Protection Directorate will prepare the procedures to address these risks and notify the Bank on the same.

The MOA will follow due process in monitoring the contractor's compliance to the WB ESS-2, the international conventions Ethiopia has ratified, national law, ESMF, ESS2 and in this labor management procedure. The MOA subsequently will provide regular reports regarding the performance of the contractors.

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| Provision | National MOA Civil Servant, including consultant staffs | Regional Bureau of Agriculture and Pastoral Development Civil Servant, including consultant staff | District level | Aircraft operators⁶, vehicle mounted sprayer operator staff, | Community level workers, scouts, flag man/woman and surveyors |
|--|--|--|-----------------------|--|--|
| Working Contract | X | X | X | X | X |
| Adequate periods of rest per week, annual holiday and sick, maternity and family leave | X | X | X | X | x |
| Termination process in accordance with Ethiopian Labor Law, relevant International Conventions Ethiopia ratified | / | / | / | X | / |
| Non-Discrimination | X | X | X | X | x |
| Workers' organization | X | X | X | In line with the GoE Proclamation | X |
| Minimum age of employment | X | X | X | X | x |
| Prevention of Forced Labor | X | X | X | X | X |
| Monthly salary payment | X | X | X | X | x |
| Additional package due to the side effects of pesticide | / | / | / | X | X |
| Accommodation | / | / | X | / | x |
| Health Insurance | X | X | X | X | X |
| Code of Conduct | All staff working in the project | All staff working in the project | X | X | x |
| Occupational Health and Safety | x | x | x | x | X |

⁶ The aircraft pilots and technicians could be non-Ethiopians. Whereas, all vehicle mounted, and handheld sprayers are locally recruited.

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