

**Republic of Uzbekistan**



**Cadaster Agency  
under  
Ministry of Economy and Finance**

**LABOR MANAGEMENT PROCEDURES**  
  
**for**  
  
**Geospatial Infrastructure for Sustainable Territorial  
Development (P506803)  
Project**

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## Acronyms and abbreviations

CA	-	Cadaster Agency
CE	-	Citizen Engagement
ESCP	-	Environmental and Social Commitment Plan
ESMF	-	Environmental and Social Management Framework
ESF	-	Environment and Social Framework
ESS	-	Environmental and Social Standards
FM	-	Financial Management
GBV	-	Gender Based Violence
GOU	-	Government of Uzbekistan
GRC	-	Grievance Resolution Committee
GRM	-	Grievance Redress Mechanism
GRC	-	Grievance Focal Point
GISTSP	-	Geospatial Infrastructure for Sustainable Territorial Development Project
IA	-	Implementing Agency
IPF	-	Investment Project Financing
ISR	-	Implementation Status and Results
LMP	-	Labor Management Procedures
LC	-	Labor Code
MEF	-	Ministry of Economy and Finance
M&E	-	Monitoring and Evaluation
NSDI	-	National Spatial Data Infrastructure
NGO	-	Non-Governmental Organization
OHS	-	Occupational Health and Safety
OIPs	-	Other interested parties
PAPs	-	Project-affected parties
PDO	-	Project Development Objectives
PPE	-	Personal Protective Equipment
PIU	-	Project Implementation Unit
SEP	-	Stakeholder Engagement Plan
SEA/SH	-	Sexual Exploitation and Abuse/Sexual Harassment
WMP	-	Waste Management Plan

# 1. INTRODUCTION

## 1.1. Project rationale and project development goals

The Geospatial Infrastructure for Sustainable Territorial Development Project (GISTD) aims to improve the availability and accessibility of geospatial data in Uzbekistan. The Project will support the development of a National Spatial Data Infrastructure (NSDI), which enables countries, cities, and regions to transition to digital economies and services through the development of online platforms that enhance citizen services, inform evidence-based government decisions, and advance digital transformation initiatives. Central to this infrastructure is the capacity to spatially locate a nation's assets—land, natural resources, and infrastructure—on accessible digital platforms, enabling effective asset management critical for development planning, and enhancing resilience to climate change and disaster risk management. The development of Uzbekistan's NSDI (UZ-NSDI) will enable the national, regional, and municipal governments to improve investment planning, infrastructure development, and public service delivery through efficient geospatial data use. The project directly supports the Uzbekistan 2030 Strategy, which underscores the need for resilient economic growth, regional equity, and optimization of land use.

## 1.2. Project components and planned investments

The GISTD comprises the following 3 components:

### **Component A: Support to NSDI implementation.**

A.1.: Support to NSDI Implementation at the Central Level: Key activities include the development of data standards and data sharing agreements; the design and implementation of the UZ-NSDI architecture, the establishment of three new data centers, including procurement of necessary software and hardware; the development of a national UZ-NSDI geoportal as well as one regional geoportal to facilitate data access and use.

A.2.: Support to NSDI contributing institutions: Key interventions will focus on supporting selected stakeholder institutions that provide data for and use UZ-NSDI, including the region and municipality of Samarkand, through technical assistance and the provision of IT infrastructure (hardware and software) for managing and distributing geospatial data, enabling them to effectively participate in and benefit from the UZ-NSDI.

### **Component B: Geospatial infrastructure and data enhancement.**

B.1.: Enhancement of surveying and mapping infrastructure. This subcomponent will focus on upgrading and updating the surveying and mapping infrastructure.

B.2.: Information systems and data. The subcomponent will further support the establishment of a national address register, including the revision of the regulatory framework and information system for data management, and field data collection in Samarkand city.

B.3.: Piloting of new systems and technologies. The subcomponent will focus on piloting new systems and technologies for data collection and management in selected areas of Samarkand city.

## **Component C. Institutional capacity enhancement and Project management.**

### **1.3. Implementing Agency**

The Government of Uzbekistan issued an order to establish the Project Implementation Unit (PIU) in the Cadaster Agency (CA) under Ministry of Economy and Finance (MEF). CA is the implementing agency for the project and has overall responsibility for project implementation, including fiduciary, monitoring and evaluation, and environmental and social safeguards.

The CA is responsible for the preparation and implementation of the ESF and the requirements of the WB for Investment Project Financing (IPF) operations. Among its responsibilities are the preparation, implementation, and oversight of environmental and social instruments such as the Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), Waste Management Plan (WMP) and Grievance Redress Mechanism (GRM). The PIU of the CA will prepare semiannual E&S Progress report per ESCP and submit them to the WB within the stipulated timelines. All labor management related issues will be documented through the Project progress reporting requirements, tracked and managed by the PIU's Social Specialist as indicated in the project ESCP.

### **1.4. Purpose and Scope of the Labor Management Procedure**

This project has applied the World Bank's Environmental and Social Framework (ESF) to identify and address environmental and social risks and impacts. One of the ten Environmental and Social Standards (ESSs) – relates to Labor and Working Conditions (ESS2) requires the Borrower' to develop Labor Management Procedures (LMP). The LMP has been developed with the purpose of protecting the health, safety, rights and wellbeing of project workers who will be engaged during the implementation of the Project. It is also intended to promote equal opportunity and non- discrimination in the management of the workforce taking into consideration both national and international labor requirements including the World Bank's ESS2. The purpose of the LMP is to facilitate planning for the project and help identify the resources necessary to address the labor issues associated with the project. The LMP will help to (a) identify the different types of project workers that are likely to be involved in the project, b) identify various labor related risks for different categories of workers, (c) propose mitigation measures to address these risks, and (d) establish M&E to monitor implementation of mitigation measures and regular monitoring for meeting the requirements of ESS2 that apply to the different types of workers.

The scope of this LMP will cover all aspects of the project that will require the hiring of a workforce to execute the project activities. It is applicable to all types of project workers, skilled and unskilled, and deals with all aspects relating to recruitment, labor and working conditions, remuneration, ensuring non-discrimination, management of worker relations, and Occupational Health and Safety (OHS) as well as work-based grievance redress mechanisms. The LMP also includes measures related to the management of workers engaged by third parties or contractors and sub-contractors.

## 1.5. Objectives of the LMP

The overall objective of this LMP is to establish clear labor procedures for all project workers, namely direct project workers, contracted workers in line with the requirements of the local legislation and the World Bank's ESS 2 provisions and requirements.

The LMP presents the activities that lead to labor and working conditions related risks and impacts, the main labor and working conditions requirements, and the identified risks and impacts and gaps in requirements. It captures the procedures to be implemented to address the gaps and manage the risks and impacts including the resources necessary to address these. The LMP is a living document, which is initiated early in project preparation and is reviewed and updated throughout the development and implementation of the project.

This LMP applies to all Project workers, whether full-time, part-time, temporary, seasonal, or migrant workers. The LMP is applicable, as per ESS2, to the Project in the following manner:

- People employed or engaged directly by the PIU to work specifically in relation to the Project;
- People employed or engaged by contractors to perform work related to the core function of the project, regardless of location; and
- People employed or engaged by the primary suppliers under this project.

## 2. OVERVIEW OF LABOR USE ON THE PROJECT

An overview of the numbers and type of workers, timing, general requirements, characteristics and experience of project workers expected to be involved in project delivery is described below.

The project will employ a diverse workforce, including skilled and unskilled labor, to carry out various activities. The labor force will be sourced locally to the extent possible, promoting local employment and capacity building. The project will adhere to labor laws and regulations, ensuring fair wages, safe working conditions, and non-discriminatory practices. Additionally, the project will provide training and development opportunities to enhance the skills of the workforce and ensure the successful implementation of project activities.

MEF and CA while maintaining their status as civil servants, will comply with the provisions of this LMP throughout their involvement in the project, alongside adhering to Uzbekistan's national law. Additionally, PIU staff will be classified as direct workers and fall under the scope of this LMP. However, PIU staff will be included as direct workers per this LMP.

The Uzbek Labor Code, described in more detail below, provides for the prohibition of forced and child labor, among other aspects materially consistent with the World Bank's environmental and social standards on Labor and Working Conditions. Labor and working conditions for the other governmental agencies' staff involved in the Geospatial Infrastructure for Sustainable Territorial Development Project will be guided by national legislation, the internal HR regulations of these agencies, as well as the provisions of this LMP. The latter applies to all staff regardless of their contract modality.

## 2.1. Number of Project Workers

The PIU project team is composed of a diverse group of highly skilled professionals, each bringing their unique expertise to ensure the success of the initiative. At the heart of the project is the central office (CO), which comprises 13 specialists. These individuals are responsible for various critical roles, including project management, procurement, financial management, monitoring and evaluation, geospatial data management, IT, data protection, and environmental and social protection. Each specialist plays a vital role in the smooth operation and progress of the project.

In addition to the central office, the project also includes a pilot office in Samarkand (PO), which consists of 5 dedicated specialists. These professionals focus on municipal spatial data infrastructure, IT, infrastructure cadastre, and environmental and social protection. Their efforts are crucial in implementing and testing new strategies and technologies that will be rolled out across the entire project.

Together, these 18 professionals work collaboratively to achieve the project's goals. Their combined efforts are supported by both the World Bank loan funds and the Republic of Uzbekistan funds, ensuring that the project has the necessary resources to succeed. The team's dedication and expertise are key to the project's success, and their work will have a lasting impact on the company's digital presence and customer engagement. Please see the table 2.1.

**Table 2.1:** Number of Direct Workers and characteristics

Staff position	Total number of staff	Characteristics of workers
<b>Central Office (Tashkent)</b>		
Project Director	1	National
Procurement Specialist	1	National
Financial Management Specialist	1	National
Monitoring and Evaluation (M&E) Specialist	1	National
Geospatial Database Specialist	1	National
Geospatial Data Specialist	1	National
Municipal Spatial Data Infrastructure Specialist	1	National
Cadastral Work Specialist	1	National
IT Specialist	1	National
Data Protection/Cybersecurity Specialist	1	National
Environmental and Social Specialist	1	National
Office Manager	1	National
Interpreter	1	National
<b>Total</b>	<b>13</b>	
<b>Pilot Office (Samarkand)</b>		
Coordinator	1	National
Municipal Spatial Data Infrastructure Specialist	1	National
IT Specialist	1	National
Infrastructure Cadastre Specialist	1	National
Environmental and Social Specialist	1	National



<b>Total</b>	<b>5</b>	
<b>SubTotal</b>	<b>18</b>	-

## 2.2. Timing of Labor Requirements:

The direct workers at PIU will generally be required full time, which consists of 8 hours of work per national legislation of Uzbekistan, and around the year for the project duration. If other experts/consultants are needed, they will be hired on a demand basis throughout the project period. The timing for the involvement of contracted workers will be known at later stages; however, they will be engaged as needed for the implementation of various sub-components throughout the country to achieve their tasks, to oversee, or to provide guidance for project implementation.

## 2.3. Contracted Workers:

A contracted worker is a worker employed or engaged by a third party to perform work or provide services related to the core functions of the project, where the third-party exercises control over the work, working conditions, and treatment of the project worker. In such circumstances, the employment relationship is between the third party and the project worker, even if the project worker is working on an ongoing basis on project activities. The exact number of contracted workers to be engaged in relation to the Project is currently unknown. The recruitment of contracted workers will be carried out in accordance with WB standards and procedures for hiring local consultants. The Project will finance the activities of PIU staff and short-term consultants, including the operational costs of the Project. With no objection from the World Bank, and in order to ensure the successful implementation of the Project, CA may hire a consulting company to carry out some of the functions of the PIU or technical consultants on components (if necessary). All employees and consultants of the PIU will report to the PIU director. The structure of PIU reporting will be developed by the PIU director within an agreement with the CA and the WB. The reporting requirements for each PIU staff and consultant will be defined in their individual terms of reference. All decisions on the operational management of PIU, including reporting, procurement of operating expenses, and organizational and personnel issues, will be formalized by internal orders of PIU.

# 3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

## 3.1. Project Activities

Key activities carried out by project workers in GISTDP will include:

- Supporting the implementation of the NSDI.
- Enhancing geospatial infrastructure and data.
- Improving institutional capacity and project management.
- Developing and maintaining geospatial data systems.
- Ensuring data accuracy and accessibility.
- Providing training and support to various stakeholders.
- Collaborating with different departments and agencies to integrate geospatial data into decision-making processes.
- Promoting the use of geospatial information for sustainable territorial development.

The project will be implemented across the entire Republic of Uzbekistan. It focuses on the creation and use of spatial data, management of land resources, and provision of information to the e-government system.

### 3.2. Key Labor Risks

The work to be performed by both direct and contracted workers does not present a high vulnerability to labor rights abuses or Occupational Health and Safety (OHS) risks. The Project will strictly prohibit the employment of individuals under the age of 18. All contractors will be mandated to have written contracts with their workers that are materially consistent with the objectives of Environmental and Social Standard 2 (ESS2).

The Project has been assessed as having low labor risks, including labor influx, forced and child labor (CFL), and associated risks of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH). Should any additional labor risks emerge during project implementation, the PIU will develop procedures to mitigate further impacts. Furthermore, contractors will be required to sign codes of conduct and commit to preventing SEA/SH and forced and child labor. PIU staff responsible for contractor supervision will monitor and report on compliance with these requirements. Annex 1.

All workers will have access to the project-specific Grievance Mechanism (GM), which includes a dedicated window for workers' complaints. Annex 2.

Based on the anticipated project activities, potential labor risks have been identified and must be closely monitored by the PIU and project contractors during project implementation to prevent any escalation. These risks are summarized in Table 3.1 below.

**Table 3.1:** Summary of potential labor risk and proposed project mitigation measures

#	Potential Labor Risk	Mitigation Measures
1	Occupational risks and hazards (incidents and accidents)	<ul style="list-style-type: none"> <li>• Mainly related to proper handling of equipment, long-sedentary activities, and disposal of IT-equipment</li> <li>• All contractors will be required to have a written contract with their workers materially consistent with the objective of ESS2</li> <li>• Ensure full compliance with the OHS Management plan</li> <li>• Provide regular OHS training to staff</li> <li>• Ensure appropriate use of personal protective equipment (PPE)</li> <li>• Put appropriate safety warning signs</li> <li>• Implement OHS measures described in the ESMF/ESMP</li> </ul>
2	Sexual exploitation and abuse/sexual harassment (SEA/SH)	<ul style="list-style-type: none"> <li>• The SEA/SH criteria for business practices will be provided to project participants and the project will include Codes of Conduct for project workers and bidding documents.</li> <li>• Project Affected Parties are informed of SEA/SH risks during the stakeholder consultations.</li> <li>• Establishing effective GM on SEA/SH-related complaints.</li> <li>• Training of PIU staff, contracted workers and communities</li> </ul>
3	Child and forced labor	<ul style="list-style-type: none"> <li>• Tender and contract documents to include clear provisions regarding prohibitions on engagement of child and/or forced labor in respect of any project activities</li> <li>• Restrict under-aged from doing business on the project site</li> </ul>

		<ul style="list-style-type: none"> <li>• maintain labor registry of all contracted workers with age information</li> <li>• Restrict workers from buying merchandise from children</li> <li>• Strengthen pre-employment screening systems to prevent hiring of children (Verification of the age shall be undertaken prior to the engagement of labor and be documented based on the worker's ID or other relevant legal documents)</li> <li>• Routine monitoring of project sites to confirm no underage is hired and involved in the work on the project site</li> <li>• All workers are to be advised of the worker GRM and the ability to lodge labor-related complaints free of intimidation or fear of reprisal</li> <li>• The employer must ensure to creation an open-door policy in order to catch conflict early</li> <li>• Employer should create an environment of open communication so employees feel comfortable</li> <li>• Determine the severity of the situation by understanding the nature and root cause of the conflict</li> <li>• Provide training on conflict-resolution so better equipped to resolve conflicts</li> <li>• Improve teamwork</li> </ul>
4	Noncompliance with labour laws	<ul style="list-style-type: none"> <li>• Intensive monitoring to ensure compliance to national labour laws and provisions of ESS 2.</li> <li>• Include clauses in contracts to ensure contractors comply with national labour laws and provisions of ESS 2.</li> </ul>
5	Poor conditions of service	<ul style="list-style-type: none"> <li>• Specify conditions of service to all workers in their contracts ensure contractors implement conditions of services of workers.</li> <li>• Ensure non-discrimination of workers</li> </ul>
6	Discrimination and exclusion of Women and other vulnerable groups	<ul style="list-style-type: none"> <li>• Development of Grievance Mechanism (GM) which is accessible, and confidentiality of personal information is ensured including separate GM for SEA/SH related complaints.</li> <li>• Implement a deliberate policy for gender equality.</li> <li>• Develop deliberate mechanisms to monitor participation of vulnerable groups in all activities</li> <li>• Provide systems to ensure equal opportunity for all regardless of gender, ethnic and social status.</li> <li>• Training and implement the code of conduct</li> <li>• Informing workers about requirements for respectful behaviour with other workers and community members and national laws that make SEAH and GBV a punishable offence which is prosecuted</li> </ul>

## 4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

### 4.1. Uzbekistan National Labor Legislation

Labor related legislation in Uzbekistan consists of the Constitution of the Republic of Uzbekistan, Labor Code, and other legal and regulatory instruments and international treaties supported by the Republic of Uzbekistan. Uzbekistan has ratified all the eight fundamental international labor related conventions:

- C029 - Forced Labor Convention, 1930 (No. 29); 13 Jul 1992;
- C087 - Freedom of Association and Protection of the Right to Organize Convention,

- 1948 (No. 87); 12 Dec 2016;
- C098 - Right to Organize and Collective Bargaining Convention, 1949 (No. 98); 13 Jul 1992;
- C100 - Equal Remuneration Convention, 1951 (No. 100); 13 Jul 1992;
- C105 - Abolition of Forced Labor Convention, 1957 (No. 105); 15 Dec 1997;
- C111 - Discrimination (Employment and Occupation) Convention, 1958 (No. 111); 13 Jul 1992;
- C138 - Minimum Age Convention, 1973 (No. 138); Minimum age specified: 15 years; 06 Mar 2009;
- C182 - Worst Forms of Child Labor Convention, 1999 (No. 182).

Uzbekistan pursues a purposive policy of creating a legal framework for the protection of human rights and freedoms in accordance with international standards. Having joined the world community, the Republic has constitutionally sealed the priority of universally accepted norms of international law. As a fully-fledged member of the United Nations Organization, Uzbekistan accedes to international human rights acts thus assuming an obligation to comply with them and apply them in its state and legal practice.

The universal significance of international human rights acts means that its provisions should be embodied in national legislation. The Main Law of the Republic of Uzbekistan includes all the provisions of the Universal Declaration of Human Rights.

**The Constitution of the Republic of Uzbekistan** (adopted by nationwide vote at the referendum of the Republic of Uzbekistan held on April 30, 2023) includes a chapter on the Economic and Social Rights of the citizens. According to it, everyone is entitled to:

- Human honor and dignity are inviolable. Nothing may be the basis for their derogation (article 26).
- Everyone shall have the right, both individually and collectively, to submit applications, proposals, and to lodge complaints with competent state bodies and organizations, citizens' self-governing bodies, officials and public representatives (article 40).
- Everyone shall have the right to decent work, to free choice of profession and occupation, favorable working conditions that meet the requirements of safety and hygiene, to fair remuneration for work without any discrimination and not below the established minimum wage, as well as the right to unemployment protection in the manner prescribed by law. (article 42).
- Any forced labor shall be prohibited, except as punishment under the court decision, or in some other Instances specified by law (article 44).
- Everyone shall have the right to social security in old age, in the event of disability, unemployment and loss of the bread-winner as well as in some other cases specified by law leave (article 46).
- Everyone shall have the right to health and qualified medical care (article 48).
- Everyone shall have the right to a favorable environment, reliable information about its condition, the State shall create conditions for the implementation of public control in the field of urban planning activities in order to ensure the environmental rights of citizens and prevention of harmful environmental impact, The State, under the principle of sustainable development, shall implement measures to improve, restore and protect the environment, maintain ecological balance (article 49);
- Women and men shall have equal rights. (Article 58).

- The land, its minerals, waters, flora and fauna, other natural resources shall constitute the national wealth and shall be rationally used and protected by the state (article 68).
- Ensure the implementation of a unified state policy in the field of environmental protection, conservation of natural wealth and biological diversity, combating climate change, epidemics, pandemics, mitigating their consequences (chapter 4, article 115);

**The Labor Code (LC) of the Republic of Uzbekistan** (adopted on October 28, 2022) serves as the primary legal framework regulating labor relations within the country. It establishes the rights and responsibilities of employers and employees, ensuring the protection of workers' rights while setting standards for employment conditions. The new edition of the LC approved the following principles of legal regulation of individual labor and directly related social relations: Equality of labor rights, prohibition of discrimination in the sphere of labor and occupation; Freedom of labor and prohibition of forced labor; Social partnership in the area of labor; Guaranteed security of labor rights and performance of labor duties; Inadmissibility of worsening the legal status of an employee.

- This Code regulates individual labor relations and the social relations directly connected with them, based on ensuring and coordinating the balance of interests of employees, employers, and the state (article 1).
- Forced labor is prohibited (chapter 9, article 5)
- Employment is allowed from the age of sixteen, provided that individuals have labor legal capacity and legal capacity (article 20)
- the Labor Code prohibits discrimination and guarantees that all citizens have equal rights to work; discrimination in labor relations is prohibited. Any differences, non-admission or preference, denial of employment, regardless of nationality, race, gender, language, religion, political beliefs, social status, education, or property, leading to a violation of equality of opportunities in the field of labor, are prohibited. A person who considers that he has been subjected to discrimination at work may apply to the court for the elimination of discrimination and compensation for material and moral damage caused to him (article 7 ).

**The Ministry of Employment and Labor Relations of the Republic of Uzbekistan** is the main state institution responsible for labor, employment, and social protection policymaking. The ministry is tasked with the development and regulation of the labor market and ensuring employment of the population, regulation of labor relations and labor protection, provision of social services for the population, and medical-social rehabilitation of persons with disabilities.

The supervision and monitoring of compliance with Labor Code requirements and protection of labor rights of citizens is implemented by the State Labor Inspection under the Ministry of Employment and Labor Relations, and its territorial subordinate structures according to the Statement on the State Labor Inspection, Attachment #3, Resolution of the Cabinet of Ministers #1066 of 31.12.2018 “On measures to improve the performance of the Ministry of Employment and Labor of Relations of Uzbekistan”.

**Age of employment.** Article 7 of the Labor Code states that Forced labor, i.e., forced to perform work under the threat of any punishment (including as a means of labor discipline) is prohibited. The right to work is permitted for persons aged 16 and older. The law allows the hiring of students from secondary schools, secondary special, and professional educational institutions as an internship to perform light work that does not harm their health and moral development, and does not interfere with the learning process, in

their free time, provided that they are over the age of 15 with the written consent by a parent or legal guardian (Article 77). No one under the age of 15 is allowed to work under the Labor Code.

Young people aged between 15 and 18 years old have the right to work based on the local legislation and have the same rights as adult workers with some benefits due to their age (Labor Code, Article 240). People under the age of 18 can be employed only after medical examination and further until reaching the age of eighteen are subject to the mandatory annual medical examination. People under the age of 18 can be employed only for works that have no risk to their health, safety, and morals, they are not allowed to lift and move heavy objects (Labor Code Article 241).

Employees aged 15-16 are allowed to work no more than 24 hours a week, and employees aged 16-18 are allowed to work no more than 36 hours a week. Students can be employed only when they are free of study, and their working time may not exceed half of the maximum working time set for the respective age groups, i.e., students aged 15-16 can work only 12 hours a week and students aged 16-18 allowed to work no more than 17.5 hours a week (Article 242).

Articles 49 and 51 of the Administrative Code of Uzbekistan impose fines for violation of the above-mentioned regulations on forced and child labor. The amended law on 23.08.2019 significantly increases fines for using administrative measures to attract employees to forced labor, which has been practiced previously in the country involving public workers, mostly teachers, health workers, and students. The new law imposes fines ranging from 10 to 30 times the minimum wage for using such practices. If the same offense is committed repeatedly, responsible persons will face fines from 30 to 100 times the minimum wage, according to the ministry.

**Wages and deductions.** Contracts and collective agreements establish the form and amount of compensation for work performed. It is forbidden to pay in kind, except in cases established by the Government of the Republic of Uzbekistan (Labor Code Article 153). The Government establishes a minimum wage (Article 155). From October 2024, the minimum wage payment for a full-time position, cannot be less than 1 050.000 UZS4 (or \$82.05). In areas with adverse climatic and living conditions, district coefficients and allowances for wages are established. There is no established minimum wage for seasonal and daily workers (minimum payment for hours of work).

Employers are obligated to pay workers at least once per half-month (Article 161). Compensations for the payment delays can be included in the collective agreement. Employers also must pay for work-related damage to health or property and families are compensated in case of death. Deductions are allowed mainly for taxes and other obligatory payments set by the Government of Uzbekistan, as well as for specific reasons, but may not exceed 50 percent of the amount owed to the employee, and payment after deductions may not be less than the minimum rate determined by the government (Article 164).

**Women.** Nighttime work, overtime work, work on weekends and business trips for pregnant women and women with children under the age of 14 (with disabled children up to 16 years old), are allowed only with their consent. Herewith, recruitment of pregnant women and women with children under 3 years of age for night works is allowed only if there is a medical certificate confirming that such work does not threaten the health of the mother and child (Article 228).

Pursuant to the Presidential Decree PD #4235 dated March 7, 2019, men have received the same package of rights related to the childcare since 1 May 2019, only one of the parents (male or female) can decide to take maternity leave. Additionally, the President ordered to revoke the prohibitions on the use of female workers. As a corollary, the list of the professions that excluded the females' presence has gained a recommendatory nature (amendment to Article 225).

**Working hours.** The standard workweek is 40 hours, with less allowed for those under 18 and for women who have children up to 3 years old. The number of hours per day, and days per week, is established in the contract/agreement between the employer and employee. Employers must provide time off each workday for "rest and food", and also paid time off in case time is needed to cool off, to warm up, or to breastfeed children. Details of time off are established in contracts/agreements.

**Leave.** In addition to national holidays, employees have to receive at least 20 working days of paid leave per year, with workers under 18 years of age receiving at least 30 calendar days and disabled employees receiving 30 calendar days (Article 134-135). In addition, those who work in unhealthy and unfavorable working conditions receive an additional seven days and those who work in unfavorable climate conditions receive an additional eight days. Leave without pay may also be taken by certain groups of people and may also be covered in contracts. At the termination of employment, employees are paid for unused leave, or they may use the leave as their last days of employment.

Women are provided maternity leave for up to 70 calendar days and then are provided 56 days leave after giving birth, in case of complications or giving birth to 2 or more children up to 70 days, with benefits paid from the state social insurance (Article 233). Maternity leave is calculated in total and is paid in a lump sum, regardless of the actual number of days off before giving birth. After giving birth, a mother may take additional leave until the child is six months old, again paid by social insurance. She may take unpaid leave until the child is three years of age. Her position is guaranteed upon her return from all these types of leave.

**Overtime work.** Overtime compensation as specified in employment contracts or agreed to with an employee's trade union, can be implemented in the form of additional pay or leave. The law states that overtime compensation should not be less than 200 percent of the employee's average monthly salary rate (broken down by hours worked). Additional leave time should not be less than the length of actual overtime work (Article 157).

**Layoffs and Firing.** The Labor Code and subordinate labor legislation differentiate between layoffs and firing. Employees can terminate their employment by filing a two-week prior written notice or applying for a leave without pay. Layoff or temporary leaves without pay can be initiated by an employer due to the worsening of the economic situation as below. For firing (severance), the employer should personally give two months' advance notice in the case of corporate liquidation or optimization, two weeks' advance notice in the case of an employee's incompetence, and three days' advance notice in the case of an employee's malpractice or unacceptable violations. In case of severance caused by corporate liquidation or optimization, an employee should receive compensation, which should not be less than two average monthly salaries paid during their employment plus payment for unused leave (if another form of compensation was not agreed to in the employment contract).

**Labor disputes.** The general court system, where civil and criminal cases are tried, is responsible for resolving labor-related disputes. This can be done on a regional or city level. Formally, workers can file

their complaints through the Prosecutor General's Office. The Ministry of Employment and Labor Relations should provide legal support to employees in their labor disputes.

Disputes may be adjudicated by commissions that are created "on a par with employer and agencies representing the interests of employee" (that is, with equal representation of employee/employees and employer), if such commissions are provided for in labor agreements/contracts (Article 262). Commissions must consider issues within 10 days. If the employer, employee, or their representatives disagree with decisions by a commission, or if the commission does not consider applications within 10 days, any of the parties may appeal to the courts, but that must be within 10 days of the decision (or no decision).

**Enforcement of Labor Code** is implemented by the State Labor Inspection under the Ministry of Employment and Labor Relations, and its territorial subordinate structures according to the Statement on the State Labor Inspection, Attachment #3, Resolution of the Cabinet of Ministers #1066 of 31.12.2018 "On measures to improve the performance of the Ministry of Employment and Labor of Relations of Uzbekistan".

## 5. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY

### 5.1. Uzbekistan legislation requirements on OHS

Article 42 of the Constitution of Uzbekistan says that "each has the right to work, to free choice of work, fair terms of work and protection against unemployment under the law."

More than 30 articles of the Labor Code are directly linked with issues of occupational safety and health. They include:

- occupational safety and health requirements (Article 211);
- ensuring safe and healthy labor conditions (Article 212);
- instruction and training in OSH matters (Article 215);
- regulation of working hours in hazardous occupations for workers performing special work and workers under 18 (Articles 116, 117 and 118);
- terms of recruiting invalids for various jobs (Article 220);
- providing workers with milk, medical preventative nutrition, means of individual protection and hygiene (Article 217);
- providing first medical aid to workers who have fallen ill at work (Article 221); and
- registration and investigation of accidents, supervision of labor conditions (Article 222) and others.

OHS legislation comprises the Law on Occupational Safety and Health, the Labor Code, the decrees of the President of the Republic of Uzbekistan, OHS standards, decisions of executive government agencies taken within their competence in the form of decrees, executive orders, regulations, directives, rules, etc.

The Law on Occupational Safety in Hazardous Production Facilities dated on August 25, 2006, sets down the legal, economic, and social terms of ensuring safe exploitation of hazardous production facilities and is aimed at preventing accidents and building the capacity of enterprises to liquidate their aftermath.



Under the Law of the Republic of Uzbekistan on Occupational Safety and Health, the following are the main principles of the state OSH policy:

- priority of the life and health of the worker over the results of the enterprise activities;
- coordination of OSH activities with other areas of economic and social policy;
- establishment of uniform OSH requirements for all the enterprises irrespective of their form of ownership and management;
- ensuring environmentally safe labor conditions and systematic control of the environment in the workplace;
- supervision and monitoring of universal compliance with OSH requirements at enterprises;
- state participation in funding OSH;
- training of OSH specialists at higher and secondary specialized education institutions;
- providing incentives for the development and introduction of safe technology and means of protecting workers;
- wide scale use of the achievements of science, technology and the best domestic and foreign practices in the field of OSH;
- free provision of workers with special work clothes and footwear, individual protection means and medical preventative nutrition;
- the conduct of a tax policy that stimulates occupational safety and health at enterprises;
- mandatory investigation and registration of each occupational accident and occupational disease case and on that basis keeping the public informed
- about the levels of occupational accidents and diseases;
- social protection of the interests of the workers who have become victims of occupational accidents or diseases;
- all round support for the activities of trade unions and other nongovernmental associations, enterprises and individuals in the field of OSH; and
- international cooperation in dealing with OSH problems.

In inspections of the State Sanitary and Epidemiological Authority (the Law on State Sanitary Supervision was dated on July 3, 1992), State Fire Inspection, the State Natural Resources Committee, the State Energy Supervision Authority and other bodies deal with OSH management within their frames of reference. The powers of inspections are determined by the Regulations approved by the corresponding ministries and agencies. Uniform application of labor legislation in the Republic is supervised by the Public Prosecutor's Office of the Republic of Uzbekistan (Article 9 of the Labor Code of the Republic of Uzbekistan).

The Cabinet of Ministers of the Republic of Uzbekistan effects overall control of OSH (Article 5 of the Law on Occupational Safety and Health). Under the Law on Occupational Safety and Health the Labor Code of the Republic of Uzbekistan enterprises are responsible for ensuring occupational safety and health requirements and officials violating such requirements or obstructing the activities of state supervisory and monitoring bodies are disciplined or prosecuted under criminal law.

In addition to the main legislation the Republic has national normative documents addressing the issues of occupational health and safety. They include the Sanitary Rules and Norms (SanPiN), State Occupational Safety Standards (GOST, SSBT), Construction Norms and Rules (SNiPs), standards of the content of harmful substances (maximum allowable concentrations and levels), normative methodological documents on individual issues setting forth concrete requirements to occupational safety in hazardous facilities, when manufacturing or applying various products, etc. In addition to state normative documents various sectors

of industry enforce departmental and interdepartmental norms, requirements and rules of occupational safety and health.

The owner and employer of the organization shall be directly responsible for the occupational safety of employees in the workplace and for the application of regulations. They also shall be obliged to take the following measures in the workplace:

- obey all occupational safety standards, norms and regulations;
- protect the security of buildings, machinery, technological processes and equipment;
- provide healthy conditions in the workplace and use current public health standards;
- provide the necessary sanitary and cleanliness and provide treatment and prevention services;
- provide employees who work in a harmful or adverse environment with free therapeutic food, milk or other foodstuff equivalents;
- apply normal work and rest standards;
- provide employees with free work clothes, shoes and another necessary protective gear in the required condition and with normal, regular frequency;
- educate, instruct, and test the knowledge of employees on occupational safety standards and regulations and encourage them in occupational safety;
- include necessary occupational safety regulations in the collective contract and
- assume responsibility as defined in these regulations;
- provide a statistical report on the application of current occupational safety standards and working conditions; on measures taken to implement the standards and the results of activities to achieve these goals. The required information shall be provided at specific times and in specific forms determined by the relevant executive authorities.

## 5.2. The World Bank Environmental and Social Standards: ESS 2

The projects financed by the World Bank need to comply with the World Bank's Environmental and Social Framework (ESF), effective from October 2018, comprising, inter alia, the Environmental and Social Standards (ESS)<sup>1</sup>. The ESF specifies the mandatory requirements in the form of 10 ESSs that borrowers must apply based on the specificity of each project.

The ESS2 addresses labor and working conditions. This standard recognizes the importance of employment creation and income generation in the pursuit of reducing poverty and inclusive economic growth. By treating workers fairly and ensuring safe and healthy working conditions, borrowers can promote sound worker-management relations and enhance the development benefits of a project. Key objectives of the ESS 2 are to:

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

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<sup>1</sup> <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>

- Provide project workers with accessible means to raise workplace concerns.

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

PIU will develop and implement internal labor management procedures applicable to the project. These procedures will set out the way in which project workers will be managed, in accordance with the requirements of national law and ESS2. The procedures will address the way in which ESS2 will apply to different categories of project workers, including direct workers and construction workers. Project workers will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment. The information and documentation will set out their rights under national labor and employment law (which will include any applicable collective agreements), including their rights related to hours of work, wages, overtime, compensation and benefits, as well as those arising from the requirements of this ESS. This information and documentation will be provided at the beginning of the working relationship and when any material changes to the terms or conditions of employment occur.

### 5.3. Key Gaps Between National Legislation and World Bank ESS2

**Table 5.1:** Summary of World Bank Requirements and Key Gaps with Uzbekistan Legal Requirements

<b>ESS &amp; Topic</b>	<b>Major WB requirements</b>	<b>Key requirements/gaps in Uzbekistan legal framework</b>	<b>Principles to be followed by the Project</b>
A. Working conditions and management of labor relations	<ul style="list-style-type: none"> <li>- Written labor-management procedures</li> <li>- Terms and conditions of employment</li> <li>- Non-discrimination and equal opportunity</li> <li>- Worker's organizations</li> <li>- Elaborate Labor-Management Plans including Contractor's Environmental Social Management Plan</li> </ul>	<ul style="list-style-type: none"> <li>- Written employment contract required, including procedures and employment conditions;</li> <li>- Non-discrimination and equal opportunity requirement</li> </ul> <p>No provision for Labor Management Plan -</p>	LMP was developed for the project. Terms and conditions in the LMP to comply with national law and WB requirements. Where there are gaps, such as in the case with a child working, the more stringent requirements are to be followed.
B. Grievance mechanism	<ul style="list-style-type: none"> <li>- GRM should be in place for direct workers and contracted worker</li> </ul>	<ul style="list-style-type: none"> <li>- No project-specific GRM is warranted.</li> <li>- However, it is allowed to apply to: <ul style="list-style-type: none"> <li>a) conciliation commission;</li> <li>b) Labor Inspection under the Ministry of Employment and Labor Relations;</li> </ul> </li> <li>and</li> </ul>	PIU will develop a specific GRM for all workers as per this LMP.

<b>ESS &amp; Topic</b>	<b>Major WB requirements</b>	<b>Key requirements/gaps in Uzbekistan legal framework</b>	<b>Principles to be followed by the Project</b>
		c) Court.	
C. Child Labor and Minimum Age	The labor management procedures will specify the minimum age for employment or engagement in connection with the project, which will be the age of 14 unless national law specifies a higher age.	According to Article 20 of the Labor Code, an employee's right to work and legal capacity for employment arise simultaneously from the moment he turns sixteen. According to Article 31, individual employment relationships with individuals between the ages of fifteen and sixteen, in cases where it is allowed to employ them until they reach this age in accordance with this Code, one of the parents (parents) of a substitute person) occurs on the basis of an employment contract if there is a preliminary written consent.	Per ESS2 requirements, Minimum Age requirement is set per national law which is Land Code of Uzbekistan and per Land Code minimum age for employment is 16 years.

## 6. RESPONSIBLE STAFF

A PIU will be established within the CA. It will be responsible for the overall implementation of the Project. PIU responsibilities will include project management and coordination; procurement and contract management of goods, works, and services; financial management (FM), including disbursement processing and project audit; public relations; environmental and social (E&S) risk management; preparation of periodical reports; monitoring and evaluation (M&E) and the submission of results to the WB; and implementation of the Grievance Redress Mechanism. The PIU will be comprised of, inter alia, a project director, procurement, financial management, monitoring and evaluation, geospatial data management, IT, data protection, and an environmental and social specialist. See Table 2.1., above for the overall institutional arrangements for the Project. The employment of project workers will be based on the principle of equal opportunity and fair treatment, and there will be no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, or disciplinary practices.

Contractors or any other third-party implementers, e.g. those providing TA, will be responsible for the implementation of the LMP vis-à-vis their workers. Contractors will further be responsible to cascade LMP-related responsibilities to their respective subcontractors if any.

The CA will be the lead implementing agency (IA) with the overall responsibility for coordinating all aspects of the project and responsible for compliance with the LMP. CA will coordinate the implementation of the Project at the national and local levels, and also acts as the executive body to ensure the transition to the digital economy in Uzbekistan. The main role of the CA will be the preparation of technical conceptual strategic documents for the reform and the organization of their discussion at the national, regional and local levels, as well as the coordination of the reform process at the regional and local levels.

The PIU and PIU's Social specialist will be responsible for the following within their responsibility area:

- implementing these labor-management procedures;
- ensuring that contractors comply with this labor-management procedure;
- monitoring to verify that contractors are meeting labor and OHS obligations toward contracted and subcontracted workers as required by Uzbekistan legislation and ESS2;
- monitoring contractors and subcontractors' implementation of labor-management procedures;
- monitoring compliance with occupational health and safety standards at all workplaces in line with the national occupational health and safety legislation;
- monitoring and implementing training on LMP and OHS for project workers;
- ensuring that the grievance redress mechanism for project workers is established and implemented and that workers are informed of its purpose and how to use it;
- have a system for regular monitoring and reporting on labor and occupational safety and health performance; and
- monitoring implementation of the worker code of conduct. the content and template of the code of conduct are given in Annex 1.

The Contractors (Consultants) will be responsible for the following:

- to obey requirements of the national legislation and this labor-management procedure;
- maintain records of recruitment and employment process of contracted workers;
- communicate clearly job description and employment conditions to contracted workers;
- have a system for regular review and reporting on labor, occupational safety, and health performance.
- When contractor(s) is known, this labor-management procedure can be updated to include additional details about companies, hired workforce, etc., as necessary.

## 7. POLICIES AND PROCEDURES

As specified in the Labor Code, employment of project workers will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspects of the employment relationship, including recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment.

- recruitment procedures will be transparent, public and non-discriminatory, and open with respect to ethnicity, faith/religion, disability, sexuality and gender;
- clear job descriptions will be provided in advance of recruitment and will explain the skills required for each post;
- all workers will have written contracts describing terms and conditions of work and will have the contents explained to them. Workers will sign the employment contracts;
- the contracted workers will not be required to pay any hiring fees. If any hiring fees are to be incurred, these will be paid by the Employer (in this case, the "Employer" would be the contractor);
- depending on the origin of the employer and employee, employment terms and conditions will be communicated in a language that is understandable to both parties;

- in addition to written documentation, an oral explanation of conditions and terms of employment will be provided to workers who may have difficulty understanding the documentation;
- Normal working time should not exceed 40 hours per week. With a five-day working week, the duration of daily work is determined by the internal work regulations approved by the employer after prior consultation with the representatives of the workers, in compliance with the established working week duration.

**Monitoring.** Monitoring of the above-mentioned measures will be conducted directly by PIU employees such as the Project Director, HR specialist, Environmental and Social Specialist, M&E specialists, and Regional Representatives.

## 8. AGE OF EMPLOYMENT

In accordance with the Labor Code of the Republic of Uzbekistan, it is prohibited to use the labor of persons under the age of 18 for heavy work and work with harmful or hazardous working conditions and there are special requirements for leave, work hours, and other conditions of employment. Employer will ensure that no construction workers under 18 years are employed. Under 18 years old employees are allowed to work in sectors with no health risks with the following reduced working hours: the employees aged 14 to 16 years old - no more than 24 hours a week, from 16 to 18 years old - no more than 36 hours a week.

Contractors will be required to verify and identify the age of all workers. This will require workers to provide official documentation, which could include a birth certificate, national identification card, passport, or medical or school record. If a minor under the minimum labor eligible age is discovered working on the project, measures will be taken to immediately terminate the employment or engagement of the minor in a responsible manner, taking into account the best interest of the minor.

## 9. TERMS AND CONDITIONS

Terms and conditions of direct workers are determined by their individual contracts. Terms and conditions should include provisions set out in the “HR Regulations” approved by the Law of the Republic of Uzbekistan #ZRU-410 dated September 22, 2016 on introduction of amendments and additions to the law of the Republic of Uzbekistan “On Labor Protection”.

**Purpose of Law.** The purpose of this Law is to regulate relations in the field of labor protection.

**Legislation on labor protection.** Labor protection legislation consists of this Law and other legislative acts. If an international treaty of the Republic of Uzbekistan establishes rules other than those provided by the legislation of the Republic of Uzbekistan on labor protection, then the rules of the international treaty are applied.

Permanent project staff will have individual agreements (labor contract or service contract) with fixed monthly wage rates. All the recruiting procedures should be documented and filed in the folders in accordance with the requirements of labor legislation of the Republic of Uzbekistan.

The contractors’ labor management procedure will set out terms and conditions for the contracted and subcontracted workers. These terms and conditions will be in line, at a minimum, with this labor

management procedure, Uzbekistan Labor Code, and General Conditions of the World Bank Standard Procurement Documents.

## 10. GRIEVANCE MECHANISM

### 10.1. Description of Grievance Mechanism

A grievance mechanism is a procedure that provides a clear and transparent framework for addressing grievances related to the recruitment process and in the workplace. This typically takes the form of an internal procedure for complaints, followed by consideration and management response and feedback.

A Grievance Mechanism (GM) will be provided for all direct workers, and contracted workers to raise workplace concerns. Such workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against any reprisal for its use.

The project will use GM for the project workers, which is being established for the project in compliance with the objectives of ESS2. The GM with a step-by-step procedure for the Project workers consistent with the ESS2 will be described in the SEP. Essentially, it will be at different levels. The Project workers' grievance mechanism will not prevent workers to use judicial procedure.

Grievance procedures should be tailored to meet the needs of the project, culture and workforce composition. The Grievance procedures may be included in collective agreements. A clause in a contractor-level collective agreement that establishes a mechanism for individual employees to bring an employment-related grievance, potentially through their trade union and/ or with trade union assistance, will be sufficient to meet ESS2.

GM will be accessible to all employees through various means (written, telephone, fax, social media etc). Grievance logbook will be maintained in the PIU office.

### 10.2. Direct workers' GM structure

To mitigate the risks related to direct workers a GM for Direct Workers will be established.

**First - Regional level.** The project coordinator, specialists of the HR, legal support and office work department of the PIU are the first level for complaints related to violation of labor legislation in accordance with the Code of Conduct and Ethics in PIU, which is an integral part of the employee's employment contract, depending on the nature of the issue raised, will be responsible for the timely receipt, consideration of complaints, including problems related to violation of the employee's employment contract. If the issue cannot be resolved at the first level within 7 working days, then it will be escalated to the next level. All complaints received need to be documented along with the information on when they were resolved or escalated to the next level.

**Second – PIU/CA level.** The PIU/CA is the second level for handling complaints. For direct workers, there is a situation in which there is no response from the HR department, or if the answer is not satisfactory, then plaintiffs and feedback providers have the opportunity to contact the PIU director directly to continue on this issue. The complaints should be considered and feedback provided within the next 7 working days.



### 10.3. Contracted and primary supply worker's GM structure

**First - Contractor's level.** Contractors should develop their own GM and resolve the grievances of contracted workers. Grievance Focal Point (GFP) assigned by the Contractor will file the grievances and appeals of contracted workers and will be responsible to facilitate addressing the grievances. If the issue cannot be resolved at contractor's level within 7 working days, then it will be escalated to the PIU local level. All complaints received need to be documented at the first level of GRM along with the information on when they were resolved or escalated to the next level.

**Second - PIU level.** Documentation of the complaints has to be done at the contractor level. Social specialist of PIU should monitor that the complaints are being registered and addressed promptly. In addition, the local level will serve as GFP to file the grievances and appeals of the project workers. He/She will be responsible to coordinate with relevant departments/organizations and persons to facilitate addressing these grievances. If the issue cannot be resolved at the PIU level within 7 working days, then it will be escalated to the next level.

If there is a situation in which there is no response from the PIU Local level, or if the response is not satisfactory then complainants and feedback providers have the option to contact the Focal Person indirectly to follow up on the issue.

### 10.4. Handling sensitive grievances

Taking into account the standards regarding the prevention of sexual exploitation and abuse/sexual harassment (SEA/SH), which, in accordance with the requirements of the World Bank, must be observed in all projects financed by the World Bank, these standards will be observed and responsibilities take action to raise awareness on the prevention and suppression of SEA/SH. At all stages of the project implementation, all project staff and contractors will be informed about the understanding of the principles of control and prevention of risks of SEA/SH. The GM will ensure the access and confidentiality of the complaint mechanism, and will allow the complainant not to fear retaliation. These complaints will be investigated without undue delay, and all perpetrators will be held accountable. SEA/SH issues require some additional measures:

- Gender sensitivity will be sought in the employment of social specialist;
- Social specialists will be informed about SEA/SH issues;

In addition to the socio-cultural characteristics and non-violent communication ways in the training of workers, SEA/SH will also be on the agenda. Worker training will include the following information on SEA/SH:

- Definition of violence against women in national and international documents;
- Types of violence (physical, sexual, economic, emotional);
- Legal sanctions;

The grievance mechanism will be accessible and ensure the confidentiality of personal information.



Information activities will be carried out to inform women about the mechanism. The following types of information are presented in these studies:

- Women's rights;
- Self-protection in cases of violence and sexual abuse;
- Emergency phone numbers;
- Contact information of the institutions and organizations they can apply to;
- Grievance mechanism and privacy policy;

The confidentiality principle of the grievance mechanism will be repeated in all information materials.

The project will utilize additional mitigation measures proportional to risk. The contractor will be responsible for developing the workforce management procedure, health, and safety plans as well as SEA/SH protocols and have code of conduct for workers which will apply to their own and subcontractor employees who work on the Project. These procedures and plans will be submitted to PIU for review and approval before the contractors are allowed to mobilize to the field of construction. All contractors will be required in the contract to commit against the use of child and forced labor, introduce mitigation measures against SEA/SH, and PIU staff in charge of contractor supervision will monitor and report the absence of forced labor and cases of SEA/SH. All personal data and complaints received by the GM will be treated in a confidential manner unless the complainant consents to the disclosure of their personal information. Especially, the confidentiality of sensitive issues and complaints related to SEA/SH raised by communities will be followed.

### 10.5. Monitoring and reporting on grievances

The PIU will be responsible for:

- Analyzing the qualitative data on the number, substance, and status of complaints and uploading them into the project databases established by PIU;
- Monitoring outstanding issues and proposing measures to resolve them;
- Preparing reports on GM as a part of the project progress reports being shared with the WB.
- Biannual reports to be submitted to the WB shall include a section related to GM which provides updated information on the following:
- Status of GM implementation (procedures, training, public awareness campaigns, budgeting, etc.);
- Qualitative data on the number of received grievances (applications, suggestions, complaints, requests, positive feedback), highlighting a number of resolved grievances;
- Quantitative data on the type of grievances and responses, issues provided, and grievances that remain unresolved;
- Level of satisfaction by the measures (response) taken;
- Any correction measures taken.

## 10.6. Existing GM at PIU

Along with the World Bank requirements on development and implementation of grievance mechanism for each Bank finance project, a grievance redress procedure is also required according to national legislation. In Uzbekistan a grievance redress procedure is regulated by the law “On Citizens’ Applications” and the “Law on the order of submission of appeals of physical and legal entities” (#378, December 03, 2014). Moreover, the CA provides an internal grievance mechanism for physical and legal entities to raise reasonable workplace concerns. The grievance mechanism procedures are described in the following local regulations as well: Law of the Republic of Uzbekistan “About appeals of individuals and legal entities” #445 dated on 11.09.2017.

**Table 10.1.** Channels for accessing information and submitting grievances<sup>2</sup>

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	Grievance Mechanism Structure: <ol style="list-style-type: none"> <li>1. PIU, working office of Contractor, local makhalla committee, and district khokimiyats;</li> <li>2. PIU secretariat in Tashkent;</li> </ol> Economic Court.	Regularly	PIU Social Specialist/GR M focal point
Grievance uptake	Grievances can be submitted via the following channels: <ul style="list-style-type: none"> <li>• telephone hotline: 1097</li> <li>• social media channels:  <a href="https://t.me/uz_kadastr">https://t.me/uz_kadastr</a>,  <a href="https://www.instagram.com/uz_kadastr/">https://www.instagram.com/uz_kadastr/</a>  <a href="https://www.facebook.com/kadastr.uz">https://www.facebook.com/kadastr.uz</a>  <a href="https://www.youtube.com/channel/UC_FQsn1YYrIrf4i7nbk12Q">https://www.youtube.com/channel/UC_FQsn1YYrIrf4i7nbk12Q</a>  <a href="https://my.gov.uz">https://my.gov.uz</a> </li> <li>• E-mail: info@kadastr.uz</li> <li>• Letter to Grievance focal points at local facilities: Toshkent, 100097, Chilonzor S, Cho’ponota street.</li> </ul> Complaint form to be lodged via any of the above channels: <ul style="list-style-type: none"> <li>• Walk-ins may register a complaint in a grievance logbook at a facility or suggestion box:</li> </ul> In CA offices in the project areas.	Regularly	PIU Social Specialist/GR M focal point  Department of Organizational Control and Appeals

## 10.7. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank’s Grievance Redress Service (GRS)

<sup>2</sup> Contact details will be updated as soon as the PIU will be established

(<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Uzbek or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: [grievances@worldbank.org](mailto:grievances@worldbank.org)
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- Through the World Bank Uzbekistan Country Office in Tashkent: 107B Amir Timur Street, Block C, 15th floor, 100084, Tashkent, Uzbekistan, [tashkent@worldbank.org](mailto:tashkent@worldbank.org), Tel. +998 71 120-2400.

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## 11. CONTRACTOR MANAGEMENT

Any contracts will include provisions related to labor and occupational health and safety as provided in the World Bank Environmental and Social Framework, Standard Procurement Documents and Uzbekistan legislation.

The PIU will use the Bank's 2017 Standard Procurement Documents for solicitations and contracts, and these include labor and occupational, health and safety requirements and will make reference to this LMP. The PIU shall ensure that the contractors are legitimate and reliable entities, and that any written labor procedures the contractors have in place are in compliance with this Procedure. As part of the selection process the PIU may review the following information:

- Information in public records, for example, corporate registers and public documents relating to violations of applicable labor law, including reports from labor inspectorates and other enforcement bodies;
- Business licenses, registrations, permits, and approvals;
- Documents relating to a labor management system, including OHS issues, for example, labor management procedures;
- While during the implementation of the Contracts the following shall be reviewed:

- Identification of labor management, safety, and health personnel, their qualifications, and certifications;
- Workers' certifications/permits/training to perform required work;
- Records of safety and health violations, and responses;
- Accident and fatality records and notifications to authorities;
- Records of legally required worker benefits and proof of workers' enrollment in the related programs;
- Worker payroll records, including hours worked and pay received;
- Copies of previous contracts with contractors and suppliers, showing the inclusion of provisions and terms reflecting ESS2.

PIU will manage and monitor the performance of contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties) and labor management procedures. This may include periodic audits, inspections, and/or spot checks of project locations and work sites as well as of labor management records and reports compiled by any contractors.

Labor management records and reports that may be reviewed would include: representative samples of employment contracts or arrangements between third parties and contracted workers, records relating to grievances received and their resolution, reports relating to safety inspections, including fatalities and incidents, and implementation of corrective actions, records relating to incidents of non-compliance with national law, and records of training provided for contracted workers to explain occupational health and safety risks and preventive measures.

## 12. PRIMARY SUPPLY WORKERS

Currently in this stage of the project the necessity of primary supply workers is unknown. However, if the during the project implementation, primary supply workers are needed, then this LMP is subject for updating and including relevant requirements.

Primary suppliers are suppliers who, on an ongoing basis, provide goods or materials directly to the Project. The project will require procurement of a substantial amount of materials. All primary suppliers must be formal businesses who are required to procure and produce materials subject to high standards. Primary supplier is vetted using a different form, which screens the supplier regarding compliance with taxes, licensing and workmen's compensation. A separate form requires that the primary supplier declare any current or prior arbitrations as well as any criminal convictions.

The updated Labor Management Procedures shall require that, under the project, any primary supplier maintains records related to occupational injuries, illness and lost time accidents. These records will be subject to review by PIU under the CA and supervisory firm (if any). PIU under the CA will also ensure that in case of any serious injury or fatalities of primary supplier during project implementation will inform relevant ministry of Uzbekistan.

In instances where local suppliers would be engaged, contractors shall be required to carry out due diligence procedure to identify if there are significant risks that the suppliers are exploiting child or forced labor or

exposing worker to serious safety issues. Foreign suppliers, if any, will be required to inform PIU under the CA regarding existing legal violation such as child labor, forced labor, and safety. During project implementation in case of identification of any risks related to child and forced labor, and safety, the supervision company will prepare the procedures to address these risks.

## ANNEX 1. The content and template of code of conduct

### CODE OF CONDUCT

#### MINIMUM REQUIREMENTS FOR THE CODE OF CONDUCT

A minimum requirement for the Code of Conduct should be set out, taking into consideration the issues, impacts, and mitigation measures identified in:

- project reports e.g. ESIA/ESMP
- consent/permit conditions
- required standards including World Bank Group EHS Guidelines
- national legal and/or regulatory requirements and standards (where these represent higher standards than the WBG EHS Guidelines)
- relevant standards e.g. Workers' Accommodation: Process and Standards relevant sector standards e.g. workers accommodation
- grievance redress mechanisms.

The types of issues identified could include. risks associated with: labor influx, the spread of communicable diseases, sexual harassment, gender-based violence, illicit behavior and crime, and maintaining a safe environment etc.

The minimum Code of Conduct requirement may be based on the following:

#### CODE OF CONDUCT REQUIREMENTS

A satisfactory code of conduct will contain obligations on all project staff (including sub-contractors and day workers) that are suitable to address the following issues, as a minimum. Additional obligations may be added to respond to particular concerns of the region, the location and the project sector or to specific project requirements. The issues to be addressed include:

- Compliance with applicable laws, rules, and regulations of the jurisdiction
- Compliance with applicable health and safety requirements (including wearing prescribed personal protective equipment, preventing avoidable accidents and a duty to report conditions or practices that pose a safety hazard or threaten the environment)
- Ban on the use of illegal substances
- Non-Discrimination (for example on the basis of family status, ethnicity, race, gender, religion, language, marital status, birth, age, disability, or political conviction)
- Proper behavior in interactions with community members (for example to convey an attitude of respect and non-discrimination)
- Preventing Sexual harassment (for example to prohibit use of language or behavior, in particular towards women or children, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate)
- Preventing violence or exploitation (for example the prohibition of the exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior)
- Protection of children (including prohibitions against abuse, defilement, or otherwise unacceptable behavior with children, limiting interactions with children, and ensuring their safety in project areas)
- Sanitation requirements (for example, to ensure workers use specified sanitary facilities provided by their employer and not open areas)
- Avoidance of conflicts of interest (such that benefits, contracts, or employment, or any sort of preferential treatment or favors, are not provided to any person with whom there is a financial, family, or personal connection)
- Respecting reasonable work instructions (including regarding environmental and social norms)
- Protection and proper use of property (for example, to prohibit theft, carelessness or waste)

- Duty to report violations of this Code
- Non retaliation against workers who report violations of the Code, if that report is made in good faith.

The Code of Conduct should be written in plain language and signed by each worker to indicate that they have:

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

## CODE OF CONDUCT TO BE ADHERED BY CONTRACTORS

Code of Conduct for Contractor's Personnel (ES) Form

### CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL

We are the Contractor, [enter name of Contractor]. We have signed a contract with [enter name of Employer] for [enter description of the Works]. These Works will be carried out at [enter the Site and other locations where the Works will be carried out]. Our contract requires us to implement measures to address environmental and social risks related to the Works, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related to the Works. It applies to all our staff, laborers and other employees at the Works Site or other places where the

#### **Note:**

**The minimum content of the Code of Conduct form as set out by the Employer shall not be substantially modified.** However, the Contractor may add requirements as appropriate, including to take into account Contract-specific issues/risks.

Works are being carried out. It also applies to the personnel of each subcontractor and any other personnel assisting us in the execution of the Works. All such persons are referred to as "Contractor's Personnel" and are subject to this Code of Conduct.

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

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

### REQUIRED CONDUCT

Contractor's Personnel shall:

- carry out his/her duties competently and diligently;
- comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor's Personnel and any other person;
- maintain a safe working environment including by:
  - ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
  - wearing required personal protective equipment;
  - using appropriate measures relating to chemical, physical and biological substances and agents; and
  - following applicable emergency operating procedures.

- report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
- treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
- not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractor's or Employer's Personnel;
- not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
- not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
- not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
- complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
- report violations of this Code of Conduct; and
- not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of the grievance mechanism for Contractor's Personnel or the project's Grievance Redress Mechanism.

## RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [enter name of the Contractor's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Contractor to handle these matters] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Contractor's hotline (if any) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

## CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

## FOR CONTRACTOR'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [enter name of Contractor's contact person(s) with relevant experience] requesting an explanation.

Name of Contractor's Personnel: [insert name]



Signature: \_\_\_\_\_

Date: (day month year): \_\_\_\_\_

Countersignature of authorized representative of the Contractor:

Signature: \_\_\_\_\_

Date: (day month year): \_\_\_\_\_

ATTACHMENT 1: Behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors and behaviors constituting Sexual Harassment (SH)

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

**BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviors

(1) Examples of sexual exploitation and abuse include, but are not limited to:

- A Contractor's Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- A Contractor's Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Contractor's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Contractor's Personnel denies a person access to the Site unless he/she performs a sexual favor.
- A Contractor's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) Examples of sexual harassment in a work context

- Contractor's Personnel comment on the appearance of another Contractor's Personnel (either positive or negative) and sexual desirability.
- When a Contractor's Personnel complains about comments made by another Contractor's Personnel on his/her appearance, the other Contractor's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Contractor's or Employer's Personnel by another Contractor's Personnel.

A Contractor's Personnel tells another Contractor's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

## ANNEX 2. Sample Grievance Reporting Form for Workers

<b>Grievance Form</b>			
Grievance reference number (to be completed by GRM Focal Point):			
Contact details (maybe submitted anonymously)	Name (s):		
	Address:		
	Telephone:		
	Email:		
How would you prefer to be contacted (check one)	By mail/post: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By email <input type="checkbox"/>
Preferred language	<input type="checkbox"/> Uzbek	<input type="checkbox"/> Russian	<input type="checkbox"/> other _____
Provide details of your grievance. Please describe the problem, who it happened to, when and where it happened, how many times, etc. Describe in as much detail as possible.			
What is your suggested resolution for the grievance, if you have one? Is there something you would like the Employment Support Center or another party/person to do to solve the problem?			
How have you submitted this form to the project?	Website <input type="checkbox"/>	email <input type="checkbox"/>	By hand <input type="checkbox"/>
	In person <input type="checkbox"/>	By telephone <input type="checkbox"/>	Other (specify) <input type="checkbox"/>
Who filled out this form (If not the person named above)?	Name and contact details:		
Signature			
Name of Focal Point person assigned responsibility			
Resolved or referred to GRC1?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
Resolved referred to GRC2?	<input type="checkbox"/> Resolved	<input type="checkbox"/> Referred	If referred, date:
<b>Completion</b>			
Final resolution (briefly describe)			
	Short description	Accepted ? (Y/N)	Acknowledgment signature
1 <sup>st</sup> proposed solution			
2 <sup>nd</sup> proposed solution			
3 <sup>rd</sup> proposed solution			