

**Republic of Uzbekistan**  
**"NATIONAL ELECTRIC GRID OF UZBEKISTAN" JSC**



**Central Asia Regional Electricity Market Interconnectivity and Trade**

**Labor Management Procedures**  
**(LMP)**

**(September 29, 2025)**

## ABBREVIATIONS AND GLOSSARY

ESHS	Environmental and social health and safety
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GBVH	Gender-based violence and harassment
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
GOST, SSBT	State Occupational Safety Standards
HR	Human resources
HVAC	Heating, ventilation, and air conditioning
ILO	International Labor Organization
LMP	Labor Management Procedure
NEGU	Joint-Stock Company «National Electric Grid of Uzbekistan»
OHS	Occupational Health and Safety
PMC	Project Management Company
PPE	Personal protective equipment
SEA	Sexual exploitation and abuse
SH	Sexual harassment
SEP	Stakeholder Engagement Plan
SNiPs	Construction norms and rules
SanPiN	Sanitary rules and norms
WB	World Bank

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## 1. DESCRIPTION OF THE PROJECT AND ITS COMPONENTS

The energy sector has been a key driver that fueled economic growth in Central Asia for years following independence from the Soviet Union and will continue to play a key role as the region seeks to transition towards cleaner, greener and inclusive economic growth. The locations of the proposed interventions for establishing a robust regional electric grid will be in 4 Central Asian countries like Kyrgyz Republic, Republic of Kazakhstan, Republic of Tajikistan, Republic of Uzbekistan. The proposed Regional Electricity Market Interconnectivity and Trade (REMIT) MPA<sup>1</sup> project is structured to mirror the evolution from limited bilateral trade today to a full fledged regional electricity market in Central Asia in 3 phases/components. Most of the interventions at this stage are targeted for construction/augmentation/modernization/digitization of existing transmission network including domestic network for which feasibility studies are underway to achieve the objective.

The World Bank has agreed to finance critical infrastructure investments needed to improve the technical and operational performance of the regional grid in Uzbekistan. The World Bank will support the "National Electric Grid of Uzbekistan" Joint Stock Company (NEGU) in the implementation of the Project.

The REMIT project will contribute to the expansion of electricity trade and ensure the transition to clean energy in Central Asia. The proposed MPA approach for the Project is designed in such a way that comprehensively supports the development and expansion of the regional power market.

The Project begins with the MPA1 phase, which is aimed at (i) creation and commissioning of an experimental daily electricity market for energy trade based on bilateral Power Purchase Agreement (PPA); (ii) a certain number of crucial investments into the trade development; and (iii) an initial set of capacity-building measures to create favorable conditions for trading. The aim of the first stage is to bring the principles of market cooperation to the regional cooperation in the Central Asia and enhance the confidence in the power trade between countries.

The proposed Project (MPA1) consists of the three components as follows:

- (i) Component 1: Pilot regional electricity market;
- (ii) Component 2: Improvement and digitalization of regional interconnectivity; and
- (iii) Component 3: Improvement of the favorable environment and institutional capacity.

### 1.1. Purpose of the LMP

This project addresses the environmental and social aspects through the World Bank's Environmental and Social Framework. One of the Standards – ESS2 relates to Labor and Working Conditions and expects the Borrowers to develop Labor Management Procedures (LMP). The LMP identifies the main labor requirements and risks associated with the Project and helps the Borrower to determine the resources necessary to address labor risks and impacts. The LMP is a living document, which is initiated early in project preparation, and is reviewed and updated throughout development and implementation of the project. Accordingly, this document details out the type of

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<sup>1</sup> The Multiphase Programmatic Approach (MPA) enables the countries to structure the long-term, large-scale or complex projects, with breaking them down into many smaller, interconnected fields of work (or phases), within a single program. By breaking down one loan into stages, the Bank's customers can select loans more accurately to meet their financing needs. This allows for a more efficient use of financial resources for both the Bank and the customers. This "adaptive approach" also enhances the potential to attract other sources of financing to support the development goals.

workers likely to be deployed by the project and the management thereof. The LMP covers NEGU and contractor/subcontractor worker employment at each of the Project sites.

The LMP will be updated based upon decisions taken by NEGU and any new requirements updated in the LMP will be communicated as appropriate to Project personnel, contractors and suppliers.

## 2. OVERVIEW OF LABOR USE IN THE PROJECT

### 2.1. Types of Workers

The WB standard ESS 2 categorizes the workers into four different types: direct workers, contracted workers, community workers, and primary supply chain workers. This section provides a summary of who will be included in these different worker types as it relates specifically to the Project.

**Table 1: Types of Workers**

<b>Type of workers</b>	<b>WB ESS2 Definition</b>	<b>Project situation</b>	<b>Relevant to the Project (yes/no)</b>
<b>Direct workers</b>	People employed or engaged directly by the Borrower to work specifically in relation to the project	NEGU will hire a PMC to implement the Project the small number of workers in the PMC will be considered direct workers. Direct workers from the NEGU will be involved in monitoring the PMC's performance and the performance of the whole Project.	Yes
<b>Contracted workers</b>	People employed or engaged through third parties to perform work related to core functions of the project, regardless of location	Two broad categories of contracted workers are expected. <ul style="list-style-type: none"> <li>• Consultancy service providers that will provide support services to the NEGU.</li> <li>• Civil works contractors to be contracted under the NEGU to undertake civil works at the subprojects (at each eligible facility).</li> </ul>	Yes
<b>Community workers</b>	People employed or engaged in providing community labor – relevant where projects are designed and conducted for the purpose of fostering community-driven development.	This type of labor is not expected to be required for the Project.	No

<b>Primary supply chain workers</b>	People employed or engaged by the Borrower's primary suppliers who, on an ongoing basis, provide directly to the project goods or materials essential for the core functions of the project.	This type of labor is not expected to be required for the Project.	No
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This project is expected to include two different types of workers direct (the PMC staff and from the NEGU on an as-needed basis), contracted (the majority of the Project workforce).

### 2.2. Number of Project Workers

The precise number of workers who will be employed by the project is not yet known. The Project is expected to include direct workers from the NEGU to monitor the Project, hire direct workers to manage the Project from within the PMC and at least one core team of skilled contracted workers (approximately 10 workers per team) that will be moved around the country to each region to undertake all of the skilled labor tasks. At each eligible facility a small number (approximately 5-10) of unskilled contracted workers may be hired to complete tasks such as manual labor.

In Fergana region construction and reconstruction works of the Uzbekistanskaya substation – Paulgan substation – Fergana substation – Sokin substation will require the involvement of 20-30 workers to run cables through the gardens.

The total number of Project workers who will be engaged in relation to the Project is expected to be 70 people. The exact number of Project workers will be changed during the implementation of the Project

The total tentative number of Project workers to be employed by the Project is 70 persons:

- NEGU – 5 team members
- PMC - 5 team members
- In Fergana region, construction of new 220 kV overhead lines estimating number of project workers is 50 persons (in areas Uzbekistan substation – Paulgan substation – Fergana substation – Sokin substation; reconstruction of the substations Uzbekistan, Paulgan, Fergana, Sokin and Yulduz for connecting new 220 kV overhead lines).
- In Andijan region, construction of new 220 kV overhead lines estimated number of project workers is 10 persons (from Yulduz substation to the Kristall substation (Kyrgyzstan))

These numbers are based on high-level assumptions and can be modified based on the risks and impacts identified in each region and at each eligible facility.

### 2.3. Characteristics of Project Workers

Given the nature of the project workforce (mainly semi-skilled and some unskilled construction labor) and the nature of the labor market in Uzbekistan, it is likely that the workforce, especially low skilled workers, will be predominantly male. It is estimated that women would represent about 5-10 percent of the workforce, and those would likely be technical (engineering) and/or staff working in the operation offices (cleaners, etc.).

It is expected that the core team of skilled workers will be from Uzbekistan, and relocate between regions, where possible the unskilled labor force will be locally employed. It is expected that all workers will be over the age of 18 and will be on average 30-40 years old.

#### **2.4. Timing of Labor Requirements**

The Project will commence in 2025 and to be completed in 2027, approximately in two years.

Consultancy services workers will be required on an intermittent basis for the project duration. Civil works contracted workers will be required, as per the need. The construction season typically lasts from March to November but can vary depending on the weather conditions. It will be up to the PMC and subcontractors to mobilize their labor force to coincide with the works required and the season.

Meantime direct staff of PMC will work on full time base as per national standards established by current local legislation in force, i.e., 8 hours per working day etc.

The core team of workers will be located in a region and undertake all of the works in that region before relocating to another region. The order that the regions will be visited, and the timing of the construction is currently unknown. This section will be updated when specific Project timeframes have been confirmed.

#### **2.5. Contracted Workers**

The anticipated contracting structure for the project, with numbers and types of contractors/subcontractors and the likely number of project workers to be employed or engaged by each contractor/subcontractor is currently unknown. This information will be updated in this live LMP as needed.

Although employment brokers do exist in Uzbekistan, it is unlikely that they will be used for this Project. Should they be identified as needed, this section will be updated to include an estimate of how many workers are expected to be recruited in this way.

#### **2.6. Migrant Workers**

The team of core workers will likely be migrant workers that are Uzbek nationals that will be required to relocate to different regions of the country to undertake the Project work. It is not expected that international migrants will be required for the Project.

### **3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS**

#### **3.1. Project Activities**

Project activities will be carried out in Fergana and Andijan regions.

The construction of a new transit of a 220 kV overhead line along the route Kristall substation - Yulduz substation provides for increasing the stability of the energy system for consumers in the Andijan region.

The new 220 kV transit of the Kristall substation - Yulduz substation has the technical ability to transmit power greater than the capacity of the existing 220 kV overhead line. The annual transmission of electrical energy to consumers will amount to up to 1 billion kWh, depending on the

operating mode of consumers and power plants. The project is aimed at increasing the reliability of power supply to consumers in the Andijan region, including the population, taking into account the growth of future demand (loads), developing social facilities, industry, new introduced production facilities, as well as ensuring the rapid development of main electrical networks to create conditions for the development of the region. The project implementation period is 2024-2026. The overhead line route is presented in a single version: Most of it is in the territory of Kyrgyzstan 76.7 km, 53.7 km in the territory of Uzbekistan.

The project includes:

1. Construction of a new 220 kV overhead line between Kristall substation and Yulduz substation.
2. Reconstruction of the outdoor switchgear of the Yulduz substation for connecting new 220 kV overhead lines. If there is no route under the 220 kV overhead line, provide transit sections with cable lines with an appropriate economic justification. Installation of a linear cell with a 220 kV SF6 gas circuit breaker. Provide for expansion of the 220 kV outdoor switchgear. Installation of external cabinets for heating and power supply of equipment drives.
3. Provide for the implementation of fiber optic lines along the entire length of the 220 kV transit;
4. Design of relay protection and automation systems, AIISKUE, SDTU should be carried out in accordance with the specifications issued by NES of Uzbekistan JSC.

### 3.2. Key Labor Risks

All construction workers, and particularly local and migrant workers can be vulnerable to projects not providing adequate working conditions, some key risks can include:

- The conduct of hazardous work, such as working at heights or in confined spaces, use of heavy machinery, or use of hazardous materials (discussed further in Section 5)
- Lack of workers' awareness on occupational health and safety requirements such as the use of personal protective equipment (PPE) and safe workplace practices (discussed further in Section 5)
- Lack of general understanding and implementation of occupational health and safety requirements (discussed further in Section 5)
- Not providing a contract or other related documentation that clarify worker rights
- Withholding of important personal identity documents
- Lack of payment or insufficient payment (often related to overtime hours or night work)
- Excessive working hours, and/or lack of breaks and rest periods
- Unsuitable accommodation
- Possible accidents or emergencies, with reference to the sector or locality.

Security guards and day laborers are often some of the more vulnerable workers on a work site as they may not have the same access to training, or representation and may feel the need to work long hours without sufficient compensation. Local workers may be poorly educated or unaware of their rights in the workplace. This can impact a workers' wellbeing or their ability to seek grievance redress, if necessary.

Migrant workers or workers from other regions, which include the skilled workforce required for the

Project, will likely need to be accommodated on or near the sites. There is a risk that the accommodation provided to workers will not be suitable (for example, unsanitary, not providing sufficient facilities, or too small for the number of workers).

Construction activities may cause adverse effects to the health and safety of construction workers. The following hazards are identified as potentially relevant to the Works:

- General OHS risks connected with the Works (e.g. working at heights, use of scaffolding, lifting requirement, confined spaces, electrical work etc.) according the WBG/IFC “Environmental, Health, and Safety Guidelines for Electric Power Transmission and Distribution” (<https://www.ifc.org/content/dam/ifc/doc/2000/2007-electric-transmission-distribution-ehs-guidelines-en.pdf>)
- Work at heights (risks: falls from towers or ladders; injury or death due to lack of proper fall protection systems); electrical hazards (risks: electrocution, arc flashes, electrical burns, and fire hazards during testing, repairs, or system operation), use of heavy machinery and vehicles (risks: equipment-related injuries, entrapment, struck-by accidents, rollovers)
- Confined space hazards, tunnels, electrical vaults, cable trenches, manholes or underground ducts, utility chambers (associated risks include: oxygen deficiency or enrichment, accumulation of toxic gases, fire or explosion risks from flammable gases, engulfment or entrapment, heat stress or fatigue, communication breakdown and delayed emergency response
- Ergonomic hazards from carrying/lifting heavy materials and equipment
- Exposure to excessive and continuous noise and dust
- Exposure to hazardous materials including asbestos
- Handling hazardous materials and wastes)
- Shared accommodations, poor sanitation, and close working conditions can increase the risk of disease spread, including COVID-19 and STIs.
- Traffic accidents

Workers are also at minimal risk of human rights abuses and harassment. There is no evidence that the Project will impact SEA/SH or other gender-based violence (GBV), or that the Project is in a location where SEA/SH and GBV is prevalent. However, there are gender disparities at a community level, and this will need to be reviewed by the PMC during construction.

Hazardous materials management, such as possible asbestos materials in old buildings will follow a procedure described in the Environmental and social management framework (ESMF) and site specific Environmental and social management plans (ESMPs), ensuring the safety of workers and communities.

The Project is assessed as Moderate on gender-based violence (SEA/SH) risk. Mitigation measures to address SEA/SH risks are included in the section on Policies and Procedures and in Attachments 1 and 2. However, if other labor risks arise during project implementation, the Borrower will develop procedures to prevent further impacts.

#### **4. BRIEF OVERVIEW OF LABOR LEGISLATION and ESS2: TERMS AND CONDITIONS**

##### **4.1. National Labor Legislation**

The new edition of the Constitution of the Republic of Uzbekistan was adopted by popular vote at a

referendum of the Republic of Uzbekistan held on April 30, 2023 includes a chapter on Economic, Social, Cultural and Environmental Rights. According to it, everyone is entitled to:

- 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. The minimum wage shall be determined taking into account the need to ensure a decent standard of living for a person. It shall be prohibited to refuse to hire women, dismiss them from work and reduce their wages on the basis of pregnancy or having a child (Chapter IX, Article 42);
- Everyone shall have the right to rest and leisure time. Citizens working on hire shall have the right to rest and leisure time by establishing the length of working hours, days off and non-working holidays, paid annual leave (Article 45);
- 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. The number of pensions, allowances and other types of social welfare established by law, may not be set lower than the officially fixed minimum consumer expenditure. (Article 46);
- Everyone shall have the right to health and qualified medical care. Citizens of the Republic of Uzbekistan shall have the right to receive a guaranteed, extensive medical assistance in the manner prescribed by law at the expense of the state. The State shall take measures to develop the healthcare system, its state and non-state forms, various types of medical insurance, ensuring sanitary and epidemiological well-being of the population. The State shall create conditions for the development of physical culture and sports, the formation of a healthy lifestyle among the population (Article 48);
- Women and men shall have equal rights. The State shall ensure equal rights and opportunities for women and men in the administration of public and state affairs and in other spheres of social and state life (Chapter X, Article 58); and
- 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. Such applications, proposals and complaints shall be considered in accordance with the procedure and within the time-limit specified by law. (Chapter VIII, Article 40).

The labor policy in Uzbekistan is applied at the national government level and is reflected in the following laws, regulations, and national social programs.

- New edition of the Labor Code of the Republic of Uzbekistan dated October 29, 2022 (entered into force on April 1, 2023);
- Law "On the employment of the population" No. 642 of 20.10.2020;
- Joint Decree of the Ministry of Employment and Poverty Reduction (No. 33 K / B) and the Ministry of Health of the Republic of Uzbekistan (No. 13) "On approval of the list of jobs with unfavorable working conditions, where the employment of persons under 18 years is prohibited", registered by the Ministry of Justice of the Republic Uzbekistan, dated July 29, 2009 No. 1990;
- Decree No. 133 of 11 March 1997 to approve normative acts necessary for the realization of the Labor Code of the Republic of Uzbekistan;

- Decree of the Cabinet of the Ministers No. 1011 of 22 December 2017 "On Perfection of the Methodology of Definition of Number of People in Need of Job Placement, including the Methodology for Observing Households with Regard to Employment Issues, also for the Development of Balance of Labor Resources, Employment and Job Placement of Population";
- Decree No. 964 of 5 December 2017 "On the Measures for Perfection of the Activity of Self-Government Bodies Aimed at Ensuring Employment, firstly for the Youth and Women";
- Decree of the Cabinet of the Ministers No. 965 of 5 December 2017 "On the Measures of Further Perfection of the Procedure of Establishment and Reservation of Minimum Number of Job Places for the Job Placement of Persons who are in need of Social Protection and Face Difficulties in Searching Employment and Incapable of Competing in Labor Market with Equal Conditions".

According to the Law № ZRU-798 "On Approval of the Labor Code of the Republic of Uzbekistan" dated October 28, 2022 there is adopted the new edition of Labor Code that became effective on April 1, 2023 which governs employment relationships and establishes the minimum guarantees of the rights and freedoms in the sphere of work. Article 4 of the Labor Code prohibits discrimination and guarantees that all citizens have equal rights to work. Any discrimination on the grounds of nationality, race, gender, language, religion, political beliefs, social status, education, property, leading to a violation of equality of opportunities in the field of labor, are prohibited.

The State Labor Inspection under the Ministry of Employment and Poverty Reduction is charged with enforcement of the Labor Code according to the Statement on the State Labor Inspection (Resolution of the Cabinet of Ministers №1066 of 31.12.2018 "On measures to improve the performance of the Ministry of Employment and Poverty Reduction of Uzbekistan").

According to Labor Code, labor-management relations should be formalized in a fixed-term or temporary employment contract. The maximum length of a single fixed-term contract is 5 years (with the exception of a few specific positions).

**Forced labor and child labor.** Article 5 of the Labor Code states that Forced labor, i.e., people forced to perform work under the threat of any punishment (including as a means of labor discipline) is prohibited. Forced labor has previously been practiced in Uzbekistan involving public workers, mostly teachers, health workers and students.

Young people aged between 15 and 18 years old have the right to work based on local legislation and have the same rights as adult workers with some benefits due to their age (Labor Code, Article 413). People under the age of 18 can be employed only after undertaking a medical examination and are subject to mandatory annual medical examinations. They can be employed only for jobs which have no risk to their health, safety and morals, they are not allowed to lift and move heavy objects (Labor Code Article 414). 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 per week (Article 415).

Articles 49 and 51 of Administrative Code of Uzbekistan impose fines for the violation of the above-mentioned regulations on child and forced labor.

**Wages and deductions.** Worker contracts and collective bargaining agreements establish the form and amount of compensation for work performed. It is forbidden to pay workers in kind, except in cases established by the Government of the Republic of Uzbekistan (Labor Code Article 243). The Government establishes a minimum wage (Article 244). From December 1, 2023, the minimum wage

payment was introduced, hence being the lowest national wage for a full-time position, cannot be less than 1,050,000 UZS per month (or \$85,5) per month. There is no established minimum wage for seasonal and daily workers. (Resolution of CoM of RUz № 775, dated 16.09.2019)

Employers are obliged to pay workers pay the employee at least two-thirds of the tariff rate (salary), calculated in proportion to downtime during downtime for reasons beyond the control of the employer and employee (Article 281). Compensations for the payment delays can be included in the collective bargaining agreement. Employers also must pay for work-related damage to health or property, and families are compensated in case of death of an employee while working. Wage deductions are allowed 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 (Article 270).

**Women.** Night work, overtime work, work on weekends and business trips for pregnant women and women with children under the age of 14 (or disabled children up to 16 years old), are allowed only with their consent. Recruitment of pregnant women and women with children under the age of 3 years old for night works is only allowed following receipt of a medical certificate confirming that the work does not threaten the health of the mother of the child (Article 396).

Following Presidential Decree № PP - 4235 of March 7, 2019 (<http://lex.uz/ru/docs/4230938>), men and women have the same rights to undertake childcare, one of the parents (male or female) can decide to take maternity leave (Article 400).

**Working hours.** The standard work week in Uzbekistan is 40 hours, with shorter working weeks for those under 18 and for women who have children up to 3 years old. The number of hours worked per day, and days worked per week, should be established in the worker's contract or collective bargaining agreement. Employers must provide paid time off each workday for "rest and food", and in the case of extreme heat or cold, or to breastfeed children. Details of time off are established in worker contracts or collective bargaining agreements.

**Leave.** In addition to national holidays, employees must receive at least 15 working days of paid leave per year, with workers under 18 years of age and disabled employees receiving at least 30 days of paid leave (Articles 216-218). Workers whose work conditions are considered unhealthy or unfavorable receive an additional 7 days and those who work in unfavorable climatic conditions receive an additional 8 days. Leave without pay may also be covered in contracts. At termination of employment, employees will be 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, with 56 days of leave provided after giving birth, or in case of complications or 2 or more children, up to 70 days. Maternity leave is paid by the state social insurance (Article 404). After giving birth, a mother may take additional leave until the child is six months old, again paid for by social insurance. She may take unpaid leave until the child is three years of age. Her position is guaranteed upon her return from leave.

**Overtime work.** Overtime compensation as specified in workers' employment contracts or in collective bargaining agreements, which can be provided 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 262).

For information: The followings are considered as overtime work as per article 263 of Labour Code

of RUz:

- Working hours exceeding 8 hours;
- Working during public holidays, weekends, annual leave.

*Overtime work should be paid no less than the salary the employee is receiving. Alternatively, employees can request to compensate overworked hours/days during usual work time.*

**Layoffs and staff reductions.** Employees can terminate their employment by providing written notice of two weeks prior to their final day or apply for leave without pay. The employer should give two months' advance notice in the case of severance due to corporate liquidation or optimization, two weeks' advance notice in the case of employee incompetence, and three days' advance notice in the case of employee malpractice or unacceptable behaviors. In the case of severance caused by corporate liquidation or optimization, employees should receive compensation not less than two average monthly salaries plus payment for unused leave.

**Labor disputes.** Disputes may be adjudicated by commissions that are created with equal representation of employees and the employer (Article 548). Commissions must resolve issues within 10 days. If any party disagrees with the decision, or if it is not resolved 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).

Labor-related disputes can be resolved through the general court system on a regional or city level. Formally, workers can file their complaints through the Prosecutor General's Office. The Ministry of Employment and Poverty Reduction should provide legal support to employees in their labor disputes.

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

The World Bank's labor policies are set out in the ESS2. The Implementing Agency builds effective relationships between employees and management and provides a safe working environment. ESS2 establishes the following key objectives:

- Ensure safety and hygiene in the workplace;
- Ensure fair treatment of project workers by eliminating discrimination and creating equal conditions;
- Ensure protection of Project workers (including members of vulnerable groups, such as women, persons with disabilities, children (who have reached working age as defined by the ESS2 standard) and migrants), contract workers, workers from the local community, and workers of main contractors;
- Prevent any form of forced or child labor;
- Support the freedom of association and bargaining agreements, if it does not contradict the national legislation;
- Provide project workers with an easily accessible mechanism to communicate their concerns to the management.

The ESS2 is applicable to Project workers, including full-time, part-time, temporary, seasonal, and migrant workers. If the project involves government employees (be it full-time or part-time employees), the terms of their employment are governed by the existing employment agreement or arrangement with the respective government authority, unless those employees have been officially transferred to the staff of the Project.

Working conditions and labor relations management. The Borrower will develop and implement internal project labor management procedures. The procedures will establish methods of managing labor resources in accordance with the requirements of the national legislation and this ESS. In addition, they will establish the criteria to categorize project workers as direct workers and contracted workers.

Project workers will be provided with clear and understandable information and documentation on their terms of employment. Such information/documentation will specify their rights as provided by the national law and ESS requirements (including the right for bargaining agreements), such as the rights related to work hours, wages, overtime, compensation, and benefits. This information will be provided when they are first hired, as well as when significant changes are made to the working conditions.

Detailed information on the World Bank's Environmental and Social Standards is available at: [www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards](http://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards) and <http://projects-beta.vsemirnyjbank.org/ru/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards>.

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

**Table 2. Summary of World Bank Requirements and Key Gaps with Uzbekistan Legal Requirements**

ESS and area	Main requirements of the World Bank	Requirements of the regulatory framework of the Uzbekistan	Gaps/Recommended measures
A. Working conditions and management of labor relations	<ul style="list-style-type: none"> <li>• Written labor management procedures.</li> <li>• Employment conditions.</li> <li>• Non-discrimination and creation of equal opportunities.</li> <li>• Workers' organizations.</li> <li>• Preparation of labor management plans, including the contractor.</li> </ul>	<ul style="list-style-type: none"> <li>• Written employment contract required, including procedures and employment conditions.</li> <li>• Non-discrimination and equal opportunities</li> <li>• No legal requirements to develop labor management procedures.</li> <li>• Regulated by the Labor Code and</li> <li>• internal regulations of employees</li> </ul>	LMP developed for the project. Terms and conditions in the LMP are consistent with national law and ESS2 requirements.
B. Occupational safety	<ul style="list-style-type: none"> <li>• Prohibition of the use of child labor.</li> <li>• Prohibition of the use of forced labor.</li> </ul>	<ul style="list-style-type: none"> <li>• Prohibition of the use of child labor.</li> <li>• Forced labor is not permitted.</li> </ul>	No gaps
C. Complaint mechanism	A grievance redress mechanism (GRM) should be established for essential workers and contract workers.	No project specific GM is required Workers can raise grievances to: a) conciliation commission; b) Labor Inspection under the Ministry of Employment and Poverty Reduction; c) court	PMC will develop specific GM for all workers (direct workers, contracted workers) as per this LMP
D. Occupational health, safety and security	<ul style="list-style-type: none"> <li>• Each project object requires a detailed procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• No detailed procedure specific to every project.</li> <li>• More than 30 articles of</li> </ul>	Requirements for labor protection, health and training of workers,

	<ul style="list-style-type: none"> <li>Requirements for labor protection, health and training of workers, official registration of accidents, preparation of emergency action plans, problem solving.</li> <li>Monitoring compliance with occupational safety requirements.</li> </ul>	<p>the Labor Code are directly linked with issues of occupational health and safety.</p> <ul style="list-style-type: none"> <li></li> </ul>	<p>official registration of accidents, preparation of emergency action plans, problem solving</p>
E. Category of workers	Set employee categories	No reference to Community, contractor and primary supply workers.	No community workers will be involved in the Project. Screening and monitoring measures will be introduced
F. Minimum age of employees	<ul style="list-style-type: none"> <li>The minimum age for employment is 14 years.</li> <li>A child between the ages of 14 and 18 may be employed or involved in work only if certain conditions are met.</li> </ul>	<ul style="list-style-type: none"> <li>Employment permissible for 15 plus age, but for non-hazardous work, with limited hours, and guardian permission.</li> <li>Provisions of National law will apply, no construction workers under 18 years.</li> </ul>	Provisions of National law will apply, no construction workers under 18 years. Workers between 15-18 years could be hired for office work with shortened working hours, during out of school time, and with guardian permission as per national legislation
Code of conduct for employees	An employee code of conduct is required.	No detailed procedure Regulated by the Labor Code and internal regulations of employees.	Code of conduct for the employees will be presented and signed by the employees.
Initial training of workers on safety	Trainings and instructions are provided to contractors.		Trainings and instructions will be provided to contractors.
Workers' rights at a community level	Labor relations management procedures set out the conditions under which community workers can lodge complaints related to the project.		Labor relations management procedures will be set out the conditions under which community workers can lodge complaints related to the project.
Rights of workers of key suppliers	Labor relations management procedures establish roles and responsibilities for monitoring key suppliers.		Labor relations management procedures establish roles and responsibilities will be set for monitoring key suppliers.

**In case of a conflict, the provisions of the World Bank ESS2 shall prevail.**

Project contractors will be responsible for covering the above-mentioned gaps and will be monitored by the Fund and PMC. Each Contractor will be required to follow this LMP and prepare their own Grievance Mechanism. Contractors will not hire people aged under 18 to undertake construction work.

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. All workers will be required to read and sign the Worker Code of Conduct (see Attachment 1) and information on the code of conduct will be included in induction training, with regular refresher training provided and presented in Uzbek language.

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

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

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

- Occupational safety and health requirements (Article 352);
- Rights and responsibilities of the employee in the occupational health and safety (Article 355);
- Provision of instruction and training to workers in labor protection (Article 362);
- Regulation of working hours in hazardous industries for workers performing special work and workers under the age of 18 (Articles 477, 478 and 479);
- Conditions for the employment of disabled persons in various jobs (Article 96);
- Provision of milk, therapeutic and prophylactic food, and personal protective and hygiene equipment to workers (Article 363);
- Provision of first aid to workers and their transportation to medical and preventive treatment facilities (Article 365); and
- Registration and investigation of accidents at work (Article 366).

Some other key legislation includes:

- The Law “On Labor Protection”, September 22, 2016 - regulates issues of certification of workplaces on working conditions, audit of the OHS management system, investigation and registration of accidents at work and occupational diseases. It establishes specific mechanisms for public and trade unions participation and secures their rights related directly to OHS activities.
- The Law “On Occupational Safety in Hazardous Production Facilities”, ZRU-57 of August 25, 2006 - sets out the legal, economic and social terms of ensuring safe use of hazardous production facilities and is aimed at preventing accidents and building the capacity of enterprises.
- The Resolution of the Cabinet of Ministers of the Republic of Uzbekistan № 60 of February 11, 2005 - compensation by the employer of any damage caused to employees by injury, occupational disease or other work-related impairment of health was regulated.
- The law “On Occupational Safety and Health” - a worker who has been fully or partially disabled as a result of an occupational accident or professional disease is entitled to a lump sum allowance and compensation of damage to health paid by the employer. The lump sum allowance is determined by the collective contract (agreement) and may not be less than the annual wages of the victim. In the event of the death of a worker the employer must pay

material damage to the persons entitled to it as well as a lump sum in the amount of not less than six average annual wages of the deceased.

Article 355, the Labor Code describes the rights of the Employees regarding the OHS, they include:

- working conditions that meet safety and hygiene requirements;
- professional training, retraining and advanced training;
- compensation for any harm caused to his health or property in connection with work
- social security in the event of disability, as a result of work

The owner and employer of an organization shall be directly responsible for the occupational safety of employees in the workplace and for the application of OHS 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 workers with the necessary sanitary facilities at suitable levels of cleanliness;
- 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, foot ware and another necessary personal protective equipment (PPE) in the required condition and at a regular frequency;
- educate, instruct, and test the knowledge of employees on OHS standards and regulations;
- include necessary OHS regulations in any collective contracts and assume responsibility as defined in these regulations;
- provide a statistical report to the relevant executive authorities on the application of occupational health and safety standards and working conditions at the company; on measures taken to implement OHS standards and the results of activities to achieve these goals.

In addition to the main legislation Uzbekistan 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), and normative methodological documents on individual issues setting forth concrete requirements to occupational safety in hazardous facilities.

**Enforcement of OHS legislation.** The main state bodies responsible for the implementation of OHS policy are the Ministry of Employment and Poverty Reduction, including the State Labor Inspection under the Ministry with territorial branches distributed all over Uzbekistan; the State Inspection for Control of Mining, Geological and Industrial Safety, Mining and Housing and Utilities Sector; the State Sanitary and Epidemiological Well-Being and Public Health Authority under the Ministry of Health of the Republic of Uzbekistan.

The Ministry of Employment and Poverty Reduction has an OHS directorate and the State Labor Inspection and its regional branches in the Republic of Karakalpakstan, Viloyats (regions), the Tashkent city and district directorates and branches on labor, employment and social security. They constitute a single system of supervision and monitoring compliance with OHS requirements at the

ministries and agencies, institutions, organizations, industrial and agricultural enterprises, with the exception of hazardous facilities that are under the jurisdiction of the State Inspection on Safety in Industry, Mining and the Housing and Utilities Sector.

In inspections will be required from, among other bodies that deal with OHS management, the:

- Sanitary and Epidemiological Well-Being and Public Health Authority (the Law on State Sanitary Supervision was dated on July 3, 1992),
- State Fire Inspection,
- Ministry of Ecology, Environmental protection and Climate Change, State Energy Supervision Authority

The powers of inspections are determined by the corresponding ministries and agencies. Uniform application of labor legislation in the Republic of Uzbekistan is supervised by the Public Prosecutor's Office of the Republic of Uzbekistan (Article 534 of the Labor Code of the Republic of Uzbekistan).

Under the Law on Occupational Safety and Health the Labor Code of the Republic of Uzbekistan if enterprises are caught violating OHS requirements or obstructing the activities of state supervisory and monitoring bodies they will be disciplined or prosecuted under criminal law.

## 6. RESPONSIBLE STAFF

A Project Management Unit (PMU) with qualified staff and resources to support management of environmental, social, health and safety (E&S) risks and impacts of the Project including a Social Specialist, an Environmental Specialist, a health and safety specialist and , a stakeholder liaison specialist shall be responsible for implementation of E&S safeguard issues and their management in accordance to provisions of ESMF, ESMP,SEP,LMP, RPF and GDF and subsequently to project specific ESIA's and RAPs

All resource requirements for unskilled work for the Project will be handled at the site-level office, by the site manager with assistance from the Stakeholder Engagement Specialist (for stakeholder engagement and monitoring) and the PMU HR specialist, as required.

The site manager will have responsibility for the on-site implementation of the labor management procedures, particularly in relation to the Project's locally sourced skilled and unskilled workers and for keeping all relevant HR records. Specific requirements on resourcing, particularly for occupational health and safety, training of workers, or engagement and management of workers/contractors/subcontractors will be reflected in the site-specific ESMPs. Admin staff, specialist employment law advisers and consultants may also be required on an ad hoc basis.

## 7. POLICIES AND PROCEDURES

The Project aims to oversee the activities of contractors and their workers in a way that complies with the laws of Uzbekistan and ensures fair conditions employment and the health, safety and welfare of the contracted workforce. NEGU and the PMU will work with their contractors to:

- Ensure effective contractor oversight systems are in place;
- Coordinate between the contractors and local communities on matters relating to the recruitment of community workers;
- Encourage contractors, subcontractors and suppliers to adopt principles and practices that are aligned with and complement NEGU's and WB's policies and procedures for managing

- human resources and safeguarding worker rights, including no use of child or forced labor;
  - Provide guidance to subcontractors and suppliers on sustainable policies and the importance that their employees also understand such policies;
  - Minimize risks associated with occupational health and safety, injury or occupational illness;
  - Manage any accidents, incidents, emergencies or grievances in an effective manner, notifying and cooperating with the authorities where relevant; and
  - Identify ways to mitigate adverse impacts on local communities during construction works.
- Monitoring implementation of the Worker Code of Conduct.

The Project has adopted the World Bank's 2018 Environmental and Social Framework to guide it towards achievement of appropriately high levels of environmental and social performance throughout the Project's life cycle. ESS2 is applicable to this Project, and its requirements have been duly incorporated into this LMP. It sets out requirements in regard to the following topics:

- Working conditions and management of worker relationship
- Terms and conditions of employment
- Nondiscrimination and equal opportunity
- Worker's organizations
- Child labor and minimum age
- Forced Labor
- Grievance mechanism
- Occupational health and safety
- Contracted workers

The following sections provide more detail on specific Project policies as relate to key potential labor risks identified in section 3.

#### 7.1. Occupational Health and Safety

An Environmental and Social Management Plan (ESMP) will be prepared for each eligible facility or sub-project that adequately identifies the predicted health and safety hazards and control measures applicable to the specific site. It will be the PMC's responsibility to prepare ESMPs which will include an occupational health and safety plan.

The PMC will manage the interface between the different contractors working at each site during the construction phase of the Project. The PMC will also be responsible for monitoring contractors' health and safety performance and enforcing WB and Uzbek legal standards. The PMC will conduct regular inspections to ensure contractors correctly manage their own and their subcontractors' health and safety procedures.

At each Project site, contractors and subcontractors are required to:

- Appoint a competent person (or people) to coordinate the management of OHS within the company
- Provide appropriate training, information and PPE to workers on site
- Convene regular formal safety meetings for all workers and undertake daily toolbox talks focusing on key hazards and risks identified for that day
- Prepare risk assessments and methodology statements for any non-routine work activities that arise

- Submit a monthly environmental and social health and safety (ESHS) report to both the PMC and NEGU (including any accidents, incidents or fatalities that occurred during the previous month and including an incident report for any lost-time accidents or fatalities).

## 7.2. Recruitment

All Project work is expected to be contracted out by the PMU to contractors. Each contractor and subcontractor will be independently responsible for the recruitment of their own workers, they will need to provide sex-disaggregated statistics for the PMC to collate and monitor.

Contractors will be encouraged to train and hire as many workers as possible from local communities. Expected ratios between skilled and unskilled labor will be 70/30. The ratio between non-local and local labor will be 60/40 approximately, with almost all of the non-skilled labor being undertaken by local community members.

Additionally specific HR gender actions will be considered; these may include (a) providing specific trainings on gender inclusion to the energy companies, or (b) providing other technical training aimed at women with the requisite technical profile, to enable them to be hired companies and/or have better opportunities for promotion within those companies (e.g., as auditors, technicians, etc.).

## 7.3. Equality and Non-discrimination

Any potential employee, male or female, and from local communities or migrant workers who are over 18 years of age and are qualified and are physically fit to undertake a job, will be considered for that position. Potential workers will be assessed on their qualification for the job only as per Article 4 of the Labor Code.

All workers from local communities and migrant workers will be treated equally and with respect and no forms of gender-based violence, sexual harassment or other forms of discrimination or abuse will be tolerated on the Project.

## 7.4. Child and Forced Labor

The Project has a zero-tolerance policy for any form of child or forced labor and will undertake monitor and enforcement of this policy commitment.

Although Uzbekistan's Labor Code of the Republic of Uzbekistan permits the hiring of persons from the age of 16 years' old, the Project will not employ anyone under the age of 18 years' old due to the potentially hazardous nature of the Project works.

## 7.5. Gender Based Violence (GBV) , Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

GBV (Gender Based Violence) is a type of violence or harassment, which can be physical or psychological, directed at a person because of their biological sex, gender identity, or predetermined ideas of what it means to be a woman or a man. It could occur between workers from the same company, workers from different companies or suppliers, workers and community members, local governments and workers, or in a worker's family or personal relations. It could also be identified in the project's supply chain.

SEA (Sexual Exploitation and Abuse) involves exploitative sexual behavior related to a power

imbalance (e.g. offering a job or favor in exchange for sex). SH (Sexual Harassment) involves unwanted sexual advances or verbal/physical behavior of a sexual nature in the workplace.

GBVH/SEA/SH can happen at any phase of a project but is most likely to occur during the construction phase, when the workforce will be largest and where accommodation facilities in the community are relied upon.

To prepare the project for any instances of GBVH/SEA/SH, developers and contractors should undertake a GBVH risk assessment, understand how they can prevent and respond to GBVH and enhance their existing systems. For the project, enhancing existing systems should include:

- Increase understanding of GBVH/SEA/SH risks among leadership and within company culture through targeted training and consultations.
- Include GBVH/SEA/SH actions when developing communication policies and codes of conduct.
- Include GBVH/SEA/SH impacts and investigation procedures in grievance mechanisms.
- Include measures to address GBVH/SEA/SH risks during recruitment processes and performance assessments.
- Provide training and awareness-raising on GBVH/SEA/SH prevention and response during worker inductions and regular refresher training.
- Work with contractors to identify ways to address GBVH/SEA/SH in procurement processes, contract selection and along the supply chain.
- Design worksites and service delivery locations such as to restrict potential GBVH/SEA/SH hotspots.
- Incorporate KPI's for GBVH/SEA/SH into regular reporting.

Responses to GBVH/SEA/SH allegations should follow a survivor centered approach. Trained professionals should be brought in to manage any allegations of GBVH/SEA/SH, and all parties involved should be made aware of the safety issues involved in dealing with GBVH/SEA/SH. To facilitate GIP reporting of GBVH, EBRD requires any incidents of GBVH to be reported. In the reporting to EBRD, no personal information should be disclosed, and the privacy and safety of the survivor should be protected at all times.

#### 7.6. Trade Unions and Collective Bargaining

Freedom of association will be respected, and the Project will not raise barriers to employees seeking membership to a trade union in accordance with Article 30 of the Labour Code. <https://minenergy.uz/>. Should workers for some reason not be able to obtain trade union representation, the Project will allow for employee participation on issues that affect them.

The Law on Trade Unions (ZRU-588) adopted in December 2019 provides that all trade union activities should be based on the principles of the compliance, voluntariness, non-discrimination, independence and self-governance, equality, transparency and openness. Currently, the Board of the Federation of Trade Unions of Uzbekistan incorporates 37,632 primary organizations and 14 regional trade unions. These trade unions are all government owned and operated, including the Federation of Trade Unions.

#### 8. AGE OF EMPLOYMENT

The minimum age for employment on the Project will be 18 based on the dangerous nature of some of the construction tasks. Workers will be required to provide proof of age upon recruitment and

regular labor monitoring will be undertaken to check that no workers are under the age of 18.

Should underage workers be identified, they will be asked to stop work, and their situation addressed on a case-by-case basis in coordination with the HR responsible from the relevant contractor, the worker, and their parents, as relevant. The Project will attempt to find a solution between all parties that does not leave the worker worse off.

## 9. TERMS AND CONDITIONS

Employment conditions for skilled workers will be negotiated on a case-by-case basis as relevant to the nature of the role. For semi-skilled and unskilled workers, conditions, such as working hours, PPE, and leave allowances will be standards and clearly stated within the contracts. At a minimum, all contracts will be compliant with the Labor Code of the Republic of Uzbekistan. (<https://lex.uz/ru/docs/6257291>).

Employment contracts will be provided to workers, whether permanent or temporary employees. They will define the disciplinary process that will be followed for the Project and indicate potential actions or behavior that could trigger disciplinary action and what the potential consequences are. Should any form of formal action be initiated against an employee, the employee will be informed in writing as to the charge against them, be invited to a meeting at which the problem can be discussed and be informed of the right to be accompanied or represented at that meeting.

The employment contracts also include information on the worker grievance mechanism (discussed in the next section) to respond to valid employment concerns related to working conditions or accusations of workplace discrimination, gender-based violence and harassment (GBVH) or bullying. A separate grievance mechanism is available for community members (see the Stakeholder Engagement Plan).

## 10. PROPOSED GRIEVANCE REDRESS MECHANISM

### 10.1 Objectives of the GRM

In accordance with the Environmental and Social Standards of the World Bank a Grievance Redress Mechanism (GRM) of the Project was created during the preparation of the resettlement framework document. The main objectives of the GRM are to ensure the receipt and timely redress of complaints filed by persons affected by the project, redress of complaints at the project level and prevention of escalation of conflicts/referral of the case to national courts or the World Bank accountability mechanism. The primary objectives of the Grievance Redress Mechanism (GRM) are:

- Provide a clear, accessible, and transparent channel for addressing grievances related to Project implementation.
- Ensure that all grievances are resolved in a timely, fair, and confidential manner.
- Mitigate risks associated with social, environmental, and labor-related issues.
- Foster trust and collaboration among stakeholders by maintaining open communication and accountability.

### 10.2 The existing mechanisms for filing and reviewing complaints in Uzbekistan

Along with the requirements of the World Bank for the development and approval of a Grievance Redress Mechanism for implementation of investment projects, the complaint procedure in

Uzbekistan is also regulated by the national law of the Republic of Uzbekistan, in particular, the Law "On appeals of individuals and legal entities" (No. No. 445, dated September 11, 2017 as amended in 2018). This law grants individuals and legal entities the right to submit applications in the form of statements, proposals and complaints and in three forms: verbally, in writing or electronically. All three forms of appeals have equal importance.

In accordance with the Law "On appeals of individuals and legal entities", the appeal shall be reviewed within fifteen days from the date of receipt by the state body. The latter shall address the issue on its merits. If additional verification and/or study materials is required, or issue a request for additional documents, the review period is extended to one month maximum.

Any citizen of Uzbekistan has several channels for filing his/her complaints.

- Physical visits to makhalla, khokimiyat and President's People Reception Rooms to meet with the authorities;
- Call the hotlines created in each khokimiyat;
- Call the Virtual Reception of the President (Phone No. 1000 or 0-800-210-00-00) or send a message to the virtual online reception of the President ([www.pm.gov.uz](http://www.pm.gov.uz));
- Call the hotlines created in each district or regional khokimiyat;
- Send a written complaint (letter) to the district/regional khokim / line ministry / President;
- Participate in meetings with district/regional heads of sectors on integrated socio-economic development of regions (4 sectors have been created in each district);
- Participate in meetings with the management of line ministries and departments, which should regularly meet with citizens in rural areas.

Also, in accordance with Law No. 781 dated 29.06.2022 "**On Procedures for Land Withdrawal for Public Needs with Compensation**", Compensation committees consisting of 17 people are established at local Councils of deputies, that:

- monitor that compensation is paid in full and in due time, and keep records of the provided compensation; and
- assist in the pre-trial disputes resolution, and make advisory decisions on disputes related to the compensation payment.

Physical visits to makhalla and khokimiyats are the most popular universal mechanisms of grievances in the country. The practice shows that it is important for the investment project to have a good connection with local authorities to gather information about project related complains and to resolve them fast and effectively. That's why makhallas and khokimiyats are the integral part of the proposed project-specific GRM.

### 10.3 Confidentiality and Anonymity

The Project will give the option for workers to raise grievances anonymously. Individuals will be asked for their permission to disclose their identity, if needed. Any required investigation will be undertaken in a manner that is respectful and confidential. The aggrieved party will be informed that there may be situations when disclosure of their identity is required to address the grievance.

### 10.4 Proposed Grievance mechanism

The proposed GRM for the current project takes into account the requirements of the World Bank and national law and the proven internal grievance redress mechanism for reviewing complaints from individuals and legal entities of the Republic of Uzbekistan, so that they can speak out legitimate

problems at local level. GRM also considers complaints related to labor disputes and cases related to industrial injuries at work.

The NEGU has an existing standard, simple and accessible GRM. This GRM provides several ways and levels for resolving complaints and filing appeals. The main purpose of the Project's grievance redress mechanism is to ensure timely and user-friendly resolution of complaints received from people living near the Project area. However, the Project's GRM does not hinder any person from contacting the governmental legal system to resolve their claims at any stage of the complaints process. The affected person can apply to the court at any time during the GRM process, regardless of the stage of the complaint review at the project level.

The NEGU will be responsible for creation of the GRM during the project implementation, while the responsible specialist will act as the secretary of the GRM to ensure that the GRM operates effectively to address the environmental and social problems of the persons affected by the Project. The proposal to create a GRM was discussed with the management of the NEGU, a social safeguard specialist of the World Bank and presented during public consultations in the Project regions.

Contractors be required to establish their own grievance mechanisms for their respective workers. All the grievances received by contractors are to be properly registered and reported to responsible PMU Specialist.

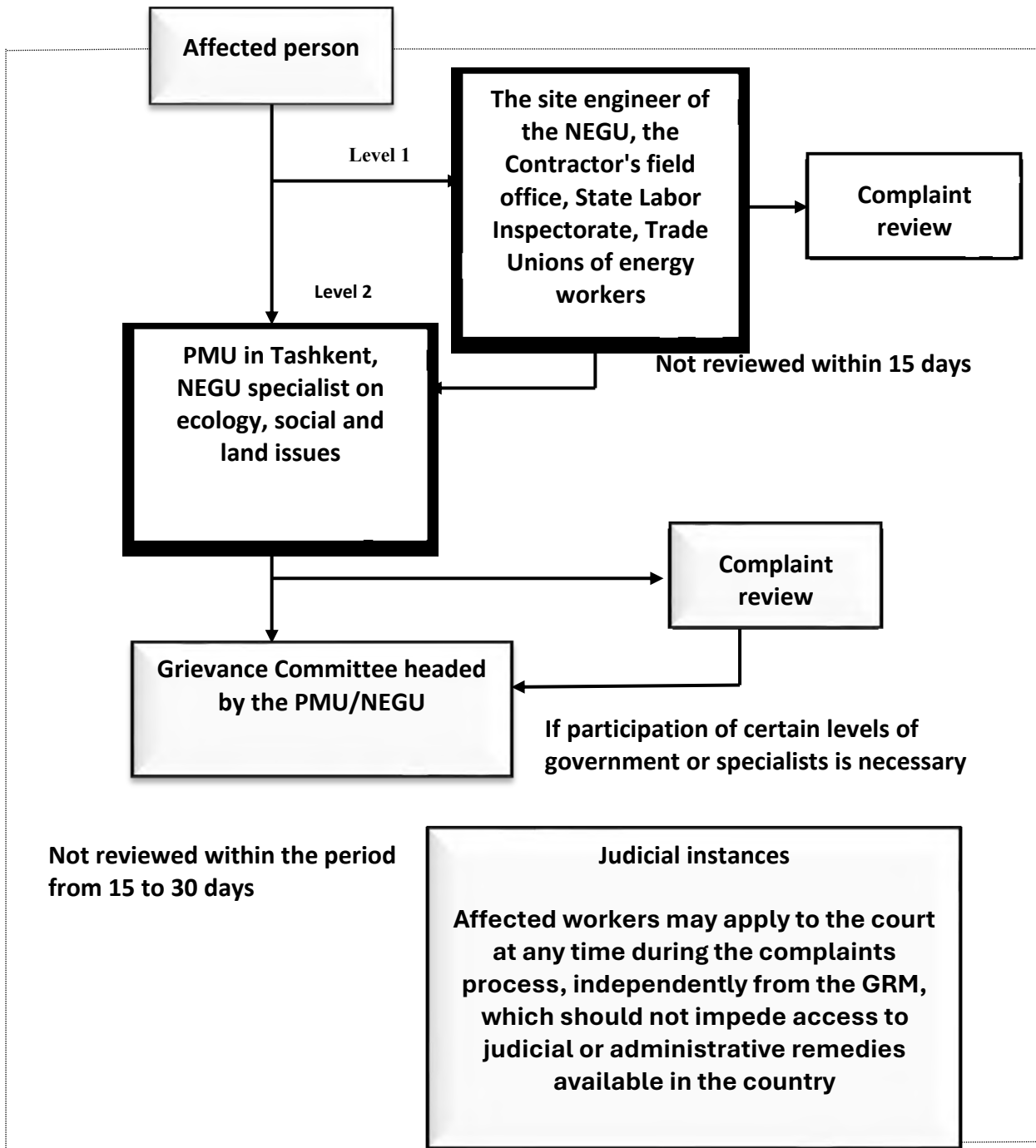
The proposed GRM format is applicable to labor issues as well as environmental and social aspects in terms of social impact and mitigation measures. After discussion with all parties, the following multi-level GRM was proposed for the Project, as described in the Table below.

**Table 3. The grievance redress mechanism and its levels**

Levels/Steps	Process
<p><b>Level 1 -</b></p> <p><b>The site engineer of the NEGU, the Contractor's field office, the Makhalla committee and the district khokimiyats</b></p>	<p>The affected worker (or injured worker) applies directly to the Field Office at the Contractor's work site or to the designated specialists of the regional branches of the NEGU. The latter will be responsible for collecting/receiving and registering complaints from the makhalla committee, contractors and the khokimiyat on a weekly basis.</p> <p>The khokimiyats will act as an alternative/additional point to file a complaint. This follows from their duties as defined by national law; having registered the complaints received, the specialist of the NEGU branch will consider the nature/specifics of the complaint and send it to the relevant party for resolution. Simultaneously, the branch specialist will inform the NEGU specialist on ecology, social and land issues in Tashkent about the complaint received and further actions taken to resolve it. Depending on the nature of the complaint, it can be forwarded to the Contractor or to the State Labor Inspectorate of the Ministry of Employment and Labor Relations of the Republic of Uzbekistan, Republican Council of Trade Unions of Energy, Oil and Gas and Geology Workers of Uzbekistan</p> <p>At this level, the complaint must be resolved within two weeks.</p>
<p><b>Level 2 -</b></p> <p><b>The PMU in Tashkent and the Grievance Committee headed by the PMU/NEGU</b></p>	<p>If the complaint has not been considered at the first stage or the applicant is not satisfied with the decision, he/she can file a complaint directly to the PMU of the NEGU in Tashkent. In accordance with the prescribed procedure, the NEGU specialist will review the complaint and forward it to the appropriate department for resolution. If the complaint is not directly related to the project, the applicant will be advised about another authority where he/she should apply for a decision.</p> <p>If complaint resolution requires more time and resources, the NEGU may establish a Special Committee to consider the complaints, which may include representatives of the secretariat of the PMU, representatives of the management bodies of the NEGU, State Labor Inspectorate of the Ministry of Employment and Labor Relations of the Republic of Uzbekistan, Republican Council of Trade Unions of Energy, Oil and Gas and Geology Workers of Uzbekistan, etc. All complaints will be resolved within 15 days. If additional information is required, a maximum of 30 days may be taken to resolve the complaint and close it with sending prior notification to the applicant about it.</p>

If the issue has not been resolved or the applicant is not satisfied with the decision/resolution, the affected person can file a complaint to the courts, where the decision will be made in accordance with national law. Access to the court is not part of the GRM. The sequence of filing and review a complaint is shown in Figure 1 below.

**Figure 1. Grievance Redress Mechanism**



Information about the GRM will be publicized as part of the PR/community communication (e.g., through websites, social media). Brochures and posters will be displayed in public places, Project offices, subdivisions and information desks of JSC National Electric Grid of Uzbekistan etc. Information about the GRM will also be posted online on the NEGU website.

#### 10.5 Employee grievance mechanism

PMU will provide clear grievance mechanisms for partners, workers, employees and contractors, including consultants and experts to be hired or engaged in connection with the Project. PMO will inform workers of the grievance tools available, such as phone numbers and emails. The PMU will also assign a department/specialist responsible for receiving, logging and sorting the complaints related to workers and employees (contracted and long-term employees). The complaints will be logged and

tracked in the Grievance log.

The employee grievance mechanism will include the following:

- Procedures for receiving complaints such as, complaint/comment form, suggestion box, email, telephone hotline.
- Established deadline for responding to the complaint;
- A log book to record and track timely resolution of complaints;
- Employee / department / unit responsible for receiving, registering and tracking complaints.

The employee grievance mechanism will be described in the staff induction trainings to be conducted for all project employees. Information on the grievance mechanism will be readily available to all project staff (employees and contracted) on the information boards, as well as through suggestion/complaint boxes, and other means as appropriate. PMU will monitor the registration and processing of complaints and report this in the project progress reports.

### 10.6 Sensitive Grievances

The Project applies a zero-tolerance policy to Gender-Based Violence, including Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH). Because these cases require confidentiality and specialist care, they are handled outside the standard GRM workflow through the referral pathway below.

#### Reporting & Intake

- Survivors (or anyone on their behalf) may report anonymously or in person to a dedicated female GBV<sup>2</sup> Focal Point in PMU/contractor camp, through a 24-hour hotline, Telegram/WhatsApp/SMS number, or sealed complaint box. No written evidence is required.

#### Immediate Response (within 24 hours)

1. GBV Focal Point records only non-identifying information and obtains the survivor's informed consent for any action.
2. If life-threatening injuries exist, the survivor is accompanied to the nearest medical facility.

#### Referral (within 48 hours, survivor-led choice)

- The Focal Point arranges confidential transport and links the survivor to:
  - Medical care (emergency treatment & HIV PEP) at a district hospital;
  - Psychosocial counselling at local crisis center/NGO;
  - Legal aid & police where the survivor wishes to pursue justice;
  - Safe shelter (if required) via regional women's committee;
- A Service Provider List with contacts is kept up-to-date and posted (in sealed envelopes) at community notice boards.

#### Follow-up & Confidential Record-Keeping

- The GBV Focal Point tracks service uptake (non-identifying codes only) and checks, with the survivor's consent, that referrals were delivered.
- All SEA/SH data are stored in password-protected files accessible only to the PMU Social/GBV Specialist.

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<sup>2</sup> Gender-Based Violence

## Management Oversight

- The PMU Social/GBV Specialist reviews quarterly anonymized reports, verifies that agreed actions are implemented, and immediately escalates any contractor non-compliance (breach of Code of Conduct) for sanctions.
- Aggregate statistics (number of cases, type of services provided) are included in the semi-annual ESF progress report to the World Bank—without personal identifiers.

### 10.7 NEGU Contacts for Grievances

The PMU will be responsible for complaints registration, taking measures to address the complaints, meetings recording and report preparation for every complaint. Information on the complaints process will be submitted to the World Bank in the quarterly report on the project implementation, and in the semi-annual monitoring report on the project implementation.

The table below shows the contact details of persons at the NEGU and its branches whom citizens can file complaints to.

**Table 4: Addresses of persons whom citizens can address their complaints and appeals to**

No.	PTL	Region	Responsible person	Organization	Position	Contact information
1	All Tls under construction	All regions	Batyrov Azizbek	"National Electric Grid of Uzbekistan" JSC	Head of the Department of Ecology, Social and Land Relations	Address: 42 Osiye St., Tashkent Phone No.: + 998 71 236-66-02 +99871-236-66-16 Email: azabotirov@gmail.com
2	Uzbekistan-Paulgan-Fergana-Sokin	Fergana	Ganizhonov Ilkhom	Fergana branch of the MES	Head of the electric transmission lines service	+998 90 124 01 09 +998 99 017 01 09 fargonamet@gmail.com
3	Yulduz – Kristall (on the territory of the Republic of Uzbekistan)	Andijan	Jasurbek Satimboev	Andijan branch of the MES	Maintenance Engineer	Phone No. and Telegram +998 95 027 10 10

Address of the project Customer:

**"National Electric Grid of Uzbekistan" JSC**

**Legal address:** 6 Istiklol St., 100000, Tashkent

**Address:** 42 Osiye St., Yunusabad district, 100084, Tashkent.

**Phone No.:**+998 71-236-6808

**Reception:** +998 71-236-6865

**E-mail:** [info@uzbekistonmet.uz](mailto:info@uzbekistonmet.uz)

Grievances can be raised to the JSC NEGU or PMC, through the following methods:

- Via mail or e-mail
- On the website (<https://www.uzbekistonmet.uz/>)
- Via telephone
- Directly to the Site Manager, Stakeholder Engagement Specialist, or any other worker on-site, who will take the grievance and pass it to the Stakeholder Engagement Specialist
- During public meetings and consultations
- Submission on site of a Grievance Registration Form.

#### 10.8 Registration of Requests and Document Management of GRM

The regional branches of the NEGU are responsible for collecting complaints from APs and people living near construction sites. A safeguards specialist of the PMU will regularly contact the district khokimiyats for any complaints from the APs.

The NEGU will be the main recipient of complaints, including the established Grievance Committee.. The NEGU will keep records of complaints for their additional review by the World Bank during regular missions. The grievance redress mechanism applies equally to all affected households and to people living within the project area.

Information on the complaint review process will be submitted to the WB through project progress reports, and by semi-annual reports. All complaints received from the public are recorded in the log, which is available at levels 1 and 2 in the Contractor's office, in each makhalla committee of the districts of the project area and in the Tashkent office of the PMU. The khokimiyats also keep logs to record complaints from people. With this, the information received by the Contractor on complaints and appeals from affected persons, and on the measures taken, shall be submitted to the representatives of the PMU at the project site for keeping records of all complaints. After that, information about all complaints received will be collected by the PMU.

Information about complaints and the GRM implementation is disclosed to the public in accordance with the World Bank's information transparency policy.

#### 10.9 Reporting and Monitoring of Grievances

The monitoring of Grievance management will be through a set of indicators ensuring effective and timely resolution of grievance. The indicators will be measures within the reporting periods. The indicators are listed below:

- Number of Grievances received;
- Number (%) of Grievances acknowledged within the timeframe;
- Number (%) of Grievances unilaterally decided;
- Number (%) of Grievances closed within the specified time-frame;
- Number (%) of grievance related to a same or repeated event and/or location to identify are as most affected by potentially negative impacts of the project;
- Number (%) of grievance received comparing to the previous reporting period;
- Number (%) of complainant satisfied with the process(timely,fair);
- Number (%) of complainant satisfied with the outcome.

Semi-annual reports submitted to the WB should include a section on GRM that provides updates on the following:

- GRM implementation status (procedures, training, public awareness campaigns, budgeting, and etc.);
- Qualitative data on the number of complaints received (applications, proposals, complaints, requests, positive feedback), indicating the number of complaints resolved;
- Quantitative data on the type of complaints and responses to them, issues provided and complaints that remained unresolved;
- The level of satisfaction with the action taken (response);
- Any corrective actions taken.

#### 10.10 Child and Forced Labor

A national Grievance Mechanism to report cases of forced and child labor is established through the Federation of Trade Unions in Uzbekistan responsible for the monitoring of labor rights protection, using a 24-hour helpline anonymous short number (1092), telegram bots (the most popular messenger in Uzbekistan) and internet sites.

#### 10.11 World Bank Grievance Redress System

Communities and individuals thinking that they have been negatively impacted by a World Bank supported project can file complaints with existing project's grievance redress mechanisms or the Grievance Redress Service (GRS) of the Bank (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, or Uzbek/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 email [grievances@worldbank.org](mailto:grievances@worldbank.org).

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.

## 11. CONTRACTOR MANAGEMENT

The Ministry of Employment and Poverty Reduction of the Republic of Uzbekistan is the main state institution responsible for labor, employment, and social protection policy. The supervision and monitoring of compliance with the Labor Code requirements and protection of labor rights of citizens is implemented by the State Labor Inspection under the Ministry of Employment and Poverty Reduction, and its territorial subordinate structures according to the Statement on the State Labor Inspection (Resolution of the Cabinet of Ministers №1066 of 31.12.2018 “On measures to improve the performance of the Ministry of Employment and Poverty Reduction of Uzbekistan”).

Health and safety supervision is carried out by the Ministry of Health in accordance with the basic laws of the Republic of Uzbekistan. According to the Statement on the Procedure for the Creation and Organization of Labor Protection Services in each organization must have Labor Protection personnel which is responsible for organizations (Resolution of the Cabinet of Ministers №1066 of 31.12.2018 “On measures to improve the performance of the Ministry of Employment and Poverty Reduction of Uzbekistan”):

- organizing work to ensure that employees comply with labor protection requirements;
- monitoring compliance by employees with laws and other regulatory legal acts on labor protection, regulatory documents in the field of technical regulation on labor protection, the collective agreement, labor protection agreements, and other local regulatory acts of the organization;
- organizing preventive actions to reduce the risk of occupational injuries, occupational diseases and diseases caused by occupational factors, as well as work to improve working conditions;
- informing and advising the employer and employees of labor protection issues, introducing best practices and scientific developments on labor protection, promoting labor protection issues;
- implementing induction training, retraining and advanced training of employees of the organization on labor protection issues.

If an organization has less than 50 employees, it should have at least one person responsible for labor protection and for organizations with employees more than 50 people, labor protection service needs to be created within the organization.

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, and occupational safety and health performance.

When contractor(s) are known, this labor management procedure can be updated to include additional details about companies, hired workforce etc., as necessary.

Construction worker contracts will include provisions related to labor and occupational health and safety, as provided in the World Bank ESS and Uzbekistan law. The Project will incorporate the requirements of ESS2 into contractual agreements with contractors and third parties, together with appropriate noncompliance remedies.

## CONTRACT MONITORING

All contracts will include provisions on labor, health, and safety that comply with the World Bank's standard procurement guidelines and requirements of the Uzbek law. Construction and other contracts will include employment, health, and safety provisions as provided for in the World Bank's standard procurement documents and the Uzbek law.

The PMU will regulate and monitor activities of contractors in relation to their contract workers, with particular attention to contractors' compliance with their contractual agreements (covenants, representations and warranties) and labor management procedures. This may include periodic audits, inspections and/or random checks of facilities and work sites, as well as any contractors' documents and reports related to labor management.

Documents and records relating to contractor labor management that should be reviewed may include: standard employment contracts or agreements between third parties and contract workers; records of complaints received and decisions taken; safety audit reports (including recording of fatalities and other incidents and the implementation of corrective actions); records of non-compliance with the national legislation; records of training provided to contract workers to explain

health, safety and health risks and preventive measures.

## **ATTACHMENT 1. The content and template of code of conducts**

### **CODE OF CONDUCT**

#### **Introduction**

We, the Contractor, [insert the name of the Contractor], have entered into a contract with [insert the name of the Client/Employer] for [insert description of the Work]. These works will be carried out at [specify the Site and other locations]. As part of this contract, we are committed to addressing environmental and social risks associated with the Work, including risks related to sexual exploitation and abuse (SEA), sexual harassment (SH), and health and safety concerns.

This Code of Conduct applies to all personnel employed by the Contractor, subcontractors, and any other personnel involved in the project, referred to as "Contractor Personnel." By adhering to this Code of Conduct, we aim to ensure a safe, respectful, and inclusive working environment.

#### **Required Conduct**

The code of conduct of workforce serves to establish the broad framework within which an action, or default by workforce may be judged. Any action, or default, which conflicts with the code, is unacceptable. The description incorporates the necessary skills of labor worker as well as general labor duties and responsibilities specifically to avoid conflicts with the local population, transmission of diseases, any form of sexual harassment and violence, Personal Integrity and Discrimination.

Here are five major duties and responsibilities that workforce should strictly follow in their workplace:

#### **Avoid conflicts with the local peoples**

To limit labor conflicts with local communities, managers must consider three interrelated factors: power inequality, perception gaps and cultural context. When these factors are properly managed, they can reduce tensions between labors and their neighboring communities, thereby reducing opportunities for conflict. However to prevent any such situation, it is the duty of the labors to follow the code of conduct listed below:

- The workers shouldn't allow themselves to be influenced in the execution of their duties by any consideration other than the legitimate and reasonable interests of the respective labors.
- The workers are advised to refrain from unnecessary interactions with the local population. They are also advised to avoid conflicts and altercations with the locals at any cost.
- The workers should spend more time either at workplace or their company provided residences. The workers should show respect towards local languages, culture and traditions and shouldn't make any derogatory remarks towards them either by words or actions even unintentionally.
- The workers show respect towards the local womenfolk.
- Restriction in use of local resources.

#### **Transmission of diseases**

Although the right to consent to medical treatment is a fundamental individual human right, there are circumstances in which public health authorities may be justified in ordering the compulsory diagnosis and treatment of individuals. Public health laws should authorize compulsory treatment orders only in circumstances where the person in question is unable or unwilling to provide consent to a diagnostic procedure or treatment, and where their behavior creates a significant risk of transmission of a serious disease. However, to prevent any such situation, it is duty of the labor to follow the code of conduct listed below:

- The Workers should disclose complete information about their existing health conditions including any ailment prior to joining.
- The workers should inform the project manager to get their health checked as soon as possible if he/she witnesses any symptom of communicable disease and start treatment as soon as possible to avoid transmission to others.
- It is the duty of the I worker to avoid being exposed to any communicable diseases wherever possible by taking care not to be in contact with affected people.
- Labors should take reasonable care for their own health and safety.
- Labors should take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons, and
- Labors need to comply with any reasonable instruction and cooperate with any reasonable policy or procedure relating to health and safety at the workplace.
- The workers must avoid promiscuous behavior as this may expose them to serious communicable diseases such as HIV-AIDS. Adequate safety measures such as restriction on outsiders' entry into labor camp particularly in night be imposed.

### **Sexual harassment and violence**

Prevention of harassment and violence in the workplace is both an international and national concern. It is internationally agreed that sexual harassment and violence is a form of gender discrimination and is recognized as a violation of human rights. Sexual harassment and violence at work can happen to any worker and by any worker at any workplace. Providing education and information about harassment and violence to all staff on a regular basis. The circulation of information, open communication and guidance is of particular importance in removing the taboo of silence, which often surrounds cases of sexual harassment. Information sessions, personnel meetings, office meetings, group discussion and problem solving groups can prove very effective in this respect. Staff should also be informed of the best way of coping with aggression by means of guidelines and staff development programs on sexual harassment and violence at work.

- All supervisor and I workers must understand their responsibility towards provide a safe work environment.
- (this is not the responsibility of workers) It must be understood by the workers that sexual harassment doesn't only violates company's charter but also prohibited under applicable National Regulations.

- No worker should indulge in sexual harassment of other workers either by actions or by words.
- The workers should avoid videos, films or books with objectionable content.
- Any worker who is subject to sexual harassment either by actions or words must immediately bring the matter to the attention of his supervisor/manager as well as project manager.

## Personal Integrity

Maintaining the highest degree of integrity both in personal and professional conduct by each member of work force is a primary requirement for ensuring a conducive work environment. It results not only in enhanced job satisfaction but also reduces both the legal and moral liability associated with employment. More specifically, the workers must ensure the followings:

- Utmost honesty in both personal and professional dealings.
- Refrain from fraudulent behavior in both personal as well as professional matters
- Refrain from stealing and other nefarious activities.
- Non-disclosure of Company's confidential information.
- The workers shouldn't accept any gifts, favors or other considerations of anything more than token value, from any other party.

## Discrimination

It is understood that workplaces are becoming increasingly diverse with people of different ethnicity, Nationality, Religion, Caste and Languages working together. And in view of this, it is important that workers should understand this diversity and respect the differences present in the workers' pool. Discrimination in any form will not be tolerated. All workers should be aware of:

- No worker should discriminate against other workers on any basis including that of Religion, Caste, Language, Nationality, Ethnicity etc
- Nobody should refer to others' Religious, National, Ethnic and caste/language based identities in derogatory language/terms.
- Nobody should pass comments/jokes etc. on others' Religious/ National/ Ethnic/ Racial/ Caste/ Language based identities.

### 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.

**ATTACHMENT 2. Template of grievance form**

Form For submissions complaints			
Grievance reference number (to be completed by the grievance coordinator):			
Contact Information (can be provided anonymously)	Name ( s ):		
	Address:		
	Telephone:		
	Electronic mail:		
	By mail: <input type="checkbox"/>	By phone: <input type="checkbox"/>	By electronic mail <input type="checkbox"/>
How do you prefer to be contacted (check one)	<input type="checkbox"/> Uzbek	<input type="checkbox"/> Russian	<input type="checkbox"/> other _____
Provide details of your grievance/complaint. Please describe the problem, who it happened to, when and where, how many times, etc. Describe everything in as much detail as possible.			
What solution do you propose for the grievance/complaint, if you have one? Is there anything you would like the administration or other party/person to do to solve the problem?			
How did you submit this form to the project?	Website <input type="checkbox"/>	e-mail <input type="checkbox"/>	Manually <input type="checkbox"/>
	Personally <input type="checkbox"/>	By phone <input type="checkbox"/>	Other (please specify) <input type="checkbox"/>
Who filled out this form (if not the person listed above)?	Name and contact information:		
Signature			
Name of coordinator assigned responsibility			

Resolved or referred to Grievance service 1?	<input type="checkbox"/> Solved	<input type="checkbox"/> Transferred	If sent, date:
Decided, transferred to Grievance service?	<input type="checkbox"/> Solved	<input type="checkbox"/> Transferred	If sent, date:
Completion			
Final solution (briefly describe)			
	Brief description	Accepted ? Yes/No	Signature confirmation
1st suggested solution			
2nd suggested solution			
3rd suggested solution			