

**Government of the Republic of Albania
Albania National Water Supply and
Sanitation Sector Modernization Program**

**Draft
Labor Management Procedures
(LMP)**

September 2020

1. INTRODUCTION

The World Bank (WB) as a trusted partner aims to provide financing to the Government of Albania (GoA) for the implementation of the Operation Albania National Water Supply and Sanitation Sector Modernization Program (the “Operation”). The Operation consists of a Program-for-Results Financing (PforR) component (the “Program”) and an Investment Project Financing (IPF) component (the “Project”).

The Project is designed as an IPF, and as such, needs to comply with the World Bank’s Environmental and Social Framework (2018) (ESF) comprising the Environmental and Social Standards (ESS)¹. In response to the commitment of the GOA to comply with the ESF, the Ministry of Infrastructure and Energy (MoIE) has developed these Labor Management Procedure (LMP), laying out the Project’s approach to meeting the objectives of World Bank ESS 2: Labor and Working Conditions (ESS2). It sets out the terms and conditions for employment or engagement of workers on the Project, specifies the requirements and standards to be met and the policies and procedures to be followed, assesses risks and proposes the implementation of compliance measures. The LMP is developed to help avoid, mitigate and manage risks and impacts in relation to project workers and set out the way in which project workers will be managed, in accordance with the requirements of national law and the ESS2.

The LMP applies to **project workers** as defined by ESS2². The focus of this LMP is on workers engaged by potential work and service providers (**contracted workers**) and consultants engaged directly by MoIE, AKUM and ERRU to perform project related tasks (**direct workers**) as other labor of other workers (such as community workers and primary supply workers are not expected)

The legal framework of the government of Albania guiding Labor and Working Conditions is, with a few minor shortcomings, strongly compliant with the ESS2 as Albania is signatory to the International Labor Organization (ILO) and United Nations (UN) Conventions informing the ESS2.³)

The scope of the LMP shall be as outlined in the World Bank’s ESS 2. The engagement will be Planned as an integral part of the Project’s environmental and social assessment and Project design and implementation. This document has 12 sections. Section 1 serves as introduction. An overview of labor use in the Project is presented in chapter 2. Key potential labor risks are listed in chapter 3. Legislative framework governing labor employment in Albania and a gap analysis with that of the World Bank’s ESS 2 is discussed in chapter 4. Implementation Arrangements, age requirement, policies and procedures and timing of labor requirements follows in the subsequent section. Grievance mechanism, contractor management are presented in the last sections.

¹ In August 2016, the World Bank’s Board of Executive Directors approved the Environmental and Social Framework (ESF), which have come into effect in August 2018

² The term “project worker” refers to: (a) people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project (direct workers); people employed or engaged through third parties³ to perform work related to core functions⁴ of the project, regardless of location (contracted workers); (c) people employed or engaged by the Borrower’s primary suppliers⁵ (primary supply workers); and (d) people employed or engaged in providing community labor⁶ (community workers). ESS2 applies to project workers including fulltime, part-time, temporary, seasonal and migrant workers.

³ These include: ILO Convention 87 on Freedom of Association and Protection of the Right to Organize, ILO Convention 98 on the Right to Organize and Collective Bargaining, ILO Convention 29 on Forced Labor, ILO Convention 105 on the Abolition of Forced Labor 2 Guidance Note – ESS2: Labor and Working Conditions • ILO Convention 138 on Minimum Age (of Employment) • ILO Convention 182 on the Worst Forms of Child Labor • ILO Convention 100 on Equal Remuneration • ILO Convention 111 on Discrimination (Employment and Occupation

2. OVERVIEW OF LABOR USE ON THE PROJECT

It is expected that Project will engage the following categories of **project workers** as defined by ESS2:

Direct workers. Direct workers will be independent consultants hired specifically to work in relation to the Project and be integrated into the project management, coordination or implementation units (PIUs) yet to be established housed by the Ministry of Infrastructure and Energy (MoIE) and its National Agency for Water Supply Wastewater and Waste Infrastructure (AKUM). These workers will be engaged through the standard form of Contracts for Consultancy services provided by the World Bank. The PIUs will have managerial, administrative, coordination roles as well as some specific expertise. The number of PIU personnel and the requirements in terms of their qualifications, experience and competences is to be defined by Negotiations, based on the recommendations of the PforR assessments but there will be no more than 20 experts engaged directly to work on the PMU within the Ministry and PCU within AKUM.

Contracted workers: Contracted workers will be engaged or employed by third parties' i.e. contractors, sub-contractors⁴ and service providers/consultants needed for project implementation and these imply professionals and support staff provided by the Contractor or Consultants or by any Sub-Contractor or Sub-Consultants assigned to perform the Services or any part thereof. The contractual and legal relationship between the third parties and the MoIE will be established through contracts awarded in line with the standard procurement procedures and bidding documents of the World Bank for specific project activities which have a standard wording for labor and working conditions requirements. The contracts will be consultancy contracts for the provision of the TA. The number of consultants engaged during the project will vary but should not exceed 50 consultants hired by the third parties. Thus the number of the contracted workers (through consultancy contracts) should not exceed 50..

Primary supply workers This category does not apply to the project.

Community workers will not be engaged on the project. This category does not apply to the project

2.1 Number of Project Workers

At Appraisal time, a tentative list of Project activities has been agreed upon. The list will be further refined during negotiation and implementation stage, but it comprises exclusively of technical assistance (due diligence studies and analytical work, feasibility studies, audits) and capacity building (training, knowledge sharing workshops, certification activities, others). Assessment of the number of Project workers to be engaged in the Project is informed by records and experience in water supply and sewerage projects regulation and related works in the recent past in Albania. The MoIE through AKUM has implemented in the past a few Projects⁵ supported by the KfW, Albanian Development Fund, Municipality Infrastructure Program (MIP IV, MIP V) which the last one is still ongoing in some of the main municipality of Albania and the Rural Water Supply Project (RWS III) actually under construction phase to which the Operational Policies of the WB had applied. AKUM

⁴ Sub-Consultant/Contractor means any person or entity to whom/which the Contractor or Consultant subcontracts any part of the Works or Services.

⁵ Water supply, sewerage and WWTP Projects

has also recently implemented the Water Sector Investment Project (WSIP) financed by the World Bank .

Based on recent experiences, it is estimated that direct workers would include at least 2 positions in both staff in MoIE and in AKUM plus external consultants- maximum 50 in total including contracted workers for the various studies that will be undertaken may be around 50 consultants in total.

2.2 Timing of labor requirements:

It is expected that the first Contract for consulting deliverables works will be awarded during 2021, and the Project will engage the following categories of project workers as defined by ESS2:

Direct workers: Direct workers will include PMU and PCU Staff. The estimated number of direct workers would not likely exceed 20 including management, technical, social, environmental, financial, procurement, and administrative expertise. Direct workers will be hired independent consultants, who are specialized in the required disciplines and will provide TA and support for capacity building and know-how transfer to the institutions. These consultants are hired under individual contracts, with different time inputs (full time for the positions i.e. management, procurement, technical, financial etc. while others like environmental and social specialist shall be engaged part time) with specific definition of the assigned tasks and responsibilities.

Contracted Workers: Contracted workers would be hired under the Standard forms for consultancy contracts. There will be no construction workers

Community workers: Community workers will not be employed in relation to this Project.

Given the local Context and nature of the works Gender Based Violence is not assessed to have a high risk.

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Project activities

The project activities for which LMP applies will be of consultancy nature. Thus there are not Key Labor Risks for the contracted workers

Given the nature of activities supported by the Project (Technical Assistance and Capacity Building), no other labor risks are considered to be significant. The Project is assessed as Low on gender-based violence (GBV) risk. Should the labor risks deviate significantly from the area as described above these procedures shall be amended to cover further impacts.

4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

Various laws, policies and code of practices are applicable to the implementation of this LMP. These laws and policies are aligned with the international standards, namely ILO Conventions and EU Directives, as the terms, conditions and instruments proposed in the international conventions and directives are incorporated into the national labor legislation.

The Constitution of the Republic of Albania (recently updated with Law No. 76/2016, date 22.7.2016) guarantees the right to work, free choice of occupation, availability of work positions under equal conditions, respect of person's dignity at work, safe and healthy working conditions, necessary protection at work, limited working hours, daily and weekly interval for rest, paid annual holiday, fair remuneration for work done and legal protection in case of termination of working relations.

The Law Labor Code of Albania (as amended in 2003) is the main legislation that guides labor practices in Albania. The terms and conditions provided by this Law includes ban to direct or indirect discrimination regarding employment conditions and choice of candidates for performing a specific job, conditions of labor and all the rights deriving from the employment relationship, education, vocational training and specialization, job promotion and cancelling an employment contract for reasons of sex, birth, language, race, color of the skin, age, pregnancy, health condition, and/or disablement, ethnic origin, religion, marital status, family obligations, sexual orientation, political or other belief, social background, financial status, membership in political organizations, trade unions, or any other personal characteristic. The Law guarantees the employee's right to corresponding earnings, compensations and refund of expenses, entitlement to training and professional development, provision of safety and health at work, health-care protection, personal integrity protection, personal dignity, and other rights in the event of illness, reduction or loss of work ability and old age, including financial benefits in course of temporary unemployment, as well as the right to other forms of protection. Women in course of pregnancy and childbirth, parents with a child under three years of age or in need of special care and minors (younger than 18) are given special protection. Harassment and sexual harassment are prohibited. The Law sets out the conditions for employment (including the minimum age for employment), specifies what information an employment contract must contain, and defines fixed term (definite period of time) employment, part time employment, remote work (outside the Employer's premises) and work without established employment relationship (service supply contract, temporary and seasonal work, supplementary work). It stipulates maximum hours of work, overtime, break during working day, daily and weekly rest and leave entitlements (annual leave, sick leave, and maternity leave). The Law lays out the framework for retrenchment and termination of the employment relationship, provides for freedom of association and collective bargaining and guarantees the right to judicial protection.

The rights stemming from the employment relationship are further elaborated by the Law no. 10383, dt. 24.2.2011 "On compulsory insurance of health care", the law No. 7870, dated 13.10.1994 on Health insurance in the republic of Albania. These laws specify contributions, benefits and entitlements covering all employees and extending the entitlement to social security, retirement, disability, injury and health insurance to those who work without the established working relationship.

5. BRIEF OVERVIEW OF LABOR LEGISLATION: OCCUPATIONAL HEALTH AND SAFETY (OHS)

Law no. 10 237, dated 18.2.2010 on Health and Safety at Work is the key legislative act in this area. It regulates the implementation and improvement of occupational safety and health for persons

involved in working processes or found in work environments, in order to prevent injuries at work, occupational diseases and work-related illnesses. The employer must ensure that measures have been taken to provide a safe and healthy workplace and work environment for any employee (any person working or undertaking training at the employer, regardless of their employment status) to work. The Law stipulates the obligations and responsibilities of the employer in relation to ensuring safety and health at work (general obligations, special obligations and training for employees) and assessing and mitigating labor-related risks and hazards, provides for appointment of persons responsible for ensuring labor compliance and creating a safe working environment, and determines preventive measures for ensuring occupational safety and health. It also regulates the rights and obligations of employees, the way of organizing the task of occupational safety and health, provision of the first aid at the workplace, the possibility of selecting representatives among the employees for occupational safety and health, obligations of the employer related to keeping records, information exchange and cooperation with relevant institutions, the issue of the professional exam and licensing, the competence of the Occupational Safety and Health Administration.

Labor and working conditions: regarding the 1998 ILO declaration on fundamental principles and rights at work the Existing legal framework and Labor inspectorate of Albanian authorities provide foundation of assurance for the ESS. It has ratified 53 international Labor Organization (ILO) Conventions, of which 48 are in force, including the eight fundamental one.

6. RESPONSIBLE STAFF

The Head of PIUs at MoIE and AKUM will be responsible for direct workers labor management and implementation of these LMP.

The head of the PIUs at MoIE and AKUM will be assigned responsibility to:

- Implement this labour management procedure.
- Ensure the contracts with the consultants are developed in line with the provisions of this LMP, as detailed in the Project Operations Manual.
 - Monitor to verify that contractors are meeting contractual obligations toward contracted and subcontracted workers as required by Albanian law and respective contracts between MoIE and the contractors.
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The Contractors must implement human resources policies for the workforce in accordance with the requirements of the Albanian law. These policies should be clear, understandable and available for employees to review and should focus on:

- Establishing and maintaining healthy relations regarding worker/ manager
- Promoting fair treatment, non-discrimination and equal opportunities for all employees
- Upholding Albanian labor law, basic principles and regulatory standards further described in the Labor Code of the Republic of Albania
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- Communicate clearly job description and employment conditions to contracted workers
- Develop, and implement workers' grievance mechanism and address the grievance received from the contracted and sub-contracted workers
- Have a system for regular review and reporting on labor, and occupational safety and health performance

After the bidding process is completed and the Contractors are known, this labor management procedure can be updated to include additional details about companies, as necessary.

7. POLICIES AND PROCEDURES

This section outlines main policies and procedures to be followed during the implementation phase of the Project. This section will be updated and amended as needed, after consultancy contracts have been awarded.

The policies adopted for the Project will contribute to the achievement of ESS2 objectives and are in line with the MoIE Policies.

The Project promotes fair treatment, non-discrimination and equal opportunity of project workers. Any and every Employer to direct or contracted workers, will ensure that the selection process for project workers is bias-free, and that the requirements set are not directly or indirectly discriminatory. The project workers will be recruited and assessed on the basis of their competence and professional achievements. Gender, birth, language, race, color of the skin, age, pregnancy, health condition, and/or disablement, ethnic origin, religion, marital status, family obligations, sexual orientation, political or other belief, social background, financial status, membership in political organizations, trade unions, or any other personal characteristic unrelated to inherent job requirements cannot be ground for making any decision regarding employment and the employment relationship. However, third parties are encouraged to take a gender sensitive approach and make reasonable accommodation to make it possible for persons with disabilities to take part in the project. Provided that project workers are expected to be established experts, no person under the age of 18 years will be employed or engaged for work on the project.

All project workers will perform work or provide services under conditions set in their engagement/employment contract or agreement in return for remuneration. Their status must be clearly defined in line with the national law. Any form of disguised employment will not be acceptable. For short term and part time workers, the agreement on work should foresee the possibility of providing some rights typical of the employment relationship (refund of travel expenses, leaves, etc.).

All project workers are entitled to fair treatment and protection from harassment and sexual harassment and abuse at work. The contracted part must install mechanisms that will protect the project worker from incidence of mistreatment. If it happens anyway, the grievance mechanism should be in place to enable the project worker to file grievances to a competent person within the company/institution and be informed on the actions taken subsequently in relation to his grievances, without prejudice to his/her right to seek judicial protection. If a third party does not have an affective grievance mechanism, they may follow the guidelines in section 11 to design and install such mechanism.

Adherence to law and good practice and a high level of integrity is expected from all participants in the project. The Borrower should make it clear in tender documentation that non-compliance with the national legislation, particularly the legislation regarding terms and conditions of employment, labor rights and occupational health and safety, may constitute the ground for termination of the contract with a contracted party and exclusion of that party from the project.

The following measures will be developed by the contractors and monitored by the PIUs to ensure fair treatment of all employees:

- As per Labor Code requirements, recruitment procedures will be transparent, public and non-discriminatory with respect to ethnicity, religion, sexual orientation, disability, gender, and other grounds included in the Labor Code
- Applications for employment will be considered in accordance with the application procedures established by the contractors.
- Clear job descriptions will be provided in advance of recruitment and will explain the skills required for each post.
- All workers will have written contracts describing terms and conditions of work and will have the contents explained to them. Workers will sign the employment contract.
- Employees will be informed at least two months before their expected release date of the coming termination.
- The contracted workers will not pay any hiring fees. If any hiring fees are to be incurred, these will be paid by the Employer ('Contractor').
- Depending on origin of the employer and employee the contracts will be developed in corresponding language understandable for both parties.
- While communication language related problems are not expected, attention should be given to ensuring coordination between different contractors and means to address any language differences.
- Foreign workers will require residence permit, which will allow them to work in Albania.
- Will include in contracts that all contractor (and subcontractor) personnel must be of the age of 18 years or more.

The PIU will inform the Bank promptly about any incident or accident related to the project which has, or is likely to have a significant adverse effect on the environment, the affected communities, the public or workers (labor, health and safety, or security incident, accident or circumstance) as soon as reasonably practicable, but no later than five calendar days after the occurrence of the event. Such events can include strikes or other labor protests, serious worker injuries or fatalities, project-caused injuries to community members or property damage the PIU will prepare a report on the event and the corrective action and submit to the Bank within 30 calendar days of the event.

8. AGE OF EMPLOYMENT

Albania has adopted ILO conventions on child labor and incorporated them in the legal system. The minimum age of employment is 15, but the employment relationship with persons under the age of 18 can be established with a consent in writing of a parent provided that work to be performed does not put at risk their health, integrity or education. A person under 18 years of age must present a medical certificate attesting that he/she is capable of performing the activities related to the specific job, and that such activities do not harm his/her health.

As contractors are expected to employ or engage highly qualified, experienced and competent project workers, it is understood that no one under the age of 18 will be employed or engaged. If any

contractor employs or engages a person under the age of 18 years, that contractor will not only be terminated and excluded from the project but will also be reported to the authorities (Labour Inspectorate).

No other restrictions regarding the age of employment will be imposed. The age of workers will not be used as a criterion in deciding on hiring and promoting project workers or terminating their contracts. The contractors will be required to verify the identify and age of all workers. This will require workers to provide official documentation, which could include a birth certificate, national identification card, passport, or medical or school record.

9. TERMS AND CONDITIONS

The terms and conditions of employment in Albania are governed by the provisions of the labor code of the republic of Albania, while occupational health and safety is guided by the Law no. 10 237, dated 18.2.2010 and DCM No. 312 on the approval of the yard safety regulation.

ON SAFETY AND HEALTH AT WORK.

A project worker may be employed or engaged for work on the project only after negotiating, signing, and receiving a copy of an employment contract or engagement agreement which contains information required by the provisions of the of the labor code.

The project worker can be employed on a permanent (open-ended contract) or temporary (fixed-term contract) basis, or can be engaged without establishing the employment relationship on the basis of an agreement. In either case, the project worker will be registered in the Central Registry of Compulsory Social Insurance, in accordance with the national legislation of the Republic of Albania. If the project worker is employed / engaged in his/her domicile country other than Albania, he/she will be registered in accordance with the national legislation of that country. In case of self-employed project workers, the evidence of registration in the Central Registry of Compulsory Social Insurance or a corresponding foreign body has to be presented.

The terms and conditions of employment or engagement of the project worker must meet the following standards:

- The project worker should in advance be clear about the job he/she is going to do and the wage/salary/fee he/she is going to receive.
- The project worker will be paid on a regular basis, at least once a month, or, if so agreed, upon the completion of specific activities, in accordance with the employment contract or engagement agreement.
- The project worker will work 8 or fewer hours a day, with payment of overtime.
- Any work longer than 8 hours is considered overtime work and the project worker should receive extra payment for the hours of overtime work. In any case, the project worker cannot work more than 12 hours a day.
- The project worker is entitled to a daily rest of at least 11 hours within 24 hours.
- The project worker is entitled to a weekly rest of at least 24 consecutive hours.

- Average weekly hours of work in a six-month period cannot exceed 40 hours.
- The project worker is entitled to annual, sick, maternity and family leave, as required by the national legislation. Where the national legislation does not stipulate entitlement to leaves on any ground (i.e. temporary or seasonal work), the contracted party will provide the project worker, at his/her request, with a reasonable period of leave taking into consideration all the circumstances.
- An employment contract or engagement agreement, except in case of permanent employment, ends on the date of its expiry, unless both parties have agreed otherwise. In case of an early termination, a written notice will be submitted at least 15 days in advance. The termination of employment contract and payment of any related entitlements will be done in compliance with the national legislation.
- The third party will assess the risk related to specific jobs. In conformity with the national legislation. The third party will be responsible for taking preventive and protective measures to ensure a safe and healthy work environment and informing the project worker on all the relevant issues and conditions affecting his/her health and safety at work. The project worker will respect regulations relating to safety and protection of life and health at work in order not to put in danger his life and health or life and health of others.
- The third party will make effort to establish mechanisms that will prevent discrimination, harassment, sexual harassment and abuse at work and ensure equal treatment and equal opportunity for all. The service providers working in Albania should follow the procedure laid out by the national legislation regulating the area of discrimination, harassment and equal opportunity.
- Project workers have the right to form or join union or other organizations of their choosing and to bargain collectively, in accordance with the national legislation. The employer (third party) will not interfere with the worker's right to choose the organization or opt for an alternative mechanism to protect their rights regarding working conditions and terms of employment.
- The project worker will be able to raise his/her grievances using the grievance mechanism defined in section 11.

10. GRIEVANCE MECHANISM

In the country of Albania, the national legal framework provides judicial protection of employees in case of unfair or unlawful employment relationship practices instead. Any employee may refer to trade union or other representative labor organization for help in handling any disciplinary or grievance action. The Employer should not prevent any project worker from seeking assistance or advice in such situations. The Labor Code of the Republic of Albania Law no. 7961 dated 12.07.1995, updated by law no. 9125 dated 29.07.2003 disputes, allows for settlement of both individual and collective grievances and claims arising from the employment relationship and work situations without referring to judiciary through mediation of mediators and arbiters and agreement of the parties involved. On the contrary, the Albanian legislation relating to prevention of discrimination, sexual harassment and abuse at work and combating corruption is much more specific and is aligned

with the above stated requests laying out clear procedures to be followed in any case of discriminatory actions, unjust treatment or concerns over non-compliance with the law.

The above stated mechanisms provided by the Albanian legislation are considered as minimum standard to be achieved in addressing labor dissatisfaction and perceived maltreatment. Any third party employing and engaging contracted workers are expected to design and implement grievance mechanisms that will be aligned or surpass this standard ensuring an easy access to protective measures and effective remedial actions in work situations that may give rise to grievances and disputes.

For direct workers employed or engaged by MoIE and AKUM a special labor GM should be conceived and housed within MoIE and AKUM, respectively. This GM shall both serve as workplace and dispute resolution instrument for direct workers and contracted workers in case that no GM exists with the third parties employing or engaging them. Grievance mechanisms should address workplace concerns specifying procedures as to whom a project worker should lodge the grievance, the time frame for receiving a response or feedback and steps to refer to a more senior level, while allowing for transparency, confidentiality and non-retribution practices

The mechanism should foresee the procedure that at least:

- ✓ Specifies to whom the employee should lodge the grievance;
- ✓ Refers to the time frame allowed for the grievance to be dealt with;
- ✓ Allows the employee to refer to a more senior level within the organization if the grievance is not resolved at the lower level;
- ✓ Includes right to representation;
- ✓ Guarantees non-retribution practice;
- ✓ Does not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration/dispute resolution procedures, if the grievance is not resolved within the organization;
- ✓ Provides for anonymous complaints to be raised and addressed.

The project worker is entitled to give suggestions, remarks and information regarding health and safety at work. He/she may refuse to work if his/her life or safety is endangered or if appropriate measures for provision of health and safety at work are not in place. The project worker may express his/her concern or raise grievances to the appointed OHS officer or through the workers' representative in the Health and Safety Council if such exists in the company.

Contracted parties will demonstrate their willingness to implement these mechanisms, even if such requirement is not prescribed by any law of the domicile country. The Supervision Consultant will monitor the contractors' recording and resolution of grievances, and report these to PIU in their monthly progress reports.

A focal person shall be appointed to receive the complaints and then a committee shall be established on an ad – hoc basis to analyze the complaint.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. The mechanism will be based on the following principles:

- The process will be transparent and allow workers to express their concerns and file grievances.
- There will be no discrimination against those who express grievances and any grievances will be treated confidentially.
- Anonymous grievances will be treated equally as other grievances, whose origin is known.
- Management will treat grievances seriously and take timely and appropriate action in response.

Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed.

11. CONTRACTOR MANAGEMENT

The PIU will use the Bank’s 2017 Standard Procurement Documents for solicitations and contracts, and these include labor and occupational, health and safety requirements.

As part of the process to select contractors who will engage contracted workers, the PIU may review the following information:

- Information in public records, for example, corporate registers and public documents relating to violations of applicable labor law, including reports from labor inspectorates and other enforcement bodies;
- Business licenses, registrations, permits, and approvals;
- Documents relating to a labor management system, including OHS issues, for example, labor management procedures;
- Identification of labor management, safety, and health personnel, their qualifications, and certifications;
- Workers’ certifications/permits/training to perform required work;
- Records of safety and health violations, and responses;
- Accident and fatality records and notifications to authorities;
- Records of legally required worker benefits and proof of workers’ enrollment in the related programs;
- Worker payroll records, including hours worked and pay received;
- Copies of previous contracts with contractors and suppliers, showing inclusion of provisions and terms reflecting ESS2.

The contracts with selected contractors will include provisions related to labor and occupational health and safety, as provided in the World Bank and Albanian law.

The head of the PIUs will manage and monitor the performance of Contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties) where applicable. This may include periodic audits,

inspections of labor management records and reports compiled by contractors. Contractors' labor management records and reports may include: (a) a representative sample of employment contracts or arrangements between third parties and contracted workers; (b) records relating to grievances received and their resolution; (c) reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions; (d) records relating to incidents of non-compliance with national law; and (e) records of training provided for contracted workers to explain labor and working conditions and OHS for the project.