

Ministry of Labor

**JORDAN SUPPORT TO PRIVATE SECTOR
EMPLOYMENT AND SKILLS**

LABOR MANAGEMENT PROCEDURES

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ABBREVIATIONS AND ACRONYMS

| | |
|----------|--|
| COVID-19 | Coronavirus Disease 2019 |
| E&S | Environmental and Social |
| GOJ | Government of Jordan |
| GM | Grievance Mechanism |
| GRS | Grievance Redress Service |
| ILO | International Labour Organisation |
| JOD | Jordanian Dinar |
| LMP | Labor Management Procedure |
| M&E | Monitoring and Evaluation |
| MOL | Ministry of Labor |
| MOPIC | Ministry of Planning and International Cooperation |
| NAF | National Aid Fund |
| NEP | National Employment Program |
| OHS | Occupational Health and Safety |
| OTJT | On-the-Job Training |
| PDO | Project Development Objective |
| PMU | Project Management Unit |
| POM | Project Operations Manual |
| PSES | Jordan Support to Private Sector Employment and Skills Project |
| Sajjil | National Employment Platform |
| SEP | Stakeholder Engagement Plan |
| SSC | Social Security Corporation |
| ToR | Terms of Reference |
| TVET | Technical and Vocational Education and Training |
| TVSDC | Technical Vocational and Skills Development Commission |
| VTC | Vocational Training Corporation |

1 Introduction

1.1 Project Description

Jordan's economy encountered numerous obstacles within the last decade, where despite the 3.2% GDP growth, the national economy's growth rate reduced and contracted by 1.8%, and unemployment reached 25% remaining unchanged in the year 2020, with females and youth being the most affected by the impact of those economic challenges.

The challenge of reducing unemployment rates is a national responsibility, particularly in the context of the Corona Pandemic. Therefore, it is critical to ensure the integration of all employment programs and projects implemented by all parties, as well as work to institutionalize the public-private partnership in the areas of training and employment strategies. Accordingly, the Jordanian government approved the National Employment Program that aims to decrease the supply-demand gap and design training programs to meet the requirements of the local and international demand-driven labor market, resulting in providing fair employment prospects for qualified and trained individuals in the private sector.

The Council of Ministers affirmed the 2022 National Employment Program as one of the government's priorities for 2022-2023, which involves providing \$80 million to aid the National Employment Program, which includes stimulating the private sector to generate more jobs for Jordanians. This project will serve as an umbrella uniting all government institutions and agencies' training and employment efforts and programs.

National Employment Program endorses the areas of social security contributions and transportation stipend, professional and technical skills development, and wage subsidies. Developing a self-employment hub to ensure that domestic and international labor markets demands are fulfilled.

The proposed Project will support the GOJ's National Employment Program (NEP). It will finance support to selected jobseekers and firms to help increase formal employment in the private sector.

The proposed Project will be demand-driven and include a combination of temporary wage subsidies and support to skills training. Target jobseekers will select the supported job opportunities they would like to be considered for, and these opportunities will be determined by the companies receiving financial support under the project. Interested companies will apply to receive support for on-the-job training with wage subsidies (subcomponent 1.1). Skills training will be in the form of structured on-the-job training (OTJT), with or without in-class technical/vocational training prior to commencing employment.

The target population of jobseekers will include jobseekers between the ages of 18 and 40 who are assessed to be most in need of employment support. The target population will include some priority groups, including women and selected NAF beneficiaries (close to the poverty line). Firms from all sectors will be eligible for support, although firms in sectors with the highest growth potential, sectors employing women disproportionately (e.g., BPO, food processing), and firms located in disadvantaged areas will be particularly encouraged to apply through targeted communication.

Interested jobseekers and firms will need to register in the national employment platform (Sajjil) to be considered for support. Sajjil is a digital platform that provides job-matching services to registered jobseekers based on job opportunities posted by private companies. Sajjil is being enhanced to support the implementation of NEP. It will be used to process the selection of supported job opportunities as well as the matching of these opportunities to jobseekers (see details under the implementation arrangements section).

All registered jobseekers will be directed through Sajjil to complete key personal development online courses to be considered for NEP support. These courses include, for example, communication skills, CV writing and interviewing, emotional intelligence, and are designed to help jobseekers with job search and job performance.

1.2 Project Development Objective

PDO Statement

The Project Development Objective (PDO) is to increase private sector employment post COVID-19 with emphasis on youth and women.

PDO Level Indicators

The PDO will be measured by the following indicator: Share of jobseekers supported by the Project who continue to be employed 6 months after the support period ends, by gender, NAF beneficiary status, and age group 18-24 years old. The support period includes 6 months of financial support plus an additional 6 months during which awarded companies commit to employing supported jobseekers. The target for the PDO indicator is 75 percent.

1.3 Project Components

Component 1: Support to the National Employment Program (US\$110.3 million)

Sub-component 1.1: On-the-job training (estimated US\$106.9 million). This subcomponent will finance on-the-job training (OTJT), wage subsidies, social security contributions, and transportation allowances for workers hired by awarded companies under the Project. The duration of OTJT will depend on needs but it will range from 1-3 months (including the 1-2 weeks of soft skills training mentioned above). The Project's financial contribution to OTJT will be JOD 50-80 per worker per month, depending on the sector of employment as well as the number of employees being trained in a firm. Wage subsidies, social security contributions, and transportation allowances will be capped at JOD 150 per worker per month, and will extend for 6 months. The wage subsidy will cover about 50 percent of the minimum wage (JOD 130) plus social security contribution on that amount (JOD 10), while a JOD 10 transportation allowance will be given to each worker, each month. Workers must be registered with the SSC by the companies and the total wage paid by firms must be at least equal to the minimum wage (JOD 260). Although financial support is only provided for 6 months, companies must issue contracts to workers for at least 12 months, i.e., firms must commit ex-ante to keeping workers for at least 6 months after the support period ends (although this does not abrogate the employers' and employees' rights for terminating employment as stipulated under Jordanian law). Workers will be trained on site at the awarded firms according to the programs developed by the training providers selected by those firms, which must be accredited by the Technical Vocational and Skills Development Commission (TVSDC). It is expected this sub-component will benefit about 62,000 workers.

Sub-component 1.2: Classroom training (estimated US\$3.4 million). This component will finance up to 3 months of classroom training (with a minimum of 1 month) and stipends for trainees, followed by 1-3 months of OTJT and wage subsidies. The total period of stipends and wage subsidies support will be 6 months. The Project will cover training costs up to a maximum of JOD 133 per worker per month for vocational training and JOD 233 for the technical training. The stipend for trainees will be JOD 70 per person per month, which can be used toward transportation costs. OTJT and wage subsidy parameters are the same as under subcomponent 1.1 except for a shorter maximum duration of 3 months for OTJT. Awarded firms must also issue contracts with workers from the time they join as trainees for 12 months. The same rules described for training under sub-component 1.1 apply here. It is expected this sub-component will benefit about 1,600 workers (additional to the beneficiaries under sub-component 1.1). It is further expected that this sub-component will appeal to private sector firms that require relatively specialized skills training in specific higher skilled sectors.

Component 2: Project Management, Monitoring, and Evaluation (estimated US\$1.4 million).

This component will support MOL with the management, monitoring and evaluation (M&E) of project activities. It will finance a fully staffed and equipped Project Management Unit (PMU) under MOL. The PMU will be responsible

for fiduciary oversight of the project, the daily management of project activities, M&E of project interventions against results indicators, as well as internal coordination within the GOJ, including with the Ministry of Planning and International Cooperation (MOPIC), SSC and TVSDC. This component will finance the costs of: (a) staffing (non-civil servant staff only, see implementation arrangements section for details); (b) other project operating costs; (c) data collection and analysis for the purpose of periodic reporting on the Project's implementation progress as well as the evaluation of the Project; (d) beneficiary surveys targeting both jobseekers and hiring firms; (e) audit costs, including independent verification of payments to awarded companies as well as monitoring and compliance with Environmental and Social Framework (ESF) instruments; (f) communication and outreach; and (g) required upgrades to and maintenance of Sajjil and Grievance and Redress Mechanisms. The beneficiary surveys will be conducted on a quarterly basis, inquiring about the jobseekers' and firms' opinions of the provided support as well as the process for receiving it. These surveys will serve to make any necessary adjustments to the NEP's benefits provided as well as to its processes and procedures.

2 Overview of Labor Use in The Project

The Jordan Support to Private Sector Employment and Skills Project is implemented by the Ministry of Labor (MoL) in cooperation with the Social Security Corporation (SSC) and the Technical and Vocational Skills Development Commission (TVSDC), through a Project Management Unit (PMU) located at MoL. The PMU staff and its consultants are considered direct workers.

The implementation of the project involves three main workers categories: Direct workers, Contracted workers. While the total number of direct and contracted project workers is not precisely known, it is estimated to be around 260 individuals. The project aims to reach 60,000 NEP supported workers. All workers, regardless of the type of employment, will sign a contract starting from the first day of employment; the signed contracts will guarantee protection measures in line with the labor law and correlated instructions.

The project's main objective is to increase the employment in the private sector through providing wage subsidies (for Jordanians) and financing training and onboarding for workers. For the purpose of this plan, the workers employed as a result of jobs created under the project, are considered "NEP supported workers". In accordance with World Bank Environmental and Social Standard 1 (ESS1), all labor risks and mitigation measures have been either directly listed in the LMP or reference was made to relevant national documents. Additionally, all employers benefiting from the NEP will commit to adherence to the LMP and referenced laws and regulations in the LMP.

It should be noted that the project has an inclusion focus for youth, women, and underprivileged people that includes several measures to remove barriers for these groups to access income opportunities that are detailed in the Project Appraisal Document.

2.1 Direct Workers:

Direct workers are those workers with a contractual relationship with the borrower, who are engaged in project activities. accordingly, the direct workers of the project are those who are working in the PMU, as well as the workers who are recruited to work under MoL, TVSDC, and SSC.

The direct workers include civil servants (mainly from MoL and SSC) who will be engaged in implementing certain project activities). As per the World Bank's ESS2 (Para 8), where government civil servants are working in connection with the project, whether full-time or part-time, they will remain subject to the terms and conditions of their existing

public sector employment agreement or arrangement, unless there has been an effective legal transfer of their employment or engagement to the project. The LMP does not apply to such government civil servants, [except for the provisions of paragraphs 17 to 20 (Protecting the Work Force) and paragraphs 24 to 30 (Occupational Health and Safety)]. The PMU will be established in MoL and will be headed by a project manager and will be comprised of the following full-time consultants:

- Project coordinator (2)
- A Financial Management Specialist (1)
- A Monitoring and evaluation specialist (1)
- Communications and stakeholder Engagement specialist (1)
- software development and system sustainability officers (2)

In addition to the above-mentioned employees, MoL will be assigning an OHS specialist from the inspection directorate.

The PMU full-time employees' will be recruited under individual contracts with specific definition of tasks and responsibilities. Terms and conditions of PMU staff, including their rights related to hours of work, wages, overtime, compensation, and benefits, are governed by the Jordanian Labor Law and the relevant provisions of ESS2.

Characteristics of PMU Workers: The direct workers will be Jordanian Nationals, who are professional workers and would be a mix of males and females and none under the age of 18. The estimated number of direct workers in the PMU would be around 8 workers of various disciplines. The PMU encourages the appointment of women.

Timing of Labor Requirements: The hiring of the direct workers of the core PMU at MoL will take place within 30 days from Effectiveness.

2.2 Contracted Workers:

The contracted workers include third-party enterprises that support the implementing agency's capacity to deliver the project. The main contracted workers that are envisaged to provide soft skills, technical, and vocational training, or the on-the-job training Supervisors.

Characteristics of Contracted Workers: This category includes (i) workers that are hired by private sector companies and supported by the project; and (ii) trainers who are professional skilled workers and would be a mix of males and females and none under the age of 18.

Those who are in the first group will benefit from on-the-job training (OTJT) (with a minimum of 1 month and up to 3 months), wage subsidies, social security contributions, and transportation allowances (for a total 6 months). They have the following characteristics: (a) between the ages of 18 and 40 years; (b) not active contributors to SSC (i.e. they are not formally employed); and (c) assessed to be either "near market ready" or "hard to place". They will be Jordanians, with a target of 35% females and 7% coming from the National Aid Fund beneficiary database. They will be contracted, by the private sector, for one year; out of which six months will be covered by the project. This includes wage subsidies, training costs, transportation allowance and SSC contribution.

The trainers (2nd group) will be engaged under short term period; the time schedule and deliverables are stipulated in their respective contracts and sub-contracts and are governed by Jordan's Labor Law and this LMP. Their nationalities would be a mix of Jordanians and non-Jordanians, depending on the availability of the needed expertise in the local market and compliance with Jordan's Labor Law.

Timing of labor requirements: Contracted workers are normally engaged under short term period; the time schedule and deliverables are stipulated in their respective contracts and sub-contracts and are governed by Jordan's Labor Law and this LMP.

The categorization and characteristics of Project Workers are summarized in Table 1 and described below.

| Type of Workers | Description of Activities | Estimated Number | Characteristics | Timing |
|----------------------------------|--|------------------|---|---|
| Direct Workers | | | | |
| Direct workers of the PMU | Project Management and technical tasks at MoL | 6-8 | Fixed term employees Jordanian Nationals Skilled workers, professionals in various disciplines Mix of male and females | PMU at MoL: for the lifetime of the project |
| Civil servants in MoL | Workers from the following directorate will be supporting the implementation of the project activities including: <ul style="list-style-type: none"> . Promoting the project among job seekers and private sector employers through the employment directorates employees located in the different governorates . Ensuring proper work environment and adequate occupational health and safety measures in the workplace for the private sector employers . Legal review of the agreements with the different stakeholders . Support the communication campaign | 218 | Civil servants | The lifetime of the project |
| Civil servants in VTSDC | Workers in the accreditation and licensing departments | 3-5 | Civil servants | The lifetime of the project |
| Civil servants in SSC | SSC civil servants and workers that support the overall functions in SSC specifically : Information Systems Department, the financial Directorate, and the operations | 8-10 | Civil servants | The lifetime of the project |

| Contracted Workers | | | | |
|---|--|--|--|-----------------------------|
| Contracted workers hired by the training service providers | Training service providers will hire trainers and supervisors to conduct the training and supervise the OTJT in the private sector company | Will be decided during the implementation. | <ul style="list-style-type: none"> Full time or part-time Skilled workers, professionals in the training sector Mix of male and females Above 18 years old | |
| Contracted workers hired by private sector companies | Workers hired by the NEP to benefit from on the job training, and subsidized wages | 60,000 | <ul style="list-style-type: none"> 18- 40 years old In all governorates Jordanians 35%females 7% poor households In all sectors | The lifetime of the project |

3 Assessment of Key Potential Labor Risks

- All the risks listed in section three will be mitigated by labor law which aligns ESS2. All private sector firms that will benefit from the program are required to sign a grant agreement that indicates their adherence to the Jordanian Labor law and to LMP regulations.

3.1 Key Labor Risks -Direct workers

Labor risks associated with office-environments are outlined as follows, and are generally considered to be low risk:

- Terms and conditions of employment (e.g. hours of work, overtime, benefits remuneration, termination of employment; disciplinary measures and grievance procedures)
- Discrimination and not applying Equal Opportunity in the workplace
- Occupational Health and Safety related violations in an office setting
- Possible exposure to sexual harassment and GBV related risks
- Lack or in adequate emergency response and evacuation measures.

3.2 Key Labor Risks Associated with trainers and Contracted workers hired by private sector companies

In addition to the risks identified above, training covers different sectors, and include, technical, vocational and administrative professions, skilled and unskilled, white collar or blue-collar training. Vocational trainings and OTJT in certain occupations may present moderate Occupational Health and Safety (OHS) risks as follows:

Occupational Health, and Safety, Risks

The Instructions for the Protection of Workers from the workplace hazards has identified the following occupational hazards, the following link provides further details on the definitions of hazards and the mitigation measures¹.

Mechanical Hazards: Mechanical hazard factors include just about anything inorganic that moves or can cause injury. These include many tools, machines and (moving) vehicles, and any part of the machine that could be dangerous.

Electricity Hazards: Serious workplace hazard that exposes workers to burns, electrocution, shock, arc flash / arc blast, fire, or explosions.

Avoid danger of Static electricity:

- by creating an earth connection, taking into consideration all the technical engineering requirements that are necessary for all electrical tools, equipment and machines.

¹ Instructions for the Protection of Workers from the workplace:
http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AA%D8%B9%D9%84%D9%8A%D9%85%D8%A7%D8%AA_%D8%AD%D9%85%D8%A7%D9%8A%D8%A9_%D8%A7%D9%84%D8%B9%D8%A7%D9%85%D9%84%D9%8A%D9%86_%D9%85%D9%86_%D9%85%D8%AE%D8%A7%D8%B7%D8%B1_%D8%A8%D9%8A%D8%A6%D8%A9_%D8%A7%D9%84%D8%B9%D9%85%D9%84-0.pdf

- Avoid danger of Dynamic electricity:
- by considering the technical requirements needed geometrically, whether in electricity generating stations, electrical converters or electric power transfer networks.

Chemical Hazards Chemical hazards represent potential for illness or injury due to single acute exposure or chronic repetitive exposure to toxic, corrosive, sensitizing or oxidative substances. They also represent a risk of uncontrolled reaction, including the risk of fire and explosion, if incompatible chemicals are inadvertently mixed.

Any chemicals in the workplace that may negatively affect health, including chemical fumes such as ammonia, corrosive chemicals, phosphoric acid, and others.

Employer should protect workers from the hazards of being subjected to chemical materials that are used or that leak to the work environment, such as gases and dusts and from the liquids and acids that they may contain, so that they will not exceed the allowed limits in accordance with the table which is attached to this regulation.

Physical Hazards Physical hazards represent potential for accident or injury or illness due to repetitive exposure to mechanical action or work activity, such as noise and vibration, extreme temperatures, work at high altitudes, and manual material handling.

Biological Hazards Biological agents represent potential for illness or injury due to single acute exposure or chronic repetitive exposure. Workplace hazards include viruses, fungi, germs and bacteria that cause illness and injury.

Ergonomic Hazards Workplace conditions that place workers at increased risk for muscle injuries and other Hazards such as workload, violence or aggression, etc

Emergency Preparedness Risks

- Emergency exits and escape routes not being clearly marked and posted in the workplace
- Possible sources of ignition not appropriately safeguarded.
- The aisles and emergency exit not being accessible, obstructed and locked during working hours, including overtime.
- Inadequate and inaccessible fire-fighting equipment at the workplace
- Failure of the contractor to train an appropriate number of workers to use the fire-fighting equipment.
- Failure of contractor to train an appropriate number of workers on first aid and rescue measures
- Failure of contractor to provide first aid and rescue kits at work place
- In constructions related environment, all employers (including NEP institutions and private firms) will adhere to the mitigation and protection measures enlisted under the “Instructions to protect workers and institutions from the risks of the work environment for the year 19”²

3.3 COVID-19 Considerations

At the start of the outbreak of COVID-19 in Jordan the country declared the “emergency state” and the “Defence Law” was enacted as per the Constitution. As of today, a total of 24 “Defence Orders” have been issued to deal with the COVID-19 pandemic. The project and all workers will adhere to all effective defense orders throughout project implementation. The PMU is responsible for ensuring that all effective defense orders applicable to the project are complied with.

²http://mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/4_%D8%AA%D8%B9%D9%84%D9%8A%D9%85%D8%A7%D8%AA_%D8%A%D9%85%D8%A7%D9%8A%D8%A9_%D8%A7%D9%84%D8%B9%D8%A7%D9%85%D9%84%D9%8A%D9%86_%D9%85%D9%86_%D9%85%D8%AE%D8%A7%D8%B7%D8%B1_%D8%A8%D9%8A%D8%A6%D8%A9_%D8%A7%D9%84%D8%B9%D9%85%D9%84.pdf

Furthermore, and as part of the response to the spread of COVID-19 pandemic in Jordan, the Jordanian Ministry of Health (MoH) has also launched the “National COVID-19 Preparedness & Response Plan 2020”. The plan was developed in close collaboration and with the technical support of the World Health Organization (WHO). The plan offers a framework to deal with the spread of the contagion as well as identifying the required interventions within the health sector and the related financial resources in order to respond efficiently and effectively to the spread of the disease. In addition, the MoH in cooperation and consultation with the WHO and all donors’ representatives in Jordan has developed a Risk Communication Plan (RCP) to support this component, enhancing information dissemination and communication in regard to COVID-19 pandemic

The PMU will keep all direct workers updated regarding any legislation that affects their daily work, using official circulars and emails. In urgent cases, PMU will send an SMS to its direct workers to inform them of governmental measurements that should be adhered to. The PMU will also ensure that any contracted firms abide by these requirements.

Other workers under the project will be notified through communication by their own respective institutions, their employers (contractors) by actions and activities included under the Risk Communication Plan (RCP) of the Ministry of Health (MoH), through public media, official circulars of Prime Ministry, and official notification by the Head of the PMU if the situation requires.

4 Brief Overview of Labor Legislation (Terms and Conditions)

Labor terms and conditions for this project are governed by the Jordanian Labor Law No. 8 of 1996 and its amendments thereafter. All references below refer to this law, unless otherwise noted. The summary of key terms and conditions below is non-exhaustive. The Labor Law applies to all types of workers under the project. Depending on resource arrangements, some direct workers of the PMU at MoL, may be considered civil servants, while the rest of the project workers at MoL, VTSDC, and SSC are permanent employees of the corporation (i.e., civil servants governed by the Civil Servants Bureau Regulations versus consultants) as article 3 of the Labor law states:

Article (3): With due observance to the provisions of paragraph (c) of article (12) of this law, the provisions of this law shall apply to all Employees and Employers with the exception of: a) Civil Servants and Municipal Employees.

4.1 Documentation of Terms and Conditions of Employment

All labor issues under the project will be governed by the Jordanian Labor Law No. 8 of 1996 and its amendments

Documentation of Terms and Conditions of Employment

Article 15 requires a contract of work to be prepared in Arabic and both the Employer and Employee shall retain copies. Note that as per Article 4 of the labor Law, a work contract or other agreement may establish better rights than those in the labor law. Terms and conditions of employment (e.g. hours of work, overtime, benefits remuneration, termination of employment; disciplinary measures and grievance procedures).

Wages and deductions:

As per Chapter 7 (Article 45) wages shall be fixed in the contract. The wage shall be paid within a maximum period of seven days from the date of its entitlement. Only those wage deductions permitted by law are allowed (Article 46,

47). Minimum wage is set by a committee appointed by the Council of Ministers (Article 52). Minimum wage is fixed by tripartite Committee in Jordanian currency either generally or for a particular area or trade.

An employer who has paid a worker less than the minimum rate of remuneration shall be punishable by a fine of no less than twenty-five and no more than one hundred Dinars in respect of each offense and shall also be ordered to pay the worker the difference. The penalty shall be doubled every time the offense is repeated.

Remuneration is specified in the contract. In the absence of such provision, the worker shall be paid the remuneration that would be assessed for work of the same type, if such type of work exists. Otherwise, remuneration is assessed in accordance with common practice. In the absence of such practice, payable remuneration is assessed by court in accordance with the provisions of this Code, considering the case as a labor dispute over remuneration. Remuneration shall be paid within a period not exceeding seven days from the date on which it becomes payable. An employer may not make any deductions therefrom other than those authorized by this Code.

Working Hours:

The ordinary working hours shall be eight hours per day provided that the total working hours do not exceed forty-eight hours per week over a maximum of six days (Article 56). The legal working time excludes meal breaks and rest periods. The seventh day is a paid weekly holiday. A worker may be employed, with his consent, in excess of normal working hours, provided that he is paid overtime at a minimum rate of 125% of his regular remuneration. If a worker works on his weekly rest day or on religious or official holidays, he shall be paid overtime at a minimum rate of 150% of his regular remuneration. The project does not finance overtime, thus; direct project workers will not be obliged to work overtime. The project staff allocation is planned against the workload. Might the workload exceed the available HR capacities at the third part contracted agencies, contracted workers will either be paid overtime, or the company would recruit additional workers. The PMU will make sure that this condition is stated clearly in contractors' contracts and will be monitored accordingly.

Leave and Rest Days:

Leave and rest days as per Article 19-61. Hours of Work and Leaves are: i. MoL operates five days a week and project staff will have to comply with MoL regulations as well as the working hours of the Jordanian law, stated in section b above) ii. SSC operates five days a week and project staff will have to comply with SSC regulations as well as the working hours of the Jordanian law, stated in section b above) iii. Paid leave: Every worker is entitled to annual leave with full pay for a period of fourteen days for every year of employment. This leave is extended to twenty-one days where the worker has been in the employment of the same employer for five consecutive years. Official and religious holidays and weekly rest days shall not be counted as part of a worker's annual leave unless they fall in its course. There are also clauses for sick and Haj Pilgrim as well as close family member death as well as spouse relocation accompaniment leaves. Maternity leave is for 3 months.

Termination and Disciplinary Action:

Article 48 restricts disciplinary actions that can be taken by the Employer. The Employer may terminate employment of employee without notice in certain cases outlined in Article 28 (e.g., if the employee violated organization's internal rules including in work safety or safety of workers despite being twice warned). Details the severance payments owing

are also included. Referring to ESS2, Para 12, the law appears to be silent regarding the requirement to provide written notice of termination and details of severance payments in a timely manner.

Maternity leave, Labor Law articles 67, 70 Social Security Law article 44:

Women workers are entitled to 10 weeks fully paid maternity leave, six weeks of which must occur after delivery. An enterprise employing 10 or more workers must allow women to take up to one year of unpaid leave post-delivery, so long as they do not work for another employer during that time. Maternity leave may be paid by social insurance if the worker has been covered by social insurance for at least 9 months preceding the entitlement.

Breastfeeding breaks, labor law article 71:

During the first year after giving birth, women workers may take up to one paid hour off per day to breastfeed their babies

Non-discrimination and Equal Opportunity

The labor law is not explicit regarding non-discrimination and equal opportunity. However, the Constitution of the Hashemite Kingdom of Jordan, Article 6 states that all Jordanians are equal before the law, and prohibits discrimination on grounds of race, language or religion. Jordan has ratified the two core ILO conventions addressing discrimination in respect of employment and occupation: 1) the Equal Remuneration Convention No. 100 of 1951 (C100) and 2) the Discrimination (Employment and Occupation) Convention No. 111 of 1958 (C111).

The Jordanian Labor Law protects women from discrimination during pregnancy and while on maternity leave. Employers may not terminate women starting from the sixth month of pregnancy or during maternity leave. The labor law is not explicit regarding measures to prevent or address sexual harassment, intimidation or exploitation in the workplace. It is also vital to ensure pay equity for male and female.

Furthermore, MoL developed Model policy for protection against harassment, violence and discrimination in the workplace for the employers to adopt³.

Jordan ratified the International Convention on the Rights of Persons with Disabilities in 2007, which entered into effect the following year. Article 27 of the abovementioned Convention enshrines the right of people with disabilities to work without being subject to discrimination, and to being treated fairly, enjoying equal opportunity, equal pay for work of equal value, and safe and healthy working conditions. The Convention protects their right to form and join trade unions, and to participate in union activities on the same basis as any other worker, and emphasizes their claim to public services, technical and vocational training, and professional guidance and placement. It likewise protects the right of disabled persons to be employed in the public sector. Jordan also ratified the 1983 ILO Convention No. 159

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[http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%86%D9%85%D9%88%D8%B0%D8%AC_%D8%B3%D9%8A%D8%A7%D8%B3%D8%A9_%D9%84%D9%84%D8%AD%D9%85%D8%A7%D9%8A%D8%A9_%D9%85%D9%86_%D8%A7%D9%84%D8%B9%D9%86%D9%81_%D9%88%D8%A7%D9%84%D8%AA%D8%AD%D8%B1%D8%B4_%D9%88%D8%A7%D9%84%D8%AA%D9%85%D9%8A%D9%8A%D8%B2_%D9%81%D9%8A_%D8%B9%D8%A7%D9%84%D9%85_%D8%A7%D9%84%D8%B9%D9%85%D9%84_\(2\)_\(1\)-1.pdf](http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%86%D9%85%D9%88%D8%B0%D8%AC_%D8%B3%D9%8A%D8%A7%D8%B3%D8%A9_%D9%84%D9%84%D8%AD%D9%85%D8%A7%D9%8A%D8%A9_%D9%85%D9%86_%D8%A7%D9%84%D8%B9%D9%86%D9%81_%D9%88%D8%A7%D9%84%D8%AA%D8%AD%D8%B1%D8%B4_%D9%88%D8%A7%D9%84%D8%AA%D9%85%D9%8A%D9%8A%D8%B2_%D9%81%D9%8A_%D8%B9%D8%A7%D9%84%D9%85_%D8%A7%D9%84%D8%B9%D9%85%D9%84_(2)_(1)-1.pdf)

regarding the Vocational Rehabilitation and Employment of Disabled Persons, which calls on states to enable disabled persons to “secure, retain and advance in suitable employment” as a means to ensure social integration.

5 Brief Overview of Labor Legislation (Occupational Health & Safety)

5.1 National legislations related Occupational Health and Safety

Many Jordanian laws, regulations, instructions and decisions have dealt with the subject of occupational health and safety starting from the Constitution through the Jordanian Labor Law (No. 8, 1996) and its amendments, Social Security Law (No.1, 2014), Public Health Law (No. 54, 2002).

All NEP supported institutions and firms have the legal liability to maintain the OHS of workers (whether direct workers or contracted workers), in line with this LMP, the Jordanian Labor Law, the public health law, and the instructions to protect workers and institutions from the risks of the work environment for the year 1998.

Additionally, the Ministry of Labor developed several guidelines for ensuring compliance with labor law articles:

- *The OSH National Profile 2012,*
- *Safety in workplaces (Your guide to safety) 2016*
- *OSH procedures in construction sites (Guideline for contractors and site engineers in the small projects) 2019*
- *Guide for Labour Inspectors; Inspection in workplaces 2019– construction sector*

Public Health:

Public health protection is assured under the Public Health Law (No. 54, 2002). According to this Law, issued by a Royal decree in 2002, the Ministry of Health is responsible for all health matters in the Kingdom, and in particular:

- Protecting health through providing preventive and curative services as well as monitoring responsibilities
- Organizing and supervising health services provided by the public and private sector
- Health insurance for citizens.

Additionally, the SSC law number 1, year 2014, article 5 states that SSC provides financial compensations in case of work injuries.

Work injuries are defined as physical injuries that occur either during working hours or during commuting time to work (one hour before official working hours or one hour after working hours). once the SSC is informed, they will send a focal point to the injury location to conduct a field assessment that includes evaluating the location and causes of injury, asking involved individuals about the incident, and requesting medical reports. Based on the results of the assessment, the SSC might increase the social security allowance of the injured employee. If the injury is so severe that the employee cannot perform work tasks permanently, the SSC will refer the employee to early retirement.

Articles under Chapter 9 titled “Safety and Occupational Health” cover the obligations of the employer to provide a safe working environment for workers.

Articles under Chapter 10 titled “Work Injuries and Occupational Diseases” provide for issues related to work injuries and occupational diseases for those employees who are not covered under the provisions of the Social Security Law of Jordan.

Occupational safety and health (OSH) general provisions within the Labor Law - Articles 78, 80 and 85:

In order to ensure the occupational safety and health of workers, the employer must:

- protect workers from work-related accidents and illnesses
- prior to employment, inform workers about work-related hazards and necessary precautions
- provide workers with necessary personal protective equipment (PPE), such as goggles, aprons, masks, gloves, and/or footwear
- guide workers in the use and maintenance of PPE, and
- Protect workers from fire hazards
- Workers are not required to pay any costs for these measures.

First Aid - 1997 Decision on medical aid means and devices for workers: The employer must provide first aid supplies that are sufficient for the nature of work and the number of workers.

Welfare Facilities - 1998 Instructions for protection of workers and establishments from workplace hazards

The employer must provide a break room where workers can rest and eat.

Noise, 1998 instructions for protection of workers and establishments from workplace hazards

Employers are required to protect workers from exposure to noise. Exposure should not exceed certain defined limits of Noise Intensity in dB which has Allowed Exposure by Hours per Day based on the intensity in db. Workers who are exposed to noise above permitted levels must be provided with ear plugs and hearing protection devices.

Lighting 1998 instructions for protecting workers and establishments from workplace hazards

Employers must provide appropriate natural or artificial lighting as follows:

- Light should be evenly distributed
- Windows must be clean and unobstructed
- Workplace light levels should be at least 20 candles/square feet, and
- Glare should be avoided.

Heavy lifting 1998 instructions for protection of workers and establishments from workplace hazards

Heavy lifting should be done by machines whenever possible. Pre-set limits are stated differently for men and women as applied by the law.

Protection for Pregnant and Breastfeeding Women- Minister of Labor Decision in Respect to Activities and Times During Which it is Prohibited to Employ Women, 2010

In Jordan, pregnant and breastfeeding women may not engage in:

- Work that requires exposure to fumes or smoke from any petroleum derivatives, or
- Work that requires exposure to ethylene in tinting, or Sulphur dioxide in artificial silk.

Personal Protective Equipment (PPE) Instructions for Protecting Workers and Enterprises from Workplace Hazards

- Workers must be provided with goggles to protect them from visible light rays, sparks, and ultraviolet rays.
- Workers exposed to noise above allowable levels must be provided with ear plugs and protective hearing devices.
- Workers exposed to gases, dust, or fumes above approved limits must be provided with cotton or filtration masks that cover the mouth and nose.
- Workers whose hands are exposed to risks must be provided with:
- Gloves lined with leather/cotton for protection from mechanical injuries

- Leather gloves lined with an intermediate layer of metal for protection from sharp surfaces, knives, or other cutting tools, and/or
- Plastic gloves for protection hazardous substances

Electrical Safety Regulation No 43 Of 1998 On Protection and Safety from Equipment, Industrial Machines and Job Sites

- Electric devices, machines, cables, wires, connections, or switches must comply with required specifications and be properly installed and maintained by competent technicians.
- Electrical machines, equipment, devices, cables and wires must be grounded and have insulated circuit breakers that are easily accessible in emergencies.
- Insulated flooring must be placed in front of and behind electrical distribution panels.
- Cables, wires, and electric connections must be tested regularly to prevent short-circuiting and avoid sudden hazards such as fire or electric shock
- The employer must protect workers from hazardous machinery and jobsites.
- Barriers must be placed around hazardous machines and equipment, including cutting machines, weaving machines, moving belts, gears, and chains.

Chemicals and Hazardous Substances Regulation No 43 Of 1998 On Protection and Safety from Equipment, Industrial Machines and Job Sites

The employer must take precautions and measures for the safety and protection from chemical hazards as follows:

- limit hazardous chemical materials such as gases, dust, liquids, or acids to the permitted levels and protect workers from exposure to these materials
- ensure that workplaces have good ventilation using exhaust fans or an industrial ventilation system, in accordance with the health conditions determined by the Directorate of Safety, Vocational Health, and Environment of the Ministry of Labor
- provide personal protection equipment needed for work in the chemical industries including filtration masks, proper shoes, helmets, gloves, work uniforms, leather jackets, and goggles
- provide appropriate warehouses to store finished and raw chemical materials separately through a safe process
- designate locations separate from the workplaces for industrial processes and machinery that produce harmful fumes, dust, or gases; these locations must be equipped with the necessary protection to guarantee that such materials do not spread into the work environment, and
- label every chemical material with its common name, chemical composition, trade name, method of handling, storage process, hazards, hazard prevention, and any other necessary information.

Civil Defence Directorate: The Civil Defence Directorate deals mainly with emergencies, disasters and fire defence, and fighting measures. They conduct inspections of buildings, commercial, industrial and tourist facilities to ensure the adequacy and effectiveness of the fire-fighting supplies. For non-hazardous work enterprises this only either takes place once a year at the time of the renewal of the trade license of the enterprise or through spot checks.

Ministry of Labor (MOL): The Ministry of Labor's inspectors are governed by the Regulation No. 56 of 1996, "The Regulation of Labor Inspectors". All factories, plants, shops, establishments, enterprises, construction sites, workplaces, and other entities, including private dwellings, where work is performed by an employee of an employer, need to be registered with Ministry of Labor and all such registered enterprises entered in this register shall be liable for routine, follow-up and special inspection, as appropriate, by labor inspectors appointed under the Labor Law 1996. Article 15 states that labor inspection exists to protect the working conditions and working environment of workers, prevent the exploitation of workers and where possible improve the terms and conditions under which they work. Article 16 sets out the function of the labor inspector to: advise and inform

employees and employers about their rights and obligations under the Labor Law 1996 and its regulations; to investigate and, when necessary, act in accordance with the law; and to take all reasonable steps to ensure that the provisions of the Labor Law 1996 and its regulations are complied with.

Further details on the scope of inspection are included in the “Instructions for MOL inspection on Economic Activities conducted by MOL Inspection Team, year 2021”⁴.

Additionally, MoL has developed several guidelines⁵ aimed to ensuring the companies compliance with OHS terms and conditions under the national labor laws and regulations including:

- *The OSH National Profile 2012*, link:
http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%A7%D9%84%D8%AA%D9%88%D8%B5%D9%8A%D9%81_%D8%A7%D9%84%D9%88%D8%B7%D9%86%D9%8A.pdf
- *Safety in workplaces (Your guide to safety)*, link:
(http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AF%D9%84%D9%8A%D9%84_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9-1.pdf)
- *OSH procedures in construction sites* (Guideline for contractors and site engineers in the small projects):
(http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%A7%D8%AC%D8%B1%D8%A7%D8%A1%D8%A7%D8%AA_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9_%D9%81%D9%8A_%D8%A7%D9%84%D9%85%D9%88%D8%A7%D9%82%D8%B9_%D8%A7%D9%84%D8%A7%D9%86%D8%B4%D8%A7%D8%A6%D9%8A%D8%A9.pdf).

Full list of Jordanian Laws and regulations relevant to managing the OHS risks are available at MOL website⁶:

5.2 MoL categories of safety hazards

Mechanical Hazards

Mechanical hazard factors include just about anything inorganic that moves or can cause injure. These include many tools, machines and (moving) vehicles, and any part of the machine that could be dangerous.

Electricity Hazards

Serious workplace hazard that exposes workers to burns, electrocution, shock, arc flash / arc blast, fire, or explosions.

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http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AA%D8%B9%D9%84%D9%8A%D9%85%D8%A7%D8%AA_%D8%A5%D8%AC%D8%B1%D8%A7%D8%A1%D8%A7%D8%AA_%D8%A7%D9%84%D8%AA%D9%81%D8%AA%D9%8A%D8%B4_%D8%B9%D9%84%D9%89_%D8%A7%D9%84%D8%A3%D9%86%D8%B4%D8%B7%D8%A9_%D8%A7%D9%84%D8%A7%D9%82%D8%AA%D8%B5%D8%A7%D8%AF%D9%8A%D8%A9_%D9%85%D9%86_%D9%82%D8%A8%D9%84_%D9%85%D9%81%D8%AA%D8%B4%D9%8A_%D9%88%D8%B2%D8%A7%D8%B1%D8%A9_%D8%A7%D9%84%D8%B9%D9%85%D9%84_%D9%84%D8%B3%D9%86%D8%A9_2021.pdf

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http://www.mol.gov.jo/AR/List/%D8%A7%D8%AF%D9%84%D8%A9_%D9%88%D9%85%D8%B7%D8%A8%D9%88%D8%B9%D8%A7%D8%AA_%D8%AE%D8%A7%D8%B5%D8%A9_%D8%A8%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9

⁶ The link provides the Jordanian Occupational Safety and Health Legislation:
http://www.mol.gov.jo/AR/List/%D8%AA%D8%B4%D8%B1%D9%8A%D8%B9%D8%A7%D8%AA_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9

Avoid danger of Static electricity:

- by creating an earth connection, taking into consideration all the technical engineering requirements that are necessary for all electrical tools, equipment and machines.
- Avoid danger of Dynamic electricity:
- by considering the technical requirements needed geometrically, whether in electricity generating stations, electrical converters or electric power transfer networks.

Chemical Hazards

Chemical hazards represent potential for illness or injury due to single acute exposure or chronic repetitive exposure to toxic, corrosive, sensitizing or oxidative substances. They also represent a risk of uncontrolled reaction, including the risk of fire and explosion, if incompatible chemicals are inadvertently mixed.

Any chemicals in the workplace that may negatively affect health, including chemical fumes such as ammonia, corrosive chemicals, phosphoric acid, and others.

Employer should protect workers from the hazards of being subjected to chemical materials that are used or that leak to the work environment, such as gases and dusts and from the liquids and acids that they may contain, so that they will not exceed the allowed limits in accordance with the table which is attached to this regulation.

Physical Hazards

Physical hazards represent potential for accident or injury or illness due to repetitive exposure to mechanical action or work activity, such as noise and vibration, extreme temperatures, work at high altitudes, and manual material handling.

Biological Hazards

Biological agents represent potential for illness or injury due to single acute exposure or chronic repetitive exposure. Workplace hazards include viruses, fungi, germs and bacteria that cause illness and injury.

Ergonomic Hazards

Workplace conditions that place workers at increased risk for muscle injuries and other Hazards such as workload, violence or aggression, etc.

6 Roles and Responsibilities/ Responsible Staff

The PMU will be responsible for all aspects of project implementation including fiduciary oversight, daily management of project activities to ensure they are implemented in accordance with project documents and ensure compliance with legal documents, M&E of project interventions against PDO-level and intermediate level indicators, and overall internal coordination within the GOJ. The PMU will submit regular project progress reports to the World Bank.

The Ministry of mandated to ensure proper OHS implementation in the Public and Privat sector in Jordan. Throughout the implementation of this project, MoL will continue playing that role.

| Responsibility Area | Activities | Responsible Focal Point/s |
|--|---|---|
| Project management, monitoring and evaluation | Oversee the implementation process. | Project Manager at MoL will liaise with all focal points to ensure that all the procedures are met. |
| Implementation of social requirements | Ensure continuous and adequate implementation of the Project's social requirements | The communication specialist hired by the project will be responsible for overseeing the implementation of the Stakeholders Engagement Plan and the ESCP. He/she will work report to the PMU Manager at MoL. |
| Implementation of the Environmental Requirements | Ensure adequate implementation of the Project's environmental requirements during the firm's application | The Environmental Consultant at MOPIC will be responsible for reviewing the environmental requirements at the firm's application, and the monitoring during the project implementation. |
| occupational health and safety | Health and safety standards are met at workplaces in line with the national occupational health and safety legislation. | <p>Since By law, MoL has the responsibility to ensure proper OHS implementation in the Public and Private sector, during the implementation of this project, MoL will continue playing that role. Accordingly, the OHS Focal Point, who will be assigned from the OHS unit in MoL will monitor and report on health and safety standards. He/she will inform the project manager in case of H&S violations. S/he will ensure that implementing agencies are following the OHS regulations in the LMP; s/he will also coordinate with inspection department in MoL;</p> <p>The inspection department is responsible of verifying the implementation of the provisions of the Labor Law and the legislation, including conditions for employment of workers in terms of age, gender and nationality; adherence working hours, rest and vacation times; workers' wages in terms of paying them on their due date and deductions in violation of the Labor Law; what is determined by the Minister or the Inspection Department; commitment to provide occupational safety and health requirements; medical examinations for workers, including the initial and periodic examination; verification of work injuries for workers who are not subject to the provisions of the Social Security Law; and investigation of work accidents and injuries. Further details on the roles are responsibilities of Inspection Directorate including the role of the OHS Inspection Department, the Occupational Incidents and</p> |

| | | |
|-------------------|--|---|
| | | Injuries Department, and the OHS accreditation Department included in the OHS Directorate organizational website ⁷ . |
| GM | Ensure that the grievance mechanism for project workers is established and properly implemented. | The GRM tools and process is handled by the Complaint Unit in MoL and the M&E Officer at the PMU for workers to channel grievances through them. The Project Manager will ensure that the tools are a) available at both focal point offices and b) will request a random sample of submitted grievances, to make sure that escalation and resolution processes were properly followed. |
| Capacity Building | Map skill gaps and training needs of MoL staff. | The Monitoring and Evaluation Officer hired at MoL will be responsible of developing skills mapping tools and comprehensive training plans. He/she should also liaise with the technical focal points of each stream and request the support of MoL development partners as needed. |

7 Policies and Procedures

The Project will operate in compliance with the Jordanian Labor Law and this LMP. The Jordanian Labor Law, along with the orders regulation were reviewed and considered consistent with ESS2, section (a) Paragraph 10 to 12.

As presented in this section, MoL follow measurements of formal work with provision of protection to workers (legal, health and SA related, GM considerations have been applied, contractual agreements are aligned with the set standards for direct and contracted workers.

- All staff are covered under health insurance and will be treated of their injury, regardless of the level of severity.
- Harassment in the workplace is covered in 9 and 10.

The project is targeting all sectors based on their demand, such as industrial, commerce, construction, ICT, agriculture, and etc. Jordanian Labour Law No. 8 forces all firms to take the precautionary measures and procedures that guarantee protection and safety from the mechanical, electrical, physical, chemical, and any other hazards that exist in the workplace, such as biological, ergonomic, or any other hazard associated with industrial tools, machines, and work sites.

⁷ The link (Arabic) indicates the OHS Directorate organizational structure, the roles and responsibilities for each department http://www.mol.gov.jo/AR/Pages/%D9%86%D8%A8%D8%B0%D8%A9_%D8%B9%D9%86_%D9%85%D8%AF%D9%8A%D8%B1%D9%8A%D8%A9_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9

The precautions and preventive measures are mentioned in Regulation No 43 of Jordanian Labour Law No. 8. Accordingly, The Project will comply with the OHS guidelines issued by the Ministry of Labor (MoL) and detailed in section 5 of this LMP.

MoL Inspection directorate is mandated to ensure that the regulations related to work conditions and OHS are respected in the private sector firms. Where OHS Inspection Department⁸ will:⁹

1. Inspecting the various work sites, in cooperation and coordination with the labor inspection directorates in the center and the field, to find out the sources of risk that may result in labour accidents and injuries and directing the institutions to a mechanism for implementing and adhering to the provisions of the Jordanian Labor Law and taking the necessary legal procedures in this regard.
2. Receiving inquiries and providing advice in the field of occupational safety and health.
3. Resolving labor complaints related to occupational safety and health requirements.
4. Conducting measurements of work environment pollutants and preparing reports in this regard through the safety specialists of the Directorate and providing solutions and recommendations that would raise the level of labour conditions.
5. Periodic reviewing the legislation related to occupational safety and health, in consultation with the concerned authorities.
6. Issuing periodic reports on the status of occupational safety and health in the Kingdom, including achievement reports for the Directorate.
7. Issuing publications and awareness materials on occupational safety and health.
8. Participating in the committees related to occupational safety and health inside and outside the Ministry.
9. Implementing awareness, guidance and inspection activities and campaigns, related to occupational safety and health.

The Inspectors shall follow the guidance stated in *"Instructions for procedures for inspection of economic activities by inspectors of the Ministry of Labour"*¹⁰ where the frequency of the inspection visits is based on the risk classification of the company. The indicative inspection check list can be found in Annex 1: Indicative OHS and health checklist of the Manual¹¹; the occupational safety and health checklist can be used in work sites and can be updated in line with the nature of work and the potential risks therein at the worksite. The OHS Focal Point, who will be assigned from the OHS unit in MoL will monitor and report on health and safety standards during the implementation.

The Occupational Incident Department will:

1. Investigating work accidents and injuries and designing solutions to prevent their recurrence.
2. Calculating compensation in cases of work injuries for those who are not subject to the provisions of social security stipulated in the Jordanian Labor Law.
3. Transferring the injured workers who are not subject to the provisions of social security in cases where they are exposed to the termination of services under the provisions of the Jordanian Labor Law to the medical reference to indicate the extent of their ability to work and to estimate the percentages of disability.
4. Evaluating different work environments based on the sector and the degree of risk and issuing specialized reports in this regard.
5. Resolving labor complaints and disputes related to work accidents and injuries.
6. Participating in training and rehabilitation of those concerned with safety (workers, employers, safety supervisors) in cooperation with the concerned authorities.
7. Implementing the awareness, guidance and inspection activities and campaigns related to occupational safety and health.

⁸ The link (Arabic) indicates the OHS Directorate organizational structure, the roles and responsibilities for each department, http://www.mol.gov.jo/AR/Pages/%D9%86%D8%A8%D8%B0%D8%A9_%D8%B9%D9%86_%D9%85%D8%AF%D9%8A%D8%B1%D9%8A%D8%A9_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9

⁹ The link in (Arabic) provides the labor inspection system: http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AF%D9%84%D9%8A%D9%84_%D8%AA%D9%81%D8%AA%D9%8A%D8%B4_%D8%A7%D9%84%D8%B9%D9%85%D9%84_%D9%88%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9.pdf
http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%86%D8%B8%D8%A7%D9%85_%D9%85%D9%81%D8%AA%D8%B4%D9%8A_%D8%A7%D9%84%D8%B9%D9%85%D9%84-1.pdf

¹⁰ Link to *Instructions for procedures for inspection of economic activities by inspectors of the Ministry of Labour*, (Arabic) http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AF%D9%84%D9%8A%D9%84_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9-1.pdf

¹¹ Link to OHS Manual, 2016, (Arabic) http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AF%D9%84%D9%8A%D9%84_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9-0.pdf

Regarding incidents that may occur during the project implementation, in addition to the above, the implementing ministries and agencies, to report to the PMU at MoL. The PMU shall promptly notify the World Bank of any incident or accident related or having an impact on the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers. Provide sufficient details regarding the incident or accident, indicating immediate measures taken to address it, and include information provided by any company/training center and supervising entity, as appropriate, including COVID-19 infection cases among project related persons, and risks based on the environmental and social assessment. Where:

1. Report any incident or accident to the Bank within 48 hours after becoming aware of the occurrence of the incident or accident.
2. Initial report that includes (i) a description of the incident/accident possible root causes, (ii) the measures, if any, taken or plans to take to address such incident/accident and to prevent any future similar event, and (iii) identification of any part of the information for which confidentiality is required and iv) proposing possible corrective actions should be submitted within 10 days or agreed time frame.

The private sector benefiting from the project is responsible to comply with the Jordanian laws and regulation, including the following guidelines (i) *Safety in workplaces (Your guide to safety)* including fulfilling Annex ¹² where applicable, and (ii) *OSH procedures in construction sites* (Guideline for contractors and site engineers in the small projects) . The firms will be subject to the inspection visits to ensure their compliance with the Jordanian labor law and OHS regulations, where in case the inspection has identified a misconduct, it will be reported to the PMU, remedy measures will be according to the national regulations.

8 Age of Employment

8.1 Minimum Working Age

- The minimum working-age in this project will be the age of 18 years,”. According to the Jordanian labor law, it is prohibited to employ children below the age of 16, for children above 16 year old , they can work providing that the work is not hazardous.

The project will follow ESS2 and accordingly children under the age of 18 will not be allowed to work on the project. The use of forced labor or conscripted labor on the project is also prohibited

- A copy of the prospective employee ID or passport is required during the recruitment process and prior signing the contract for all project workers including contract workers. In the circumstances where these documents are not available the Certificate of Birth will be used.
- If a child under the minimum age is discovered working on the project, measures will be taken to terminate the employment or engagement of the child in a responsible manner, considering the best interest of the child. The incident shall be reported to the PMU Manager and a monitoring visit will be conducted by the social safeguard person to the employment place to collect the required information and produce a recommendation report for the incident and perform the recommended actions.

8.2 Prevention measures

In the scope of the project, the prevention measures stated below will be taken:

¹² Link in Arabic for *Safety in workplaces (Your guide to safety)* Manual:

http://www.mol.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D8%AF%D9%84%D9%8A%D9%84_%D8%A7%D9%84%D8%B3%D9%84%D8%A7%D9%85%D8%A9_%D9%88%D8%A7%D9%84%D8%B5%D8%AD%D8%A9_%D8%A7%D9%84%D9%85%D9%87%D9%86%D9%8A%D8%A9-1.pdf

- Trainings for enterprises will include awareness sessions about detrimental aspects of child labor and awareness about national legislation pertaining prohibition of child labor.
- The trainings will include age verification procedure.
- MoL will inform enterprises and employed workers about the grievance mechanism which they can use to report child labor, including anonymous reports.
- The contracts will include provisions on the prohibition of child and forced labor, and appropriate penalty clauses if they are found to use child or forced labor.
- MoL will carry out periodic supervision visits to enterprises to monitor that they do not engage child labor.
- A Social Safeguard Specialist will be employed in PMU.

9 Terms and Conditions

9.1 Direct Workers

- Direct Workers under the Project Management Unit (PMU) are governed by the National Labour Law and its legislations pertaining to fixed term contracts, as well as carrying out their responsibilities under this LMP.
- Employees assigned to work on the project from MoL, VTSDC, and SSC are governed by Civil Servants Regulations
- All project workers are required to have written contracts outlining the terms and conditions of their employment including their rights under national labor law related to hours of work, wages, overtime, compensation, and benefits. This information will be provided at the beginning of the working relationship and when any material changes to the terms and conditions of employment occur.
- For workers who may have difficulties with understanding the documentation, an oral explanation of conditions and terms of employment will be provided to workers and terms and conditions of employment will be available at work sites.
- The project commits to the payment of minimum wages to all workers as set by national law, including migrants and refugees., or a rate that is better, as specified in employment contracts
- All project workers will be paid on a regular basis as required by the national labor law and any deductions are as per national law. Project workers will be kept informed of the conditions under which such deductions are made.
- Project workers will be kept informed of any defense orders in relation to COVID-19 that affects the terms and conditions of their employment, including hours of work, overtime, location of work (i.e. remote work requirements) wages, overtime, compensation, benefits, sick leave and pay, and social security deductions.
- There will be no discrimination with respect to any aspects of the employment relationship, such as recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment and ensure fair treatment of all employees

9.2 Contracted Workers

Contracted workers are governed by the National Labor Law and its bylaws relevant to fixed term contracts, including working hours, minimum wages, working days, and hiring/firing procedures. For specific details, refer to the Section 2 Terms and Conditions of Employment.

10 Grievance Mechanism

The project direct workers at MoL, SSC, and VTSDC follow the Civil Service Bylaw of 202013 in relation to employee grievances. Chapter 17 of the Bylaw states that the application of grievances in civil service achieves the following objectives:

1. Enhancing the principle of transparency, justice, accountability, and equal opportunities with regard to employee rights
2. Opening channels of communication between employees and the various levels of management
3. Reducing violations and abuses related to the employee's rights, duties, obligations, work regulations and job behaviour
4. implementing and developing procedures to prevent the recurrence of abuses and violations and contribute to combating corruption.

Within the scope of the project, a special Grievance Mechanism (GM) will be adapted in line with the specific needs of the project to collect and evaluate grievances of workers to be employed within the Project (direct and contracted).

Up take channels:

All project workers can submit a written complaint that includes the name, ID, phone number, subject of complaint, and details of the incidents

For complaints in relation to administrative procedures, processes, or discrimination, internal processes, recruitment results or processes, he/she could either submit the complaint to the Internal Audit and control unit in MoL, direct supervisor, or PMU manager (Contact information will be provided once the PMU is established)

Complaints by employees regarding defence orders and labour law abuse could be submitted on www.hemaya.jo, a platform developed by the MoL. The PMU will ensure that project contracted workers are aware of this platform.

In case of harassment complaints, he/she could wish to directly contact the Internal Audit in MoL which directly reports to the minister.

GM procedures

- Once the complaint is received, the receiver will make sure it includes all the needed information and will directly explain the investigation process to the complainant based on the case type.
- Requests for confidentiality will be considered. This option shall be made clear to the complainant in the Grievance template and/or in cases of oral submissions.
- In case of confidentiality option request, the complainant chooses to provide contact details or any other suitable means for him/her to be updated on the status of their complaints/grievances.
- Anonymous complaints are also accepted. They are also accepted and documented irrelevant of the uptake channels through which they were submitted.
- The complaint receiver will make sure the complaint is recorded in the complaint log, resolve the case through meeting with both parties and documenting reached agreements or in case of no resolution is found, the receiver through the Internal Audit and Control unit will formulate an investigation and issues a decision on suitable corrective measures and any penalties that might apply.
- The decision is documented and archived, and the M&E officer at the PMU should ensure that decisions made are adhered to.

¹³ civil service system (Arabic): http://www.csb.gov.jo/web/index.php?option=com_k2&view=item&layout=item&id=28&Itemid=302&lang=ar

- For eligible and straightforward grievances, a response without further investigation within 10 working days from the initial date of receipt of the grievance, where actions are proposed to resolve the complaint and agreement on the response is sought with the complainant.
- For eligible grievances that require further assessment, staff will further engage with the complainant via a phone call or a formal meeting in order to collect further information. Based on this, they will provide a response within 15 working days from the initial date of receipt of the grievance, where actions are proposed to resolve the complaint and agreement on the response is sought with the complainant.
- In all the above-mentioned scenarios, the response should include a clear explanation of the proposed response including any alternative options, while clarifying to the extent possible the rights of the complainant.

At SSC, grievances are handled first by the employee's direct manager. If the employee escalates his/her grievance, an HR committee is formed to review the matter (in some cases an investigation committee is formed of SSC employees). Recommendations by the committees are submitted to the Director General for action.

Cases of gender-based violence or harassment by co-workers at the SSC are handled through an investigation committee from SSC employees. Findings of the investigation committee are reported to the Director General for appropriate action. There will be a specific GM channel to address SEA/SH grievances based on the principles on confidentiality and survivor-centered approach. Details are provided in the SEP.

11 Contractor Management

The project will include two types of contracts:

1. The agreements with the private sector companies those will benefit from the project (project beneficiaries)
2. Procured contracts financed by the project to serve the implementation (service providers)., which will mainly include: Verification auditor PR company to design and implement the program Communication campaign.

11.1 Contract management of project beneficiaries:

The private sector companies can benefit from the project services by apply through Sajjil platform. The application form to allow the company to upload documents such as commercial license, syndicate affiliations, etc. no of proposed opportunities by occupation, choice of training providers and number of opportunities they will support, etc.

Eligibility criteria:

- The company needs to be registered at the Ministry of Industry and Trade
- The company needs to have a valid vocational license, the licensing including the Ministry of environment issuing an environmental classification to the activities practiced by facilities based on their level of impact on environment¹⁴

¹⁴ Regulation No. 69 of 2020 Environmental Classification & Licensing Regulation Made by virtue of Clause A of Article 5 of the Environment Protection Law No. 6 of 2017: http://www.moenv.gov.jo/ebv4.0/root_storage/ar/eb_list_page/%D9%86%D8%B8%D8%A7%D9%85_%D8%A7%D9%84%D8%AA%D

- The company needs to have a valid membership in the chambers, Business associations, or unions, if required to pursue business.
- The company needs to provide a recent list of the workers registered in the social security

Follow-up on the company registration and approval process

- A selection committee of experts from TVSDC, the private sector, and MOL will be formulated
- The selection committee will be appointed by the PMU project coordinator.
- the NEP grant agreement will state that the firm commits to follow the labor law, pre-mentioned laws, and LMP regulations.
- The application form will be sent through the back office to PMU.
- PMU reviews applications offline and will send the response (approval, rejection, review) through Sajjil.
- The PMU in the approval process will have access to dashboard in the back office that will provide a report on the training providers and how many opportunities they will support, so that they can monitor and impose caps based on the providers' capacity.
- Approved companies will have to upload the contract with the training providers so that they are allowed to post the opportunities on Sajjil.
- All private sector firms are obliged to follow OHS regulations as per (we add List of legislative regulations as per the Jordanian Law) - to be translated and annexed.

11.2 Contract management of service providers:

To ensure smooth implementation of the project and in order to expedite procurement transactions, the Special Tendering Committees (STC) in MoPIC will take on the responsibility of procurement activities and handle all communications with the Bank and the technical teams regardless of estimated contract amount. The procurement activities will not include construction works under the project. Only two services contracts are anticipated: Verification auditor, PR company to design and implement the program Communication campaign.

The World Bank Procurement Regulations apply to the Project. The procurement plan and processes have already been determined. All contracts will use National Bidding Documents and will incorporate relevant aspects of this LMP (as special conditions of contract)

The PMU will be responsible for monitoring and evaluation (M&E) activities. The PMU will monitor third parties and ensure oversight of compliance of all contracted, and potentially any migrant workers.

The PMU will include the following requirements related to contracted workers under the project in bidding documents related to contractors:

- All project workers are required to have written contracts outlining the terms and conditions of their employment including their rights under national labor law related to hours of work, wages, overtime, compensation, and benefits. This information will be provided at the beginning of the working relationship and when any material changes to the terms and conditions of employment occur.

- For workers who may have difficulties with understanding the documentation, an oral explanation of conditions and terms of employment will be provided to workers and terms and conditions of employment will be available at work sites.
- The project commits to the payment of minimum wages to all workers as set by national law, including migrants and refugees., or a rate that is better, as specified in employment contracts
- There will be no discrimination with respect to any aspects of the employment relationship, such as recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment and ensure fair treatment of all employees
- All project workers will be paid on a regular basis as required by the national labor law and any deductions are as per national law. Project workers will be kept informed of the conditions under which such deductions are made.
- All suppliers, contractors, and consultants shall comply with all GoJ and the MoPIC published policies and procedures related to the control of the spread of COVID-19.
- All contractors shall follow the measures and procedures stated in Section 7 “Policies and Procedures” in regards to Occupational Health and Safety, (OHS) at the Workplace: all suppliers and contractors shall provide a safe working environment by taking precautions and measures necessary to protect workers and to provide personal protection equipment and protection to workers from work hazards and occupational diseases, and to familiarize workers with the dangers of work and occupation, including those related to COVID-19 before their employment;
- All suppliers, contractors, and consultants shall provide their own workers with the required Personal Protection Equipment (PPE), and according to the work being implemented.
- All Suppliers, Contractors, and consultants shall ensure that their own workers comply with their internal Occupational Health & Safety (OHS) instructions; as well as those published by the Ministry of Labor (MoL), the Ministry of Public Works and Housing (MoPWH), and the Ministry of Health (MoH);
- All suppliers, contractors and consultants shall provide instructions on Health and Safety (OHS) as part of the induction process of new workers.
- All suppliers, contractors and consultants shall ensure that their own workers wear appropriate PPE at all times while performing their tasks related to the project.
- Instruct the personnel regarding any supplementary/ new regulations
- No juveniles under the age of 18 shall be recruited under any circumstances, this will be verified through confirming the ages of the workers prior to their employment, interviewing them and verifying the documents of the workers;
- All contractors shall be responsible for the safety and health of people and properties who may be affected by the works;

12 Community Workers

Not applicable

13 Primary Supply Workers

Not applicable