

**Directorate of Primary Education (DPE)  
Ministry of Primary and Mass Education (MOPME)**

**Bangladesh: Additional Financing of Technical  
Assistance for Quality Learning for All Program  
(QLEAP AF TA)**

**LABOR MANAGEMENT PROCEDURE (LMP)**

**March 2021**

# LABOR MANAGEMENT PROCEDURE (LMP)

## 1. INTRODUCTION

The fundamental element of conducting any work is the labor force, hence, management of the labor resources are essential to effective implementation. These Labor Management Procedures (LMP) are prepared meeting the Bangladesh Labor Act 2006 as well as the World Bank's Environmental and Social Framework (ESF), specifically Environmental and Social Standard 2: Labor and Working Conditions (ESS2). Further, the application of internationally accepted protocol to address COVID-19 outbreak has also been considered in this LMP.

The LMP covers the Consultants (Direct Workers) and Government Civil Servants to be engaged in the QLEAP AF TA. The Implementing Agency (IA – DPE) may prepare specific procedures to be inserted in the contracts as part of any of its legal obligations.

## 2. OVERVIEW OF LABOR USE IN THE AF TA

The LMP applies to all QLEAP AF TA workers/staffs whether full-time, part-time, temporary, seasonal workers. The LMP is applicable, as per ESS2 to the AF TA in the following manner:

- a. Direct Workers: People employed or engaged directly by the IA on its behalf to work specifically in relation to the AF TA; Individual Consultants employed for this AF TA will be part of Direct Workers.
- b. Other Types of Workers. The AF TA will not engage contracted workers/consulting firms, primary suppliers, community labor or security forces.
- c. Government Civil Servants. Government civil servants, who will provide support to the AF TA, will remain subject to the terms and conditions of their existing public sector employment agreement or arrangement. However, ESS2 provisions of occupational health and safety measures will apply to them.

### Worker Required for the AF TA

There will be a number of different categories of workers engaged in the implementation:

**Teachers' and Head Teachers' Training Curriculum Developer.** This will be developed under National Academy for Primary Education (NAPE), which is an independent entity under the Ministry of Primary and Mass Education (MoPME). A total of 15 NAPE's own staffs (*government staffs*) and a number of individual consultants (*10 direct workers*) are likely to be engaged for this assignment.

**Student Assessment System Developer.** This will be accomplished under National Assessment Cell (NAC) of DPE. A total of 4 NAC officials and 5 consultants (*direct workers*) will be assigned.

The worker/labor requirement above is an estimation and will be confirmed at contract award.

### Timing of Labor Requirement

All the workers mentioned above (direct and contracted) will be recruited as soon as the AF TA is approved. The government staffs are already in place.

### Characteristics of Labor Force

The staff/workers will be mostly individual consultants, researchers, program and curriculum developer, education specialists, assessment specialists and administrative staffs, who are expected to be skilled. It is

estimated that women would be employed equally as males. There will be no child or forced labor assigned for the AF TA.

### 3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

Given the nature of intervention (no civil work and mostly curriculum and assessment system development) labor related risk will not be significant. As with any other TA of similar kind, following are the key labor risks that have been identified by the environmental and social assessment:

- Employment practices that are not compliant with either labor laws of the country or ESS 2. For example, wages not proportionate with tasks performed or industry standards, discrimination towards women and workers with disabilities or other vulnerabilities, unlawful termination, withholding of benefit etc.
- Lack of Occupational Health and Safety (OHS) practices and procedures, especially in the context of COVID-19 outbreak.
- Though no labor influx is likely, there may be minimal likelihood of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) between project staffs and beneficiaries and between projects staffs.

### 4. RESPONSIBLE STAFF AND PROCEDURES

The summary of responsibility with respect to labor issues is appended below:

**Overall Management.** The IA has the overall responsibility to oversee all aspects of the implementation of the LMP. Program Unit will be required to adopt and implement good labor management practices acceptable to the IA.

**Occupational Health and Safety (OHS).** Program Unit must ensure day-to-day compliance with acceptable safety measures and will record safety incidents, especially compliance with COVID-19 protocols of WHO. Minor incidents are reflected in the quarterly reports to the WB, major issues are flagged to the WB immediately.

**Labor and Working Conditions.** Program Unit will comply with the provision of labor conditions including non-discrimination, wages, safer working conditions etc. It will carry out periodic monitoring to ensure that labor and working conditions are met as per national legislation.

**Worker Grievances.** A Grievance Redress Mechanism (GRM) has been detailed with this LMP including the setup of Grievance Redress Committees (GRCs). Program Unit will be required to abide by the provisions of the GRM.

**Additional Training.** Program Unit is required to ensure that the assigned personnel are adequately trained and briefed with overall safety arrangement, use of equipment (especially PPE), GRM procedure, working conditions of the AF TA. Training on use of PPE, hygiene facilities and behavior, and preparation and obtaining signed code of conduct are also their responsibility.

**Verification, Monitoring and Evaluation (M&E).** M&E will be an integral part of the AF TA under the responsibility of the Program Unit.

#### 5.1. Specific Responsibilities to Address COVID-19 Outbreak before Employing Personnel/Workers

The Program Unit should confirm that adequate precautions to prevent or minimize an outbreak of COVID-19 have been taken and they have identified what to do in the event of an outbreak. Suggestions on how to do this are set out below:

- The Program Unit's contract with workers should include health and safety requirements, and these can be used as the basis for identification of, and requirements to implement, COVID-19 specific measures.

- The Program Unit should require their responsible staff/ teams to convene regular meetings with health and safety specialists/ medical staff and to take their advice in designing and implementing the agreed measures.
- Where possible, a person should be identified as a focal point to deal with COVID-19 issues. This can be a supervisor or a health and safety specialist. It is also advisable to designate at least one back-up person, in case the focal point becomes ill; that person should be aware of the arrangements that are in place.
- The Program Unit may provide support in identifying appropriate mitigation measures, particularly where these will involve interface with local services, in particular health and emergency services.
- Everyone should be encouraged to use the existing grievance mechanism to report concerns relating to COVID-19, preparations being made to address COVID-19 related issues, how procedures are being implemented, and concerns about the health of their co-workers and other staff.

## 5. POLICIES AND PROCEDURES

Bangladesh has in place the **Bangladesh Labor Act 2006** and **Amendment 2013**, **National Occupational Health and Safety Policy 2013** and **Communicable Diseases (Prevention, Control and Eradication) Act 2018** that illustrate rights and responsibilities of employers and workers, conditions of employment, child and force labor issues, OHS requirements, requirement related to communicable disease such as COVID-19 etc. The principles and procedures represent minimum requirements but are not an exhaustive list of requirements.

The employment of workers will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspects of the employment relationship, such as recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment.

The health and safety procedure illustrated in the Labor Acts, WB Environmental and Health Safety Guidelines (EHS), ESS 2, Communicable Diseases (Prevention, Control and Eradication) Act 2018 as well as guidelines to address COVID-19 issues will be referenced all activities under the AF TA.

Program Unit will inform WB promptly about any incident or accident related to the AF TA has, or is likely to have a significant adverse effect on the environment and people. Such events can include COVID-19 cases and symptoms, protests, serious injuries or fatalities, AF TA-caused injuries to community members or property damage.

The Program Unit will develop and implement Codes of Conduct (CoC). The CoC will reflect core values and overall working culture, disease prevention, work ethics, SEA/SH issues and special illustration on COVID-19 protocols. CoCs will have to be understood and signed by all. The content of the CoCs will be included in the Agreement.

They will be required to provide the periodic information on the performance in terms of labor, OHS issues, SEA/SH incidence etc. The information will be included in their monthly report and will be reviewed by the Program Unit.

## 6. AGE OF EMPLOYMENT

In the Bangladesh Labor Act, 2006, Section 34, it is mentioned that no child shall be employed to work in any occupation. World Bank strictly prohibits child labor and clearly mentioned that the minimum age of 14 years is required for anyone to get employment given certain conditions. However, in this AF TA, none will be employed below 18 years of age.

## 7. TERMS AND CONDITIONS

The terms and conditions of employment in Bangladesh are governed by the provisions of Bangladesh Labor Act, 2006 in connection with The Control of Employment Ordinance, 1965. For this AF TA Program Unit will be required to provide all its consultants with written particular of employment. The wages can be settled based

on local wage rate prevailing at the market but not less than standard wage rate contained in the most current wages regulation issued by the government recommended by the Wages Board Chairman.

## 8. GRIEVANCE REDRESS MECHANISM

The main objective of a Grievance Redress Mechanism (GRM) is to assist resolving complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes.

The IA will develop and implement a Grievance Redress Mechanism (**GRM**) for the AF TA workforce prior to the start of their assignment. The GRM will include detailed description of the workers' GRM, channel of complaints and resolution mechanism separate from the main AF TA GRM. The GRM must be well circulated and written in a language understood by all workers and staffs.

The AF TA staffs/workers GRM will include:

- A channel to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline that might also be anonymous;
- Stipulated timeframes to respond to grievances;
- A register to record and track the timely resolution of grievances;
- A responsible section/wing/committee to receive, record and track resolution of grievances.

The GRM will be described in staffs and workers induction trainings, which will be provided to every staffs and worker. The mechanism will be based on the following principles:

- The process will be transparent and allow staffs and 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 staffs and workers through notice boards, the presence of "suggestion/complaint boxes", and other means as needed.
- The Project staffs and workers grievance mechanism will not prevent staffs and workers to use conciliation procedure provided in the Labor Act 2006 or recourse to legal means.

A Grievance Redress Committee for the staffs and workers GRM will be formed with members from the staffs (including female staff and worker members). IA representative will monitor the recording and resolution of grievances, and report these to the IA in their monthly progress reports. The process will be monitored by the GRM Focal Point of IA (preferably the Social Consultant).

### **WB GRIEVANCE REDRESS SERVICE (GRS)**

Workers who believe that they are adversely affected by a World Bank (WB) supported interventions may also submit complaints to the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address AF TA-related concerns. Affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has

been given an opportunity to respond. Information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS) can be found at <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. Information on how to submit complaints to the World Bank Inspection Panel, visit [www.inspectionpanel.org](http://www.inspectionpanel.org).