



Republika e Kosovës
Republika Kosova - Republic of Kosovo
Qeveria - Vlada - Government

Ministria e Financave, Punës dhe Transfereve
Ministarstvo Finansija, Rada i Transfera – Ministry of Finance, Labor and Transfers

The Project for the Reform of Social Assistance in Kosovo

LABOR MANAGEMENT PROCEDURES
FOR
KOSOVO SOCIAL ASSISTANCE REFORM PROJECT
(P171098)

JANUARY, 2025

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ACRONYMS AND ABBREVIATIONS

ALMP	Active Labor Market Programs
CSW	Centers for Social Work
COVID-19	Coronavirus disease 2019
DSS	Department for Social Schemes
EARK	Employment Agency of the Republic of Kosovo
ESF	Environment and Social Framework
ESS	Environmental and Social Standards
ESS2	Social Standard 2 on Labor and Working Conditions
FM	Financial Management
GM	Grievance Mechanism
IT	Information Technology
LMP	Labor Management Procedure
MFLT	Ministry of Finance, Labor and Transfers
MIS	Management Information System
MT	Means Test
PDO	Project Development Objectives
PCU	Project Coordination Unit
PMT	Proxy Means Test
SAS	Social Assistance Scheme
SEP	Stakeholder Engagement Plan
SHI	Social Health Insurance
SRMS	Social Registry Management System
SWIS	Social Welfare Information System

LABOR MANAGEMENT PROCEDURES

1. PROJECT DESCRIPTION

The Social Assistance Reform Project aims to improve the effectiveness of Kosovo's social safety net by supporting the Government to (i) reform the design of the Social Assistance Scheme (SAS) and support its rollout; and (ii) make much-needed investments in the delivery systems of the SAS, which will also lay the building blocks for the broader reform of Kosovo's social protection system and a more effective response to future crises. Together, these investments are anticipated to improve the effectiveness of Kosovo's social safety net, by establishing a social assistance program that is more accessible to the poorest households, provides more meaningful benefits, and can be expanded in the case of a shock. This reform of the SAS and the investments in its delivery systems are the first step in a broader reform of the Government's social protection spending. The Project is planned to be implemented through three components organized in sub-components which are interlinked and contribute towards the achievement of the Project Development Objective (PDO).

Component 1. Strengthening social protection delivery systems

This component includes (i) a set of investments in core delivery systems, which will improve the performance of the SAS and the social protection system more broadly; and (ii) resources to support the Government's aim of promoting the activation of SAS beneficiaries into the active labor market. Each of these are described below.

Sub-component 1.1: Social protection delivery systems provide investment financing for:

The development of the Social Registry Management System (SRMS), which is a core part of the reform of the SAS and foundational to any reform of the broader social protection system. The SRMS will be a database containing information about the socioeconomic status of individuals, families and/or households to be used by the SAS and other social assistance and pension programs, such as Social Health Insurance (SHI) Scheme and energy subsidies. The SRMS will also contain tools designed to allow for assessment of socioeconomic status (the means test (MT) and the new Proxy Means Test (PMT) that together comprise the new poverty test), and information from ministries about the social programs from which households are benefitting.

These investments in the SRMS will be complemented by transforming SAS Management Information System (MIS) into integrated Social Welfare Information System (SWIS). The SWIS will be a system that will provide harmonized tools for the administration of fully integrated social protection delivery chain (outreach-asses-enroll-provide-oversee) for all non-contributory cash benefits. The system will support business processes in the social protection delivery chain for existing cash benefits and be easily configurable to support any future benefits. The SWIS will be built through the upgrade and generalization of the SAS MIS and will be able to support any non-contributory cash benefit schemes.

The implementation of the SRMS and SWIS will require change of legal environment, changes in institutional responsibilities, capacity building and stronger IT infrastructure and IT governance model. The Project will support: (i) Development of legal foundations for introduction of the SRMS and SWIS; (ii) Development of procedures and guidelines/rulebooks for reformed cash benefits administration; (iii) Reorganization of Centers for Social Work to introduce function of social agent responsible for MT and PMT; (iv) Increase capacity of social workers (job description, skills) to enable use of SRMS, SWIS and case management with a focus on the client; (v) Improve technical infrastructure (computing and communications) of Centers for Social Welfare (CSW) to be able to use SWIS and SRMS; (vi) Increase capacity of the Ministry of Finance, Labor and Transfers (MFLT) to manage SRMS, SWIS and data analytics and standardization (reformed IT

function, job descriptions, service standards, procedures, operations manuals, skills development, technical infrastructure); and (vii) Introduce performance evaluation oriented more to outcome and impact evaluation.

Modernizing the SAS delivery systems, with a proposed focus specifically on the introduction of digital payments systems for the SAS and social benefits in general. Digital payments have been shown to increase financial inclusion among beneficiaries, promote savings, and reduce the scope for error, fraud, and corruption. The Central Bank is committed to promoting financial inclusion in Kosovo and, to this end, this activity will contribute towards its objective. In close coordination with the Central Bank, and building on analysis carried out by the World Bank's Finance, Competitiveness and Innovation Global Practice, this component will (i) assess options for digital payments that are suitable for the target population of the SAS, including a review of access points; (ii) support the review of SAS legislation, and other legislations, as needed; (iii) finance the implementation of strategy to adopt the use of the selected technological solution; and (iv) the preparation or adaptation of materials to promote financial literacy, with particular attention to Roma, Ashkali and Egyptian Communities, given reports of a lack of identification documents as well as high rates of illiteracy, that may create barriers for this population in accessing the financial system.

Improving outreach, communication and profiling. This component will also support the modernization of communication, outreach and enrollment processes to, for example, allow online applications to the SAS. It will also support a communication strategy and citizen engagement activities to help ensure that poor families, and especially Roma, Ashkali and Egyptian population, have full knowledge of the SAS reform, are aware of their rights and obligations, and are able to provide feedback on the reform. This will include disseminating widely information about the new rules and procedures for application for entry in the proposed social registry before and during the nationwide implementation of the SAS reform. This sub-component will also provide support to further refining and strengthening the support provided through CSWs to beneficiaries applying to and enrolling in the SAS by, for example, improving the profiling of beneficiary needs and vulnerabilities, and linkages with the Employment Offices (see sub-component below).

Sub-component 1.2: Supporting the activation of SAS beneficiaries

This component will seek to strengthen the coordination within the CSWs and between the CSWs and the Employment Offices of the Employment Agency of the Republic of Kosovo (EARK) to support the activation of SAS beneficiaries into appropriate training and other active labor market programs (ALMPs), thereby supporting their graduation out of the SAS. This component is focused on supporting the labor market activation of SAS beneficiaries through two measures to deliver by EARK: Wage Subsidies and Training Vouchers, complemented by additional services such as counseling, job search assistance, voucher for Vocational Training Centers.

Component 2: Improving the performance of the SAS

This component (i) provides retroactively financing e , an increase in SAS benefits in response to the COVID-19 pandemic, thereby improving the responsiveness of the SAS to shocks; (ii) supports the Government to introduce the eligibility criteria for the SAS that will select beneficiaries on the basis of their poverty only (that is, eliminating the categorical criteria); and (iii) finances the delivery of cash transfers to beneficiaries selected and paid according to the new SAS Law, once entered into the force.

Sub-component 2.1: Responding to COVID-19 through SAS

This sub-component provides retroactive financing to be provided to reimburse the Government for the cost of providing additional support to SAS beneficiaries in 2021 to help them weather the ongoing negative economic effects of the COVID-19 pandemic. This retroactive financing reimbursed the Government for the cost of payments that were made following the established procedures for the SAS, which have been assessed by the World Bank as being adequate.

Sub-component 2.2: Supporting the roll-out of the new eligibility criteria for the SAS.

This sub-component provides investment financing to support the Government to rollout a new method of poverty targeting based on a revised means test and a new PMT. While this new poverty test will be first introduced for use by the SAS and the Social Health Insurance Scheme, it is anticipated that, over time, it will be extended to other programs, thereby becoming a key component within Kosovo's social protection system.

Sub-component 2.3: Implementation of the new SAS Law

This sub-component will support the Government to adopt the new SAS Law and to deliver on the objectives, as will be set out in this Law. The approval of a new SAS Law will, at a minimum, (i) set out the eligibility criteria for the SAS, which will be based on the poverty status of a household only, removing the categorical criteria, and any associated exit criteria; (ii) the new benefit formula; and (iii) the basis for allowing the program to expand in response to shocks. This sub-component will allocate financing to the Government to deliver cash transfers to beneficiary households who are selected, enrolled and paid according to the new rules that will be set out in the new SAS Law, once entered into the force.

Component 3. Project management and capacity building, stakeholder engagement and communication strategy

This component aims to strengthen the capacity of the MFLT to manage the SAS and meet World Bank financial management, procurement, and environmental and social framework (ESF) requirements. This component finances a Project Coordination Unit staff, as well as other short-term consultants, and operating costs for the MFLT which exclusively relate to the implementation of the Project. Through involvement in the project coordination and implementation, the project shall strengthen the MFLT's capacity in planning, monitoring and evaluation, including financing a proposed set of process reviews and beneficiary surveys. This component also includes regular training of social workers in the CSWs and assist the CSWs by purchasing of equipment, such as office equipment (including computers) and vehicles as deemed necessary to ensure the reform sustainability.

2. OVERVIEW OF LABOR USE ON THE PROJECT

This Labor Management Procedure (LMP) has been prepared for the "Kosovo Social Assistance System Reform Project" to ensure compliance with Environmental and Social Standard 2 on Labor and Working Conditions (ESS2) of the World Bank's Environmental and Social Framework (ESF) and the national legislation in force and regulations of the Government of Kosovo. Accordingly, the purpose of this LMP is to facilitate the planning and implementation of the project by identifying the main labor requirements, the associated risks, and the procedures and resources necessary to address the project-related labor issues. The LMP sets out general guidance relevant to different forms of labor but also issues and concerns that relate to COVID-19 considerations.

As per ESS2, project workers can be classified into the following groups: direct workers - Project Coordination Unit (PCU), consultants and direct hired short term consultants (as well as consultants working for the various TA contracts), primary supply workers and community workers. Due to the nature of the work that will be done in this project, direct and contract workers will be used for the implementation, and there is no inclusion of primary supply workers and community workers. The following are the key categories of workers that would be engaged under the project:

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Type of project workers	Characteristics & role of project workers	Timing of labor requirements
Direct workers (people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project)		
PCU staff	<p><i>Permanent staff of PCU:</i> Financial Management Specialist, Communication Specialist, Social Expert and Procurement Specialist.</p> <p><i>Job roles:</i> Day-to-day project implementation, overall project coordination, monitoring activities, safeguards and fiduciary functions, and reporting.</p>	From Project preparation until Project completion
Staff of specialized institutions	<p>MFLT's staff (Head of the Project Coordination Unit and specialized staff from civil service), Employment Agency of the Republic of Kosovo staff (employment officers/counsellors and it's relevant local offices staff) and Centers for Social Works staff.</p> <p><i>Job roles:</i> Administration, communication and operations. These are public servants working in the institutions and they have role with project activities.</p>	Project commencement until project completion.
Contracted workers (people employed or engaged through third parties to perform work related to core functions of the project)		
Consultancy service and good providers	<p>Service providers: Contracted workers for SAS Pilot (within CSW's), Contracted workers for Activation Pilot (within EARK), contracted workers for monitoring other contracted workers for implementation of specific manuals, legal experts, consultants and companies with expertise in legislation, social assistance field, IT and digital platforms, research etc.</p> <p>Suppliers providing: IT equipment, furniture, vehicles, etc.</p> <p><i>Job roles</i> - administrative and technical duties, supplying of the goods and services according the signed contracts, etc.</p>	Project start to end

The direct project beneficiaries will be the poor families who are selected into the SAS based on (i) the current criteria and received additional support to protect them from the economic impacts of the COVID-19 pandemic; and (ii) those who are selected into the SAS based on the new criteria, either through the piloting of the new poverty test or the adoption of the new eligibly criteria, once the legislation is passed by Parliament.

Timing of Labor Requirements:

The project will be implemented on national level. The project will be implemented over a period of up to five years, with the MFLT (through its Department for Social Schemes) as the key implementing agency. The number of employees within project will be up to 170, depends on the period of the implementation¹.

3. ASSESSMENT OF KEY POTENTIAL LABOR RISKS

The labor risks for the project can be defined based on the nature and location where project activities will be carried out. While, there are no major Labor risks identified for this Project, the potential Labor risks, in relation to the activities being carried out by the workers, are described below:

Project Activity	Key Labor Risks
Project Implementation, Communication, Community Engagement, and Monitoring; support for procurement, financial management (FM), social safeguards, outreach activities, communication campaigns, monitoring and evaluation, reporting, and stakeholder engagement; information system maintenance; technical assistance to strengthen institutional longer-term capacity building.	<ul style="list-style-type: none"> - Inadequate terms and conditions of employment for employees/ consultants, including those relating to hours of work, wages, overtime, etc. - Discrimination in relation to recruitment, hiring, compensation, working conditions, terms of employment, etc. - Inadequate working spaces and conditions - Overtime work risk - Absence of a mechanism to express grievances and protect rights regarding working conditions. -

4. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

This section reflects the provisions of Law No. 03/L-212 on Labor (Labor Law) and Law No. 08/L-197 on Public Officials (Law on Public Officials), as certain staff members engaged in the project hold the status of civil servants.

The Labor Law regulates the rights and responsibilities of parties that have established formal employment relationships. It governs employment in both the private and public sectors. However, its application to the public sector depends on whether a specific law regulates that area, such as the Law on Public Officials. The Labor Law prohibits all forms of discrimination on various grounds, promoting equal opportunities in the workplace. It also bans any form of forced labor. The law stipulates terms and criteria for establishing employment relationships and requirements for working conditions, including working hours, remuneration

¹ The precise number of all project workers employed as of January 2025 is 83. This includes 42 employment counselors contracted for the Activation Pilot, 28 temporary social workers for the SAS Pilot, 7 staff members of the PCU (comprising the Head of the PCU, four individual consultants, and two civil servants from the Ministry of Finance, Labor, and Transfers), and 6 other individual contractors.

schedules, and other employment benefits. It also regulates the termination of contracts and grievance mechanisms.

The Law on Public Officials establishes the legal framework for employing public officials in the institutions of the Republic of Kosovo, including organizing and managing the public sector. This law enforces merit-based selection processes, provides equal opportunities, prohibits discrimination, reserves quotas for the employment of non-majority communities and persons with disabilities, and regulates the rights, obligations, disciplinary procedures, accountability, and termination of employment for public officials.

4.1. Nondiscrimination and Equal Opportunity

Nondiscrimination and equal opportunity are explicitly addressed by the Constitution of the Republic of Kosovo through various articles. The Constitution also incorporates international agreements dealing with the protection of human rights, including nondiscrimination and equal opportunity. These principles are core to both the Labor Law and the Law on Public Officials. These laws promote fairness in employment and protect individuals from discrimination. The Labor Law prohibits all forms of discrimination (direct or indirect) on various grounds and applies to all stages of employment. Employers are obligated to ensure equal treatment for all employees, including providing equal pay for equal work between men and women.

Similarly, the Law on Public Officials integrates these principles in the public sector by prohibiting discrimination on various grounds and ensuring equal treatment for public officials during their employment, including during recruitment processes.

Additionally, other legislation, such as Law No. 05/L-021 on Protection from Discrimination, Law No. 05/L-020 on Gender Equality, and Law No. 03/L-214 on Protection and Promotion of the Rights of Communities, reinforces these principles by prohibiting discrimination and promoting equal opportunities in employment.

4.2. Working Rights

The Labor Law mandates written employment contracts and sets a maximum trial period of six months. Regular working hours are 40 hours per week, with employees entitled to a 30-minute daily break. Employees are also entitled to four weeks of annual leave, while women are guaranteed 12 months of maternity leave, nine of which are paid. Similarly, the Law on Public Officials aligns with these provisions regarding working hours and leave. Public officials are entitled to a one-hour daily break during working hours. For public officials, working hours shall begin at 08:00 and shall end at 16:00. Both laws provide workers with paid sick leave and compensation in cases of workplace injuries.

The Labor Law regulates overtime, setting limits and fair compensation. Employees may not work more than eight (8) additional hours per week, with certain exceptions. Pregnant women, nursing mothers, persons with disabilities, and minors under 18 are exempt from overtime work. Overtime compensation ranges from 20% to 50% more than regular pay, depending on the type of work. The Law on Public Officials mirrors these provisions.

The Labor Law stipulates that individuals 18 years or older may establish employment relationships. Those aged 15–18 may be employed for light work, up to 30 hours per week, provided it does not harm their health or development. The Law No. 06/L-084 on Child Protection prohibits the employment of children in hazardous work and sets strict regulations regarding child labor. No employer may conclude an employment contract with a person below 15 years of age.

The Labor Law does not provide detailed regulations on wages or deductions, leaving these to employers' internal policies or ad hoc decisions. However, it mandates the government establish an annual minimum wage upon the proposal of the Socio-Economic Council. For public officials, wages are regulated by law, with positions classified into 136 coefficient levels, and annual monetary values set by the state budget. This law also allows salary adjustments during macroeconomic shocks or natural disasters.

The Labor Law prohibits forced or compulsory labor, ensuring that employment relationships are based on free will and formal written agreements. The Law No. 06/L-084 on Child Protection also prohibits all forms of forced labor for children.

Collective contracts, derived from the Labor Law, provide detailed guidelines on the rights and responsibilities of employers and employees. These contracts specify additional benefits, such as retirement packages and rewards for years of service.

4.3. Worker's Organization

The Constitution of the Republic of Kosovo guarantees the right to freedom of association, including the establishment and membership in trade unions. The Labor Law supports these rights, ensuring that employees can establish trade unions and freely join them without interference from employers or government authorities.

Trade unions enjoy autonomy in governance and financial management. The law prohibits any interference or pressure against trade unions. Employees have the right to strike and protest in accordance with legal provisions.

4.4. Labor Disputes

Kosovo has mechanisms to oversee workers' rights. The Labor Inspectorate conducts regular monitoring and imposes fines for violations. The Ombudsperson Institution investigates complaints of discrimination and equal opportunity violations. Courts serve as the final recourse for individual lawsuits regarding employees' rights.

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

Law No. 04/L-161 on Safety and Health at Work (Law on SHW) contains general principles regarding occupational hazards, the elimination of hazardous factors and accidents, information sharing, consultation, and balanced participation in improving safety and health at work. It also provides guidelines for the treatment of employees, their representatives, and the general implementation of these principles. This law regulates working conditions, employee rights, and employer obligations in general. According to this law, employers are responsible for ensuring safe and healthy working conditions in all aspects of work and are obliged to cover all medical treatment expenses for employees who suffer injuries or occupational illnesses.

According to this law, an employer employing up to fifty (50) employees can personally take on the responsibility of implementing the measures determined by the law, provided they are competent. Employers employing more than fifty (50) but fewer than two hundred and fifty (250) employees must appoint an expert to carry out tasks related to safety and health at work. Employers with over two hundred and fifty (250)

employees are required to engage one (1) or more experts to carry out safety and health-related activities at the workplace.

The Law on SHW stipulates the conditions and protective measures for work environments to prevent work-related injuries and ensure occupational safety and health. The law establishes the responsibilities of all parties involved in the work arrangement and ensures additional protection measures for youth, women, and people with disabilities. It also sets out measures for improving the safety and health levels of employees at work. According to this law, employers are required to provide employees with medical examinations at institutions licensed for labor medicine at least once a year, or once every three years, depending on the nature of the work.

The provisions of this law apply in the public, private, and public-private sectors, as well as in the state administration sector at both the central and local levels. The law also applies to interns, pupils, and students carrying out practical work during their schooling, persons serving sentences engaged in work, visitors, business partners, service users, and those attending vocational training and re-training with an employer. However, the provisions do not apply in sectors where activities are regulated by special laws, such as the Kosovo Security Force, police, fire services, and protection and rescue services.

The Law on Safety and Health at Work establishes the National Council for Safety and Health at Work. The Council proposes, recommends, and drafts policies for improving workplace safety and health and continuously monitors the safety and health situation of employees. The Council consists of eleven (11) members: three (3) government representatives, two (2) employer representatives, two (2) employee representatives, two (2) experts in the field of safety and health at work, one (1) expert in labor medicine, and one (1) ad hoc expert, depending on the nature of the issue.

6. RESPONSIBLE STAFF

The Ministry of Finance, Labor and Transfers (MFLT) is implementing the project through the Department for Social Schemes (DSS), in coordination with the General Secretary level of the Ministry and with support from a Project Coordination Unit. The Ministry, through the DSS, is responsible for drafting of policies and strategies, planning of benefit budgets, and monitoring of benefit delivery, including establishing the proposed new social assistance program. Within its DSS the MFLT runs the Social Assistance Division which is responsible for assessing the eligibility of beneficiaries for SAS through the SAS MIS and for approving the monthly payroll. It is also responsible for the grievance mechanism (GM) and internal control. The Ministry, with the support of existing staff in the DSS and the SA Division will implement the project, with proposed consultancy support to strengthen functions related to FM, procurement and social issues, among others, as detailed under Component 3 above. Within the decentralized structure in Kosovo, the CSWs are responsible to accept applications to the SAS, perform data entry and any home visits or additional profiling that is required, and carry out communication activities. CSWs will continue to be the first instance body for complaints and grievances and, as required, will elevate complaints to the SA Division.

The PCU have been established is accountable for the overall Project implementation. The composition of the PCU includes a Project Coordinator, a Social Expert, a Procurement Specialist, and a Financial Management Specialist. The director of the DSS of the MFLT will be responsible for the technical implementation of Project activities.

The MFLT, with support from the PCU, prepares a work and budget plan and submit it to the World Bank no later than October 15 each fiscal year containing all activities proposed to be included in the Project during the following year, and a proposed financing plan for expenditures required for such activities (“Annual Work Plan and Budget”). Such a plan should also specify any training activities in each such proposed work plan and budget that may be required under the Project, including: (i) the type of training; (ii) the purpose of the training; (iii) the personnel to be trained; (iv) the institution or individual who will conduct the training; (v) the location and duration of the training; and (vi) the cost of the training. The Annual Work Plan and Budget, approved by the World Bank, shall ensure that the Project is implemented with due diligence during said fiscal year.

Details on Project institutional and implementation arrangements is set out in a Project Operational Manual.

7. POLICIES AND PROCEDURES

Employment of project workers within the Kosovo Social Assistance System Project will be based on the principles of non-discrimination and equal opportunity. There will be no discrimination with respect to any aspects of the employment relationship, including recruitment, compensation, working conditions and terms of employment, access to training, promotion or termination of employment. The following measures, will be followed by contractors and monitored by the Kosovo Social Assistance System Project PCU, to ensure fair treatment of all employees:

- Recruitment procedures will be transparent, public and non-discriminatory, and open with respect to ethnicity, religion, sexuality, disability or gender;
- Applications for employment will only be considered if submitted via the official application procedures established by the contractors;
- Clear job descriptions will be provided in advance of recruitment and will explain the skills required for each post;
- All workers will have written contracts describing clearly terms and conditions of work and will have the contents explained to them. Workers will sign the employment contract;
- The contracted workers will not be required to pay any hiring fees;
- Depending on the origin of the employee, employment terms and conditions will be communicated in two languages, in the official language and the language that is understandable to both parties;
- All workers will be 18 years old or above for all types of work. This will be a requirement in Kosovo Social Assistance System Project contracts with contractors;
- Normal working time should not exceed 40 hours per week, in accordance with the specific regulations of the public sector in Kosovo;
- In the case of language-related problems with employees from non-majority community, interpretation will be provided for workers as necessary;
- During the employment, all workers will be protected from harassment, intimidation and/or exploitation;

8. TERMS AND CONDITIONS

The employment terms and conditions applying to Kosovo Social Assistance System Project PCU employees are set out in this document. These internal labor rules will apply to all Kosovo Social Assistance System Project employees who are assigned to work on the project (direct workers). Terms and conditions of contracted workers are determined by their individual contracts.

The work hours for Kosovo Social Assistance System Project workers will be 40 hours per week, eight hours per workday. Terms and conditions of contracted direct workers will be determined by their individual contracts. The contractors' labor management procedure will set out terms and conditions for the contracted and subcontracted workers. These terms and conditions will be in line, at a minimum, with this labor management procedure and specified in the standard contracts to be used by the MFLT under the project, which is provided in Project Operations Manual and follow this LMP.

9. GRIEVANCE MECHANISM

The project has developed the Stakeholder Engagement Plan (SEP) as a main social guiding document together with the Labor Management Procedures. During the development of the SEP, the special section is dedicated to the Project Grievance Redress Mechanism. This section outlines the grievance procedure and steps to be followed. In addition, a grievance mechanism (GM) is established for all project workers. The main objective of a worker GM is to ensure timely, effective and efficient resolution of complaints and grievances related to labor and working conditions.

For **public officials** the Law on Public Officials addresses the grievance mechanism in such a way to provide for employment relations and workplace dispute resolution through the Appeals Commission housed within the institution providing employment, and in certain situations through Independent Oversight Board for the Kosovo Civil Service, as an independent body. The above stated mechanisms provided by the Kosovar legislation are considered as adequate standard to be achieved in addressing labor dissatisfaction and perceived maltreatment. Any third party employing and engaging contracted workers are expected to design and implement grievance mechanisms that will be aligned or surpass this standard ensuring an easy access to protective measures and effective remedial actions in work situations that may give rise to grievances and disputes.

For **direct workers** (external consultants) engaged by PCU, a GM shall be conceived and housed by the MFLT. This GM shall address workplace concerns, specifying procedures as to whom a direct worker should lodge the grievance, a reasonable time frame for receiving a response or feedback and steps to refer to a more senior level, while allowing for transparency, confidentiality and non-retribution practices. Consultants shall be informed about the availability of the GM upon their engagement.

The GM mechanism will be based on the following principles:

- The process will be transparent and allow workers to express their concerns and file grievances;
- There will be no discrimination or sanctions 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;

The GM Focal Point will monitor the contractors' recording and resolution of grievances, and report these to PCU in their progress reports. The process will be monitored by the Social Expert of PCU who will be

responsible for the project GM management. Information about the workers' GM will be provided at induction trainings.

GM Structure

Grievances is handled by the PCU via dedicated email address and phone number. All interested parties may communicate via email ankesa.sas@rks-gov.net and via Help Desk at:

- Phone +383 (0)38 200 34 289
- Phone +383 (0)38 200 34 287

10. CONTRACTOR MANAGEMENT

All contracts under Kosovo Social Assistance System Project will include provisions related to labor and occupational health and safety as provided in the World Bank Standard Procurement Documents and legislation in force in Kosovo. Kosovo Social Assistance System Project PCU within MFLT will manage and monitor the performance of contractors in relation to contracted workers, focusing on compliance by contractors with their contractual agreements (obligations, representations, and warranties) and labor management procedures. Additionally, the PCU staff will assess the fulfillment of the following obligations by the Contractors:

- **Labor conditions:** records of workers engaged under the Project, including contracts, registry of induction of workers, hours worked; If workers are allowed (or required) to work longer hours than normal because of specific circumstances, this should be documented alongside measures taken to protect such workers (e.g. mandatory rest breaks);
- **Workers:** number of workers, indication of origin (local, non-local, nationals), gender, age with evidence that no child labor is involved, and skill level (unskilled, skilled, supervisory, professional, management);
- **Training/induction:** dates, number of trainees and topics, records on training provided for contracted workers to explain occupational health and safety risks and preventive measures; specific requirements for certain types of contractors, and specific selection criteria (e.g. for certifications, previous experience);
- **Safety:** recordable incidents (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required, reports relating to safety inspections, including fatalities and incidents and implementation of corrective actions, records relating to incidents of non-compliance with national law;
- **Details of any security risks:** details of risks the Contractor may be exposed to while performing its work—the threats may come from third parties external to the project; Specific procedures and measures dealing with specific risks;
- **Worker grievances:** details including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken—grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.

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Furthermore, all contracts under Kosovo Social Assistance System Project will include provisions to Code of Conduct, in order to ensure that all project workers understand and sign the Code of Conduct prior to the commencement of Work, and supervise compliance with the Code.

11. COMMUNITY WORKERS

Not relevant. There are no community workers foreseen to be engaged on this project.

12. PRIMARY SUPPLY WORKERS

Not relevant. There are no primary supply workers foreseen to be engaged on this project.