

**THE UNITED REPUBLIC OF TANZANIA
President Office**

**TANZANIA SOCIAL ACTION FUND
PRODUCTION SOCIAL SAFETY NET - III**



LABOUR MANAGEMENT PROCEDURES (LMP)

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List of Acronyms

AIDS	Acquired Immunodeficiency Syndrome
ASP	Adaptive Social protection
CBPP	Community Based Participatory Planning
CMC	Community Management Committee
CoC	Code of Conduct
CS-PW	Climate Smart Public Work
ELRA	Employment and Labour Relations Act
ESF	Environmental and Social Framework
ESS	Environmental Social Standards
GBV	Gender Based Violence
GM	Grievance Management
GRM	Grievance Redressal Mechanisms
HIV	Human Immunodeficiency Virus
LE	Livelihood Enhancement
LMP	Labor Management Procedure
LSP	Local Service Providers
OHS	Occupational Health Safety
PAA	Program Authority Area
PPE	Personal Protective Equipment
PSSN	Productive Social Safety Net
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
STD	Sexual Transmitted Diseases
TASAF	Tanzania Social Action Fund
TB	Tuberculosis
TI	Targeted Infrastructure
TMU	TASAF Management Unit
TZS	Tanzanian Shillings
VC	Village Council
WB	World Bank
WGM	Workers Grievance Mechanism

1. OVERVIEW OF LABOR USE ON THE PROJECT

1.1 Project description

The third phase of Productive Social Safety Net (PSSN III) will continue to support Tanzania's flagship safety net program, providing targeted assistance to extreme poor and vulnerable households and drawing extensively from lessons learned from PSSN I and PSSN II from 2012 to 2025. The government's aim is for the program to maintain a similar level of coverage in PSSN III. The project is expected to reach all the 186 Project Area Authority as in PSSN II, but activities will be more narrowly geographically targeted in this phase. PSSN III will seek to streamline interventions and place greater emphasis on those with significant evidence of impact and cost-effectiveness, emphasizing resilience and income generation. The Program will continue to support PSSN's core activities – cash transfers, economic inclusion, and public works – while investing in adaptive and digital delivery systems throughout the delivery chain. This will comprise investments in digital and dynamic delivery systems that would enable more efficient and effective responses to the needs of vulnerable populations, facilitating targeted interventions with a climate resilience focus. The Program will deliver integrated interventions aimed at achieving the following goals: (i) boosting productivity and income-generating capabilities of the household, (ii) smoothing consumption, encouraging saving and facilitating the transition to alternative, climate-resilient livelihoods; (iii) protect and promote human capital development, and (iv) building resilience to withstand shocks.

The main objective of PSSN III is to enhance income-generating opportunities and human capital of PSSN beneficiaries and build adaptive Social Protection (SP) delivery systems. The program focuses on three major components (1) Promoting resilience and economic inclusion through Adaptive Safety Nets – it includes Productive Cash transfer, Basic household support and Enhanced support as well as Climate Smart Public work (2) Strengthening and modernizing social protection delivery systems (3) Program Management.

1.2 Number of Project Workers

The Project implementation will inevitably require different categories of workers which includes Community workers, Direct Project workers and Contracted workers. In managing the Project, TASAF will require to employ an estimate of 210 Direct Project Workers in a contractual basis based on the National Labor laws and TASAF Administration Handbook; the implementation of CS-PW is expected to employ 75,000 Community workers who are the household representatives from households that facing seasonal climatic vulnerability; and short term consultants.

1.3 Characteristics of Project Workers

1.3.1 Direct Project Workers

The Project will employ staffs who will be working on contractual basis as part of the Tanzania Social Action Fund (TASAF) Management Unit (TMU). Terms and conditions of these consultants are guided by the Administrative Handbook and National Labour Legislations. In addition, the civil servants at the local government level will be involved in the project implementation on full time or on a part time basis.

These include PSSN Coordinators at Regional and Project Area Authorities (PAA) levels, PSSN Accountants, and Sector Experts of various sectors such as civil engineers' agriculture, forestry, environment, community developments and other sectors relevant to the Program, who will support activities on part time basis. The PAAs or Local Government Authorities staff are civil servants whose salaries are financed through the local government.

Timing of labor requirements: Direct Project workers are eligible to work for fixed contract periods of not more than 2 years.

1.3.2 Community Workers

The Project will use community workers, who are household representatives from households that are facing seasonal climatic vulnerability, able and willing to provide labor to work in small-scale works according to subprojects identified and prioritized by the community through Community-Based Participatory Planning (CBPP) methodology.

Participation in the small-scale works will be done by eligible households and include both men and Women between the age of 18 and 65. The Project will provide waiver in recognition of gender in the eligibility criteria, whereas pregnant women and lactating mothers will be exempted from participating in public works; but these households will continue to receive Public Works wages and/or Productive cash transfer to sustain their households. This condition will apply for a household with no alternative participants.

Timing of labor requirements: Community workers are eligible to work for sixty days spread in a period of six months, not competing with agricultural peak season but during the lean season. They will be working for four hours a day with flexibility in the morning or afternoon.

1.3.3 Contracted Workers and Short term consultants

Contracted workers in PSSN III are characterised by being activity-based and temporary in a specified period of time; they have a Defined scope of work: have an Independent work style methods and schedules: they Lack of traditional benefits like health insurance: their relationship with the Project governed by the signed Contractual agreements in terms of payments, scope of their work and terms of their works: they will be hired based on their Specialized skills and expertise which may not be needed on a full time basis: Many contractors work Potential for multiple clients simultaneously, diversifying their income and experience: Focus on results as they mainly judged on a successful completion of their assigned task and deliverables within the agreed time frame; and they have limited organization involvement. Short term Consultants are typically hired for specific projects or tasks, often on a temporary basis. They have a defined scope of work, often with specific deliverables and deadlines, and maintain more control over how their work is performed compared to employees. Unlike employees, contractors are usually responsible for their own expenses, taxes, and benefits.

1.4 Assessment of Key Potential Labor Risks

1.4.1 Project activities:

The project aims to enhance income-generating opportunities and human capital of PSSN beneficiaries and build adaptive Social Protection delivery systems. The Project goal will be achieved through three components with their sub components which are: 1) Promoting resilience and economic inclusion through Adaptive Safety Nets under which Productive Cash Transfer Program and Climate-Smart Labor-Intensive Public Works are the sub components. 2) Strengthening and modernizing social protection delivery systems with its sub component of Modernizing social protection delivery systems and Institutional & technical support for the implementation of ASP. And 3) Program Management

These components will involve recruitment of Direct project workers, stakeholders engagement from the National to the community levels, targeting and enrolment of Project beneficiaries, cash transfer, micro planning of CS-PW sub projects and implementation of sub projects, livelihood enhancement activities which will involve saving group formation, basic skills training and disbursement of productive grants to eligible households' businesses; supervision, monitoring and evaluation of the project activities will be done at all level of the project implementation.

1.4.2 Key Labor Risks:

The key labor risks which may be associated with the project may include:

- (i) Workplace accidents/injuries, safety and health hazards and different kinds of incidents.
 - a. Workers may be exposed to health and safety risks related to construction, and other traffic-related accidents, from residential and commercial vehicles travelling on roads. The TMU will address workplace accident and injury risks by ensuring that each project worker is provided with appropriate and other needed Personal Protective Equipment (PPE) safety gear and sanitary and waste disposal facilities at each activity site, including and the first aid kits filled with all the basic requirements. The TMU will ensure that all direct hires for the project wear required PPE appropriate for their project work duties.
 - b. Additionally, to avoid the risk of accidents at workplaces, the site will be planned to have descriptions of all important areas including Emergence Assembly Point, Sign Boards located in appropriate places, providing information on precautions and appropriate actions to be taken to avoid accidents including mandatory to wear protective gear. Awareness rising session on health and safety at workplace will include issues of communicable diseases such as HIV/AIDS, TB, STD, and Cholera.
 - c. To address the negative risks and impacts associated with employment and work-related issues, the TMU, contractors, subcontractors, and project workers will develop and maintain Code of Conduct (CoC). The CoC will

include sanctions, including termination of contract or of engagement/employment in relation to the project, for non-compliance with specific policies related to GBV/SEA/SH and related matters. The CoC will be written in plain language, understandable to contractors, subcontractors, and project workers in English and Kiswahili, and signed by each worker

- d. The CoC will commit all persons engaged by the project, including contractors, subcontractors, and primary suppliers (where possible), and their workers to acceptable standards of behavior. All personnel involved in project will confirm that they have:
- Received a copy of the CoC as part of their contract/employment/engagement in relation to the project.
 - Received an explanation of the contents, including sanctions for noncompliance, of the CoC, as part of engagement/employment induction process for the project.
 - Acknowledged in writing that adherence to the CoC is a mandatory condition of employment.
 - Affirmed in writing their understanding that violations of the CoC can result in serious consequences, up to and including dismissal, or referral to legal authorities.

(ii) Child labor or forced labor,

The risk of child labor will be mitigated through Certification of laborers' age that will be done by using legally recognized documents such as National Identification Card, Voters Registration Card and Birth Certificate. In circumstances where these documents are not available, the Affidavit of Birth will be used. Further, awareness raising sessions will be conducted regularly to the communities to sensitize on prohibition and negative impacts of Child and forced Labor. To avoid the possibility of underage persons being involved with hazardous work in relation to the project, the project will not employ any persons under the age of 18 years. The TMU will ensure that no person is employed or engaged in relation to the project under circumstances that would constitute forced labor, prison labor, or the result of labor trafficking. To this end, the TMU will maintain records of the recruitment circumstances as well as the written employment contracts of all project workers, including direct hires, as well as persons engaged through contractors, and subcontractors.

- (iii) Gender Based Violence (GBV)/Sexual Exploitation and Abuse (SEA/SH) and the possibility of transmission of HIV/ AIDS and other sexually transmitted diseases. There is a moderate risk that workers involved in project activities might engage in transactional sex and/or sexual exploitation of members of affected communities in project worksite locations. The problem of GBV/sexual exploitation and abuse can facilitate the transmission of Sexually Transmitted

Diseases (STDs) including HIV/AIDS and foment domestic conflicts within households of project affected communities. Women in all project employment categories may also face sexual harassment, including demands for sexual favors as a condition of employment. When employed, women may face continuous and/or unwanted demands for sexual favors under threat of dismissal or exclusion of overtime or other work benefits or opportunities. In addition, female workers may face verbal harassment of a sexual nature and sexual assault by male colleagues. Measures TMU will implement, including through project contractors and sub-contractors, to mitigate the risk of GBV/SEA/SH include the following:

- Implement a Code of Conduct (CoC) for all project workers that will include provisions related to GBV/SEA/SH, and which all contractors and subcontractors will agree to abide by as a condition of contract (Note: The CoC will be Annexed to this LMP).
- Raise awareness regarding GBV/SEA/SH and train all project workers and residents of local communities affected by the project, on GBV/SEA/SH, responsibilities related to adherence to the CoC, and consequence for noncompliance, prior to commencement of any project-related work activities.
- Ensure that all project workers, both direct hires and those hired through contractors/subcontractors, have access to the grievance mechanism established specifically for the project workforce or the grievance redress mechanism established generally for the project, to address concerns relating to GBV/SEA/SH.

(iv) Discrimination against Women and Persons with Disabilities in Recruitment and Employment. Women in Tanzania continue to face gender-based employment discrimination, including in relation to recruitment, wages and other benefits, promotions, and other terms of employment. This discrimination includes bullying and sexual harassment, at times involving demands for sexual favors in return for job placement or advancement. There is also work-related discrimination against people with disabilities, persons with albinism and persons based on actual or perceived HIV/AIDS status. The TMU will focus on inclusive and non-discriminatory recruitment and employment policies and procedures in relation to all project workers. The project will ensure that there will be no discrimination in recruitment or employment relating to project workers based on any personal characteristics unrelated to inherent work requirements. Such personal characteristics include, but are not limited to, gender, age, race, color, disability, including albinism, marital status, pregnancy or maternity

status, social origin, religion, real or perceived HIV/AIDs status, and ethnic origin.

(v) Lack of Employer Compliance with National Labor Laws

Workers in Tanzania, especially unskilled and semi-skilled laborers, engaged in construction-related work, face risks of exploitation, abuse, discrimination and other forms of unfair and illegal treatment by employers. Labour influx is expected to be minimal given the nature of the project. These risks include being forced to work overtime with no additional compensation or in excess of legally mandated maximum hours per week, insufficient rest periods in violation of the law, wages that do not conform to minimum legal requirements, failure of the employer to pay legally required health or social security benefits for workers, failure of employers to pay workers their salary on time and in the full amount required by law, and failure of employers to provide workers with a written and signed legally enforceable contract in a language the worker understands. Another related abuse includes employers keeping copies of the work contract that differ from the version given to the worker. An additional risk is the practice of employers using short-term contracts of six months or less to avoid hiring organized workers with labor protections.

To address the risks of employer non-compliance with national labor laws, the TMU will ensure the following for all workers who are engaged directly for the project and will also ensure that all contractors, and subcontractors abide by the following provisions for all workers they have engaged in relation to the project:

- Provide all project workers with information and documentation that is clear and understandable regarding their terms and conditions of employment. This information and documentation will set out the workers' rights under national labor and employment law, including:
- Rights related to hours of work, wages, overtime, compensation, and benefits, as well as any related provisions required under ESS2.
- Pay project workers on a regular basis as required under national law.
- Ensure that deductions from payment of wages are made only as allowed by national law.
- Provide workers with adequate periods of rest per week, annual holiday and sick, maternity and family leave, as required by national law in part VII (Employment Standards and Rights) of Employment Act. No. 11 of 2005.
- Provide project workers with written notice of termination of employment and details of severance payments in a timely manner.

- Ensure full implementation of the Employment Act No. 11 in relation to recruitment and employment of all project workers.

2. BRIEF OVERVIEW OF LABOR LEGISLATION: TERMS AND CONDITIONS

Various national laws, policies, systems, standards and international codes of practice are applicable to the implementation of this Plan. These laws include the Employment and Labor Relations Act, 2004, and the Occupational Health and Safety Act, of 2003 and have relevant clauses that support ESS 2. Project workers will be provided with information that is clear and understandable regarding their terms and conditions of employment.

The employment and labor relation Act, 2004 is the main legislation that guide labor practices in Tanzania. Terms and conditions provided by this Act include prohibition of child labor, prohibition of forced labor, freedom of association, prohibition of discrimination, employment standards i.e. maximum hours of work, night work standards, and right to break during working day, leave and fair terminations. The above terms and conditions apply to the long-term consultants. However, some of these terms and conditions apply to community workers i.e. Prohibition of child labor, prohibition of forced labor, prohibition of discriminations and maximum hours of work

The legislation requirements conform to guidance provided in WB Environmental and Social Framework (ESF) under Environmental and Social Standard 2 (ESS 2) on Labor and Working Conditions

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

The projects will ensure safe means of access to; safe working place, supply of potable water, convenient toilet and, first aid facilities as stipulated in Tanzania Occupational Health and Safety Act No. 5 of 2003 Part IV Section 43 Safety provision; Part V Section 54, 55 and 58. Furthermore the project will adhere to safety special provisions of Tanzania Occupational Health and Safety Act no 5 of 2003 Part VI Section 61 (1a), 63(a, b), and 65 on protection against inhalation of dust, protection of eyes and safety of health of agricultural activities

Measures relating to OHS are for protecting workers from injuries, illness or impacts associated with exposure to hazards encountered in the workplace or while working. Such OHS measures include provision of PPE, awareness raising and guidance on how to prevent accidents at workplace. This aligns with the requirements of ESS2 and National Laws on OHS and workplace conditions. Community Workers under the project will be provided with facilities (protective gears) appropriate to the circumstances of their work as advised by Sector Expert.

4. RESPONSIBLE STAFF

National level- TASAF Management Unit will prepare guidelines and all tools needed like Occupational Health and Safety guideline to supervisors, accident and incident uptake forms, workers grievance management manual, community awareness and sensitization materials; enhance capacity building to PAAs staff and monitoring; ensure provision of expert advice on labor management, ensure enforcement and monitoring role as stipulated by law, ensure periodical labor and working conditions environmental audits and facilitate training for staff that will carry out LMP at National and PAA level. At this level grievances are being received, resolved for equitable Project implementation.

PAA level - The PAA Technical Team (PSSN Coordinator, Accountant and PAA Facilitators who are the sector experts on engineering, social workers, environmental experts, Human resources, agriculture and livestock officers) will support Local Service Provider (LSP) and Community Management Committee (CMC) and Village Council (VC) in work site management. This will entail ensuring that community workers use safety gear during execution of work. They will also be responsible for training and management of LSP, CMCs and Village leadership on safety measures to avoid workplace accidents, filling of required incident and accident forms, and preparing quarterly monitoring reports. The PAA level deals with grievance uptake for those which are directly reported at the district offices, while Grievance resolution done, and enhance escalation of the high-level grievances to TMU.

Village level – LSP, VC and CMC, will be responsible to oversee the management of community workers at sites, this includes undertaking both compliance monitoring and effects monitoring. At this level work related grievances are being taken and resolved, while escalation of the unresolved grievances to PAA level are being done.

5. POLICIES AND PROCEDURES

The participants of the Program under the community workers will be enrolled through a community based participatory approach this will entail the following activities: -

- i. PAA staff and Ward level extension personnel during village assembly will introduce the Project explaining thoroughly on the components and the mode of its operations to the prospective participants.
- ii. Furthermore, during the Village Assembly meeting, the PAA team will elaborate on the nature, type and eligibility of community driven labor.
- iii. The eligibility criteria of program participants will be established and agreed upon during the village meeting based on the set of criteria. Some common criteria include
 - a. Extreme poor households identified in community-based targeting and verified through Proxy Means Test – these are households that do not meet daily consumption needs, have limited assets, high family size,

elderly, orphans and child headed households, people with chronic illness and other forms of vulnerability.

- b. For CS-PW, in addition to common criteria mentioned in a) above, there should be at least one able bodied person who can provide labor on behalf of the Households, age between 18 – 65 years and who is willing to work on CS-PWs.
- iv. The participants will have ultimate option of choice to whether they are willing to participate in the Program or not.
- v. Participants who opted to be on the Program will be enrolled in the Program to develop a register of participants.
- vi. All child-headed households will receive direct support, and will not participate in CS-Public Works
- vii. Pregnant women and lactation mothers will be waived from participating in public works for 24 months post-delivery will receive direct support, and will not participate in public works

For the TASAF workers, their employment policies and procedures are primarily governed by the Employment and Labor Relations Act of 2004 and the TASAF Administration Handbook. This act outlines the rights and responsibilities of both employers and employees, covering aspects of wages, working hours, overtime, and dispute resolution. The National Employment Policy also plays a role, aiming for full and productive employment for all Tanzanians and outlining strategies for economic growth and job creation. Below a breakdown of key aspects:

- Employers will provide employees with a written contract outlining terms of employment, including employee name, age, address, job title, commencement date, duration, work location, working hours, remuneration, and other relevant details.
- The standard work week is 45 hours, with a maximum of 9 hours per day.
- Employees cannot be required to work more than 12 hours per day or 50 hours per month in overtime.
- The Employment and Labor Relations Act mandates minimum wages, which are determined by position and experience while enhancing equal pay for men and women for the same work.
- The Employment and Labor Relations Act provides mechanisms for resolving disputes through mediation and arbitration.
- It outlines procedures for lawful strikes and lockouts, as well as actions for non-compliance.

ESS2 para 24-30 on Occupational Health and Safety will be complied through a provision of PPE to every worker at all working site where beneficiaries undertake CS-PW activities. Such PPE will be identified during Micro-planning stage when subprojects activities will be firmed up. Different PPE will be supplied and used in subprojects depending on subprojects activities. CS-PW Handbooks also covers

provisions of occupational health and safety at the project sites which includes but not limited to provision of sanitary facilities, solid waste collection and disposal points, use of appropriate PPE with respect to project implemented and provision of First Aid Kit in all sites. Cost for procuring PPE will be included in the subproject budget of inputs. Community Management Committee will be responsible for procurement of these inputs. They will also maintain a stores ledger book where all tools procured will be recorded

ESS2 para 34: Community workers will be engaged in working for Public works Program as part of safety nets implementations. During the implementation community assets will be created and these will contribute to their social and economic benefits. The type of assets to be created will be determined through CBPP. The project requires that all able-bodied persons to participate in the CS-PW by providing labor to receive safety nets benefits.

6. AGE OF EMPLOYMENT

The Project will comply with ESS2, paragraphs 17-19, which focuses on measures to emphasize that no child labor should be used in project activities. This means ensuring that no individuals under the age of 18 will be employed under the project.

- a. **For the CS-PW and Enhanced LE;** the project will target eligible households having at least one adult working age of 18 to 65 only to work in CS-PW subprojects. However, the age of participants will be verified during subproject community based participatory planning. Such tools like Voters Registration Card (VRC), National ID will be used to verify the age of participants and validate in the Village Assembly meeting. In the circumstances where these documents are not available the Affidavit of Birth will be used. Further, awareness raising sessions will be regularly conducted to the community to sensitize on prohibition and negative impacts of Child and forced Labor
- b. **For the TASAF staffs:** TASAF staff are civil servants, and their terms and conditions of employment are guided by National Labor Legislations and Administrative Handbook. Under the Employment and Labor Relations Act 2004, it is restricted to conduct and promote employment to children under 18 years of age. Therefore, the Program will not employ personnel under the child age, or above 60 years. Validation of age to TASAF employees will be done under the recruitment procedures where birth certificates, affidavit and academic certificates will be used to verify and be part of the selection criteria of the eligible candidate.

7. TERMS AND CONDITIONS

There are three types of workers in the PSSN III project:

- (i) Civil Servants from the government at PAA level and TASAF Management Unit (TMU) who have contracts that are governed by the National Labor Legislations and;
- (ii) Short Term Consultants.
- (iii) Community workers who will be working in the Project following rules as agreed in the respective handbooks of CS-PW including payment amount, method of payment and hours of work.

The government officials at the PAA and TASAF Management Unit are civil servants, and their terms and conditions of employment are guided by National Labor Legislations. Moreover, TMU staff are also guided by TASAF Administrative Handbook

The community workers will work on CS-PW subprojects using guidance provided in CS-PW Handbook. The handbook stipulates among others the eligibility criteria to participate in the CS-PW. Community workers must be targeted and enrolled as a poor household participating in the PSSN. Eligible members must be resident in the respective community and between the age of 18 and 65 years. Community workers are entitled to work for 60 days a year spread over a period of 6 months during lean seasons.

Working conditions will be made clear to the community members prior to commencement of the work. During micro-planning of CS-PW, the PAA Facilitators will explain to beneficiaries and the entire community the CS-PW objectives and working conditions. During the meeting beneficiaries will be informed of such working conditions as:

- Community workers will be working for 4 hours a day
- Work duration will be 60 days a year spread over 6 months
- Payment will be made on a bimonthly basis after completing assigned work
- Community workers will be paid TZS 4,000.00 per day

8. LABOR GRIEVANCE MECHANISM (LABOR GM) – PSSN III CONTEXT

The TASAF Management Unit (TMU) will coordinate with Programme Area Authorities (PAAs) to establish a single Worker Grievance Mechanism (WGM) for workers engaged in Public Works (PW) subprojects through contractors/subcontractors, to raise workplace concerns in an accessible manner. Additionally, the TMU and PAAs will require all contractors and subcontractors to develop and implement a WGM for their workforce, prior to the commencement of project activities.

The project will set up a mechanism to ensure proper and accessible channels for each category of workers to raise their concerns. This mechanism is aligned with the

principles of the overall GRM but is tailored to the unique nature of beneficiary labor under PSSN III.

The WGM will be based on the following principles:

- The process will be transparent and allow workers to express their concerns and file grievances and receive timely feedback in a manner they understand, in English or Kiswahili, where appropriate.
- There will be no discrimination against those who express grievances, and all grievances will be treated confidentially.
- Anonymous grievances will also be accepted and treated equally as other grievances whose origins are known.
- Management will treat grievances seriously and take timely and appropriate action in response.

Workers Grievance management lies in a systematic approach for addressing worker concerns, complaints, and disputes in subprojects and Program premises. Different types of grievances will be managed including:

- Workplace safety and health concerns,
- Problems with payment wages or daily work allowances and benefit disputes,
- Working time and overtime issues,
- Unfair treatment or social exclusion, discrimination and workplace harassment,
- Unsafe or unhealthy work situations, including workplace sexual harassment and Gender-Based Violence (GBV)/Sexual Exploitation and Abuse (SEA);
- Exploitation and abuse arising during project activities

The WGM does not replace or override the requirement that the TMU and PAAs provide workplace processes for project workers to report work situations that they believe are not safe or healthy, including reporting requirements regarding workplace injuries and accidents.

The mechanism aims at ensuring fair, transparent, timely and carefully record keeping resolution of workplace issues while maintaining positive labor relations and project productivity. The GRM serves as the primary channel for workers to voice concerns about working conditions, safety issues, compensation disputes, discrimination, harassment, or any other work-related matters without fear of retaliation.

The same grievance reporting channels will be applicable for workers grievances; except for the Direct Project Workers and contracted consultants, where their grievances will be taken as a high level complaints caused by the breach contracts or memorandum of understanding (MoU), to be dealt under the terms and conditions that ensures prompt, fair, and transparent resolution of grievances, maintain

harmonious labor-management relations, prevent escalation of minor issues into major disputes, comply with national labor laws and international standards, promote a culture of open communication and continuous improvement, protect workers' rights and dignity, and enhance overall project performance and worker satisfaction. Tanzania's national labor laws, particularly the Employment and Labour Relations Act (ELRA) of 2004, establishes a framework for addressing grievances beyond disciplinary actions. This may involve various levels of committees and procedures for resolving workplace disputes.

8.1 Handling of SEA/SH Complaints within the Grievance Mechanism

Serious complaints raised through the WGM, including programme-related Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH), shall be addressed immediately by referring GBV survivors to support services operating under the Government/National GBV referral pathways, while reporting incidents to the PAA through an incidence uptake form and to the TMU through the toll-free numbers. All GBV-related information must be treated as strictly confidential, and GRM operators must be trained on how to approach survivors appropriately.

8.2 Judiciary Level Grievance Redress Mechanism

The project level grievance process will not impede affected persons' access to the legal system. If a complainant is not satisfied with the resolutions at all project levels, he/she will be allowed to take the matter to the appropriate legal or judicial authority as per the Tanzania laws.

9. CONTRACTOR MANAGEMENT

The work will be undertaken by the Community workers with technical supervision of Local Service Providers (LSP) while whenever needed, Local fundi will be assigned to accomplish the scheduled construction task. The PAA technical experts (PAA Engineers/technicians, Environmental Officers, Social experts, will provide overall supervision to ensure sector norms and standards aligned with each particular subproject.

The LSPs or Local Fundi will enter contracts with Community Management Committees under the supervision of Village Council (VC) prior to CS-PW/TI subproject implementation. The contract duration will be dependent on the nature of the project and the subproject action plan implementation period. LSP/Local Fundi will be supervised by CMC during the project implementation and adherence to the contract will be monitored. On the other hand, LSP/Local Fundi will be supervised by sector experts on project technical aspects. LSP/Local Fundi shall comply with the terms and conditions stipulated in the contract and contrary to that will be penalized accordingly.

There will be no contractors engaged to work in the Program activities as the work will be undertaken manually by the community workers.

9.1 Local Service Providers contract management

The work will be undertaken by the Community workers with technical supervision of Local Service Providers (LSP). The PAA technical experts will provide overall supervision to ensure sector norms and standards.

The LSPs will enter contracts with Village Council (VC) prior to CS-PW subproject implementation. The contract duration is dependent on the project implementation period. LSP will be supervised by CMC during the project implementation and adherence to contract is monitored. On the other hand, LSP will be supervised by sector experts on project technical aspects. LSP shall comply with the terms and conditions stipulated in the contract and contrary to that will be penalized accordingly.

There will be no contractors engaged to work in the Program activities as the work will be undertaken manually by the community workers

10. COMMUNITY WORKERS

The program will engage the enrolled participants in the Program to work as community workers through the procedure as described in section 6 on POLICIES AND PROCEDURES. The community workers will be working based on the Program manual, handbook and guidelines.

PPE will be provided to the community workers based on the type of subprojects as follows;

- i. Gum Boots: Construction of water ponds, wells, roads, buildings, in farms etc.
- ii. Gloves: Construction of water ponds, hand dug wells, community roads, buildings, farms etc.
- iii. Dust Mask: Construction of water ponds, hand dug wells, community roads, buildings, in farms etc.
- iv. First Aid Kit: Applicable in all subprojects

*(Others will base on the recommendations of Sector Experts)