

Labor Management Procedure

**Belize Climate Resilient and Sustainable Agriculture Project
(P172592)**

**Ministry of Agriculture, Food Security & Enterprise
GOVERNMENT OF BELIZE**

DRAFT VERSION 2 – OCTOBER 21, 2021

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GLOSSARY OF ACRONYMS

BSIF	Belize Social Investment Fund
CERC	Contingent Emergency Response Component
CRESAP	Climate Resilient and Sustainable Agriculture Project
CSA	Climate Smart Agriculture
ESMS	Environmental and Social Management Systems
ESS	Environmental and Social Standards
FI	Financial Intermediary
GBV	Gender Based Violence
GOB	Government of Belize
GM	Grievance Mechanism
LMP	Labor Management Procedures
MAFSE	Ministry of Agriculture, Food Security and Enterprise
NMS	National Meteorological Service
OHS	Occupational Health and Safety
PIU	Project Implementation Unit
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment

1. INTRODUCTION

The World Bank's Environmental and Social Framework (ESF) sets out the World Bank's commitment to sustainable development through a World Bank policy and a set of Environmental and Social Standards (ESS) that are designed to support Borrowers' projects, with the aim of ending extreme poverty and promoting shared prosperity. The ESSs set out the mandatory requirements that apply to the Borrower and projects. They present a set of guidelines and instructions with the objective of fostering efficient and effective identification and mitigation of potentially adverse environmental and social impacts that may occur in the development projects. More information on the ESF can be found at: <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework>.

This labour management procedure was prepared in line with the requirements of the World Bank's Environment and Social Standards 2 – Labor and Working Conditions.

The objectives of the ESS 2 are as follows:

- To promote safety and health at work.
- To promote the fair treatment, non-discrimination, and equal opportunity of project workers.
- To protect project workers, including vulnerable workers such as women, persons with disabilities, children (of working age, in accordance with this ESS) and migrant workers, contracted workers, community workers and primary supply workers, as appropriate.
- To prevent the use of all forms of forced labour and child labour.
- To support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law.
- To provide project workers with accessible means to raise workplace concerns.

These procedures set out the way in which project workers will be managed, in accordance with the requirements of national law and ESS2. The procedures address the way in which this ESS will apply to different categories of project workers including direct workers, and the way in which the Ministry of Agriculture, Food Security and Enterprise (MAFSE) will manage the project workers, including participating FIs, contractors, any of their subcontractors.

This LMP will also guide FIs who will be expected to develop LMPs for their own employees that will be involved in the project, and guide FIs in developing Environmental and Social Management Systems (ESMSs) that will ensure proper labor practices for farmers and their workers.

The World Bank has agreed to provide financing for the Climate Resilient and Sustainable Agriculture Project (CRESAP).

2. Project Description

The Government of Belize is preparing a new Investment Project Financing project- the Climate Resilient Agriculture Project (CRESAP), with financing from the World Bank (WB). The Project Development Objective is to increase agricultural productivity of and build resilience to climate change risks among the targeted producers, and to respond effectively to an Eligible Crisis or Emergency event.

The project will target as priority the four districts of the Northern region (Cayo, Orange Walk, Corozal, and Belize) out of the six that the country has and where the impacts of climate change and climate variability are expected to be stronger on the main agricultural value chains implemented by the targeted beneficiaries (sugar cane, rice, maize, soybean, vegetables, livestock, fruits). Some activities may also benefit value chains, such as the banana value chain, the citrus value chain, and farmers on the two other districts of the country (Stann Creek and Toledo).

The environmental and social risk classification is *Moderate* under the World Bank's Environmental and Social Framework. The beneficiaries of this project would be individual small-, medium- and large-scale farmers, members of farmers' organizations and others associated with the agriculture food systems in the project districts, agricultural families, staff of the several departments of the MOA, and students from the Agriculture Department of the University of Belize among others. It is estimated that approximately 2,500 producers will benefit directly from this funding, with more benefiting indirectly. The details of the stakeholders are elaborated under the Stakeholder Engagement Plan.

Figure 1 Project Site (Highlighted in Yellow)



Component 1: Institutional Strengthening

This component consists of two subcomponents focused on strengthening the capacity of key institutions that are part of the project:

Subcomponent 1.1: Strengthening the Capacity of Relevant Government and Academic Institutions. This subcomponent will focus on strengthening the capacity of the different departments of the Ministry of Food, Agriculture and Immigration (MAFSEI), and key Government bodies engaged in the project, including the National Meteorological Service (NMS), the Agriculture Department of the University of Belize, the Belize Agricultural Health Authority (BAHA), and the Pesticides Control Board (PCB), which play a critical role in improving agricultural sector's efficiency and enhancing producers capacity to adapt to climate change and weather variability in Belize. In particular, this subcomponent will finance, inter alia: (i) The provision of trainings on better integrating and addressing women needs in agriculture (ii) the validation of BAIMS' existing records and system enhancement; (iii) the design and/or establishment of information systems, agrometeorological products and services; (iv) the improvement of agrometeorological data quality; (v) the design and

establishment of a system to improve interconnectivity and/or interoperability among Ministry of Agriculture and the NMS of Belize to enhance sharing of information, decision-making, and monitoring of agromet conditions; (vi) the maintenance and/or upgrade of the National Meteorological Network and rehabilitation of weather stations in agricultural production areas; and (vii) the carrying out of capacity building activities, studies and diagnosis and the provision of technical assistance.

Subcomponent 1.2: Strengthening Participating Financial Institutions, Individual Farmers and Farmers' Organizations Capacity.

This subcomponent will focus on strengthening the capacity of the main stakeholders, including Participating Financial Institutions (PFI) such as the Development Finance Corporation (DFC), Credit Unions, the Credit Union League, and select participating Commercial Banks to enhance their knowledge in the new technologies and approaches promoted by the project. In addition, this subcomponent will provide technical assistance and extension services to individual farmers, and strengthen the organizational, operational, and business capacities of farmers organizations.

This subcomponent would also: (i) strengthen the organizational, operational and business capacities inter alia of organized groups, producer's organizations and other types of groups of producers, supported via the project; and (ii) provide international and national technical assistance and extension services to individual farmers benefitting from the matching grants. Thirty percent of farmers are women, and many small farmers are poor (below the poverty line). Rural women are significantly affected by poverty as almost one-third of them are small farmers and they lack access to services and resources. The project will have specific activities to ensure women have access to services and resources under the project. The project will tailor technical assistance to women needs by ensuring that trainings take place at convenient places, with flexible hours, where they can leave earlier if they need to. If necessary, it includes financing the use of temporary day care centres as an incentive for women's participation (if needed). It will also support the identification and dissemination of gender-sensitive technologies that are labor-reducing for women and that are affordable, accessible, and based on their needs. The project will ensure that 40 percent of beneficiaries of matching grants and collective goods are women and that they benefit from tailored financial and business trainings. To measure progress in terms of women access to agricultural services and resources, the results framework will capture the number of women benefitting from matching grants, the number of women farmers adopting improved agricultural technologies, and the number of women trained on CSA technologies.

Component 2: Promotion of Private and Public CSA Approaches and Investments

This component consists of two subcomponents. The first subcomponent is focused on promotion of CSA technologies and practices at the individual level (farmer level). The second subcomponent is focused on collective investments which would be targeted toward farmer groups or are in the form of public goods such as rural infrastructure.

Although not initially anticipated, this is the component that may give rise to specific displacement, land donations, and/or land acquisition due to the nature of the activities. In particular, subcomponent 2.2 will require agreements on how assets are to be shared or how assets that must pass through stakeholders' land will be dealt with.

Subcomponent 2.1: Promotion of On-farm CSA Technologies and Practices. This subcomponent would promote the uptake of best fit CSA technologies and practices, with the overarching aim of increasing resilience to climate shocks and weather events, and stabilizing/improving productivity while simultaneously lowering production costs, thereby contributing to an increase in profitability. More specifically, subcomponent 2.1 activities aim to: (i) increase climate resilience of Belizean agriculture; (ii) enhance access to water in agriculture with a vision of optimizing water productivity and contribute to enhanced water resource management for agriculture; (iii) create conditions for diversification of crops and introduction of higher value added produce and/or increased land use intensity (e.g. double cropping, intercropping, high yield varieties, etc.); and (iv) reduce inefficient use of purchased agricultural inputs. This subcomponent would include activities to reduce greenhouse gas emissions, e.g. through energy and water efficiency measures, contributing to the productivity and mitigation pillars of the CSA approach, where possible.

This subcomponent will promote the uptake of best fit CSA technologies and practices with the overarching aim of increasing resilience to climate shocks (such as drought and floods) and stabilizing/improving productivity while simultaneously lowering production costs, contributing to increases in profitability. The subcomponent will provide matching grants, supplemented with credits from participating financial institutions to farmers. The matching grants will be implemented based on a demand-driven approach. It will first start by raising awareness among the targeted beneficiaries regarding the available support for climate-smart agriculture technologies and practices (such as irrigation) and market-oriented technologies (such as innovative storage technologies) by providing information on the key terms and conditions of the available support. Technical assistance support would be provided to farmers in the preparation of their request for the funding of sub-projects and downstream support for sub-projects' implementation. This subcomponent will pay attention to women farmers by promoting gender-sensitive CSA technologies, in particular labor-reducing technologies for women that are affordable, accessible, and based on their needs.

Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience. This subcomponent would finance studies, technical assistance, goods and works for complementary infrastructure of collective use that will increase the impacts of the subcomponent relating to on-farm CSA investments and/or eliminate constraints: (i) investments related to post-production and value addition to ensure cost-effective linkages between production areas and markets, especially the high-value horticultural markets linked to tourism activities on the islands; (ii) drainage investments necessary due to the low-lying nature of much of Northern Belize; and (iii) identification, development and Operations and Maintenance (O&M) training for small-scale, collective water-harvesting pilot initiatives (e.g. for communities interested in sharing a collective pond or common pasture, etc.). This subcomponent will ensure that women are involved in the discussion for the design of

infrastructure and trained in the management of infrastructures and that they are provided leadership skills to participate in O&M committee of infrastructures.

Component 3: Project Management, and Monitoring and Evaluation

This component would finance the activities of the Project Implementation Unit (PIU). Given the delays in the implementation of other active development projects in Belize, the MAFSE has opted for a two-pronged approach based on: (i) signing a Memorandum of Understanding (MOU) with the Social Investment Fund (SIF) in order to have the SIF Fiduciary Team (Procurement, Financial Management, Accountant, and Monitoring and Evaluation) be in charge of those aspects during the first year of implementation of the Project; and (ii) reinforce its existing Department of Projects through the hiring of staff in the areas of Procurement, Financial Management, Monitoring and Evaluation, Accounting, etc., to set up a full-fledged and entirely dedicated PIU. These newly hired staff will be trained by the SIF Team as part of the MOU agreement. At the completion of the duration of the MOU, the PIU staff will be evaluated to assess their capacity before transferring the responsibility for implementation of the project to them. Activities under Component 3 would include the establishment of the project's monitoring and evaluation system, financial management and procurement systems, the financing the costs of external audits of the project, the capacity for monitoring requirements, and the organization of all project-related work and project reporting. Further, this component will finance incremental and operating costs as well as equipment and goods for the purpose of the project.

Component 4: Contingent Emergency Response Component (CERC)

The objective of Component 4 would be to help the project-supported producers get back into operation and ensure business continuity, repair infrastructure damage, and help recover from losses, after a disaster.

A Contingent Emergency Response Component (CERC) will be established and managed in accordance with the provisions of World Bank Policy and World Bank Directive on Investment Project Financing. The CERC will be triggered only when the GOB has officially declared an emergency and a statement of the facts is provided, justifying the request to activate the use of the emergency funding. The CERC would finance emergency purchases and activities, including goods, works, and technical assistance in the event of a disaster.

3. OVERVIEW OF LABOUR USE ON THE PROJECT

This section provides an overview of the expected labour needs and characteristics of project workers to be engaged under the project.

Number and Characteristics of Project Workers

Table 1. Number and characteristics of project workers

Type of Worker	Number of Workers	Local Staff	Foreign Staff	Staff Under 14	Timing of Engagement	Skills and Expertise
Direct worker: PIU	10	10	0	0	2021-2026	Technical & Financial Staff including E&S Focal Point
Contracted: Supporting consultants	13	3	9	0	2021-2026	GIS, Insurance, Agro-processing, Feasibility Studies, Training, part-time Environmental specialist, part-time Social specialist, irrigation technician, climate adaptation officer
Contracted: Supporting consultants		8			2 years 2022-2023	5 Part-time enumerators, 11 part-time district agri-data collectors
Contracted: Belize Social Investment Fund (BSIF)	8	8			1 year 2021-2022	Fiduciary (Procurement, Financial Management, Accountant, Monitoring and Evaluation) in the first year of implementation
Contracted: Financial Intermediaries and their workers involved in CRESAP project work	14	14			2021-2026	Technical & Financial staff of the 7 financial institutions able to provide technical assistance to farmers in preparing request for funding
Contractor's Staff	45	45	0	0	2021-2026	Engineers, technicians, and labourers
Supervising Contractor's Staff	5	5	0	0	2021-2026	Engineers and technicians
Total¹	95	91	9	0		

¹Total numbers are approximate and not final.

Direct Workers

The Project Implementation Unit (PIU) will be staffed by about 8 persons which will all be local staff. This will be mostly technical staff with skills in procurement, engineering, agronomy, monitoring and evaluation, financial, and environmental and social fields. The

Ministry of Agriculture, Food Security and Enterprise will promote gender equity in hiring and will aim to hire at least 30% female staff members in various roles.

Contracted Workers

Nine (9) foreign consultants will be directly contracted to provide a range of services to support the implementation of Subcomponent 1.1: Strengthening the Capacity of Relevant Government and Academic Institutions, including working with the meteorological services to improve products and services, and Subcomponent 2.2 around value-addition. As skilled migrant workers, but contracted workers under the project nonetheless, application of ESS2 is still applicable to them. They will be required to get a work permit through the Belize Labour Department to allow for legal employment, with support from the MAFSE in providing justification and required support documents for such employment of individuals.

The range of skills include expertise in:

- Geographic Information Systems (GIS)
- Agricultural insurance, microinsurance
- Agro processing
- Feasibility Studies
- Training

One part-time local Environmental Specialist and one part-time local Social Specialist will be engaged to support the E&S Focal Point, with the opportunity to become full-time if and when needed. Two local consultations will also be hired as irrigation technician and climate adaptation officer for the full duration of the project. There will also be 5 Part-time enumerators and 11 part-time district agri-data collectors for a period of two years.

Eight (8) of the Belize Social Investment Fund Fiduciary Team will also be directly contracted to support with Procurement, Financial Management, Accountant, and Monitoring and Evaluation and oversee those aspects during the first year of implementation of the Project. This team will also support with the training of a full-fledged and entirely dedicated PIU that can lead these functions after one year.

Financial Intermediaries

Financial Intermediaries will provide direct support to farmers in preparing requests for financing. They are contract workers, key in the successful delivery of Subcomponent 1.2 and 2.1. Each FI will be required to develop and implement Labor Management Procedures for their workers who will be working on the project. More specifically, FIs must put in place measures:

- a) Adopting and implementing human resources policies and procedures.
- b) Documenting and communicating to all employees their rights under national labor and employment laws, any applicable collective agreements, working conditions and

terms and conditions of employment, and notifying them when any material changes occur.

- c) Promoting fair treatment, non-discrimination, and equal opportunity of all employees.
- d) Establishing and managing a grievance process to learn about employees concerns and suggestions.
- e) Providing a safe working environment through appropriate occupational health and safety programs and measures.
- f) Develop and implement an ESMS with labor aspects for the farmers and their workers.

The human resources policies and procedures of the FI should be appropriate to the size of the FI operations and workforce and should be kept up to date. These policies and procedures should state the approach for managing employees and be consistent with the requirements of ESS2 and national law. The policies and procedures should be clearly communicated to all employees.

As defined in ESS2, working conditions refer to conditions in the workplace, organization of work and work activities, and health and safety and treatment of employees. Conditions in the workplace include the physical environment, health and safety precautions, and access to sanitary facilities.

The MAFSE PIU should ensure that the FI establishes grievance mechanisms, which are important tools for employees to promptly raise issues with employers, and for employers to understand employees needs and to solve concerns. These concerns may relate to how employees have been treated or to actions that an employer is contemplating taking.

Contractors

The project will engage one main Contractor and a Supervising Contractor to execute works with subcontractors for the supply and installation of materials and various fixtures. The estimated number of contracted workers to be employed by the Contractor and Subcontractor will be about 50 persons. These will be local skilled and unskilled workers, including national migrant workers, engaged directly by the Contractor and subcontractors for carrying out the construction activities. Workers under the age of 14 will not be permitted to work in the implementation of the project. The Contractor will be encouraged to promote the hiring of women in their staff, preferably aiming to hire at least 20% female staff.

Farmers

The project anticipates supporting 7330 farmers, and an additional 1830 farmers' staff. These farmers are project beneficiaries and not project workers. They range from large, medium to small-scale farmers and therefore have varying numbers of staff that will be directly employed by those farmers and not by the MAFSE. The FI ESMS will ensure that workers that implement farmer projects have safe working conditions.

Workers under the age of 14, according to national law and WB ESS2, will not be permitted in the implementation of the project. Children between the ages of 14-18 can engage in non-hazardous work. The farmers will be encouraged to promote gender equity in hiring and will aim to hire at least 20% female on staff.

Timing of Labour Requirements

Project execution activities are expected to start 3-6 months after the effective date of the project.

4. ASSESSMENT OF KEY POTENTIAL LABOUR RISKS

Project Activities

A summary of the works expected under the project are:

- a) Drainage Works
- b) Installation of irrigation systems
- c) Construction of greenhouses/cover structure
- d) Clearing and excavation
- e) Transportation of equipment
- f) Water Harvesting

Key Labour Risks

The key labour risks which may be associated with the project activities could include:

- Lack of awareness on occupational health and safety requirements such as the use of personal protective equipment (PPE) and safe workplace practices.
- The conduct of hazardous work, such as the use of chemicals and use of heavy machinery.
- Possible accidents due to the use of rotating and moving equipment.
- Health problems caused by contact with animals and plants, such as bites and poisoning.
- Possible exposure to infectious diseases, such as COVID-19.
- Electrical safety due to the use of or faulty electrical devices, such as cable plugs, cords, and hand tools.
- Possible accidents from working at height during works without proper gear and protection.

The following table outlines the foreseen labour risks associated with subcomponent 2.2 in particular. For Subcomponent 2.1, the FIs shall ensure that their ESMSs address labor risks faced by subproject workers. Each FI will also develop its own LMP, including a grievance mechanism, to raise and address workplace concerns, occupational health and safety aspects, terms of employment and non-discrimination and equal opportunity.

Table 2. Potential labour risks and mitigation measures

Component	Risk/Impact	Mitigation Measures	Responsibility	
			Implementation	Supervision
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Lack of awareness among workers on the ESHS risks and requirements	<p>Before commencing the works on site, the Contractor shall provide training to all workers on basic ESHS risks associated with the proposed construction works and the workers' responsibility.</p> <p>Contractor's site engineers/managers will arrange weekly toolbox talks to the construction workers on ESHS risks associated with the construction activities that will be carried on that particular week.</p> <p>The Contractor's training program will also cover topics related to Code of Conduct such as sexual harassment, particularly towards women and children, violence, including sexual and/or gender-based violence and respectful attitude while interacting with the local community.</p> <p>The Contractor's training program will also cover topics related to child labour.</p>	Contractor	PIU/Supervising Consultant
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Lack of relevant PPE's will increase the risk of worker's exposure to construction hazards.	Contractor will provide PPE for workers, such as helmets, safety vests, masks, gloves, protective clothing, goggles, full-face eye shields and ear protection based on the work requirements.	Contractor	PIU/Supervising Consultant
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Risk of accidents from being struck of machinery or moving equipment.	<p>Contractor will hire trained operators for the safe operation of specialised vehicles such as forklifts, including safe loading and unloading.</p> <p>Moving equipment with restricted rear visibility shall be outfitted with audible back-up alarms. Flagman will be provided to each moving equipment operator to guide the movement of equipment.</p>	Contractor	PIU/Supervising Consultant

Component	Risk/Impact	Mitigation Measures	Responsibility	
			Implementation	Supervision
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Exposed or faulty electrical devices, such as cables, cords, hand tools, can pose a serious risk to workers.	Contractor will mark all energised electrical devices and lines with warning signs. Contractor shall regularly check all electrical cords, cables, and hand power tools for frayed or exposed cords and following manufacturer recommendations for the maximum permitted operating voltage of the portable hand tools.	Contractor	PIU/Supervising Consultant
	Increased traffic use of the road by construction vehicles will affect the movement of normal road traffics and the safety of the road-users.	The Contractor will implement a Traffic Management Plan and engage local traffic authorities as needed. The Contractor shall place traffic safety signs and flagmen at required places to control the traffic.	Contractor	PIU/Supervising Consultant
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Emergencies at worksite results from the natural and man-made hazards, typically, in the form of fire, explosions, leaks, or spills.	The Contractor will prepare an emergency preparedness and response plan. The Contractor shall mark the fire escape routes and establish an evacuation plan. The Contractor shall have adequate fire extinguishers and first aid kits at the work site and all site Contractor's supervisors shall be trained with the operation of extinguishers and in first aid. The Contractor shall have adequate spill kits for control of oil spills and leaks.	Contractor	PIU/Supervising Consultant
Subcomponent 2.2: Provision of Complementary Collective Goods to Strengthen Resilience	Health problems caused by contact with animals and plants, such as bites and poisoning.	The Contractor will have an emergency preparedness plan that considers animal bites and poisoning.	Contractor	PIU/Supervising Consultant
Component 2	Possible exposure to infectious	The Contractor will develop a COVID 19 response plan which will include hygiene and social distancing	Contractor	PIU/Supervising Consultant

Component	Risk/Impact	Mitigation Measures	Responsibility	
			Implementation	Supervision
	diseases, such as COVID-19.	measures and other engineering and administrative controls.		

As overall mitigation measure, an LMP GM is in place, including special channels for GBV related issues. Similarly, the FIs ESMS will ensure that the mitigation measures are put in place.

5. BRIEF OVERVIEW OF LABOUR LEGISLATION: TERMS AND CONDITIONS

This section sets out the key aspects of national labour legislation with regards to the term and conditions of work and how national legislation applies to different categories of workers identified in Section 1. The overview focuses on legislation which relates to the items set out in ESS 2, paragraph 11 (i.e., wages, deductions and benefits). The Labour Act of the Government of Belize (GOB) will apply to all the project workers, including full-time, part-time and contracted workers.

In cases where national law does not meet requirement of ESS2, ESS2 applies.

A brief overview of the legislation in terms of wages, deductions and benefits are summarized below:

Wages

- Weekly for workers whose wages are fixed by the hour, day or week;
- Fortnightly for workers whose wages are calculated solely on piece work, task, or output basis;
- Monthly for workers whose wages are fixed on a monthly or annual basis and workers whose wages consist of a share of profits or of a commission on sales or payments made or received by the employer.
- If the worker's service is terminated not less than one week before wages become due to be paid, the wages shall be paid within one week of the termination of the employment.

Minimum Wage

- The minimum basic rate of BZ\$3.30 per hour for manual workers engaged in agriculture, agro-industry, or export-oriented industries.
- The minimum basic wage of BZ\$3.30 per hour for all manual workers not engaged in agriculture, agro-industry or export-oriented industries.
- All other categories of workers are either covered by negotiation or by collective agreements.

Deductions

No employer shall make any deduction from the worker's wages for:

- Any fine
- Bad or negligent work
- Injury to the materials
- Or injury to other property of the employer

Employment Injury Benefits

The Belize Social Security Act will also be applied to all project workers, including foreign contracted workers that obtain a work permit. A brief overview of the legislation in terms of employment injury benefits are summarized below:

- Periodical payments shall be made to an injured person who suffers injury by accident arising out of and in the course of insurable employment or develops any prescribed disease due to the nature of such employment resulting in capacity for work;
- Death benefit: Periodical payments in respect to injured person who dies as a result of such injury or disease as referred to in the paragraph above;
- Funeral grant: A payment in respect of an insured person who dies as a result of such injury or disease as referred to in the paragraph above;
- Disablement benefit: Payments or a lump sum grant to an insured person who as a result of such injury or disease as referred to in the paragraph above sustains loss of faculty; and
- Employers are fully responsible for making Social Security deductions and payments on behalf of the worker.

6. OCCUPATIONAL HEALTH & SAFETY

Belize does not have an occupational health and safety law. As such, the General Guidelines for Occupational Health and Safety of the World Bank have been adopted for this purpose including those in ESS2 para 24-30, detailed in **Annex 4**.

Managing Risks

All reasonable precautions to protect the health and safety of workers will be adhered to. Contractors that are hired under the project must have the technical capability to manage the occupational health and safety issues of their employees, extending the application of the hazard management activities. Preventive and protective measures will be introduced according to the following order of priority:

- Eliminating the hazard by removing the activity from the work process.
 - Examples include substitution with less hazardous chemicals, using different manufacturing processes,
- Controlling the hazard at its source through use of engineering controls.
 - Examples include local exhaust ventilation, isolation rooms, machine guarding, acoustic insulating, etc.
- Minimizing the hazard through design of safe work systems and administrative or institutional control measures.

- Examples include job rotation, training safe work procedures, lock-out and tag-out, workplace monitoring, limiting exposure or work duration, etc.
- Providing appropriate personal protective equipment (PPE) in conjunction with training, use, and maintenance of the PPE.
- Follow and comply with all health and legally mandated measures issued by the health authorities and the GOB in relation to COVID – 19 and other similar infectious diseases.
- Developing systems to ensure children under the age of 14 are protected and are not employed, as outlined in the Code of Conduct in the Annex
- Ensuring migrant workers are properly socialised on the community in which they are working, and receive training on issues relating to health, safety, environmental protection, social norms, sexual health, and GBV
- Providing training to all employees on GBV, including reporting GBV, and sexual health to reduce the risk of GBV. The GM is also equipped with process to handle reports of gender-based violence
- Ensuring measures to report on accidents and incidents as per the commitment in the ESCP, including promptly notifying the World Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers within 48 hours. Sufficient detail should be provided regarding the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and supervising entity, as appropriate. Subsequently, as per the World Bank’s request, a report should be prepared on the incident or accident and propose any measures to prevent its recurrence
- Set procedures for dealing with workplace injuries and death, including the reporting of such incidents to the Belize Police Department, Social Security, and World Bank within the 48 hour time frame as outlined in the previous point
- Establish emergency prevention and response measures, including procedures for dealing with hurricanes, flooding, fires, and other threatening hazards
- Establish workplace procedures and protocols to support workers living with disabilities

Table 3. Proposed training and timing for managing OHS Risks

Proposed Training	Proposed Timing	Responsible
Train employees and farmers, and ensure contractors conduct training and meet their responsibility for the protection of health, safety, and the environment, and to achieve continuous performance improvement*	Q1 prior to the commencement of works	MAFSE PIU and contracted consultant supporting workers

Training on the GM	Q1 prior to the commencement of works	MAFSE PIU E&S Officer
Training on dealing with GBV and working with vulnerable groups including Indigenous People		MAFSE PIU E&S Officer
Refresher training on identifying, managing and resolving EHS risks	Q2	MAFSE PIU E&S Officer

*Contractors are expected to provide health and safety training to workers and staff via their own ESHS specialist, which are required to be aware of WB ESS principles. Farmers are less likely to be able to fund an ESHS specialist, and would therefore receive training from the PIU.

General Facility Design and Operation Integrity of Workplace Structures

Permanent and recurrent places of work should be designed and equipped to protect OHS:

- Surfaces, structures, and installations should be easy to clean and maintain, and not allow for accumulation of hazardous compounds.
- Buildings should be structurally safe, provide appropriate protection against the climate, and have acceptable light and noise conditions.
- Fire resistant, noise-absorbing materials should, to the extent feasible, will be used for cladding on ceilings and walls.
- Floors will be level, even, and non-skid.
- Heavy oscillating, rotating or alternating equipment will be located in dedicated buildings or structurally isolated sections.

The specific section to be followed in 2.1 General Facility Design and Operation of the following document:

<https://www.ifc.org/wps/wcm/connect/1d19c1ab-3ef8-42d4-bd6b-cb79648af3fe/2%2BOccupational%2BHealth%2Band%2BSafety.pdf?MOD=AJPERES&CVID=Is62x8I>

Severe Weather and Facility Shutdown

- Workplace structures will be designed and constructed to withstand the expected elements for the region and have an area designated for safe refuge, if appropriate.
- Standard Operating Procedures (SOPs) should be developed for project or process shutdown, including an evacuation plan. Drills to practice the procedure and plan will be undertaken annually.

Workspace and Exit

- The space provided for each worker, and in total, will be adequate for safe execution of all activities, including transport and interim storage of materials and products.
- Passages to emergency exits will be unobstructed at all times. Exits will be clearly marked to be visible in total darkness. The number and capacity of emergency exits

should be sufficient for safe and orderly evacuation of the greatest number of people present at any time, and there will be a minimum two exits from any work area.

- Facilities will be designed and built taking into account the needs of disabled persons.

Fire Precautions

The workplace will be designed to prevent the start of fires through the implementation of fire codes applicable to industrial settings. Other essential measures include:

- Equipping facilities with fire detectors, alarm systems, and fire-fighting equipment. The equipment will be maintained in good working order and be readily accessible. It will be adequate for the dimensions and use of the premises, equipment installed, physical and chemical properties of substances present, and the maximum number of people present.
- Manual firefighting equipment that is easily accessible and simple to use will be provided.
- Fire and emergency alarm systems that are both audible and visible will be installed.

Lavatories and Showers

- Adequate lavatory facilities (toilets and washing areas) will be provided for the number of people expected to work in the facility and allowances made for segregated facilities, or for indicating whether the toilet facility is “In Use” or “Vacant”. Toilet facilities will also be provided with adequate supplies of hot and cold running water, soap, and hand drying devices. Separate lavatory facilities should be provided for female workers (including workers identifying as female).
- Where workers may be exposed to substances poisonous by ingestion and skin contamination may occur, facilities for showering and changing into and out of street and work clothes will be provided.

Potable Water Supply

- Adequate supplies of potable drinking water should be provided from a fountain with an upward jet or with a sanitary means of collecting the water for the purposes of drinking
- Water supplied to areas of food preparation or for the purpose of personal hygiene (washing or bathing) should meet drinking water quality standards

Clean Eating Area

- Where there is potential for exposure to substances poisonous by ingestion, suitable arrangements are to be made for provision of clean eating areas where workers are not exposed to the hazardous or noxious substances

Lighting

- Workplaces should, to the degree feasible, receive natural light and be supplemented with sufficient artificial illumination to promote workers’ safety and health, and enable safe equipment operation. Supplemental ‘task lighting’ may be required where specific visual acuity requirements should be met.

- Emergency lighting of adequate intensity should be installed and automatically activated upon failure of the principal artificial light source to ensure safe shut-down, evacuation, etc.

Safe Access

- Passageways for pedestrians and vehicles within and outside buildings should be segregated and provide for easy, safe, and appropriate access
- Equipment and installations requiring servicing, inspection, and/or cleaning should have unobstructed, unrestricted, and ready access
- Hand, knee, and foot railings should be installed on stairs, fixed ladders, platforms, permanent and interim floor openings, loading bays, ramps, etc.
- Openings should be sealed by gates or removable chains
- Covers should, if feasible, be installed to protect against falling items
- Measures to prevent unauthorized access to dangerous areas should be in place

First Aid

- The employer should ensure that qualified first aid can be provided at all times. Appropriately equipped first-aid stations should be easily accessible throughout the place of work
- Eye-wash stations and/or emergency showers should be provided close to all workstations where immediate flushing with water is the recommended first-aid response
- Where the scale of work or the type of activity being carried out so requires, dedicated, and appropriately equipped first-aid room(s) should be provided. First aid stations and rooms should be equipped with gloves, gowns, and masks for protection against direct contact with blood and other body fluids
- Remote sites should have written emergency procedures in place for dealing with cases of trauma or serious illness up to the point at which patient care can be transferred to an appropriate medical facility.

Air Supply

- Sufficient fresh air should be supplied for indoor and confined workspaces. Factors to be considered in ventilation design include physical activity, substances in use, and process-related emissions. Air distribution systems should be designed so as not to expose workers to draughts
- Mechanical ventilation systems should be maintained in good working order. Point-source exhaust systems required for maintaining a safe ambient environment should have local indicators of correct functioning.
- Re-circulation of contaminated air is not acceptable. Air inlet filters should be kept clean and free of dust and microorganisms. Heating, ventilation and air conditioning (HVAC) and industrial evaporative cooling systems should be equipped, maintained and operated so as to prevent growth and spreading of disease agents (e.g.

Legionnella pneumophila) or breeding of vectors (e.g. mosquitoes and flies) of public health concern.

Work Environment Temperature

- The temperature in work, rest room and other welfare facilities should, during service hours, be maintained at a level appropriate for the purpose of the facility.

7. RESPONSIBLE STAFF

PIU

The Project Implementation Unit (PIU) of the Ministry of Agriculture, Food Security and Enterprise (MAFSE) will be responsible for the following:

- The Human Resource Manager is responsible for all labour relations of the direct workers in the PIU and the handling of worker grievances;
- The Project Director of MAFSE will be responsible for the overall management of Contractors and consultants retained for the project, including ensuring that contractors develop and implement labor management procedures consistent with this LMP and will monitor the overall implementation of LMP for contractors and FIs;
- Environmental and Social (E&S) Specialist of PIU will oversee implementation of the occupational health and safety (OHS) as well as the environmental and social management plan;
- Monitoring and ensuring that FIs and contractors/subcontractors implement and adhere to these Labor Management Procedures. They can adopt this one or prepare their own consistent with this LMP and relevant aspects of ESS2.

FIs

FIs are responsible for the following:

- Prepare LMP, OHS plans and GM. They can adopt this one or prepare their own consistent with this LMP and relevant aspects of ESS2.
- Implement and adhere to the LMP.
- The FI will develop and maintain organizational capacity and competency for implementing the ESMS with clearly defined roles and responsibilities. The FI will designate a representative of the FI's senior management to have overall accountability for environmental and social performance of the FI subprojects, including the implementation of ESS9 and ESS2 and resources necessary to support such implementation. The representative will: (a) designate a staff member to be responsible for day-to-day implementation of the ESMS, including the environmental and social procedures; (b) ensure that adequate resources are available for management of and training in environmental and social issues; and (c) ensure that adequate technical expertise, either in-house or external expert support, is available to carry out due diligence and manage the environmental and social risks of the FI subprojects, including providing implementation support as required.

Contractor

Contractors are responsible for the following:

- Prepare contractor-LMP (or adopt this one), OHS plans and GM (or adopt this one) for contractor and subcontractor workers.
- Submit LMP, OHS and GM plans before the design plans are finalized and implement them thereafter
- Manage subcontractors performance on Labor, OHS and GM etc
- Contractor's Environmental, Social, Health and Safety (ESHS) Specialist will be responsible for occupational health and safety (OHS) of the workers during implementation of the Project;
- Appoint qualified experts for GM, labour and OHS officers
- Maintain employment process with terms of employment, job description etc
- Develop a reporting system for Grievances, OHS etc
- Training
- Have contractor and sub-contractor workers understand and sign the Code of Conduct prior to the commencement of works

8. POLICIES AND PROCEDURES

The MAFSE commits to the following:

- Every employee and contractor working on behalf of the MAFSE PIU or working under a contract signed with the MAFSE is expected to share the MAFSE's commitment to pursue the goal of doing no harm, meaning that workers, in particular workers in contact with animals and pesticides, are properly protected and equipped with gear and training. The following elements will be integrated into the planning process of the parties involved in the execution of the works:
 - i. Environmental protection, occupational and community health and safety, gender equality, child protection and considerations for vulnerable people (including those with disabilities);
 - ii. There will be a provision made against sexual harassment, gender-based violence (GBV), sexual exploitation and abuse (SEA) and including HIV/AIDS awareness and prevention, and;
 - iii. Broad based, culturally appropriate stakeholder engagement on project activities, thereby earning the confidence of beneficiaries of the MAFSE's activities and society at large;
- MAFSE's policy is to comply with all health, safety, security and environmental laws, rules and regulations, not just because it is legally required, but also because the ministry believes it is the responsible way to conduct its business and to promote greater environmental and social awareness and responsibility, at a minimum:
 - i. Apply good international industry practice to protect and conserve the natural environment and to minimize unavoidable impacts;

- ii. Provide and maintain a healthy and safe work environment and safe systems of work;
 - iii. Protect the health and safety of local communities and users, with particular concern for those who are disabled, elderly, or otherwise vulnerable;
 - iv. Ensure that the terms of employment and working conditions of all workers engaged in the works meet the requirements of the Labour Act of Belize, and where national law does not meet requirements of ESS2, ESS2 applies.
 - v. Be intolerant of and enforce disciplinary measures for illegal activities. To be intolerant of, and enforce disciplinary measures for GBV, inhumane treatment, sexual activity with children, and sexual harassment;
 - vi. Incorporate a gender perspective and provide an enabling environment where women and men have equal opportunity to participate in, and benefit from, planning and development of the project
 - vii. Work co-operatively, including with end users of the project, relevant authorities, contractors and local communities;
 - viii. Engage with and listen to affected persons and organizations and be responsive to their concerns, with special regard for vulnerable, disabled, and elderly people;
- The MAFSE has a systematic approach to health, safety, security, and environmental management designed to ensure compliance with the law through the implementation and use of environmental and safety management systems through their contractors;
 - The MAFSE trains their employees and requires their contractors to be aware of and meet their responsibility for the protection of health, safety, and the environment, and to achieve continuous performance improvement;
 - The MAFSE actively identifies and manages risks to prevent or reduce possible adverse consequences from its activities;
 - The MAFSE assesses and manages exposure of employees and contractors to ESHS hazards in its operations;
 - The MAFSE will continue to engage its leadership and resources to effectively and efficiently implement and execute the commitments above.

To adhere to these policies, the following is a non-exhaustive list of procedures that should be considered:

- MAFSE PIU to ensure fair and proper hiring through job adverts and adherence to the Ministry procurement policy around bidding
- Contractors submitting a bid must ensure that LMP is included in bidding documents
- Winning contractor to develop LMP including OHS and GM (or adopt this one)

Both groups will:

- Indicate evidence of non-discrimination during hiring and employment, based on defined by race, place of origin, political opinions, colour, creed or sex, as defined by the Constitution of Belize
- Project workers will be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment, including:
 - the job description, expectations and responsibilities;
 - Right to leave
 - Wages, including overtime, sick and holiday pay
 - Benefits/Maternity leave
 - Deductions
 - Frequency of wage payments
 - Overall worker rights
- Ensure workers have access to training on the LMP, OHS, GM, Code of Conduct, and the permission process for risky activities, such as working at height
- Ensure workers sign the Code of Conduct
- Provide workers will written notice of termination of employment and details of severance in a timely manner
- Provide appropriate measures of protection and assistance to address the vulnerabilities of project workers, including specific groups of workers, such as women, people with disabilities, migrant workers and children
- Respect legitimate workers' organisations

Monitoring of ESHS will be done through the preparation of the following reports:

Title of Report	Contents of Report	Frequency	Responsible
Site Visit Reports	Status of measures being implemented by the contractor.	Weekly	E&S Officer
ESHS Monitoring Report	Compliance status of the Project with the environmental, social mitigation and health and safety measures	Monthly	M&E Officer
ESMP Monitoring Report	Compliance status of overall Project with ESMP requirements.	Quarterly	PIU/MAFSE
Incident Reports	Incident investigation reports for all major incidents covering details of the incident, root cause analysis, and actions taken to address	Initial investigation report within 24 hours; Detailed Investigation Report within ten days	Contractor

	the future recurrence of this event.		
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9. AGE OF EMPLOYMENT

- The minimum age for employment on the project is 14 years. If children from the ages of 14-16 work, the labor cannot be hazardous as defined in ESS2.
- The Government issued social security cards or passports will be used to verify the age of project workers.
- If underage workers are found working on the Project, the Ministry of Agriculture, Food Security and Enterprise will provide immediate notification to the Contractor and labour office and instruct immediate termination of the worker by the Contractor. If the Ministry of Agriculture is fined by local authorities because a contractor employed a minor, the ministry will pass the cost of the to the contractor and the contractor must terminate the minor immediately.
- The UN Convention on the Rights of the Child which Belize has ratified requires Belize to pursue a policy for the elimination and prevention of child labour to establish a general minimum age for employment and to prohibit children under the age of 18 years in work or activities that are likely to jeopardise their safety, health and development.

10. TERMS AND CONDITIONS

Terms and conditions regarding working hours and wages to be followed for the employment of workers in accordance with the LABOUR ACT CHAPTER 297 of the GOB are described in this section.

Working hours

- Not more than nine (9) hours of work in any day
- Not more than six (6) days in any week
- Not more than forty-five (45) hours of work in any week

Overtime

- Overtime at 1 ½ times the ordinary rates of pay for work done in excess of times listed above
- All work done on Christmas Day, Good Friday and Easter Monday is paid at twice the ordinary rate of pay

Breaks

- Employees are entitled to a break of one (1) hour.

Periods of Rest

- No worker shall be obliged to work on any public and bank holiday
- No worker shall be obliged to work any Sunday, if Sunday is the agreed rest day, or other agreed rest day substituted for a Sunday by agreement between an employer

or an organisation of employers, on the one hand, and a worker or organisation of workers, on the other hand, entered into not less than seven days before such rest day is taken.

11. GRIEVANCE MECHANISM

The LMP GM is separate from the project level GM described in the SEP covering issues related to the project, concerns of indigenous peoples, and issues related to resettlement, livelihood impacts and voluntary land donation. The LMP GM will address all complaints from direct project workers, within a reasonable time, protect against retaliation and allow for escalation of complaints. If complaints are not resolved in time by the GM this should be reported to the Project Steering Committee. Contractors can develop their own GM or adopt this one.

All workers can register their complaints or grievances through the following medium:

- Main contact: Jose Tillett (MAFSE Monitoring and Evaluation Officer)
- Via MAFSE Front Desk in person: Operational from 8:00 am to 4:00pm
- Via Telephone - (501) 822-2241 /42
- Via Email - jose.tillett@agriculture.gov.bz
- Website: www.agriculture.gov.bz/

Background and Aims of GM

The LMP Grievance Mechanism (GM) is designed and established to receive and facilitate the resolution of work-related concerns and grievances by staff through the project, including a special channel for Gender Based Violence issues to ensure they are dealt with appropriately. GMs are intended to be accessible, collaborative, expenditures, and effective in resolving concerns through dialogue, joint fact finding, negotiation, and problem solving. This is required by the World Bank policy and standards.

If grievances are repeated, unresolved or submitted by several people, this should be escalated to the Project Steering Committee. A summary of the grievances received should be included in the monthly and quarterly monitoring reports.

Principles of GM

Effective GMs usually embody seven core principles:

- a) Fairness: Grievances are treated confidentially, assessed impartially, and handled transparently.
- b) Objectiveness: The GM is to operate in a fair, objective manner and give impartial treatment to each case. GM officers have adequate means and powers to investigate grievances (e.g., interview witnesses, access records, etc.).
- c) Simplicity and accessibility: Procedures to file grievances and seek action are simple enough that community members can easily understand them. Community members will also have a range of contact options including, at a minimum, a telephone number, an email address, and a postal address. The GM will be accessible to all stakeholders, irrespective of the remoteness of the area they live in,

the language they speak, and other characteristics. The GM will not use complex processes that create confusion or anxiety (such as only accepting grievances on official-looking standard forms or through grievance boxes in government offices).

- d) Responsiveness and efficiency: The GM will be responsive to the needs of all complainants. Accordingly, officials handling grievances will be trained to take effective action upon and respond quickly to grievances and suggestions.
- e) Speed and proportionality: All grievances, simple or complex, will be addressed and resolved as quickly as possible. The action taken on the grievance or suggestion is swift, decisive, and constructive.
- f) Participatory and socially inclusive: A wide range of project-affected people, community members, members of vulnerable groups, civil society, and the media – will be encouraged to bring grievances and comments to the attention of project authorities. Special attention is given to ensure that the poor and marginalized groups, including those with special needs, are able to access the GM.
- g) Confidentiality: GM officers will be trained on confidentiality procedures, including anonymising personal information when discussing actions to be taken with the Project Steering Committee. Training will emphasize that there must be absolutely no reprisals and the participation of community members in the GM does not diminish their rights or entitlement to benefit from the project in any way. The same information can be shared with local communities. Emails, letters, and transcripts of telephone conversations containing personal information will be accessed only by the assigned project staff.

Definition of Grievance

Grievance is defined for the purpose of this mechanism as an issue, concern, problem, claim (perceived or actual) or complaint that an individual or group wants the employer to address and resolve. When workers present a grievance, they generally expect to receive one or more of the following:

- Acknowledgment of their problem
- An honest response to questions about project activities
- An apology
- Compensation
- Modification of the conduct that caused the grievance
- Some other fair remedy

GM Administration Process

Registration

Receiving and registering complaints will be a simple process where members of the public can inform the MAFSE PIU Staff or personnel at any of the MAFSE offices in the districts, considering that not all members of the community will have access to a phone and/or email. These respective persons will be trained on the GM and be fully equipped to pass on the

information in a secure method and within 24 hours to the Focal Point person identified below:

Complaints should be passed on to the focal point by phone, email, in-person, or directly via the log system at the following:

Focal Point: Jose Tillett Telephone: 8222131 Email: jose.tillett@agriculture.gov.bz
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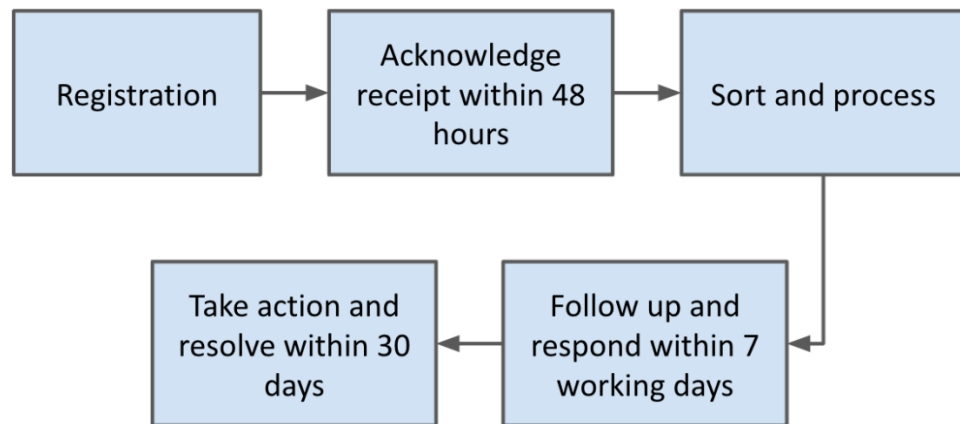
Persons may also opt to lodge their grievance directly to the focal point via the phone number and/or email provided as well as in person. The Focal Point must acknowledge receipt of the grievance directly to the complainant, whether the grievance was provided either directly or via respective persons outlined above within 48 hours.

All relevant staff will be trained on confidentiality procedures to protect the identity of those wanting to lodge a complaint. Members of the public should be made aware of this.

Although grievances can be received from respective persons, the responsibility for consolidation and formal logging of grievances will be that of the Focal Point. Once a complaint has been received, it will be recorded in a separate complaints log or data system to the project GRM that will be established by the MAFSE and will be kept confidential. The Focal Point will ensure that the respective persons responsible for addressing labor related grievances receives the information and allows those persons to respond to the grievances within 7 working days. In the case of grievances around work-related issues, the Human Resource Manager of the MAFSE PIU will be responsible for responding to such grievances within the outlined timeframe.

A log can be developed based on the example provided in Annex 3. The log can be kept in hardcopy or electronic form. Various types of grievances typically require different follow-up actions—for example, some grievances can be resolved by means of a simple explanation or apology, while others may require more extensive investigations. Therefore, grievances will be categorized, assigned priority, and routed as appropriate.

Figure 1: GM Procedures Sort and Process Complaints



This step determines whether a complaint is eligible for the grievance mechanism, its seriousness and complexity. The complaint will be screened however this will not involve judging the substantive merit of the complaint. The following is a guide to determine whether a complaint is eligible or not:

Eligible complaints may include those where:

- a) The complaint pertains to work related to the CRESAP project.
- b) The issues raised in the complaint fall within the scope of issues the grievance mechanism is authorized to address.
- c) The complainant has standing (direct stake or interest) to file.

Ineligible complaints may include those where:

- a) The complaint is clearly not work and project related.
- b) The nature of the issue or complaint is outside the mandate of the grievance mechanism.
- c) Other project procedures, organization or agencies are more appropriate to address the issue.

If the complaint is rejected at this stage, the complainant will be informed of the decision and the reasons for the rejection. It is advisable to give complainants the benefit of the doubt and engage in a conversation before deciding to reject a complaint. Complainants often provide incomplete information. Project staff will make an effort to truly understand the nature of the grievance before responding. All complaints whether eligible or not, will be logged for reference.

When evaluating and investigating complaints the parties, issues, views, and options will be clarified:

- a) Clearly identify the parties involved.
- b) Clarify issues and concerns raised by the complaint.

- c) Gather views of other stakeholders, including those of project staff.
- d) Classify the complaint in terms of its seriousness (high, medium, or low). Seriousness includes the potential to impact both the project and the community. Issues to consider include the gravity of the allegation, the potential impact on an individual's or a group's welfare and safety, or the public profile of the issue. A complaint's seriousness is linked to who in the project's management needs to know about it and whether the PSC is advised of the matter.

The GRM will also accept anonymous complaints.

Acknowledge and Follow Up

When a complaint is registered, the Human Resource Manager will acknowledge its receipt in a correspondence that outlines the grievance process. The Human Resource Manager will formally respond and acknowledge the issue within 7 working days; by email if appropriate. Complainants will then receive periodic updates on the status of their grievances.

Evaluate, Investigate and Take Action

This step involves gathering information about the grievance to determine its validity and resolving the grievance. The merit of grievances will be judged objectively against clearly defined standards such as relevant environmental and social safeguards, legal requirements and the Project Operations Manual, if available. Grievances that are straightforward (such as queries and suggestions) can often be resolved quickly by contacting the complainant and providing an appropriate response. Every effort will be made to resolve a grievance within 30 days of receipt. If this is not possible, clear steps being taken to address the grievance will be communicated to the complainant. Grievances that cannot be resolved by the GM at the Project Management level will be referred to the Project Steering Committee.

Complainants are free at any time to seek redress through the national judicial system or the Office of the Ombudsman. However, the MAFSE will encourage complainants to first seek to exhaust the project GM before undertaking costly legal proceedings.

The PIU will ensure there is readily available resources to translate complaints submitted in languages other than English and responses to complainants.

For urgent issues including non-compliance, GBV, and others, the PIU will inform the World Bank within 48 hours.

Implementing the GM

Build Awareness of GM

The GM will be presented to project workers during trainings organised by the PIU and the Contractors in Q1 of the project prior to commencement of work.

Simple, visually engaging materials can be developed in both English, Spanish and Yucatec Maya for both direct and contracted workers. These can describe the process for handling people's concerns and the benefits that can result.

- Virtual training for workers via Zoom/Teams can be used as the main method for building awareness about the GM.
- Workers will be consulted about any risks or fears they have associated with using the system. Information about what else they might need to voice a complaint and participate effectively in the mechanism will be elicited and used to update the GM.
- All training regarding the GM must adhere to the COVID 19 protocols.

Table 1 Summary of design of the GM:

Step 1: Clear system to report grievances	Members of the public can inform the Contractor, MAFSE PIU Staff or personnel at any of the MAFSE offices in the districts. Complaints can be lodged here: Focal point: Jose Tillett Telephone: 8222131 Email: jose.tillett@agriculture.gov.bz
Step 2: Acknowledge	The Focal Point will acknowledge its receipt in a correspondence that outlines the grievance process
Step 3: Follow up	The MAFSE PIU Human Resource Manager will formally respond and acknowledge the issue within 7 working days; by email if appropriate
Step 4: Evaluate, Investigate and Take Action	The PIU Human Resource Manager will resolve a grievance within 30 days of receipt. If this is not possible, clear steps being taken to address the grievance will be communicated to the complainant.
Step 5: Grievances that cannot be solved within 30 days of receipt	Grievances that cannot be resolved by the GM at the Project Management level will be referred to the Project Steering Committee
Step 6: Next steps if unsatisfied with project GM	The complainant has the option of seeking redress through the national judicial system or the Office of the Ombudsman at their own cost

Train Staff for GM

PIU staff will be educated about the GM and procedures. This is to ensure that other staff members are able to accept complaints, or to participate in on-the-spot resolution of minor problems. The following will be considered when developing training sessions for project staff:

- a) Sessions will focus on why the grievance mechanism is in place, its goals, benefits, and how it operates.
- b) Roles and expectations of project staff including what to do if another worker approaches them with a grievance, how best to respond and the importance of listening, remaining objective, and taking stakeholder concerns seriously.
- c) The constructive role of dissent in project operations, by encouraging the view that complaints and opposition are a source of valuable information that can lead to

improved operations, reduce risk, and develop a supportive relationship with the workers.

- d) Emphasize that there must be absolutely no reprisals and the participation of workers in the GM does not diminish their rights or entitlement to work on the project in any way.
- e) The program will also cover topics related to sexual harassment, particularly towards women and children, violence, including sexual and/or gender-based violence and respectful attitude while at the workplace.

As there is no existing GM policy in place at the MAFSE, this LMP GM process will be written into the Project Operations Manual.

5.5.3 World Bank Grievance Redressal Service (GRS)

The complainant has the option of approaching the World Bank, if they find the established GM cannot resolve the issue. It must be noted that this GRS should ideally only be accessed once the project's grievance mechanism has first been utilized without an acceptable resolution. World Bank Procedures requires the complainant to express their grievances in writing to World Bank office in Washington DC by completing the bank's [GRS complaint form](http://www.worldbank.org/en/projects-operations/products-and-services/grievance) which can be found at the following URL link: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance>. Completed forms will be accepted by email, fax, letter, and by hand delivery to the GRS at the World Bank Headquarters in Washington or World Bank Country Offices.

Email: grievances@worldbank.org
Fax: +1-202-614-7313
By letter:
The World Bank
Grievance Redress Service (GRS)
MSN MC 10-1018 NW, Washington, DC 20433, USA

Addressing Gender-Based Violence (GBV)

The United Nations defined Gender-based violence as harmful acts directed at an individual based on their gender. It is rooted in gender inequality, the abuse of power and harmful norms. The various forms of GBV include sexual, physical, mental and economic harm inflicted in public or in private; threats of violence, coercion and manipulation, including trafficking in persons and commercial sexual exploitation. Belize's National Gender-based violence Action Plan 2017-2020 also highlights that Gender-based violence' and 'violence against women' are terms that are often used interchangeably as most gender-based violence is inflicted by men on women and girls.

Common forms of GBV in Belize that may therefore be social risks associated with the project include:

- Domestic violence
- Physical and emotional abuse

- Rape
- Sexual Abuse
- Carnal Knowledge
- Trafficking in Persons
- Commercial Sexual Exploitation

Steps to address reports of such gender-based violence must uphold the principles outlined in the GM, particularly confidentiality. The E&S Specialist that reviews the reports of GBV must include such cases in the monthly report whereby all identifiable information be made anonymised.

Such reports must be flagged as high priority and acknowledged immediately (within 24hours).

If the victim is a child, according to the Child Abuse Reporting Regulations, it is mandatory for all family members, teachers, social workers, school administrators and all other persons to report all suspected cases of child abuse to the police. Regarding adults, the E&S Specialist and the Women's Department must respect the privacy of the complainant and are not obligated to report the case.

If the complainant would like to pursue a criminal case against the offender, the E&S Specialist will support the complainant by providing information on the process to make such a report with the Belize Police Department and what can be expected regarding steps forward.

There are two main units within the Belize Police Department that respond to issues that relate to sexual or domestic violence:

- The Domestic Violence Unit (DVU) responds to allegations of domestic violence within the family which may include sexual violence.
- Criminal Investigations Branch (CIB) responds to allegations of sexual violence outside of the home setting and related crimes classified as indictable offences in the Supreme Court.

As part of the reporting process, a gynaecologist or General Practitioner with experience will conduct the medical examination. Complaints against police officers, medical personnel or other public officers in relation to sexual violence where a survivor is dissatisfied with the response can be made by:

- Utilizing the Complaints Form that may be obtained at the Office of the Ombudsman or any of the Women's Department offices countrywide
- The Ombudsman, upon receiving the complaint of the survivor, should take statements from the survivor

In both cases whether a criminal case is to be pursued or not, the E&S Specialist will also ensure that victims and survivors of sexual violence are made aware during their initial response to the complainant that they can seek support at the Women's Department in each

district. The Women's Department is a key referring agency for services to survivors of sexual violence. It will follow the following procedures¹:

- Screening – Intake process will be conducted to determine whether the services requested by the survivor are provided by the Women's Department. If the services are not available at the Department the Women Development Officer (WDO) will make the necessary referrals.
- Assessment and Attention - If the services needed are offered by the Department the Women's Development Officer will discuss different options available with the client and make recommendations on what may be helpful.
- Interviewing – Interviews will be conducted in a confidential setting and the WDO will be sensitive to the emotional state of the survivor and maintain a non-judgmental attitude.
- Counselling – Counselling services should focus on providing emotional support to the victim, providing them with important information and guiding them in the process of making their own decisions. While the Department offers basic counselling in terms of information sharing, counselling beyond this would be referred.
- Documentation - A National Gender-based Violence Surveillance Form will be completed and the service being provided documented.

Trafficking in Persons

In regard to trafficking in persons, additional considerations are made due to immigration status of victims. According to the Trafficking In Persons (Prohibition) Act, 2013, the court must ensure the privacy of victims is a priority, with various provisions being made to ensure so. The Director of Public Prosecution is also mandated to provide information to victims regarding safely returning to their country of citizenship or applying for permanent residency or citizenship of Belize.

Once the Social Assessment is finalized and the risk is determined for GBV in the CRESAP project, the World Bank will work with the MAFSE to ensure that the GBV system is survivor centric and focuses on not retraumatizing the victim and ensuring the proper support (legal, psychological, etc).

Monitoring and Reporting

The monitoring process will be done by the MAFSE PIU which will be in-charge of monitoring implementation of the plan. District level monitoring and evaluation will be linked to the main Project Monitoring and Evaluation carried out by the PIU. The Monitoring and Evaluation Specialist at the PIU will be the overall office responsible for monitoring of the plan.

Monthly internal reports should be submitted to the Monitoring and Evaluation Specialist at the PIU and included in the progress reports submitted to the World Bank quarterly. These reports should outline the following:

- Number of grievances

¹ Women's Department. (2012). Handbook on Sexual Violence, Belize.

- Issues raised
- Common trends
- Causes of grievances
- Remedial Actions
- Redress provided
- Recommendations to prevent future recurrences

Management Functions

The Ministry of Agriculture is the main responsible institution for implementation of the Climate Resilient Sustainable Agriculture Project (CRESAP). A Project Implementation Unit (PIU) will be established for the purpose of CRESAP's implementation and will be located within the Ministry of Food and Agriculture, staffed with experts/specialist as the following: technical personnel, an Environmental and Social Focal Point supported by a part-time Environmental Specialist and part-time Social Specialist with the opportunity to become full-time as and when needed, fiduciary staff (procurement and financial experts), human resources, etc. The PIU is responsible for the overall CRESAP implementation, project planning and coordination, procurement, monitoring of the project activities and reporting.

12.CONTRACTOR MANAGEMENT

The PIU of the MAFSE will make all reasonable efforts to ascertain that the Contractor and their subcontractors are fully compliant with all labour regulations and Labor Management Procedures. The PIU may ask the contractors to provide the following information:

- Business licenses, registrations and permits of the local entities that supply labour to the Contractor and its subcontractors;
- Documents relating to a labour management system, including OHS issues (for example: labour management procedures).
- LMP and OHS considerations will be included in the bidding process, including a track record of OHS incidents and accidents that the contractor has had in the last 5 years. Contractors will be expected to provide quarterly reports and updates on LMP and OHS to the PIU.
- Contracts will also include non-compliance remedies. In cases of sub-contracting, such remedies will also be included in the contractual agreement
- Contracted workers will have access to the LMP GM. In cases where third party contractors are not able to provide a GM, they will have access to the LMP GM.

13.COMMUNITY WORKERS

Not relevant to the project.

14.PRIMARY SUPPLY WORKERS

The PIU of MAFSE will not directly procure any primary supply contracts. The main Contractor who subcontracts the supply of materials, and equipment for implementation in the project works will be responsible to include the same conditions and specifications on ESHS aspects to its subcontracting agreements.

15.BUDGET

Table 4. Budget Estimate for additional costs related to the LMP Grievance Mechanism

Item	Units	Unit Cost	Total (BZD)	Total (USD)
Development and maintenance of separate section of the log system for labor related grievances, and a separate logbook in physical form	1	2500	2500	1250
Training of Human Resource Manager and district level staff	1	2000	2000	1000
TOTAL			4500	2250
Recurrent costs				
Stationary (paper/ink)		300/month	300/month	
TOTAL			300/month * 60 months = 18,000	9,000
GRAND TOTAL			\$22,500	\$11,250

Table 5. Overall LMP Budget Estimate

Capacity Building and Training	BZD	USD
1. Training to PIU, contractors and other project workers on occupational health and safety, including measures to be taken during Covid-19, Emergency preparedness and response, Code of Conduct, and other LMP considerations	10,000	5,000
2. Capacity development and training activities to participating FIs to enhance the capacity to address environment and social risks as per the developed ESMS		

3. Prepare and deliver technical and awareness trainings to farmers and their workers on safe environmental and social practices		
Development of Tools		
1. Additional guides and OHS procedures	8,000	4,000
Monitoring, inspection, evaluation, and reporting		
1. Periodic training activities 2. Regular monitoring of contractor, FI and farmers' compliance including OHS and community health and safety 3. Supervision missions with WB team	15,000	7,500
Grievance Mechanism		
1. Setting up and Implementation of the GM	22,500	11,250
Stakeholder Engagement		
1. Consultations and updating of documents	5,000	2,500
Overall total budget for LMP capacity building, implementation, monitoring, and reporting	\$60,500	\$30,250

16.SUMMARY OF CONSULTATIONS

This section will be further populated with information on the date, location, participant list, evidence of consultations, and how feedback is incorporated into the LMP once such pre-appraisal consultations are completed.

Disclosure of documents and process for consultations are outlined in the CRESAP Stakeholder Engagement Plan.

The draft version of this document was disclosed on Oct. 6th, 2021 on the MAFSE website at <https://www.agriculture.gov.bz/climate-resilient-agriculture-project-cresap/>. This disclosure was to support the first round of consultations on the ESF documents.

17. Annex 1 – Code of Conduct

The Ministry of Agriculture, Food Security and Enterprise PIU, any employee contracted to work under CRESAP, contractors, and service providers commit to the following code of conduct:

1. Compliance with all applicable laws, rules, and regulations of Belize.
2. Compliance with applicable health and safety requirements to protect the local community (including vulnerable and disadvantaged groups), the MAFSE's and Project Execution Unit personnel, and Contractor's personnel, including sub-contractors and day workers, (including wearing prescribed personal protective equipment, preventing avoidable accidents and a duty to report conditions or practices that pose a safety hazard or threaten the environment).
3. Avoid and prohibit the use of illegal substances on all project sites.
4. Act non-discriminately in dealing with the local community (including vulnerable and disadvantaged groups), the MAFSE's and Project Execution Unit personnel, and the Contractor's personnel, including sub-contractors and day workers (for example on the basis of family status, ethnicity, race, gender, religion, language, marital status, age, disability (physical and mental), sexual orientation, gender identity, political conviction or social, civic, or health status)
5. Respectfully interact with the local community(ies), members of the local community (ies), and any affected person(s) (for example to convey an attitude of respect, including to their culture and traditions).
6. Have a zero tolerance towards sexual harassment (for example to prohibit use of language or behaviour, towards women and/or children, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate)
7. Have zero tolerance towards violence including sexual and/or gender-based violence (for example acts that inflict physical, mental, or sexual harm or suffering, threats of such acts, coercion, and deprivation of liberty.
8. Preventing the exploitation including sexual exploitation and abuse (for example the prohibition of the exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading behaviour, exploitative behaviour, or abuse of power)
9. Ensuring the protection of children (including prohibitions against sexual activity or abuse, or otherwise unacceptable behaviour towards children, limiting interactions with children, and ensuring their safety in project areas). The term "child" / "children" means any person(s) under the age of 14 years.
10. Ensure sanitation requirements are fully met (for example, to ensure workers use specified sanitary facilities provided by their employer and not open areas).
11. Avoid conflicts of interest in the execution of all project activities (such that benefits, contracts, or employment, or any sort of preferential treatment or favours, are not provided to any person with whom there is a financial, family, or personal connection).
12. All staff and personnel will respect reasonable work instructions (including regarding environmental and social norms)

13. Protecting and ensuring proper use of property (for example, to prohibit theft, carelessness, or waste).
14. All have a duty to report violations of the Code
15. There will be non-retaliation against workers who report violations of the Code, if that report is made in good faith.

The Code of Conduct shall be signed by each worker to indicate that they have:

- a) received a copy of the code;
- b) had the code explained to them;
- c) acknowledged that adherence to this Code of Conduct is a condition of employment; and; and
- d) understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities.

A copy of the code shall be displayed in a location easily accessible to the community and project affected people. It shall be provided in languages comprehensible to the local community, Contractor's personnel (including sub-contractors and day workers), Employer's and Project Manager's personnel, and affected persons.

This code can be further customized as needed by the MAFSE.

18. Annex 2 – Health Regulations from the Government of Belize in regard to COVID-19 and infectious diseases

As COVID-19 continues to evolve alongside GOB regulations, the LMP will be updated and redisclosed.

As of 29th April 2021:

PUBLIC HEALTH (PREVENTION OF THE SPREAD OF INFECTIOUS DISEASE) (COVID-19)
REGULATIONS, 2021
SI No.9

Mandatory use of Face Masks:

- Every person MUST at all times in any public or private place wear a face mask or other face (nose and mouth) covering.
- Every business owner or manager MUST not allow entry to any person not wearing a face mask or face covering.
- Business owners can determine the types of face masks or face coverings permissible for entry into their business, office or establishment.
- There is NO requirement for the use of face mask or covering if you are; o in your private residency or exercising or swimming or driving ALONE or driving with members of your same household, in an enclosed vehicle but not golf cart, motorbike, or similar vehicle.
- A fine of \$500 will be charged for failing to wear mask or face covering.

Social Distancing Protocols:

- Every person MUST maintain a distance of at least six feet from another person in a public place or business place.
- Every person MUST wear a face mask or mouth covering in a public place, public space or public office or building.
- A fine of \$500 will be charged for failure to social distance.

Social Gathering Protocols:

- There shall be NO gatherings for social purposes whether in any private or public place of more than 10 persons who are not of the same household.
- The restrictions of 10 persons shall not apply to any members or persons involved in the functioning of any sitting of the National Assembly.
- A person may not host nor attend a private party which includes persons living outside your house;
- A recreational or sporting event;
- A wedding which has more than 10 persons (excluding the bride, groom, official witnesses, and the marriage officer);
- A banquet or reception;
- Any social event;
- A funeral which has more than 10 persons (excluding the officiant and mortuary staff);
- A meeting of fraternal society, private or social club, or organization;
- A fine of \$1000 will be charged for breaching the restrictions on social activities and gatherings.
- The Minister may, on application made in writing, exempt any person from the restriction of gatherings for a social purpose, if the Minister considers it necessary to do so.

Businesses:

Businesses and facilities, including restaurants, gymnasiums, fitness centres, churches, casinos, gaming establishments, and personal grooming services, either operate at reduced capacity and/or are subject to health protocols. All bars, rum shops, discotheques, and nightclubs remain closed. Nonessential businesses must allow employees to work from home whenever possible.

Curfew:

- Curfew is imposed from Sunday to Thursday, during the hours of 10:00 p.m. until 5:00 a.m. of the following morning;
- on Friday and Saturday, during the hours of 12:00 a.m. until 5:00 a.m. of the morning;
- Every minor shall be and remain within the confines of a private property during the hours of 6:00 p.m. until 5:00 a.m. of the following morning, provided that a minor may move in any public road during the hours of 6:00 p.m. and 10:00 p.m. from Sunday to

Thursday and during the hours of 6:00 p.m. and 12:00 a.m. on Friday and Saturday if that minor is accompanied by his parent or guardian

19. Annex 3: Sample Grievance Registration Form

Grievance #:	.
Date:	.
Recorded by:	..
Means of recording (check one):	<input type="checkbox"/> Phone Line (MOW) <input type="checkbox"/> Village Chairperson <input type="checkbox"/> Community Information Meetings <input type="checkbox"/> Mail <input type="checkbox"/> Informal <input type="checkbox"/> Other (explain)
Name of complainant	..
Address:	.
Telephone:	
Signature:	..
Nature of grievance:	.
Eligibility of Complaint:	<input type="checkbox"/> Eligible (Proceed to Prioritize) <input type="checkbox"/> Ineligible (Terminate Reporting and inform complainant of reason for rejection).
Priority	<input type="checkbox"/> Low <input type="checkbox"/> Medium <input type="checkbox"/> High
Proposed solution:	
Steps taken:	.
Status of response (to be updated monthly):	<input type="checkbox"/> Open <input type="checkbox"/> Action in Progress <input type="checkbox"/> Closed

20. Annex 4: Occupational Health and Safety under ESS2

ESS2 of the World Bank, paragraphs 24-30, outline required details and measures for Occupational Health and Safety for project workers.

24. Measures relating to occupational health and safety will be applied to the project. The OHS measures will include the requirements of this Section, and will take into account the General EHSs and, as appropriate, the industry-specific EHSs and other GIIP. The OHS measures applying to the project will be set out in the legal agreement and the ESCP.

25. The OHS measures will be designed and implemented to address: (a) identification of potential hazards to project workers, particularly those that may be life threatening; (b) provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances; (c) training of project workers and maintenance of training records; (d) documentation and reporting of occupational accidents, diseases and incidents; (e) emergency prevention and preparedness and response arrangements to emergency situations; and (f) remedies for adverse impacts such as occupational injuries, deaths, disability and disease.

26. All parties who employ or engage project workers will develop and implement procedures to establish and maintain a safe working environment, including that workplaces, machinery, equipment and processes under their control are safe and without risk to health, including by use of appropriate measures relating to chemical, physical and biological substances and agents. Such parties will actively collaborate and consult with project workers in promoting understanding, and methods for, implementation of OHS requirements, as well as in providing information to project workers, training on occupational safety and health, and provision of personal protective equipment without expense to the project workers.

27. Workplace processes will be put in place for project workers to report work situations that they believe are not safe or healthy, and to remove themselves from a work situation which they have reasonable justification to believe presents an imminent and serious danger to their life or health. Project workers who remove themselves from such situations will not be required to return to work until necessary remedial action to correct the situation has been taken. Project workers will not be retaliated against or otherwise subject to reprisal or negative action for such reporting or removal.

28. Project workers will be provided with facilities appropriate to the circumstances of their work, including access to canteens, hygiene facilities, and appropriate areas for rest. Where accommodation services are provided to project workers, policies will be put in place and implemented on the management and quality of accommodation to protect and promote the health, safety, and well-being of the project workers, and to provide access to or provision of services that accommodate their physical, social and cultural needs.

29. Where project workers are employed or engaged by more than one party and are working together in one location, the parties who employ or engage the workers will collaborate in applying the OSH requirements, without prejudice to the responsibility of each party for the health and safety of its own workers.

30. A system for regular review of occupational safety and health performance and the working environment will be put in place and include identification of safety and health hazards and risks, implementation of effective methods for responding to identified hazards and risks, setting priorities for taking action, and evaluation of results.