

ANNEX

1

INFRASTRUCTURE AND HUMAN ENDOWMENTS

WHAT ARE THE GAPS BETWEEN THE CURRENT SITUATION AND THE DESIRED OUTCOMES?

Human capital endowments such as investments in health and education can ensure that people meet their potential and fully contribute to society.

- ***Progress seen in health, but more needed with respect to maternal mortality.*** By some markers, such as life expectancy, global health endowments have improved over the last two decades;⁷⁴ however, significant challenges remain to reducing high maternal mortality in many countries.⁷⁵ Estimates suggest that in 2015, roughly 303,000 women died during and following pregnancy and childbirth, and that most of these deaths could have been prevented.⁷⁶ Beyond worrying maternal mortality rates, given women tend to outlive men, they face additional health problems such as dementia and non-communicable diseases (for example, breast cancer and diabetes).⁷⁷

74 *World Bank Group 2016 Gender Strategy*: Both men (from 66 to 69) and women (from 70 to 73) saw increases to life expectancy between 2000 and 2013.

75 *World Bank Group 2016 Gender Strategy*.

76 Leontine et al, “Global, regional and national levels and trends in maternal mortality between 1990 and 2015, with scenario-based projections to 2030: a systematic analysis by the UN Maternal Mortality Estimation Inter-Agency Group Alkema,” *The Lancet*, Volume 387, Issue 10017, pp. 462–474.

77 *World Bank Group 2016 Gender Strategy*.

- **Education gaps closing, but not evenly.** Gaps between boys and girls with regards to several aspects of education—including enrollment, completion of primary school, and transition to secondary school—have narrowed,⁷⁸ yet these gains do not accrue evenly across countries, with low-income countries seeing the poorest performance.⁷⁹ Furthermore, girls in low-income countries who enter secondary school are less likely than boys to finish. The story at the tertiary level differs, with global enrollments for females stronger than those for males. However, gaps remain in the fields studied, with women being overrepresented in education and health, and underrepresented in engineering, manufacturing, construction and science.⁸⁰

Overcoming these challenges requires addressing both demand and supply-side barriers. On the demand side, barriers to achieving adequate health and education outcomes include low economic resources, poor knowledge and information, limited mobility, and general social norms preventing women from seeking health care or girls from completing school. Supply-side barriers for health include availability and affordability of qualified health-care providers, and adequacy of care; for education, they include availability of education facilities, services, and properly trained teachers.

HOW CAN INFRASTRUCTURE HELP ADDRESS THESE GAPS?

The development of infrastructure—both the physical assets and corresponding services—can directly and indirectly address “gaps” between reality and desired outcomes for improved human endowments.

On the Demand Side:

- Development of well-designed transport and ICT services can encourage equal access to health services and education.
 - **Transport:** it is documented that men and women have different travel patterns, and that women prioritize safe transport systems, more flexible transport links, and affordable fares. If a system does not meet these needs, then more barriers exist between women and health or education services—they may not feel safe, or the travel times may be too burdensome.⁸¹
 - **ICT:** The emergence of ICT, and the use of mobile phones, can provide broader developmental impact, and they are powerful tools for increasing access to education and other social services.

78 Ibid.

79 *World Bank Group 2016 Gender Strategy*: Only 23 percent of low-income countries have achieved gender parity at the primary level and 15 percent at secondary level.

80 Ibid.

81 For more discussion on gender and transport, see *Mobility for All: The link between Gender and Urban Transit*, Interamerican Development Bank, 2014, or *Gender Toolkit: Transport, Maximizing the Benefit for Improved Mobility for All*, Asian Development Bank, 2013.

Transport's effect on Women Accessing Educational and Health Services

Lack of appropriate transport and unsafe public spaces, where women risk sexual harassment and other forms of gender-based violence, make it difficult for women to move around freely. This can constrain their abilities to take advantage of educational opportunities and health services. In the Republic of Yemen, lack of mobility is cited as a major restriction on girls' ability to go to school, and one-third of women deliver babies without medical care because appropriate transportation is lacking.⁸²

Repurposed from: Klugman et al, *Voice and Agency: Empowering Girls for Shared Prosperity*, World Bank, 2014.
Source: Appendix A.1: Concession Agreement—Schedule 4: Part 1

82 *Gender and Transport in the Middle East and North Africa Region: Case Studies from West Bank and Yemen*, Report 54788-MNA, Middle East and North Africa Region Transport and Energy Unit, World Bank, 2011.

On the Supply Side:

- **Access to water and sanitation** services can help reduce illnesses associated with poor drinking water, thus improving health outcomes and freeing time for educational or economic pursuits.⁸³
- **Increasing electricity access** can enable the use of time-saving appliances, freeing time for men and women to take advantage of educational or study opportunities. It also promotes health benefits from cleaner air and reduced risk of burns, fires and accidents.⁸⁴
- **Increasing access to healthcare facilities** can improve health outcomes for women, provided there is good quality of care. A study of maternal mortality and distance to hospitals in Tanzania found that a large distance to hospitals contributed to high levels of obstetric mortality.⁸⁵
- **Increasing access to education:** can help ensure that girls, particularly from rural areas, can continue their education. A project in Mauritania that helped build “proximity” schools in areas where there were no schools helped more than double the enrollment of girls in secondary school in just a few years.⁸⁶
- **Embedding human endowment concerns into broader infrastructure projects**
 - These include benefit schemes and local area development activities, such as the benefit activities of the Nam Theun 2 Hydropower Project, described in Box 6.
 - Projects can aim to prevent health risks such as gender-based violence; see, for example, the Vanuatu Aviation Project described in Box 11.

83 A well-planned World Bank Rural Water Supply and Sanitation Project in Morocco demonstrated this. After project completion, time spent fetching water by women and girls was reduced by 50 to 90 percent. With more time and better health, female primary-school attendance in the project area increased by 21 percent (ICR Review, World Bank, Report number: ICRR11535).

84 Kohlin et al, “Energy, Gender and Development: What are the linkages? Where is the evidence?” World Bank, 2011.

85 Hanson, Claudia et al, *Maternal mortality and distance to facility based obstetric care in rural southern Tanzania: a secondary analysis of cross-sectional census data in 226,000 households*, Lancet Global Health, 2015.

86 For example on Mauritania, see: <https://www.globalpartnership.org/blog/distance-shouldnt-stand-between-girl-and-her-education>

ANNEX

2

INFRASTRUCTURE DEVELOPMENT AND EQUAL ACCESS TO JOBS

WHAT ARE THE GAPS BETWEEN THE CURRENT SITUATION AND THE DESIRED OUTCOME?

According to the McKinsey Global Institute, if all countries match the rate of improvement of the fastest-improving country in their region with regards to women's participation in the labor force, global annual GDP could grow as much \$12 trillion by 2025.⁸⁷ Unfortunately, almost universally across countries, women's labor-force participation pales in comparison to that of men.

Factors constraining women's participation are varied, but include:

1. Skills gaps;
2. Occupational sex segregation;
3. Lack of care services for dependents;
4. Limited mobility;
5. Time constraints related to unpaid drudgery work; and
6. Legal, regulatory and social restrictions.

Well-designed, easily accessible infrastructure and related services can be the key to helping women access jobs and economic opportunities, by both getting them to the jobs (such as through transport or ICT connections) or freeing their time from unpaid drudgery work (such as collecting water) for opportunities in the formal labor

⁸⁷ *The power of parity: How advancing women's equality can add \$12 trillion to global growth*, McKinsey Global Institute (MGI), 2015.

market. Employment of women in infrastructure sectors, historically dominated by men, provides another pathway for improving women's labor-force participation.

HOW CAN INFRASTRUCTURE HELP ADDRESS THESE GAPS?

Improved access to:

- ... electricity has been shown to raise female employment, by freeing time from home-production activities and enabling home-based micro-enterprises.⁸⁸
- ... water and sanitation services can reduce time poverty, freeing time for paid work.⁸⁹
- ... safe, well-designed transport links in urban and rural areas can positively influence women's participation in the labor market.
- ... ICT connections can open new job markets and possibilities.⁹⁰

The process of developing and operating infrastructure can provide opportunities to promote women-owned business along the infrastructure value chain⁹¹ and expand economic opportunities for women.

88 Dinkelman, Taryn, *The effects of rural electrification on employment: New evidence from South Africa*, *American Economic Review*, Vol. 101(7), pp. 3078-3108, December 2011, appendices.

89 A well-planned World Bank Rural Water Supply and Sanitation Project in Morocco demonstrated this. After project completion, time spent fetching water by women and girls was reduced by 50 to 90 percent. With more time and better health, female primary-school attendance in the project area increased by 21 percent (ICR Review, World Bank, Report number: ICRR11535).

90 For a good example of this in practice, see: *Kosovo: Women in Online Work Pilot* (<http://www.worldbank.org/en/country/kosovo/brief/kosovo-wow>).

91 This could work particularly well for off-grid renewable-energy solutions, as seen in the example of "Solar Sisters," which works with a woman-centered direct-sales network to bring clean-energy technologies to remote communities in rural Africa. See more at <https://www.solarsister.org/about>.

ANNEX

3

INFRASTRUCTURE DEVELOPMENT AND WOMEN'S OWNERSHIP AND CONTROL OF ASSETS

WHAT ARE THE GAPS BETWEEN THE CURRENT SITUATION AND THE DESIRED OUTCOME?

Owning assets such as land, housing and technology can help people generate income, facilitate access to capital and credit, and cope with and absorb unforeseen shocks.⁹² Although many countries have taken steps to increase women's access to assets, numerous gaps exist. Barriers include not having access to financial accounts or credit, or not having proper identification, which prevent women from being able to get mortgages for land or houses, or to gain a connection to a service such as water or mobile phones.

HOW CAN INFRASTRUCTURE HELP ADDRESS THESE GAPS?

These barriers will not be overcome by the presence of a physical infrastructure asset or service (as may be the case for human-endowment challenges); however, the process of building or providing infrastructure can provide unique entry points towards helping women overcome barriers to owning assets. Specifically, providing joint titling during the resettlement process is associated with large-scale infrastructure (see Box 3).

ICT infrastructure and its related services are a bit of an exception to this. Having good ICT networks (mobile or broadband) can foster a more digital economy, and enable a more connected society. Technology can facilitate women's access to financial markets, or can serve to build a credit history, which will then allow them to access credit for the purchase of larger assets.

⁹² World Bank Group Gender Strategy 2016.

ANNEX

4

INFRASTRUCTURE DEVELOPMENT AND WOMEN'S VOICE AND AGENCY

WHAT ARE THE GAPS BETWEEN THE CURRENT SITUATION AND THE DESIRED OUTCOME?

Even where gaps in human capital and physical assets have narrowed, differences in gender outcomes can still occur when males and females have unequal capacity to exercise agency and participate fully in all aspects of life.⁹³

- **Agency**—sometimes called empowerment⁹⁴—refers to an individual or group's ability to make effective choices, and to transform those choices into desired outcomes, free of violence, retribution or fear.⁹⁵
- **Full and equal participation requires that all people have voice**—the ability to speak up, be heard, shape and share in discussions and decisions that affect them.⁹⁶

Addressing voice and agency constraints, arguably one of the most challenging but potentially powerful aspects of promoting gender equality, requires engaging men and boys as change agents, and changing unequitable social norms, discriminatory laws and legal institutions. It also requires developing programs to promote economic opportunities, social protections and education.⁹⁷

93 WDR 2012.

94 Klugman et al, *Voice and Agency: Empowering Girls for Shared Prosperity*, World Bank, 2014.

95 Ibid.

96 Ibid.

97 *World Bank Group Gender Strategy 2016*.

Imperfect but useful measurements of the current progress on achieving equitable voice and agency is done through proxies. They show:⁹⁸

- Gender-based violence is a global epidemic that affects women across all regions of the world;
- Many girls have limited control over their sexual and reproductive rights;
- Fewer women than men own land and housing; and
- Women are underrepresented in the halls of power.

HOW CAN INFRASTRUCTURE HELP ADDRESS THESE GAPS?

The process of developing and providing infrastructure assets and services provides ample opportunities to enhance women's voice and agency:

- **Including women's voice** in the planning, design, implementation and monitoring of projects can enhance agency and voice and lead to better-designed infrastructure.
- **Providing opportunities for skills development, leadership and mentorship** through jobs associated with infrastructure projects can lead to increased agency for women (see Box 8).
- **Requiring female participation in local decision-making bodies** such as water boards can improve service quality and trigger factors that increase women's agency.
- **Deploying mechanisms to prevent GBV:** New processes, such as the "code of conduct" (see Box 11 and Annex 6) promoted by the World Bank can make private firms involved in the construction of infrastructure processes part of the equation to promote gender equality.

It must be underscored that agency is complex and very dependent on local context and social norms. Often social norms prevent the effectiveness of policies and services. For example, social norms are the most frequently reported constraint on physical mobility, followed by public safety (infrastructure is rarely mentioned).⁹⁹ As agency is intrinsically linked with human endowments and economic empowerment, where infrastructure fills gaps in those arenas, it also helps improve agency outcomes. Experience suggests that economic growth can expand infrastructure services (for example, rural electrification) which can then reduce constraints on women's time, giving women more opportunity to earn money, which can increase their bargaining power in households.

98 Klugman et al, *Voice and Agency: Empowering Girls for Shared Prosperity*, World Bank, 2014.

99 *Defining Gender in the 21st Century: A Multi-Country Qualitative Study of Gender and Economic Choice*, World Bank, 2011.

ANNEX

5

EXAMPLES OF GENDER-SENSITIVE INDICATORS— INFRASTRUCTURE PROJECT CYCLE¹⁰⁰

¹⁰⁰ From *Checklist for Gender Mainstreaming in the Infrastructure Sector*, AfDB, 2009.

Phase	Indicators
Project design and input indicators	<ul style="list-style-type: none"> • Infrastructure constraints on men's productive roles and women's economic, domestic and community-management roles addressed • The economic and cultural issues affecting women's and men's access to transport and services identified and addressed • Staff on project coordination team identified to facilitate women's participation in the project • HIV/AIDS indicators related to awareness, access to health services, treatment and counseling • Overall institutional structure set-up helps to encourage staff to address gender in their projects (this can be through increased gender sensitization of staff; providing appropriate tools to undertake gender-sensitive monitoring; ensuring quarterly progress reports are reporting gender-disaggregated data on project achievements; establishing dialogue amongst staff on constraints and achievements in addressing gender issues in the project, and so forth.)
Project implementation indicators	<ul style="list-style-type: none"> • Gender responsiveness of institutional arrangements and delivery systems for inputs • Participatory project planning and implementation with women and men in communities, including procurement activities of the project • Training, capacity building and methodologies cater to both women and men • HIV/AIDS awareness campaigns for workers, communities and activities promoting access to health services, treatment and counselling
Project output indicators	<ul style="list-style-type: none"> • Increase in number of women selected to participate in project activities, such as road or path construction and maintenance • Increase in ratio of women to men with access to appropriate physical infrastructure • Increase in ratio of women to men with access to employment and income-generating activities • Increase in HIV/AIDS awareness, access to health services, treatment and counselling

Phase	Indicators
Project impacts indicators	<ul style="list-style-type: none"> • Reduced time and costs for women and men taking goods to the market • Increased income for women and men • Increased number of women and men entrepreneurs on roadsides • Reduced traffic-related accidents • Increase in security for communities in the region • Increase in enrolment rates in primary and secondary schools • Improved women's participatory and decision-making skills in community infrastructure-management issues • Improved maternal and child health; • Reduced HIV/AIDS prevalence

Other sources for gender and infrastructure-related indicators include:

- Roads to agency: Effects of Enhancing Women's Participation in Rural Roads Projects on Women's Agency. World Bank, 2015, Table 2 "Suggested Gender-Sensitive Monitoring Indicators."
- *Tool kit on gender equality results and indicators*, Asian Development Bank, 2013. This includes a great discussion of setting a gender-sensitive results framework and includes multiple sample gender-sensitive indicators across sectors.

ANNEX

6

SAMPLE CODES OF CONDUCT

Note: The following codes of conduct were developed for the World Bank Pacific Island Country Transport Projects, as adapted from codes of conduct developed by the United Nations. Three codes are presented here: one for the contracting firm, one for firm managers, and one for individual workers. These codes provide a useful model for adaptation and inclusion in other projects, although there is more to learn to assess the effectiveness of the respective tools.

Company Code of Conduct Implementing ESHS and OHS Standards Preventing Gender-Based Violence

The company is committed to ensuring that the project is implemented in such a way which minimizes any negative impacts on the local environment, communities, and its workers. This will be done by respecting the environmental, social, health and safety (ESHS) standards, and ensuring appropriate occupational health and safety (OHS) standards are met. The company is also committed to creating and maintaining an environment where children under the age of 18 will be protected, and where Sexual Exploitation and Abuse (SEA) and sexual harassment have no place. Improper actions towards children, SEA and sexual harassment are acts of Gender-Based Violence (GBV) and as such will not be tolerated by any employee, sub-contractors, supplier, associate, or representative of the company.

Therefore, to ensure that all those engaged in the project are aware of this commitment, the company commits to the following core principles and minimum standards of behavior that will apply to all company employees, associates, and representatives, including sub-contractors and suppliers, without exception:

General

1. The company—and therefore all employees, associates, representatives, sub-contractors and suppliers—commits to complying with all relevant national laws, rules and regulations.
2. The company commits to fully implementing its Contractors Environmental and Social Management Plan (C-ESMP) as approved by the client.
3. The company commits to treating women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status. Acts of GBV are in violation of this commitment.
4. The company shall ensure that interactions with local community members are done with respect and non-discrimination.
5. Demeaning, threatening, harassing, abusive, culturally inappropriate, or sexually provocative language and behavior are prohibited among all company employees, associates, and its representatives, including sub-contractors and suppliers.
6. The company will follow all reasonable work instructions (including regarding environmental and social norms).
7. The company will protect and ensure proper use of property (for example, to prohibit theft, carelessness or waste).

Health and Safety

8. The company will ensure that the project's OHS Management Plan is effectively implemented by company's staff, as well as sub-contractors and suppliers.
9. The company will ensure that all persons on-site wear prescribed and appropriate personal protective equipment, preventing avoidable accidents, and reporting conditions or practices that pose a safety hazard or threaten the environment.
10. The company will:
 - i. Prohibit the use of alcohol during work activities
 - ii. Prohibit the use of narcotics or other substances which can impair faculties at all times
11. The company will ensure that adequate sanitation facilities are available on site and at any worker accommodations provided to those working on the project.
12. The company will not hire children under the age of 18 for construction work, or allow them on the work site, due to the hazardous nature of construction sites.

Gender-Based Violence

13. Acts of GBV constitute gross misconduct and are therefore grounds for sanctions, which may include penalties and/or termination of employment and, if appropriate, referral to the police for further action.
14. All forms of GBV are unacceptable, regardless of whether they take place on the work site, the work site surroundings, at worker's camps or within the local community.
15. Sexual harassment of work personnel and staff (e.g. making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature) are acts of GBV and are prohibited.
16. Sexual favors (e.g. making promises of favorable treatment such as promotions, threats of unfavorable treatment such as losing a job, payments in kind or in cash dependent on sexual acts) and any form of humiliating, degrading or exploitative behavior are prohibited.

17. The use of prostitution in any form at any time is strictly prohibited.
18. Sexual contact or activity with children under 18—including through digital media—is prohibited. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
19. Unless there is full consent¹⁰¹ by all parties involved in the sexual act, sexual interactions between the company’s employees (at any level) and members of the communities surrounding the work place are prohibited. This includes relationships involving the withholding/promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex (including prostitution). Such sexual activity is considered “non-consensual” within the scope of this Code.
20. In addition to company sanctions, legal prosecution of those who commit acts of GBV will be pursued if appropriate.
21. All employees, including volunteers and sub-contractors, are highly encouraged to report suspected or actual acts of GBV by a fellow worker, whether in the same company or not. Reports must be made in accordance with project’s GBV Allegation Procedures.
22. Managers are required to report and act to address suspected or actual acts of GBV as they have a responsibility to uphold company commitments and hold their direct reports responsible.

Implementation

To ensure that the above principles are implemented effectively the company commits to:

23. Ensuring that all managers sign the project’s Manager’s Code of Conduct detailing their responsibilities for implementing the company’s commitments and enforcing the responsibilities in the Individual Code of Conduct
24. Ensuring that all employees sign the project’s Individual Code of Conduct confirming their agreement to comply with ESHS and OHS standards, and not to engage in activities resulting in GBV, child endangerment or abuse, or sexual harassment
25. Displaying the Company and Individual Codes of Conduct prominently and in clear view at workers’ camps, offices, and in public areas of the work space; examples of areas include waiting, rest and lobby areas of sites, canteen areas and health clinics
26. Ensuring that posted and distributed copies of the Company and Individual Codes of Conduct are translated into the appropriate language of use in the work site areas as well as for any international staff in their native language
27. Ensuring that an appropriate person is nominated as the company’s “Focal Point” for addressing GBV issues, including representing the company on the GBV Complaints Team (GCT) which is comprised of representatives from the client, contractor(s), the supervision consultant, and local GBV Service Provider
28. Ensuring that an effective GBV Action Plan is developed in consultation with the GCT which includes as a minimum:
 - i. **GBV Allegation Procedure** to report GBV issues through the project Grievance Redress Mechanism (Section 4.3 Action Plan)

¹⁰¹ Consent: refers to when an adult makes an informed choice to agree freely and voluntarily to do something. There is **no** consent when agreement is obtained through the use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, or misrepresentation; the use of a threat to withhold a benefit to which the person is already entitled, or; a promise made to the person to provide a benefit. In accordance with the United Nations Convention on the Rights of the Child, the World Bank considers that consent cannot be given by children under the age of 18, even if national legislation of the country into which the Code of Conduct is introduced has a lower age. Mistaken belief regarding the age of the child and consent from the child is not a defense.

- ii. **Accountability Measures** to protect confidentiality of all involved (Section 4.4 Action Plan), and
 - iii. **Response Protocol** applicable to GBV survivors and perpetrators (Section 4.7 Action Plan)
29. Ensuring that the company effectively implements the agreed final GBV Action Plan, providing feedback to the GCT for improvements and updates as appropriate
 30. Ensuring that all employees attend an induction training course prior to commencing work on site to ensure they are familiar with the company's commitments to ESHS and OHS standards, and the project's GBV Codes of Conduct
 31. Ensuring that all employees attend a mandatory training course once a month for the duration of the contract starting from the first induction training prior to commencement of work to reinforce the understanding of the project's ESHS and OHS standards and the GBV Code of Conduct

I do hereby acknowledge that I have read the foregoing Company Code of Conduct, and on behalf of the company agree to comply with the standards contained therein. I understand my role and responsibilities to support the project's OHS and ESHS standards, and to prevent and respond to GBV. I understand that any action inconsistent with this Company Code of Conduct or failure to act mandated by this Company Code of Conduct may result in disciplinary action.

Company name: _____

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Manager's Code of Conduct

Implementing ESHS and OHS Standards

Preventing Gender-Based Violence

The company is committed to ensuring that the project is implemented in such a way which minimizes any negative impacts on the local environment, communities, and its workers. This will be done by respecting the environmental, social, health and safety (ESHS) standards, and ensuring appropriate occupational health and safety (OHS) standards are met. The company is also committed to creating and maintaining an environment where children under the age of 18 will be protected, and where Sexual Exploitation and Abuse (SEA) and sexual harassment have no place. Improper actions towards children, SEA and sexual harassment are acts of Gender-Based Violence (GBV) and as such will not be tolerated by any employee, sub-contractors, supplier, associate, or representative of the company.

Managers at all levels have a responsibility to uphold the company's commitment. Managers need to support and promote the implementation of the Company Code of Conduct. To that end, managers must adhere to this Manager's Code of Conduct and also to sign the Individual Code of Conduct. This commits them to supporting the implementation of the Contractor's Environmental and Social Management Plan (C-ESMP), the OHS Management Plan, and developing systems that facilitate the implementation of the GBV Action Plan.

Managers need to maintain a safe workplace, as well as a GBV-free environment at the workplace and in the local community. Their responsibilities to achieve this include but are not limited to:

Implementation

1. To ensure maximum effectiveness of the Company and Individual Codes of Conduct:
 - i. Prominently displaying the Company and Individual Codes of Conduct in clear view at workers' camps, offices, and in public areas of the work space. Examples of areas include waiting, rest and lobby areas of sites, canteen areas and health clinics.
 - ii. Ensuring all posted and distributed copies of the Company and Individual Codes of Conduct are translated into the appropriate language of use in the work site areas as well as for any international staff in their native language.
2. Verbally and in writing explain the Company and Individual Codes of Conduct to all staff.
3. Ensure that:
 - i. All direct reports sign the Individual Code of Conduct, including acknowledgment that they have read and agree with the Code of Conduct.
 - ii. Staff lists and signed copies of the Individual Code of Conduct are provided to the OHS Manager, the GBV Complaints Team (GCT), and the client.
 - iii. Participate in training and ensure that staff also participate as outlined below.
 - iv. Put in place a mechanism for staff to:
 - a. report concerns on ESHS or OHS compliance; and,
 - b. confidentially report GBV incidents through the Grievance Redress Mechanism (GRM)
 - v. Staff are encouraged to report suspected or actual ESHS, OHS, GBV issues, emphasizing the staff's responsibility to the Company and the country hosting their employment, and emphasizing the respect for confidentiality.

4. In compliance with applicable laws and to the best of your abilities, prevent perpetrators of sexual exploitation and abuse from being hired, re-hired or deployed. Use background and criminal reference checks for all employees nor ordinarily resident in the country where the works are taking place.
5. Ensure that when engaging in partnership, sub-contractor, supplier or similar agreements, these agreements:
 - i. Incorporate the ESHS, OHS, GBV Codes of Conduct as an attachment
 - ii. Include the appropriate language requiring such contracting entities and individuals, and their employees and volunteers, to comply with the Individual Codes of Conduct
 - iii. Expressly state that the failure of those entities or individuals, as appropriate, to ensure compliance with the ESHS and OHS standards, take preventive measures against GBV, to investigate allegations thereof, or to take corrective actions when GBV has occurred, shall not only constitute grounds for sanctions and penalties in accordance with the Individual Codes of Conduct but also termination of agreements to work on or supply the project
6. Provide support and resources to the GCT to create and disseminate internal sensitization initiatives through the awareness-raising strategy under the GBV Action Plan.
7. Ensure that any GBV complaint warranting police action is reported to the police, the client and the World Bank immediately.
8. Report and act in accordance with the agreed response protocol any suspected or actual acts of GBV.
9. Ensure that any major ESHS or OHS incidents are reported to the client and the supervision engineer immediately, non-major issues in accordance with the agreed reporting protocol.
10. Ensure that children under the age of 18 are not present at the construction site, or engaged in any hazardous activities.

Training

11. The managers are responsible to:
 - i. Ensure that the OHS Management Plan is implemented, with suitable training required for all staff, including sub-contractors and suppliers, and
 - ii. Ensure that staff have a suitable understanding of the C-ESMP and are trained as appropriate to implement the C-ESMP requirements
12. All managers are required to attend an induction manager training course prior to commencing work on site to ensure that they are familiar with their roles and responsibilities in upholding the GBV elements of these Codes of Conduct. This training will be separate from the induction training course required of all employees and will provide managers with the necessary understanding and technical support needed to begin to develop the GBV Action Plan for addressing GBV issues.
13. Managers are required to attend and assist with the project facilitated monthly training courses for all employees. Managers will be required to introduce the trainings and announce the self-evaluations, including collecting satisfaction surveys to evaluate training experiences and provide advice on improving the effectiveness of training.
14. Ensure that time is provided during work hours and that staff prior to commencing work on site attend the mandatory project facilitated induction training on
 - i. OHS and ESHS; and,
 - ii. GBV required of all employees.

15. During civil works, ensure that staff attend ongoing OHS and ESHS training, as well as the monthly mandatory refresher training course required of all employees to on GBV.

Response

16. Managers will be required to take appropriate actions to address any ESHS or OHS incidents.

17. Regarding GBV:

- i. Provide input to the GBV Allegation Procedures and Response Protocol developed by the GCT as part of the final cleared GBV Action Plan.
- ii. Once adopted by the Company, managers will uphold the Accountability Measures set forth in the GBV Action Plan to maintain the confidentiality of all employees who report or (allegedly) perpetrate incidences of GBV (unless a breach of confidentiality is required to protect persons or property from serious harm or where required by law).
- iii. If a manager develops concerns or suspicions regarding any form of GBV by one of his/her direct reports, or by an employee working for another contractor on the same work site, s/he is required to report the case using the GRM.
- iv. Once a sanction has been determined, the relevant manager(s) is/are expected to be personally responsible for ensuring that the measure is effectively enforced, within a maximum timeframe of 14 days from the date on which the decision to sanction was made by the GCT.
- v. If a Manager has a conflict of interest due to personal or familial relationships with the survivor and/or perpetrator, he/she must notify the Company and the GCT. The Company will be required to appoint another manager without a conflict of interest to respond to complaints.
- vi. Ensure that any GBV issue warranting Police action is reported to the Police, the client and the World Bank immediately.

18. Managers failing to address ESHS or OHS incidents, or failing to report or comply with the GBV provisions may be subject to disciplinary measures to be determined and enacted by the Company's CEO, Managing Director or equivalent highest-ranking manager. Those measures may include:

- i. Informal warning
- ii. Formal warning
- iii. Additional training
- iv. Loss of up to one week's salary
- v. Suspension of employment (without payment of salary), for a minimum period of one month up to a maximum of six months
- vi. Termination of employment

19. Ultimately, failure to effectively respond to ESHS, OHS, and GBV cases on the work site by the company's managers or CEO may provide grounds for legal actions by authorities.

I do hereby acknowledge that I have read the foregoing Manager's Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, and GBV requirements. I understand that any action inconsistent with this Manager's Code of Conduct or failure to act mandated by this Manager's Code of Conduct may result in disciplinary action.

Signature: _____

Printed Name: _____

Title: _____

Date: _____

Individual Code of Conduct

Implementing ESHS and OHS Standards Preventing Gender-Based Violence

I, _____, acknowledge that adhering to Environmental, Social, Health and Safety (ESHS) standards, following the project's Occupational Health and Safety (OHS) requirements, and preventing Gender-Based Violence (GBV) is important.

The Company considers that failure to follow ESHS and OHS standards, or to partake in activities constituting GBV—be it at the work site, the work site surroundings, workers' camps, or in the surrounding communities—constitute acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment. Prosecution by the police of those who commit GBV may be pursued if appropriate.

I agree that while working on the project I will:

1. Consent to a police background check
2. Attend and actively partake in training courses related to ESHS, OHS, and GBV as requested by my employer
3. Wear my personal protective equipment (PPE) at all times when at the work site or engaged in project-related activities
4. Take all practical steps to implement the contractor's environmental and social management plan (C-ESMP)
5. Implement the OHS Management Plan
6. Adhere to a zero-alcohol policy during work activities, and refrain from the use of narcotics or other substances that can impair faculties at all times
7. Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status
8. Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate
9. Not sexually exploit or abuse project beneficiaries and members of the surrounding communities
10. Not engage in sexual harassment of work personnel and staff—for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature is prohibited; for example: looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; in some instances, giving personal gifts
11. Not engage in sexual favors—for instance, making promises of favorable treatment (e.g., promotion), threats of unfavorable treatment (e.g., loss of job) or payments in kind or in cash, dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior
12. Not use prostitution in any form at any time
13. Not participate in sexual contact or activity with children under the age of 18, including grooming or contact through digital media—mistaken belief regarding the age of a child is not a defense; consent from the child is also not a defense or excuse

14. Not have sexual interactions with members of the surrounding communities unless there is the full consent¹⁰² by all parties involved, including relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex (including prostitution)—such sexual activity is considered “non-consensual” within the scope of this Code
15. Consider reporting through the GRM or to my manager any suspected or actual GBV by a fellow worker, whether employed by my company or not, or any breaches of this Code of Conduct

Regarding children under the age of 18, I will:

16. Bring to the attention of my manager the presence of any children on the construction site or engaged in hazardous activities
17. Ensure that another adult is present when working in the proximity of children wherever possible
18. Not invite unaccompanied children unrelated to my family into my home, unless they are at immediate risk of injury or in physical danger
19. Not use any computers, mobile phones, video and digital cameras or any other medium to exploit or harass children or to access child pornography (see also “Use of children’s images for work related purposes” below)
20. Refrain from physical punishment or discipline of children
21. Refrain from hiring children for domestic or other labor below the minimum age of 14 unless national law specifies a higher age, or which places them at significant risk of injury
22. Comply with all relevant local legislation, including labor laws in relation to child labor and World Bank’s safeguard policies on child labor and minimum age
23. Take appropriate caution when photographing or filming children (See Annex 2 for details)

Use of children’s images for work-related purposes

When photographing or filming a child for work related purposes, I must:

24. Assess and endeavor to comply with local traditions or restrictions for reproducing personal images before photographing or filming
25. Obtain informed consent from the child and a parent or guardian of the child before photographing or filming; in addition, I must explain how the photograph or film will be used
26. Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner—children should be adequately clothed and not in poses that could be seen as sexually suggestive
27. Ensure images are honest representations of the context and the facts
28. Ensure file labels do not reveal identifying information about a child when sending images electronically

102 **Consent:** refers to when an adult makes an informed choice to agree freely and voluntarily to do something. There is **no** consent when agreement is obtained through the use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, or misrepresentation; the use of a threat to withhold a benefit to which the person is already entitled, or; a promise made to the person to provide a benefit. In accordance with the United Nations Convention on the Rights of the Child, the World Bank considers that consent cannot be given by children under the age of 18, even if national legislation of the country into which the Code of Conduct is introduced has a lower age. Mistaken belief regarding the age of the child and consent from the child is not a defense.

Sanctions

I understand that if I breach this Individual Code of Conduct, my employer will take disciplinary action which could include:

1. Informal warning
2. Formal warning
3. Additional training
4. Loss of up to one week's salary
5. Suspension of employment (without payment of salary), for a minimum period of one month up to a maximum of six months
6. Termination of employment
7. Report to the Police if warranted

I understand that it is my responsibility to ensure that the environmental, social, health and safety standards are met; that I will adhere to the occupational health and safety management plan; that I will avoid actions or behaviors that could be construed as GBV. Any such actions will be a breach this Individual Code of Conduct. I do hereby acknowledge that I have read the foregoing Individual Code of Conduct, do agree to comply with the standards contained therein and understand my roles and responsibilities to prevent and respond to ESHS, OHS, GBV issues. I understand that any action inconsistent with this Individual Code of Conduct or failure to act mandated by this Individual Code of Conduct may result in disciplinary action and may affect my ongoing employment.

Signature: _____

Printed Name: _____

Title: _____

Date: _____



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