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	Standard Operating Procedure (SOP)		1.11
	Section: Social Management		

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1. PURPOSE

This procedure is to define the process by which Alba will identify, monitor and report social performance of its construction contractors and its operation contractors to comply with Alba compliance obligations.

2. SCOPE

This procedure is applicable to Alba Operation and construction contractors.

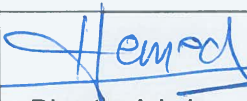
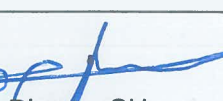

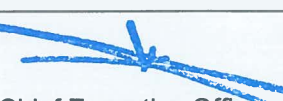
3. DEFINITIONS



- Construction Contractor** in this procedure refers to the contracted EPCM/EPC. This includes the subcontractor that falls under the direct responsibility of the EPCM/EPC during the construction phase.
- Operation Contractor** in this procedure refers to Alba contractors working during operations phase (service, manpower hire, contractors that are actively engaged on site).
- Social Performance** defined as "Labour and Working Conditions, specific to force and child labour, worker grievance mechanism, and workers' accommodation".
- Social Management System** defined as an ethical approach of business, specific to human rights and Alba code of conduct.
- Non-Conformity Report (NCR)** is a document issued by Alba to contractors in order to record identified non-conformances with respect to this Procedure.
- Non-Conformity Action (NCA) Plan** is a document filled by contractor representative in response to NCR, recording agreed corrective actions, due date and responsibilities. The NCA should be supported with relevant evidence.

4. COMPLIANCE OBLIGATION

The SOP 1.11 is developed to comply with the following Alba compliance obligations:

- Relevant labour laws – Kingdom of Bahrain,
- Equator Principle 4
- International Finance Corporation (IFC) - Performance Standard 2 (Labour and Working Conditions)
- Alba's Social Management Policy and relevant standards to social performance and practices.

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5. RESPONSIBILITIES AND ACCOUNTABILITIES

5.1 DIRECTOR ADMINISTRATION

The Alba Director Administration is responsible for overall implementation of "Contractor Social Performance Monitoring" Procedure (SOP 1.11).

5.2 HR REPRESENTATIVE

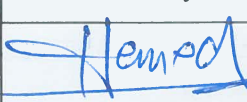
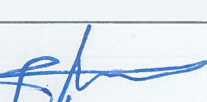
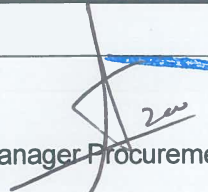

A- Construction Phase



1. Based on the outcome of Human Rights Risk Assessment within project Environmental & Social Impact Assessment (ESIA), update relevant contractor social performance procedure - if required.
2. Communicate with EPCM/EPC on Alba Social Management Policy, contractor social performance requirements and Alba social performance requirements applicable to contractors as specified in (Annex A).
3. Review contractors' social management system/documentations to ensure alignment with Alba contractor social performance requirements.
4. HR Representative will receive following reports on quarterly basis from project SH superintendent and further verify compliance with Alba contractor social performance requirements.
 - Contractor Mobilisation Plan.
 - Contractor Social Performance Monitoring Report.
 - Contractor Accommodation Location Risk Assessment.
 - Contractor Demobilisation Plan.
5. Based on review of above reports, issue NCR if any noncompliance observed. Accordingly, submit NCR to project SH Superintendent in order to communicate with contractor. Also, verify effectiveness of corrective actions during next quarter.

B- Operation Phase

HR Representative is responsible for:

1. Conducting contractor social performance audit for Alba's operation contractor selected in accordance to 6.2.1 of this procedure.
2. Communicating the non-conformances identified during audit to concerned contractors via NCR.

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3. Maintaining a register of contractor audit plans and reports.
4. Review and verify the effectiveness of corrective action implemented by responsible contractor.

5.3 PROJECT SAFETY AND HEALTH (SH) SUPERINTENDENT

A- Construction Phase

1. The project SH Superintendent will ensure EPCM/EPC undertake workers accommodation inspection of its subcontractor on quarterly basis. Also, undertake workers accommodation inspection at EPCM/EPC premises – if provided.
2. The Project SH Superintendent will review construction contractor documentation to ensure it meets Alba social performance requirements related to accommodation conditions.
3. Project SH Superintendent will ensure EPCM/EPC undertake accommodation location risk assessment for workers accommodation to evaluate the impact on community.
4. Project SH Superintendent will ensure timely submission of Contractor Social Performance Report by EPCM and EPC (as per attachment A), and accordingly share the same with HR Representative.

B- Operation Phase

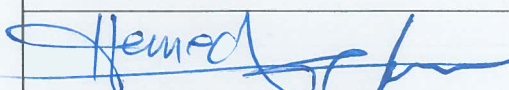
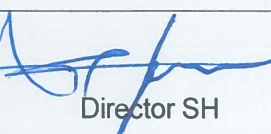


Project SH Superintendent is responsible for:



1. Conducting contractor accommodation inspection for Alba's operation contractor in accordance to 6.2.1 of this procedure.
2. Communicating the non-conformances identified during accommodation inspection to concerned contractors and HR Representative.
3. Maintaining a register of contractor accommodation inspection plans and reports.
4. Reviewing and verifying the effectiveness of corrective action implemented by responsible contractor.

5.4 HEAD OF SUPPLY

A- Construction Phase

1. Head of Supply will ensure contract documentation includes contractor social performance requirements.
2. Head of Supply is responsible for following up with contractors if no corrective actions are taken within the designated timeframe.

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B- Operation Phase

Head of Supply is responsible for:

1. As per the list of Operation Contractors extracted by HR beginning of the year, Head of Supply will facilitate the contact between HR/SH and the contractors for the audit purpose.
2. Following up with contractors, and taking the appropriate action, if no corrective actions are taken within the designated timeframe.

6. PROCEDURES

This section explains overall procedure to be followed when monitoring contractor social performance. The process is defined as follows:

6.1 SOCIAL PERFORMANCE INDICATORS

Below are the reporting indicators for contractor social performance requirements:

#	Social Performance Area	Reporting Indicators
1	Forced Labour (Construction Contractors are required to conduct monthly payroll audits, results need to be reported to Alba on quarterly basis.)	<p>Number and names of (sub)contractors subject to payroll audit, total number of Alba workers per contractor, number of workers subject to payroll audit, main audit findings, and how and when any outstanding issues are going to be resolved.</p> <p>Risk of debt bondage and poor worker welfare.</p> <p>Name, address and certification/credentials of local recruitment companies used (in workers' home country) used (when applicable).</p> <p>Qualitative information about any campaigns organised or information disseminated amongst the workforce in order to raise awareness of forced labour and worker rights.</p>
2	Child Labour	Number of workers mobilised during the reporting period, Workers below 18 Years of age. Relevant details such as full name, date of birth, copy of passport, copy of visa, and Alba ID provided must be maintained.
3	Health Impacts related to foreign male workforce	Qualitative information about any campaign organised or information distributed to the workforce about safe sex / STD awareness raising.

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Director SH

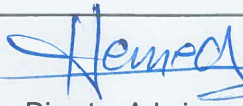
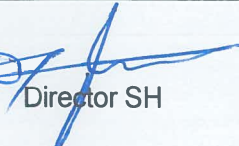
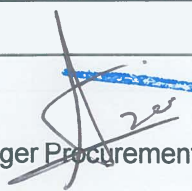

Manager Procurement



Chief Executive Officer

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#	Social Performance Area	Reporting Indicators
4	Workers' accommodation	Total number and names/address of workers' accommodations managed by contractor (including those of its subcontractors).
		The number of (sub)contractor workers living in each workers' accommodation.
		Number and names/address of workers' accommodations audited by construction contractor during the reporting period, the main audit findings, and how and when any outstanding issues are going to be resolved.
		Number and names of (sub)contractors that have mobilised during reporting period, and evidence that workers' accommodation used by such (sub)contractor has been audited and found acceptable as per set standards.
5	Access to workers' passport	Worker's Original Passport is retained by the worker; copies can be retained by the employer (unless a passport consent form is received by the organisation for safekeeping).
6	Workers' grievance mechanism	Grievance policy and procedure are documented by contractor.
		The grievance mechanism is made available at work & accommodation and in languages the worker understands.
		Number/type of worker grievances raised, resolved and outstanding.
		Whether the grievance was handled in line with the approved mechanism.
7	Workers' accommodation impact assessment	Grievance mechanism awareness raising campaigns conducted.
		The workers' accommodation impact assessment undertaken to ensure the presence of accommodation and workforce is unlikely to cause negative impact on residential area. The impact assessment undertaken prior to selection of workers' accommodation.

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6.2 AUDIT FREQUENCY

6.2.1 CONSTRUCTION CONTRACTOR

During construction phase, the contractor social performance audit will be carried out on quarterly basis.

Note: Contractors will be defined as construction contractor until completion of work (inclusive of snag-list jobs).

6.2.2 OPERATION CONTRACTOR

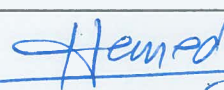
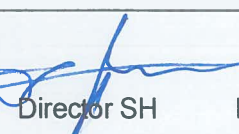
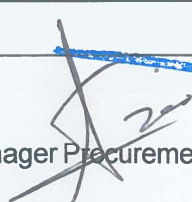

Alba will monitor operation contractor social performance by conducting audit.



To select representative number of contractors at Alba, subjected for Social Performance audit and the audit frequency, HR Representative will follow the below methodology (on yearly basis):

1. Extract Contractor-wise man-hours data from SAP.
2. Convert this data to Contractor-wise – number of contractor workers per day.
3. Categorise these contractors based on number of contractor workers per day.
4. Select and Audit all above categories of contractors as per below details:

Category	Contractor workers/Day at Alba	Audit Frequency
A	100 and above	Every 2 Years
B	Between 50 - 100	Every 3 Years
C	Between 20 - 50	Every 4 Years
D	Between 10 - 20	Every 5 Years
E	Less than 10	Random (2 Contractors)

Note: In case an operation contractor appoints a subcontractor, whose workers are on-site, the subcontractor will also be included in the audit as part of operation contractors.

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6.3 AUDIT AND REPORTING PROCESS

1. Social performance compliance audit is conducted:

During Construction Phase:

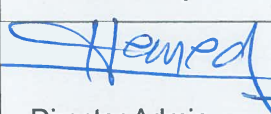
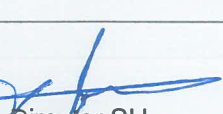


- a. The EPCM/EPC will undertake audit to evaluate compliance of appointed subcontractors with approved project social performance procedure. Accordingly, submit the Social Performance Monitoring Report (attachment A) within two weeks from end of the quarter to Project SH Superintendent.
- b. Upon receiving the report, the HR Representative will verify the information and data of the report in order to evaluate compliance with Alba social performance requirements.



During Operation Phase:

- a. HR Representative will undertake audit to evaluate compliance with Alba contractor social performance requirements.
 - b. Project SH Superintendent will carry out accommodation inspection using (Attachment B).
2. Alba will disseminate "Notification of Audit" to concerned contractor advising areas to be reviewed and information to be supplied, using (Attachment C).
 3. If the audit process revealed non-conformance with Alba social performance requirements, Alba will issue NCR (Attachment D1).
 4. Based on the NCR, the responsible contractor (Construction and Operation) will respond using NCA (Attachment D2) within two weeks from NCR date.
 5. Upon receiving the NCA, HR Representative will evaluate the proposed actions and target date.
 6. HR Representative will verify the effectiveness of corrective action implemented by concern contractor to close out any Payroll audit nonconformity.
 7. Project SH Superintendent will verify the effectiveness of corrective action implemented by concern contractor to close out any Workers' Accommodation audit nonconformity.

Note:

- a. Lack of response or failure in implementing corrective action by concerned contractor will be reported to Head of Supply for further follow-up and action.
- b. NCR should be rolled over and followed up upon, if not completed during the Audit year.
- c. If the contract with the contractor gets expired/terminated, a verification audit will not be applicable.

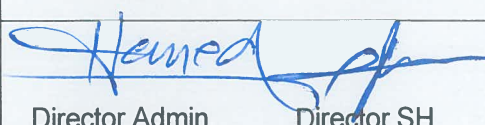

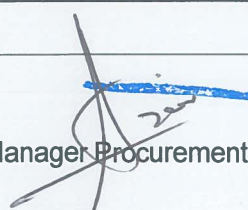

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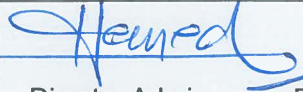
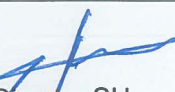


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6.4 AUDIT GUIDELINES

6.4.1 PAYROLL AUDIT

- To conduct payroll audits, request the following items in each audit period:
 - Timesheets for the pay period.
 - Payslips for the pay period.
 - Evidence of contributions to the employee's superannuation and redundancy account.
 - Evidence of entitlements accruals and balances.
 - A full list of employees currently employed by contractor on Alba contract.
 - Proof of transfer of employee sponsorship (where applicable).
 - Employment contract.
 - Copy of work permit.
 - Copy of passport.
 - Passport consent forms for safekeeping (where applicable).
 - Grievance policy and procedure.
 - Grievance register.
- Check the below items:
 - Pay Data.
 - Compare Timesheet to Payslip.
 - Hours of work: start and finish.
 - Public Holidays worked and payment.
 - Overtime worked and payment.
 - Deductions made from wages/fees paid.
 - Employment contract, and whether these adhere to the minimum standards outlined in the Bahraini law.
 - Age of workers (in relation to child labour).
 - Validity of visa.
 - Risk of any debt bondage for worker.
 - Grievance policy, procedure, and central register.
- Special Conditions:
 - At least 10% of the contractor's time and salary shall be checked.
 - Information provided should consist of a representative mix of skills and job titles.
 - Employment Contracts need to adhere to below criteria:

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<p>i. Documented information that is clear and understandable, regarding workers' rights under national labour and employment law and any applicable collective agreements, including their written statement of rights related to hours of work, wages, overtime, compensation, and benefits upon beginning the working relationship and when any material changes occur.</p> <p>ii. Provide all employees with a written contract of employment, in an appropriate language, which relates to requirements of Bahraini law.</p> <p>6.4.2 ACCOMMODATION AUDIT</p> <p>The accommodation inspection shall be carried out by Safety and Health Staff along with HR representative. The inspection of worker accommodation facilities provided by contractors shall be carried out in accordance with accommodation inspection checklist (Attachment B).</p> <p>6.4.3 WORKERS GRIEVANCE MECHANISM</p> <p>Contractor will document grievance policy and procedure. Grievance mechanism will be translated by contractor to languages understood by workers. A grievance register will be maintained both at worker accommodation and contractor's HR office. Grievances raised, resolved and outstanding will be verified on quarterly basis during payroll and accommodation audits.</p> <p>6.4.4 OTHER REPORTING REQUIREMENTS</p> <p>Collect Social Performance Monitoring reports from Contractors on following indicators:</p> <ol style="list-style-type: none"> Using certified local recruitment agencies: Name, address and certification/credentials of local recruitment companies used (in workers' home country). Child labour: List of workers that have been mobilised during the reporting period, including full name, date of birth, copy of passport, copy of visa, and Alba ID provided. Worker's Original Passport is retained by the worker; copies can be retained by the employer (unless a passport consent form is received by the organisation for safekeeping). Worker grievance mechanism: Number and type of worker grievances raised, resolved and unresolved. Awareness campaigns conducted to inform workers on grievance mechanism. Contractors to provide narrative information about any campaigns to raise awareness in workforce on forced labour and worker rights. Awareness campaigns conducted to raise health and hygiene awareness of workers. 				
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6.5 WORKERS ACCOMMODATION IMPACT ASSESSMENT

The workers' accommodation impact assessment process should be undertaken by responsible contractor to ensure the presence of contractor accommodation and workforce is unlikely to cause negative impact on residential area and host neighbourhood.

Prior to selection of workers' accommodation, the responsible contractor must assess the impact of workers' accommodation in accordance with Labour Accommodation Impact Assessment designed for operation contractors (Attachment E).

The responsible contractor must establish measures to mitigate adverse impact on residential area and host neighbourhood. Measures to mitigate adverse impact must be included social impact assessment action plan.

Note: The accommodation impact assessment of construction contractors will be undertaken as a part of project ESIA.

7. REFERENCES

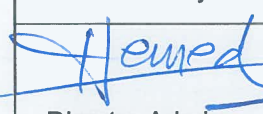
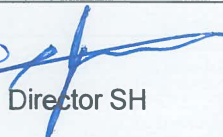


- ACOP 025 - Contractor Management Safety, Health and Environment Management System
- ACOP 068 - Environmental Impact Assessment for Projects
- ACOPC 002 - Management Control Audit



8. LIST OF ATTACHMENT

- Attachment (A) - Construction Phase Social Monitoring "Reporting Indicators" (To be submitted by construction contractor)
- Attachment (B) - Contractors Worker Accommodation Checklist.
- Attachment (C) - Audit Notification Letter
- Attachment (D1) - Non-conformity Report (NCR)
- Attachment (D2) - Non-conformity Action (NCA) Plan
- Attachment (E) - Labour Accommodation Location Impact Assessment
- Annexure A - Contractor Social Performance Requirements to Contractor

9. REVIEW

This guideline will be reviewed under certain conditions as stipulated in the organization's HR management system. Such conditions include change of legal requirements, management review, internal or external audit findings and any circumstances that deems the guideline to be outdated.

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10. ANNEXURE

ANNEX A: ALBA'S SOCIAL PERFORMANCE REQUIREMENTS APPLICABLE TO CONTRACTORS

This document explains Alba's specific Social Performance requirements and expectations from its' Contractors in compliance with relevant Bahraini Laws, Alba's Social Management Policy and IFC Performance Standard 2. The document also explains, on what parameters (Indicators) Alba will monitor the Contractors as per Alba's SOP 1.11 "Contractors Social Performance Monitoring" to ensure, all contractors meet Alba's Social Performance requirements.

1. WHAT IS SOCIAL PERFORMANCE

Social Performance encompasses a wide range of issues, which are outlined in "IFC Performance Standard 2 – Labour and Working Conditions", and includes following Social Performance areas:

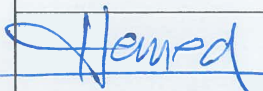
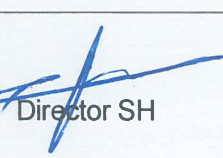

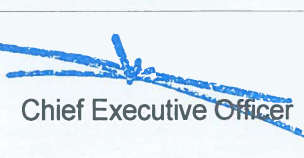
- Forced Labour
- Child Labour
- Worker Grievance Mechanism
- Accommodation Conditions
- Health of workforce etc.



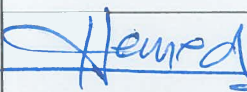
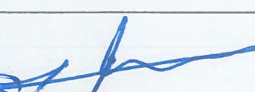
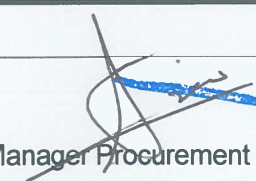

2. ALBA'S SOCIAL PERFORMANCE REQUIREMENTS APPLICABLE TO CONTRACTORS



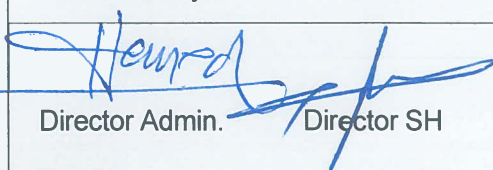

Alba's specific Social Performance requirements applicable to contractors are as below:

2.1. Forced Labour

- All contractor workers should be provided with a Contract of Employment which meets the requirements of Bahrain's Labour Law No. (36) Of 2012.
- Contractor workers get paid on time with wages in full and no illegal fees are deducted from workers' salaries.
- Contractors only use accredited local recruitment companies (in country of worker origin) to recruit workers.
- Worker's Original Passport is retained by the worker (unless a passport consent form is received by the organisation for safekeeping).
- Contractors to run campaigns to raise awareness of worker rights.

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<ul style="list-style-type: none"> As part of Alba's Social Performance Audit, provide evidence in reference to all above requirements (Time sheets, payslips, visas, awareness campaigns etc.). 				
2.2. <u>Child Labour</u> <ul style="list-style-type: none"> As per Labour Law of Bahrain, Child Labour is banned in the country. As part of Alba's Social Performance Audit, contractors to provide the list of workers that have been mobilised during the reporting period, including full name, date of birth, copy of passport, copy of visa, and Alba ID provided. 				
2.3. <u>Worker Grievance Mechanism</u> <ul style="list-style-type: none"> Contractors to establish grievance mechanisms that allow workers to voice concerns without fear of punishment or retribution. Make the grievance mechanism available in a language understandable to the worker. Run campaigns to raise awareness of the worker grievance mechanism. Contractors to report regularly on grievances raised through the grievance mechanism and if/how these were resolved. Contractors to provide evidence for: <ul style="list-style-type: none"> a) efforts made to translate the worker grievance mechanism in languages the worker understands on site and b) any awareness raising campaigns conducted to disseminate information about the worker grievance mechanism on site. 				
2.4. <u>Accommodation Conditions and Location</u> <ul style="list-style-type: none"> Workers' accommodation provided by the contractor for housing its workers should adhere to the requirement of Bahrain Ministerial order 40 of 2014 related to Labour Accommodation and Labour accommodation requirements stipulated in (Attachment B) of Alba's SOP 1.11 "Contractors Social Performance Monitoring". As part of Alba's Social Performance Audit, contractors to provide relevant details related to accommodation of workers e.g. total number and names/address of worker accommodations managed by contractor, the number of contractor workers living in each workers' accommodation etc. 				
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<ul style="list-style-type: none"> Contractors should also conduct and provide "Risk Assessment" for all contractor accommodation locations to ensure that the presence of a contractor workforce does not cause any negative impact in the surrounding community. <p>2.5. Awareness Raising On Worker Health and Hygiene</p> <ul style="list-style-type: none"> Contractors to implement public health campaigns on STD impacts, symptoms and prevention and provide relevant evidence to Alba. <p>Note: Contractors are responsible for social performance management of their subcontractors and suppliers. This includes ensuring that Labour standards, local hiring and local procurement requirements are enforced throughout the contractor's supply chain involved in delivering the contract.</p>				
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