
Workers' accommodation: processes and standards

A guidance note by IFC and the EBRD



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About this guidance note

This Guidance Note is aimed at providing practical guidance to IFC and EBRD specialists, consultants and clients on the processes and standards that should be applied to the provision of workers' accommodation in relation to projects funded by IFC or the EBRD. Applying appropriate standards to the construction and operation of worker housing falls within the performance requirements on labour and working conditions expected of clients by both institutions. The Guidance Note also provides examples of good practice approaches that businesses have successfully applied in their operations. IFC and the EBRD have not financed all the projects or companies mentioned in the Note. Some of the information in the Note originates from publicly available sources such as company web sites. IFC and the EBRD have not verified the accuracy of such information nor the companies' practices. This Guidance Note is not intended to establish policy itself; and any issues arising in an IFC- or EBRD-financed project will be assessed and addressed in the context of the particular circumstances of that project. The EBRD and IFC recognise that there are no comprehensive international regulations relating to workers' accommodation, and that good and best practices are constantly evolving. The EBRD and IFC intend to update this Guidance Note to reflect such developments, and would welcome feedback and comments from users to contribute to this process. Comments should be sent to environmentalsocial@ebrd.com and asksustainability@ifc.org

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EXECUTIVE SUMMARY

This guidance note addresses the processes and standards that should be applied to the provision of workers' accommodation in relation to projects funded by the EBRD or IFC. Applying appropriate standards to the construction and operation of worker housing falls within the performance requirements on labour issues expected of clients by both organisations.

There is a range of different types of workers' accommodation that may be required by various projects and at different stages within projects, including temporary exploration camps, construction camps and permanent dormitories. Specific issues arise in relation to each of these. This note reviews various international, national, private sector and public sector standards and guidance that are more generally applicable. In some cases clear standards or good practice have been identified. In others, we present a range of standards that provide some flexibility and adaptability within the local context. In these cases, compliance with at least the minimum standard is expected.

Issues for consideration are organised in terms of a staged process to be undertaken in planning, constructing and then operating worker housing facilities. These issues may be relevant to the direct client or to (sub)contractors undertaking particular elements of a project, such as construction or management of facilities. In cases where contractors are used, it is important to set up appropriate mechanisms and processes (reporting/monitoring) to ensure that performance requirements are complied with.

At the initial stage of any project, there is a need to assess whether accommodation for workers is

required, and if so, whether this can be provided within existing local communities or whether new facilities should be constructed. The likely impact on local communities and the housing market of either option should be assessed.

Before constructing any facilities, other potential impacts should be evaluated. These may include the impact of construction, and the effect of a new housed labour force on community services, such as health, and on community cohesion and safety. These assessments should form part of a project's Environmental and Social Impact Assessment.

The next step is to consider the standards to be applied for the location, arrangement and construction of any facilities. Issues here include consideration of a safe and healthy location, application of appropriate construction standards, provision of adequate and sanitary living conditions and provision of appropriate leisure and health facilities.

There are no universally applicable international regulations relating to workers' accommodation standards in general. However, there are some international standards/guidance on food safety, water sanitation and waste management that should be applied, and national or local building regulations that must be complied with.

Lastly, when the accommodation has been completed, there are issues around its operation and management. These include the type of staff who will manage it, development of appropriate management policies, such as security and grievance procedures, and ongoing liaison with local communities. All such policies should be subject to regular review.

INTRODUCTION

This guidance note looks at the provision of housing or accommodation for workers by employers and the issues that arise from the planning, construction and management of such facilities.

Generally, workers are housed by their employers in cases where, either the number or the type of workers required cannot be sourced from or accommodated within local communities. Thus provision of workers' accommodation is often associated with the importation of an external workforce into an area. This can occur because the local labour supply or skills base is inadequate, because the workers are simply not available due to the remote location of the worksite or the particular skills required or because labour requirements can only be satisfied by migrant workers due to the nature of the work or the working conditions.

Provision of worker housing may relate to a temporary phase of a project (for example an exploration or construction camp) or may be more permanent (for example a factory dormitory or plantation camp). Depending on the type of accommodation, there are a range of considerations relating to both the living conditions of the workers themselves, and to the impact that workers' housing facilities may have on surrounding communities. The provision of workers' accommodation is a frequent component of large-scale projects funded by institutions such as the EBRD or IFC.

This note is aimed at providing practical guidance to IFC and EBRD specialists, consultants and clients on appropriate policies and standards relating to workers' accommodation. Both the EBRD and IFC apply environmental and social performance standards in relation to their investments that include provisions on labour and working conditions. The EBRD has included a specific provision in its *Environmental and Social Policy* addressing workers' accommodation; paragraph 16 of *Performance Requirement 2 (PR2)* stipulates:

Where a client provides accommodation for workers, the accommodation shall be appropriate for its location and be clean, safe and, at a minimum, meet the basic needs of workers. In particular, the provision of accommodation shall meet national legislation and international good practice in relation, but not restricted, to the following: the practice for charging for accommodation; the provision of minimum amounts of space for each worker; provision of sanitary, laundry and cooking facilities

and potable water; the location of accommodation in relation to the workplace; any health, fire safety or other hazards or disturbances and local facilities; the provision of first aid and medical facilities; and heating and ventilation. Workers' freedom of movement to and from the employer-provided accommodation shall not be unduly restricted.

IFC Performance Standard 2 (PS2) aims to promote "safe and healthy working conditions, and to protect and promote the health of workers." Arguably this covers living conditions as well when these are the responsibility of employers. *IFC Guidance Note 2 on Labour and Working Conditions* specifically mentions the potential danger of forced labour when housing is provided to workers in lieu of payment or where inappropriate charges for housing are levied.

In some instances, for example during construction phases of projects, workers will not be directly engaged by the EBRD's or IFC's clients, but by (sub)contractors. However, both the EBRD and IFC require their clients to ensure that non-employee

Box 1 - Construction camp built and operated by a Chinese contractor

This example illustrates the different mechanisms and processes which can be set up in order to ensure that workers' accommodation standards are being implemented by contractors.

Antea, a Greek client of the EBRD and IFC, and a subsidiary of Titan Cement Co, has contracted out the construction of a cement factory in Albania to a Chinese contractor. The construction involves bringing in 700 migrant workers and housing them in workers' accommodation. As part of the contract with the construction company, Antea has included a Code of Conduct and specific language referring to compliance with national labour law, ILO conventions and IFC PS2 and has developed a supervision and monitoring plan (including safety and labour audits) to ensure the construction company is in compliance with all requirements stated in PS2, that living conditions in particular comply with the guidance provided by the EBRD/IFC and that all conditions enhance a safe and good working and living environment. Safety training courses and integration of best practices in accident prevention have been instigated, while solid waste and wastewater generated in the camp is managed in accordance with Albanian regulations and IFC/EBRD guidelines.

workers, engaged by contractors or other intermediaries to work on a project site to perform work related to the core function of the project, are covered by most of the provisions within PS2 and PR2, including (in the EBRD's case) paragraph 16 on workers' accommodation. To this end, clients should set up mechanisms and processes to ensure that contractors and other intermediaries comply with the EBRD's/IFC's standards. This should involve including contractual covenants related to workers' accommodation standards, reviewing contractor agreements, implementing reporting mechanisms and monitoring the implementation of workers' accommodation standards.

A process approach

There are several stages to the process of addressing issues raised by workers' accommodation.

These are:

- assessing whether housing is needed for the project and if so, what sort
- assessing impacts on local communities and planning mitigation of potential negative impacts
- awareness of the national and local regulatory framework

- determining the standards to apply to the location of facilities, the construction of housing and provision of facilities
- managing accommodation.

There are no comprehensive international regulations relating to workers' accommodation. However, there are legal and regulatory instruments and guidance that relate to particular aspects of the provision of worker housing.¹ This guidance note is based on a review of these instruments and legislation, as well as guidelines and best practices produced by a range of different private and public sector actions at national and international level. As such, the processes and standards cited often represent a range of acceptable practice. Those correspond to the Benchmark paragraphs under each section. The particular standard to be applied will depend on criteria such as the type of project, location, climate and length of project. In all cases at least the minimum standard included in a given range should be applied. However, depending on the particular circumstances the minimum standard may not always be acceptable, in which case the EBRD/IFC will agree an appropriate higher standard with the client, based on the environmental and social due diligence.

Figure 1: Workers' accommodation, assessment and management process

Need assessment	Is there a need for workers' accommodation?	<ul style="list-style-type: none"> ▶ Assess the availability of the local workforce ▶ Assess the availability of existing housing
Impact assessment	What are the expected impacts (positive and negative) on the communities?	<ul style="list-style-type: none"> ▶ Determine specific impacts of the workers' accommodation construction phase (including security and involuntary resettlement) ▶ Assess existing community infrastructures, services and facilities ▶ Understand the local business and employment context ▶ Give special attention to community health and safety issues and social cohesion ▶ Think about the consequences of dismantling and reinstatement
Construction	Which accommodation standards are needed?	<ul style="list-style-type: none"> ▶ Identify and review the international, national, regional and sectoral regulations which address workers' accommodation ▶ Apply mandatory provisions and use non-binding provisions as guidance ▶ Apply at least the minimum requirements set out in this guidance note
Management	What management systems are required?	<ul style="list-style-type: none"> ▶ Design management plans covering health and safety, security, workers' and communities' rights ▶ Appoint the right staff or contract the right companies ▶ Implement management plans ▶ Set up complaint/grievance and conflict resolution mechanisms (for both workers and communities) ▶ Review policies

1. See footnotes under Part I, introductory remark

PART I: PLANNING AND ASSESSING REQUIREMENTS FOR WORKERS' ACCOMMODATION

In considering worker housing, it is important to first be aware of the international, national and local regulatory framework. At a general level, several international instruments recognise a right to an adequate standard of housing for everyone or for specific categories of the population as part of respecting human rights.² To ensure the full realisation of this right, binding instruments generally require the State to take appropriate steps and measures. For workers, the recognition of such a right has been included in ILO Conventions and Recommendations

for both Plantations and for Safety and Health in Agriculture, and in the ILO Recommendation 115 on Workers' Housing (1961) in particular. Although the latter is a non-binding recommendation providing guidance on policy, legislation and practice to the State and to the national authorities in charge of housing in particular, it offers useful guidance on what is expected from employers who provide housing to their employees, and it specifies a number of housing standards (See Box 2).

Box 2 - ILO Workers' Housing Recommendation 115

- It is generally not desirable for employers to provide housing for their workers directly and employers should use alternatives where possible. If there are no alternatives, specific attention should be paid to renting arrangements, workers' rights and housing standards. In addition, the possibility of worker-occupants acquiring, for a fair price, ownership of housing provided by the employer should also be examined.
- Renting arrangements should be fair. Adequate and decent housing should not cost the worker more than a reasonable proportion of their income and should never include a speculative profit.
- The employer should be entitled to repossess the accommodation within a reasonable time in the event of termination of the worker's contract of employment and the worker should be entitled to a reasonable period of continued occupancy and/or fair compensation when he ceases to exercise his employment.
- During the time workers spend in the workers' accommodation they should enjoy their fundamental human rights and freedom of association in particular. Workers' accommodation arrangements should not restrict workers' rights and freedoms.
- Housing standards should include special attention to the following:
 - ▶ minimum space allocated per person or per family (floor area; cubic volume; or size and number of rooms)
 - ▶ supply of safe water in the workers' dwelling in such quantities as to provide for all personal and household uses
 - ▶ adequate sewage and garbage disposal systems
 - ▶ appropriate protection against heat, cold, damp, noise, fire, and disease-carrying animals, and, in particular, insects
 - ▶ adequate sanitary and washing facilities, ventilation, cooking and storage facilities and natural and artificial lighting
 - ▶ a minimum degree of privacy both between individual persons within the household and for the members of the household against undue disturbance by external factors
 - ▶ the suitable separation of rooms devoted to living purposes from quarters for animals.
- Where accommodations are provided for single workers or workers separated from their families, additional housing standards should be considered:
 - ▶ a separate bed for each worker
 - ▶ separate gender accommodation
 - ▶ adequate sanitary conveniences
 - ▶ common dining rooms, canteens, rest and recreation rooms and health facilities, where not otherwise available in the community.

² See for example

1948 Universal Declaration of Human Rights (Article 25)

1965 Convention on the elimination of all forms of racial discrimination (Article 5)

1966 International Covenant on Economic, Social and Cultural Rights (Article 11.1)

1979 Convention on the elimination of all forms of discrimination against women (Article 14.2)

At a national or regional level, regulations tend to contain only general provisions requiring employers to provide a decent standard of accommodation to workers. However, in some jurisdictions there are detailed regulations or standards setting out a comprehensive framework to be applied.³ There may also be building regulations relating to issues such as sanitation, safety or building materials that must be adhered to. Therefore, national regulations and standards are the first place to look when determining the necessary standards for living facilities. However, responsibility for planning and building standards may well lie with regional or local levels of government, so it is important that these local authorities are consulted. Provisions on workers' accommodation can also be found in policy, guidelines or codes of practice adopted by a wide variety of actors such as international bodies, industry associations, national, regional or local authorities.⁴ Compliance with national and local law is the basic and essential requirement.

Benchmarks

1. The international/national/local regulatory frameworks on workers' accommodation have been reviewed.
2. Identified mandatory provisions on workers' accommodation are implemented thoroughly.

I. Assessing the need for workers' accommodation

Before building and running workers' accommodation, it is important to understand the local housing and labour markets and the potential effects the building of new facilities may have on the surrounding communities.

A. Availability of workforce

At the initial scoping phase of a project, it is important to consider whether workers' accommodation is needed at all. In this respect, it is worth analysing the project's workforce requirements including skills and likely numbers over the project cycle and to assess the capacity of the local population to meet those workforce requirements either from its current base or as a result of training. It is preferable to source labour from the local communities as this has many advantages; not only in terms of reducing the need for workers' accommodation, but also

as it will increase the direct and indirect benefits to the community arising from the project. This approach is strongly supported by the EBRD and IFC. Any national/local requirements to promote local employment opportunities must also be taken into account. It should be noted that even in the absence of such requirements, new recruitment on EBRD/IFC-financed projects must not be discriminatory.

Benchmarks

1. There has been an assessment of workers' availability in the neighbouring communities.
2. There has been an assessment of the skills and competencies of the local workforce and how those skills and competencies fit the project needs.
3. There has been an assessment of opportunities to train the local workforce to fulfil the project's needs.

B. Availability of existing housing

If local workers are unavailable or not sufficiently skilled, the question arises of whether external workers can be accommodated within the existing local housing capacity or whether new facilities are needed. In general, the decision to utilise host-community accommodation or to develop on-site accommodation will be based on factors such as whether project development is occurring near to larger, established population centres and on the capacity of any nearby communities, quality of housing stock and the capacity of the environment to assimilate a new workforce.

If existing capacity is available, in the form, for example, of lodging with local families, hotels, hostels or rented housing, the impact on the local communities and housing market should be assessed. Such off-site housing may create a wide range of economic opportunities such as rental income for local people or development of local businesses (shops and restaurants for instance), which are positive project impacts, and may also result in improvements to existing housing stock. However, off-site housing may also be associated with a range of adverse social impacts including increased demands on infrastructure, services and utilities, development of illicit trade activities (drugs, prostitution, selling of stolen goods) and inflation in local rent and other subsistence items with detrimental

3. See for example:

United States - Occupational Health and Safety Act (Standards 29, paragraph 1910.142)
 Brazil - Health and safety regulation in the agricultural, livestock farming, forestry and aquaculture sectors, 2005
 Malaysia - Workers' minimum standards of housing and amenities Act, 1990
 South Africa - Basic condition of employment Act, 1997
 New South Wales, Australia - Rural Workers Accommodation Act, 1969
 Western Australia - Construction camp regulations, 1970
 Dubai Municipality - Labour camp specifications (last updated in 2007)

4. See for example:

New South Wales, Australia - Accommodation for rural agricultural work, code of practice, 2006
 Singapore - Code of practice on environmental health, 2005
 Israel - Guide for Migrant Workers, Housing
 ILO - Code of Practice, safety and health in forestry work, 1998
 City of Geraldton-Greenough, Western Australia, Local planning policy - Temporary accommodation camps, 2006
 Sustainable Agriculture Network Standards, 5.14, 2009.

consequences for the local population. If a project anticipates that the workforce is to be resident within the local communities it is good practice to provide financing options for local residents to develop and/or improve hostels for instance.

Conversely, to provide on-site housing opportunities minimises workforce-host community interactions and reduces the pressure on existing infrastructures and can also pre-empt the development of various external activities such as prostitution.

In some cases, it may be feasible and beneficial to offer workers or certain categories of workers an option between self-accommodation and company-provided accommodation with varying compensation accordingly.

To avoid or mitigate the most negative impacts, it is important to conduct a comprehensive assessment of the housing market and the likely impact of the various options for workers' accommodation. For larger projects, this assessment will best be done at the stage of the Environmental and Social Impact Assessment (ESIA). Measures resulting from this assessment will need to be incorporated in tendering and contracting documentation. Furthermore, in cases where local facilities are utilised, potential mitigation measures for adverse impacts such as increased inflationary rates on local costs must be assessed in the ESIA, and procedures that will be implemented to monitor this must also be presented.

Benchmarks

1. Prior to building any workers' accommodation, a comprehensive assessment of the local housing market has been conducted and the different types of housing available in the surrounding communities have been identified. For larger projects this assessment has been conducted at the stage of the project's Environmental and Social Impact Assessment.
2. There has been an assessment on communities of the impact of using existing housing opportunities.
3. Measures to mitigate adverse impacts on the local housing market have been identified and included in the Environmental and Social Action Plan (ESAP) or other relevant action plan.

II. Assessing impacts of workers' accommodation on communities

Where the need to provide new workers' accommodation is identified, it is important to consider how this will impact on the surrounding communities. This may be relevant both to the construction phase of the camp (or other accommodation) and during its operation. Risk identification and assessments specific to the workers' accommodation should be undertaken as part of the Environmental and Social Impact Assessment and any related development of an Environmental and Social Action Plan. This assessment can also be used to determine whether contact between non-local workforce and local communities should be encouraged or minimised.

Box 3 - Singapore National Environment Agency - Code of Practice on Environmental Health, 2005

The following guidelines shall be used for stand-alone dormitories.

- If the dormitory does not provide a separate space for cupboards/locker rooms, the minimum room space shall be 4 square metres per person (assuming a height of 2.4m).
- If the dormitory provides a separate space for cupboards/locker rooms, the minimum room space shall be 3 square metres per person (assuming a height of 2.4m).
- The room shall be adequately ventilated and lit.
- Adequate number of toilets and sanitary fittings shall be provided (1 toilet, 1 hand wash basin, 1 urinal and 1 bathroom with bench per 15 male workers).
- Where cooking area is to be provided in the dormitories, such provisions shall be in accordance with the requirements stipulated under Section 2.4 of the latest edition of Singapore Standard CP 102.

The above Singapore guidelines are mentioned as an example of "soft" regulations only. The standards described above may be inappropriate in different environments. Other standards apply in other countries.

A. Specific impacts during the construction phase

The construction of workers' accommodation and its potential impacts on communities should be managed in the same way as for construction of the project itself. Impacts need to be identified and may include health and safety, disturbance issues arising from construction, including traffic (dust, noise and vibration), and involuntary resettlement issues (including physical and economical displacement) when the erecting of workers' accommodation entails land acquisition.

B. Community infrastructure

Workers' influx in the vicinity of a community may strain existing infrastructure, in particular the water and sanitation, electricity and transport systems. Impacts of the worker facility should be avoided or mitigated, and included within the assessment of the overall project.

In general, where facilities are developed close to local communities it is important to provide adequate transport systems to preserve the right of workers' freedom of movement if they are not to become effectively "trapped". This should be balanced against the need to prevent any unnecessary disruption of and/or to the local communities. Therefore it may be appropriate to limit worker movements, but any restriction should be clearly justified by the need to avoid the disruption of local communities, in particular local communities' transport infrastructures – and to provide maximum security and safety to both workers and communities (see PART II, Section E "Workers' rights, rules and regulations on workers' accommodation", below at page 21).

C. Community services and facilities

Depending on the size of the workers' accommodation, conditions of engagement (accompanied or unaccompanied) and the level of services offered to those workers, it may be necessary to assess the impact of workers on local medical, social, educational and recreational services and facilities, potentially to the detriment of nearby communities. It must be ensured that such services and facilities can meet increased demand. If not, services must be available to the workers on site.

D. Local businesses and local employment

Local businesses such as shops, restaurants or bars are likely to benefit from their proximity to workers' living facilities. However, there may also be negative issues that need to be managed such as increases in local prices, crime, prostitution or alcohol consumption (see below Part II, section E).

E. Community health and safety

The presence of a large number of workers, principally males, can give rise to an increased spread of communicable diseases such as HIV/AIDS in particular and other sexually transmitted diseases. In addition, special attention should be paid to risks such as road accidents, and other detrimental consequences of increased traffic generated by the project (dust, noise, and pollution). If the proposed project has major-accident hazards associated with it, emergency response and evacuation plans in accordance to PS4/PR4 will also need to be in place.

F. Community cohesion

The impact of the presence of workers with different lifestyles or cultural backgrounds on the host community needs to be assessed and managed, in particular issues such as religious or other cultural proscriptions, local traditions and community structure and the relationship between men and women.

G. Land acquisition and resettlement

Impacts and mitigation plans relating to land used for workers' accommodation facilities should be managed in the same way as for the project as a whole. As far as possible, land acquisition should be avoided or minimised.

H. Dismantling and reinstatement

Dismantling and reinstatement of workers' accommodation should be taken into account at the outset of the project in order to avoid any unnecessary lasting impacts of the accommodations on the communities (land use for instance). Where possible and appropriate, the facilities can be handed over to the communities.

Benchmarks

1. A community impact assessment has been carried out as part of the Environmental and Social Assessment of the overall project with a view to mitigate the negative impacts of the workers' accommodation on the surrounding communities and to enhance the positive ones.
2. The assessment includes potential health and safety impacts on the communities - including disturbances and safety issues caused by traffic (dust, noise, vibration, road accidents, disease) and consequences of land acquisition and involuntary resettlement occurring during the construction phase of the workers' accommodation.
3. Positive and negative impacts of workers' accommodation on community infrastructures, services and facilities have been included in the assessment, including specific attention to emergency responses and evacuation plans.
4. Impacts of workers' accommodation on community local businesses and local employment have been included in the assessment.
5. General impacts of workers' accommodation on the health of communities (notably the increased risk of road accidents and the increase of communicable diseases) and community social cohesion have been included in the assessment.
6. The assessment includes appropriate mitigation measures to address any adverse impacts identified.

Table 1: A typology of workers' accommodation

Category	Subcategory/examples	Common characteristics	Sectors covered	Key issues
Rural workers' accommodation	Logging camp Off-farm accommodation	Permanent or seasonal Remote	Forestry Agriculture	Worker access Monitoring difficulties
Plantation housing	Worker village Off-farm accommodation	Permanent and long term Families	Agriculture	Need to provide sustainable livelihoods Social infrastructures Living conditions
Construction camp	Worker camp Worker village Mobile worker camp	Temporary Migrant workers Gender separation	Extractives Utilities Infrastructure Manufacturing	Enforcement of standards and monitoring difficulties Relations with the communities Living standards Cost
Mine camp	Company towns Dormitories Integrated within existing communities Commuter (fly-in, fly-out)	Long term Remote location Gender separation	Extractives	Relations with communities Remoteness Living standards Worker access Long shifts No rest periods
Factory dormitory		Permanent Urban Internal migrants	Garments/textiles Manufacturing – toys, electronics	Space Privacy Living standards Deduction of excessive rent from wages

III. Types of workers' accommodation

There is a large variety of workers' living facilities. These may be classified in a number of ways. Table 1 provides one typology. Key criteria may include whether the facilities are temporary or permanent, their location (remote or non-remote), size, or economic sector (agriculture, mining, oil and gas, construction, manufacturing).

The typology above is given as an example only; other classifications are possible. For instance, housing may be categorised in terms

of project phases for example, exploration (fly-in, fly-out camps), construction (temporary construction camp often with large proportion of migrant workers) and operational (permanent, dormitory, possible family accommodation).

Depending on the type of project, specific attention should be given to either providing single workers' accommodation or family accommodation. As a general rule, the more permanent the housing, the greater considerations should be given to enabling workers to live with their families. Such consideration is important where the workforce is

Box 4 - Best practice on home-ownership

When access to property schemes is proposed it is important to guarantee the sustainability of workers' investments. To this end, the location of the project and of the workers' accommodation and their integration in existing communities are factors to take into consideration. Caution should be exercised when offering such schemes in remote locations as it might be impossible to create a sustainable community and to develop non-project-related sources of livelihood.

Affordable housing in a sustainable town: A provider of affordable housing in South Africa and a provider of housing development for the mining sector worked together on a project to move away from mining hostels and rental villages to providing home-ownership opportunities to workers. To this end they developed a 400-plus unit in a village 20 km from the mine with the idea to create an economically and socially viable community close to the mine. A concern was to integrate people within existing communities with the necessary social amenities and infrastructures and to put the emphasis on better housing conditions, home ownership and affordable housing for mining workers. The success of the project relied on the ability for the service provider to take into account the often difficult financial situation of workers. To overcome over-indebtedness of workers, specific access to property schemes and programmes have been designed

including employer support, economies of scale, low interest rate and stepped payment options.

Affordable housing in a self-sustaining community:

An FMO (Netherlands Development Finance Company) client operating a mine in a remote location intends to manage and develop a well-planned, secure and independent village for approximately 1,000 employees. The FMO client is expected to provide residents with basic services, including water, electricity and sewerage as well as education, health services, sports facilities, shops, green areas and places of worship. In addition, provision has been made for a light industrial and small business area to support local business development. The long-term vision is for the Village to grow into a self-sustaining community of over 4,000 houses, which is capable of supporting a variety of small businesses and local enterprises. To support the long-term vision of a self-sustaining village and to provide mine employees with an opportunity to build up cash equity (in the form of a house), the FMO client will promote home ownership. In this context, an employee housing scheme has been designed that allows mine employees in all income categories to acquire title to property through mortgage debt all associated rights and obligations. Participation in the scheme is not a prerequisite for employment. The scheme includes several provisions to ensure affordability of home ownership to all mine employees and to protect employees against downside risks.

not sourced locally and in particular where migrant workers are used.⁵ Provision for families will affect the other facilities necessary and the management of the accommodation. Best practice includes:

- To provide workers and their families individual family accommodation comprising bedrooms, sanitary and cooking facilities with an adequate level of privacy allowing families to have a normal family life.
- To provide nurseries, schools, clinics and recreational facilities for children, or to make sure that those services are readily available in the surrounding communities and of good quality.

Benchmarks

1. Consideration has been given to provision of family accommodation.
2. When arrangements for family accommodations are in place:
 - families are provided with individual accommodation comprising bedroom, sanitary and cooking facilities
 - adequate nursery/school facilities are provided
 - special attention is paid to providing adequate safety for children.

Additional issue

In projects located in rural and remote locations, issues around the question of how workers can travel to their communities/countries of origin might arise. Alternatively, the possibility to create a sustainable community and to bring in the workers' families might be considered.

Box 5 - Best practice on migrant workers' accommodation: Business in the Community - Voluntary Code of Practice on Employing Migrant Workers/Overseas Staff in Great Britain⁶

The Code, which is designed to guide and reinforce best practice in relation to the employment of migrant workers, points out that migrant workers will often have to travel long distances and be in need of accommodation when they take up a job. Consequently, the Code suggests the following.

- Employers should assist with travel costs incurred by migrant workers during the recruitment stage and the repayment of these costs should follow a clear process and the money paid back at an agreed affordable rate over a specified time period. The total amount repayable should be no more than that lent so that workers are not financially disadvantaged.
- Employers, where possible, should support migrant workers in finding suitable accommodation. Workers should not be required to stay in accommodation provided by the employer but should be free to choose their own if they wish to do so. Where employers do provide accommodation, they should ensure that they do not breach the rules relating to the apportionment of wages for payment for accommodation (the accommodation offset rules).
- Employers should help to ensure that, where workers obtain their own accommodation, they are not being exploited, and offer advice and help if requested.
- Employers should ensure that accommodation which is provided is not overcrowded and does not pose a risk to the health and safety of those living there, and that any agreed notice periods are observed.

5. On the increase in the recognition of workers' rights to family life, the ILO Migrant Workers Convention No 143 calls Member States to take all necessary measures which fall within its competence and collaborate with other Members to facilitate the reunion of the families of all migrant workers legally residing in its territory. In the same way, Art 44-2 of the International Convention on the Protection of the Rights of All Migrant Workers and Members of Their Families requires States Parties to take measures that they deem appropriate and that fall within their competence to facilitate the reunion of migrant workers with their spouses [...], as well as with their minor dependent unmarried children.

6. www.bitc.org.uk/resources/publications/migrant_workers_1.html

PART II: STANDARDS FOR AND MANAGEMENT OF WORKERS' ACCOMMODATION

I. Standards for workers' accommodation

This section looks at the principles and standards applicable to the location and construction of workers' accommodation, including the transport systems provided, the general living facilities, rooms/dormitories facilities, sanitary facilities, canteen and cooking facilities, food safety, medical facilities and leisure/social facilities.

A. National/local standards

The key standards that need to be taken into consideration, as a baseline, are those contained in national/local regulations. Although it is quite unusual to find regulations specifically covering workers' accommodation, there may well be general construction standards which will be relevant. These may include the following standards:

- **Building construction:** for example, quality of material, construction methods, resistance to earthquakes.
- **Housing and public housing:** in some countries regulations for housing and public housing contain requirements on issues such as the basic amenities, and standards of repair.
- **General health, safety and security:** requirements on health and safety are often an important part of building standards and might include provisions on occupation density, minimal air volumes, ventilation, the quality of the flooring (slip-resistant) or security against intrusion.
- **Fire safety:** requirements on fire safety are common and are likely to apply to housing facilities of any type. This can include provision on fire extinguishers, fire alarms, number and size of staircases and emergency exits, restrictions on the use of certain building materials.
- **Electricity, plumbing, water and sanitation:** national design and construction standards often include very detailed provisions on electricity or plumbing fixtures/fittings, water and sanitation connection/equipment.

Benchmark

1. The relevant national and local regulations have been identified and implemented.

B. General living facilities

Ensuring good standards in living facilities is important in order to avoid safety hazards and to protect workers from diseases and/or illness resulting from humidity, bad/stagnant water (or lack of water), cold, spread of fungus, proliferation of insects or rodents, as well as to maintain a good level of morale. The location of the facilities is important to prevent exposure to wind, fire, flood and other natural hazards. It is also important that workers' accommodation is unaffected by the environmental or operational impacts of the worksite (for example noise, emissions or dust) but is sufficiently close that workers do not have to spend undue amounts of time travelling from their accommodation to the worksite. Living facilities should be built using adequate materials and should always be kept in good repair, clean and free from rubbish and other refuse.

Benchmarks

1. Living facilities are located to avoid flooding and other natural hazards.
2. Where possible, living facilities are located within a reasonable distance from the worksite.
3. Transport from the living facilities to worksite is safe and free.
4. The living facilities are built with adequate materials, kept in good repair and kept clean and free from rubbish and other refuse.

Drainage

The presence of stagnant water is a factor of proliferation of potential disease vectors such as mosquitoes, flies and others, and must be avoided.

Benchmarks

1. The building site is adequately drained to avoid the accumulation of stagnant water.

Heating, air conditioning, ventilation and light

Heating, air-conditioning and ventilation should be appropriate for the climatic conditions and provide workers with a comfortable and healthy environment to rest and spend their spare time.

Benchmarks

1. For facilities located in cold weather zones, the temperature is kept at a level of around 20 degrees Celsius notwithstanding the need for adequate ventilation.
2. For facilities located in hot weather zones, adequate ventilation and/or air conditioning systems are provided.
3. Both natural and artificial lighting are provided and maintained in living facilities. It is best practice that the window area represents not less than 5% to 10% of the floor area. Emergency lighting is provided.

Water

Special attention to water quality and quantity is absolutely essential. To prevent dehydration, water poisoning and diseases resulting from lack of hygiene, workers should always have easy access to a source of clean water. An adequate supply of potable water must be available in the same buildings where bedrooms or dormitories are provided. Drinking water must meet local or WHO drinking water standards⁷ and water quality must be monitored regularly. Depending on the local context, it could either be produced by dedicated catchment and treatment facilities or tapped from existing municipal facilities if their capacity and quality are adequate.

Benchmarks

1. Access to an adequate and convenient supply of free potable water is always available to workers. Depending on climate, weather conditions and accommodation standards, 80 to 180 litres per person per day are available.
2. Drinking water meets national/local or WHO drinking water standards.⁸
3. All tanks used for the storage of drinking water are constructed and covered as to prevent water stored therein from becoming polluted or contaminated.

4. Drinking water quality is regularly monitored.

Wastewater and solid waste

Wastewater treatment and effluent discharge as well as solid waste treatment and disposal must comply with local or World Bank effluent discharge standards⁹ and be adequately designed to prevent contamination of any water body, to ensure hygiene and to avoid the spread of infections and diseases, the proliferation of mosquitoes, flies, rodents, and other pest vectors. Depending on the local context, treatment and disposal services can be either provided by dedicated or existing municipal facilities.

Benchmarks

1. Wastewater, sewage, food and any other waste materials are adequately discharged, in compliance with local or World Bank standards – whichever is more stringent – and without causing any significant impacts on camp residents, the biophysical environment or surrounding communities.
2. Specific containers for rubbish collection are provided and emptied on a regular basis. Standards range from providing an adequate number of rubbish containers to providing leak proof, non-absorbent, rust and corrosion-resistant containers protected from insects and rodents. In addition it is best practice to locate rubbish containers 30 metres from each shelter on a wooden, metal, or concrete stand. Such containers must be emptied at regular intervals (to be determined based on temperatures and volumes generated) to avoid unpleasant odours associated with decaying organic materials.
3. Pest extermination, vector control and disinfection are carried out throughout the living facilities in compliance with local requirements and/or good practice. Where warranted, pest and vector monitoring should be performed on a regular basis.

7. www.who.int/water_sanitation_health/dwq/en/

8. *ibid*

9. As per the "Pollution Prevention and Abatement Handbook", World Bank Group, July 1998, available from www.worldbank.org

C. Room/dormitory facilities

The standards of the rooms or dormitory facilities are important to allow workers to rest properly and to maintain good standards of hygiene. Overcrowding should be avoided particularly. This also has an impact on workers' productivity and reduces work-related accidents. It is generally acknowledged that rooms/dormitories should be kept clean and in a good condition. Exposure to noise and odour should be minimised. In addition, room/dormitory design and equipment should strive to offer workers a maximum of privacy. Resorting to dormitories should be minimised and single or double rooms are preferred. Dormitories and rooms must be single-sex.

Benchmarks

1. Rooms/dormitories are kept in good condition.
2. Rooms/dormitories are aired and cleaned at regular intervals.
3. Rooms/dormitories are built with easily cleanable flooring material.
4. Sanitary facilities are located within the same buildings and provided separately for men and women.
5. Density standards are expressed either in terms of minimal volume per resident or of minimal floor space. Usual standards range from 10 to 12.5 cubic metres (volume) or 4 to 5.5 square metres (surface).
6. A minimum ceiling height of 2.10 metres is provided.
7. In collective rooms, which are minimised, in order to provide workers with some privacy, only a reasonable number of workers are allowed to share the same room. Standards range from 2 to 8 workers.
8. All doors and windows should be lockable, and provided with mosquito screens where conditions warrant.
9. There should be mobile partitions or curtains to ensure privacy.
10. Every resident is provided with adequate furniture such as a table, a chair, a mirror and a bedside light.
11. Separate sleeping areas are provided for men and women, except in family accommodation.

Additional issue

Irrespective of whether workers are supposed to keep their facilities clean, it is the responsibility of the accommodation manager to ensure that rooms/dormitories and sanitary facilities are in good condition.

Bed arrangements and storage facilities

The provision of an adequate numbers of beds of an appropriate size is essential to provide workers with decent, safe and hygienic conditions to rest and sleep. Here again, particular attention should be paid to privacy. Consideration should be given to local customs so beds could be replaced by hammocks or sleeping mats for instance.

Benchmarks

1. A separate bed for each worker is provided. The practice of "hot-bedding" should be avoided.
2. There is a minimum space between beds of 1 metre.
3. Double deck bunks are not advisable for fire safety and hygiene reasons, and their use is minimised. Where they are used, there must be enough clear space between the lower and upper bunk of the bed. Standards range from 0.7 to 1.10 metres.
4. Triple deck bunks are prohibited.
5. Each worker is provided with a comfortable mattress, pillow, cover and clean bedding.
6. Bed linen is washed frequently and applied with repellents and disinfectants where conditions warrant (malaria).
7. Facilities for the storage of personal belongings for workers are provided. Standards vary from providing an individual cupboard for each worker to providing 475-litre big lockers and 1 metre of shelf unit.
8. Separate storage for work boots and other personal protection equipment, as well as drying/airing areas may need to be provided depending on conditions.

D. Sanitary and toilet facilities

It is essential to allow workers to maintain a good standard of personal hygiene but also to prevent contamination and the spread of diseases which result from inadequate sanitary facilities. Sanitary and toilet facilities will always include all of the following: toilets, urinals, washbasins and showers. Sanitary and toilet facilities should be kept in a clean and fully working condition. Facilities should also be constructed of materials that are easily cleanable and ensure privacy. Sanitary and toilet facilities are never shared between male and female residents, except in family accommodation. Where necessary, specific additional sanitary facilities are provided for women.

Benchmarks

1. Sanitary and toilet facilities are constructed of materials that are easily cleanable.
2. Sanitary and toilet facilities are cleaned frequently and kept in working condition.
3. Sanitary and toilet facilities are designed to provide workers with adequate privacy, including ceiling to floor partitions and lockable doors.
4. Sanitary and toilet facilities are not shared between men and women, except in family accommodation.

Toilet facilities

Toilet arrangements are essential to avoid any contamination and prevent the spread of infectious disease.

Benchmarks

1. An adequate number of toilets is provided to workers. Standards range from 1 unit to 15 persons to 1 unit per 6 persons. For urinals, usual standards are 1 unit to 15 persons.
2. Toilet facilities are conveniently located and easily accessible. Standards range from 30 to 60 metres from rooms/dormitories. Toilet rooms shall be located so as to be accessible without any individual passing through any sleeping room. In addition, all toilet rooms should be well-lit, have good ventilation or external windows, have sufficient hand wash basins and be conveniently located. Toilets and other sanitary facilities should be ("must be" in cold climates) in the same building as rooms and dormitories.

Showers/bathrooms and other sanitary facilities

Hand wash basins and showers should be provided in conjunction with rooms/dormitories. These facilities must be kept in good working condition and cleaned frequently. The flooring for shower facilities should be of hard washable materials, damp-proof and properly drained. Adequate space must be provided for hanging, drying and airing clothes. Suitable light, ventilation and soap should be provided. Lastly, hand washing, shower and other sanitary facilities should be located within a reasonable distance from other facilities and from sleeping facilities in particular.

Benchmarks

1. Shower/bathroom flooring is made of anti-slip hard washable materials.
2. An adequate number of handwash facilities is provided to workers. Standards range from 1 unit to each 15 persons to 1 unit per 6 workers. Handwash facilities should consist of a tap and a basin, soap and hygienic means of drying hands.
3. An adequate number of shower/bathroom facilities is provided to workers. Standards range from 1 unit to 15 persons to 1 unit per 6 persons.
4. Showers/bathrooms are conveniently located.
5. Shower/bathroom facilities are provided with an adequate supply of cold and hot running water.

E. Canteen, cooking and laundry facilities

Good standards of hygiene in canteen/dining halls and cooking facilities are crucial. Adequate canteen, cooking and laundry facilities and equipments should also be provided. When caterers are contracted to manage kitchens and canteens, special attention should be paid to ensure that contractors take into account and implement the benchmarks below, and that adequate reporting and monitoring mechanisms are in place. When workers can individually cook their meals, they should be provided with a space separate from the sleeping areas. Facilities must be kept in a clean and sanitary condition. In addition, canteen, kitchen, cooking and laundry floors, ceilings and walls should be made of easily cleanable materials.

Benchmarks

1. Canteen, cooking and laundry facilities are built in adequate and easy to clean materials.
2. Canteen, cooking and laundry facilities are kept in a clean and sanitary condition.
3. If workers can cook their own meals, kitchen space is provided separate from sleeping areas.

Laundry facilities

Providing facilities for workers to wash both work and non-work related clothes is essential for personal hygiene. The alternative is for the employer to provide a free laundry service.

Benchmarks

1. Adequate facilities for washing and drying clothes are provided. Standards range from providing sinks or tubs with hot and cold water, cleaning soap and drying lines to providing washing machines and dryers.
2. When work clothes are used in contact with dangerous substance (for example, application of pesticide), special laundry facilities (washing machines) should be provided.

Additional issue

When workers are provided with facilities allowing them to individually do their laundry or cooking, it should be the responsibility of each worker to keep the facilities in a clean and sanitary condition. Nonetheless, it is the responsibility of the accommodation manager to make sure the standards are respected and to provide an adequate cleaning, disinfection and pest/vector control service when necessary.

Additional issue

When the employer provides family accommodation, it is best practice to provide each family with a private kitchen or the necessary cooking equipment to allow the family to cook on their own.

Canteen and cooking facilities

Canteen and cooking facilities should provide sufficient space for preparing food and eating, as well as conform to hygiene and safety requirements.

Benchmarks

1. Canteens have a reasonable amount of space per worker. Standards range from 1 square metre to 1.5 square metres.
2. Canteens are adequately furnished. Standards range from providing tables, benches, individual drinking cups and plates to providing special drinking fountains.
3. Places for food preparation are designed to permit good food hygiene practices, including protection against contamination between and during food preparation.
4. Kitchens are provided with facilities to maintain adequate personal hygiene including a sufficient number of washbasins designated for cleaning hands with clean, running water and materials for hygienic drying.
5. Wall surfaces adjacent to cooking areas are made of fire-resistant materials. Food preparation tables are also equipped with a smooth durable washable surface. Lastly, in order to enable easy cleaning, it is good practice that stoves are not sealed against a wall, benches and fixtures are not built into the floor, and all cupboards and other fixtures and all walls and ceilings have a smooth durable washable surface.
6. All kitchen floors, ceiling and wall surfaces adjacent to or above food preparation and cooking areas are built using durable, non-absorbent, easily cleanable, non-toxic materials.
7. Wall surfaces adjacent to cooking areas are made of fire-resistant materials. Food preparation tables are equipped with a smooth, durable, easily cleanable, non-corrosive surface made of non-toxic materials. Lastly, in order to enable easy cleaning, it is good practice that stoves are not sealed against a wall, benches and fixtures are not built into the floor, and all cupboards and other fixtures have a smooth, durable and washable surface.
8. Adequate facilities for cleaning, disinfecting and storage of cooking utensils and equipment are provided.
9. Food waste and other refuse are to be adequately deposited in sealable containers and removed from the kitchen frequently to avoid accumulation.

F. Standards for nutrition and food safety

When cooking for a number of workers, hygiene and food safety are absolutely critical. In addition to providing safe food, providing nutritious food is important as it has a very direct impact on workers' productivity and well-being. An ILO study demonstrates that good nutrition at work leads to gains in productivity and worker morale, prevention of accidents and premature deaths and reductions in health care costs.¹⁰

Benchmarks

1. The WHO 5 keys to safer food or an equivalent process is implemented (see Box 6 below).
2. Food provided to workers contains an appropriate level of nutritional value and takes into account religious/cultural backgrounds; different choices of food are served if workers have different cultural/religious backgrounds.
3. Food is prepared by cooks. It is also best practice that meals are planned by a trained nutritionist.

Box 6 - Five keys to safer food

Keep clean

Wash your hands before handling food and often during food preparation.

Wash your hands after going to the toilet.

Wash and sanitise all surfaces and equipment used for food preparation.

Protect kitchen areas and food from insects, pests and other animals.

While most micro organisms do not cause disease, dangerous micro organisms are widely found in soil, water, animals and people. These micro organisms are carried on hands, wiping cloths and utensils, especially cutting boards and the slightest contact can transfer them to food and cause food borne diseases.

Separate raw and cooked

Separate raw meat, poultry and seafood from other foods.

Use separate equipment and utensils such as knives and cutting boards for handling raw foods.

Store food in containers to avoid contact between raw and prepared foods.

Raw food, especially meat, poultry and seafood, and their juices, can contain dangerous micro organisms which may be transferred onto other foods during food preparation and storage.

Cook thoroughly

Cook food thoroughly, especially meat, poultry, eggs and seafood.

Bring foods like soups and stews to boiling to make sure that they have reached 70°C. For meat and poultry, make sure that juices are clear, not pink. Ideally, use a thermometer.

Reheat cooked food thoroughly.

Proper cooking kills almost all dangerous micro organisms. Studies have shown that cooking food to a temperature of 70°C can help ensure it is safe for consumption. Foods that require special attention include minced meats, rolled roasts, large joints of meat and whole poultry.

Keep food at safe temperatures

Do not leave cooked food at room temperature for more than 2 hours.

Refrigerate promptly all cooked and perishable food (preferably below 5°C).

Keep cooked food piping hot (more than 60°C) prior to serving.

Do not store food too long even in the refrigerator.

Do not thaw frozen food at room temperature.

Micro organisms can multiply very quickly if food is stored at room temperature. By holding at temperatures below 5°C or above 60°C, the growth of micro organisms is slowed down or stopped. Some dangerous micro organisms still grow below 5°C.

Use safe water and raw materials

Use safe water or treat it to make it safe.

Select fresh and wholesome foods.

Choose foods processed for safety, such as pasteurised milk.

Wash fruits and vegetables, especially if eaten raw.

Do not use food beyond its expiry date.

Raw materials, including water and ice, may be contaminated with dangerous micro organisms and chemicals. Toxic chemicals may be formed in damaged and mouldy foods. Take care in selection of raw materials and implement simple measures such as washing.

Source: World Health Organization, *Food Safety*

www.who.int/foodsafety/publications/consumer/en/5keys_en.pdf

10. C. Wanjek (2005), "Food at Work - Workplace solutions for malnutrition, obesity and chronic disease", International Labour Organization, Geneva.

G. Medical facilities

Access to adequate medical facilities is important to maintain workers' health and to provide adequate responses in case of health emergency situations. The availability or level of medical facilities provided in workers' accommodation is likely to depend on the number of workers living on site, the medical facilities already existing in the neighbouring communities and the availability of transport. However, first aid must always be available on site.

First aid facilities

Providing adequate first aid training and facilities can save lives and prevent minor injuries becoming major ones.

Other medical facilities

Depending on the number of workers living on site and the medical services offered in the surrounding communities, it is important to provide workers with additional medical facilities. Special facilities for sick workers and medical services such as dental care, surgery, a dedicated emergency room can, for instance, be provided.

Benchmarks

1. A number of first aid kits adequate to the number of residents are available.
2. First aid kits are adequately stocked. Where possible a 24/7 first aid service/facility is available.
3. An adequate number of staff/workers is trained to provide first aid.
4. Where possible and depending on the medical infrastructures existing in the community, other medical facilities are provided (nurse rooms, dental care, minor surgery).

Box 7 - UK/HSE First Aid facilities

What should be in a first aid kit?

There is no standard list and it very much depends on the assessment of the needs in a particular workplace:

- a leaflet giving general guidance on first aid, for example HSE leaflet *Basic advice on first aid at work*
- individually wrapped sterile adhesive dressings (assorted sizes)
- two sterile eye pads
- four individually wrapped triangular bandages (preferably sterile)
- six safety pins
- six medium-sized (approximately 12 cm x 12 cm) individually wrapped sterile unmedicated wound dressings
- two large (approximately 18 cm x 18 cm) sterile individually wrapped unmedicated wound dressings
- one pair of disposable gloves.

What should be kept in the first aid room?

The room should contain essential first aid facilities and equipment. Typical examples of these are:

- a sink with hot and cold running water
- drinking water and disposable cups
- soap and paper towels
- a store for first aid materials
- foot-operated refuse containers, lined with disposable yellow clinical waste bags or a container for the safe disposal of clinical waste
- a couch with waterproof protection, clean pillows and blankets
- a chair
- a telephone or other communication equipment
- a record book for recording incidents where first aid has been given.

Source: UK Health and Safety Executive

H. Leisure, social and telecommunication facilities

Basic leisure and social facilities are important for workers to rest and also to socialise during their free time. This is particularly true where workers' accommodation is located in remote areas far from any communities. Where workers' accommodation is located in the vicinity of a village or a town, existing leisure or social facilities can be used so long as this does not cause disruption to the access and enjoyment of local community members. But in any case, social spaces should also be provided on site. Exercise and recreational facilities will increase workers' welfare and reduce the impact of the presence of workers in the surrounding communities. In addition it is also important to provide workers with adequate means to communicate with the outside world, especially when workers' accommodation is located in a remote location or where workers live on site without their family or are migrants. Consideration of cultural attitudes is important. Provision of space for religious observance needs to be considered, taking account of the local context and potential conflicts in certain situations.

Benchmarks

1. Basic collective social/rest spaces are provided to workers. Standards range from providing workers multi-purpose halls to providing designated areas for radio, TV, cinema.
2. Recreational facilities are provided. Standards range from providing exercise equipment to providing a library, swimming pool, tennis courts, table tennis, educational facilities.
3. Workers are provided with dedicated places for religious observance if the context warrants.
4. Workers have access to public phones at affordable/public prices (that is, not inflated).
5. Internet facilities can also be provided, particularly where large numbers of expatriates/Third Country Nationals (TCNs) are accommodated.

Box 8 - Examples of social/leisure facilities

In Qatar there is a newly built 170-hectare complex which accommodates contractors and more than 35,000 workers for a project run by a major oil company. At the heart of this complex, the recreation area includes extensive sport facilities, a safety-training centre, an outdoor cinema and a park. The purpose of those facilities goes beyond providing adequate accommodation to the large numbers of contractors and workers on this project but is designed to provide the same level of services as a small town. The accommodation complex has a mayor, as well as a dedicated welfare team which is responsible for the workers' welfare, cultural festivals and also acts as the community's advocates.

II. Managing workers' accommodation

Once the living facilities have been constructed and are operational, effective ongoing management of living facilities is essential. This encompasses issues such as the physical maintenance of buildings, security and consultation with residents and neighbouring communities in order to ensure the implementation of the housing standards in the long term.

A. Management and staff

Worker camps and housing facilities should have a written management plan, including management policies or plans on health and safety, security, living conditions, workers' rights and representation, relationships with the communities and grievance processes. Part of those policies and plans can take the form of codes of conduct. The quality of the staff managing and maintaining the accommodation facilities will have a decisive impact on the level of standards which are implemented and the well-being of workers (for instance on the food safety or overall hygiene standards). It is therefore important to ensure that managers are competent and other workers are adequately skilled. The manager will be responsible for overseeing staff, for ensuring the implementation of the accommodation standards and for the implementation of the management plans. It is important the accommodation manager has the corresponding authority to do so.

If the facility is being managed by a contractor, as is often the case, the expected housing and management standards should be specified in the relevant contract, and mechanisms to ensure that those standards are implemented should be set up. As part of this process, the accommodation manager (or contractor) should have a duty to monitor the application of the accommodation standards and to report frequently on their implementation to the client.

Benchmarks

1. There are management plans and policies especially in the field of health and safety (with emergency responses), security, workers' rights, relationships with the communities.
2. An appointed person with the adequate background and experience is in charge of managing the workers' accommodation.
3. If contractors are being used, there are clear contractual management responsibilities and monitoring and reporting requirements.
4. Depending on the size of the accommodation, there is a sufficient number of staff in charge of cleaning, cooking and of general maintenance.
5. Such staff are recruited from the local communities.
6. Staff have received basic health and safety training.
7. Persons in charge of the kitchen are trained in nutrition and food-handling and adequately supervised.

B. Charging fees for accommodation and services

Charging fees for the accommodation or the services provided to workers such as food or transport should be avoided where workers do not have the choice to live or eat anywhere else, or if deemed unavoidable, should take into account the specific nature of workers' accommodation. Any charges should be transparent, discussed during recruitment and specified in workers' contracts. Any such charges should still leave workers with sufficient income and should never lead to a worker becoming indebted to an employer.

Benchmarks

1. When fees are charged, workers are provided with clear information and a detailed description of all payments made such as rent, deposit and other fees.
2. When company housing is considered to be part of workers' wages, it is best practice that workers are provided with an employment contract clearly specifying housing arrangements and regulations, in particular rules concerning payments and fees, facilities and services offered and rules of notice.
3. When fees are charged, the renting arrangements are fair and do not cost the worker more than a small proportion of income and never include a speculative profit.
4. Food and other services are free or are reasonably priced, never above the local market price.
5. The provision of accommodation or other services by employers as a payment for work is prohibited.

Additional issue

To avoid that fair renting arrangements turn into unfair ones, any deposit of advance should be set at a reasonable level and it is best practice that renting prices include a fixed fee covering the water needed and the use of the energy required to the functioning of the heating/cooling/ventilation/cooking systems. However, in such cases it might be necessary to raise workers' awareness to ensure that workers will use the facilities responsibly, particularly in areas where water is scarce.

C. Health and safety on site

The company or body in charge of managing the workers' accommodation should have the prime responsibility for ensuring workers' physical well-being and integrity. This involves making sure that the facilities are kept in good condition (ensuring that sanitary standards or fire regulations are respected for instance) and that adequate health and safety plans and standards are designed and implemented.

Benchmarks

1. Health and safety management plans including electrical, mechanical, structural and food safety have been carefully designed and are implemented.
2. The person in charge of managing the accommodation has a specific duty to report to the health authorities the outbreak of any contagious diseases, food poisoning and other important casualties.
3. An adequate number of staff/workers is trained to provide first aid.
4. A specific fire safety plan is prepared, including training of fire wardens, periodic testing and monitoring of fire safety equipment and periodic drills.
5. Guidance on the detrimental effects of the abuse of alcohol and drugs and other potentially harmful substances and the risk and concerns relating to HIV/AIDS and of other health risk-related activities is provided to workers. It is best practice to develop a clear policy on this issue.
6. Workers have access to adequate preventive measures such as contraception (condoms in particular) and mosquito nets.
7. Workers have easy access to medical facilities and medical staff. Where possible, female doctors/nurses should be available for female workers.
8. Emergency plans on health and fire safety are prepared. Depending on the local context, additional emergency plans are prepared as needed to handle specific occurrences (earthquakes, floods, tornadoes).

D. Security of workers' accommodation

Ensuring the security of workers and their property on the accommodation site is of key importance. To this end, a security plan must be carefully designed including appropriate measures to protect workers against theft and attacks. Policies regarding the use of force (force can only be used for preventive and defensive purposes in proportion to the nature and the extent of the threat) should also be

carefully designed. To implement those plans, it may be necessary to contract security services or to recruit one or several staff whose main responsibility is to provide security to safeguard workers and property. Before making any security arrangements, it is necessary to assess the risks of such arrangements to those within and outside the workers' accommodation and to respect best international practices, including IFC PS4 and EBRD PR4 and applicable law.¹¹ Particular attention should be paid to the safety and security of women workers.

Benchmarks

1. A security plan including clear measures to protect workers against theft and attack is implemented.
2. A security plan including clear policies on the use of force has been carefully designed and is implemented.
3. Security staff have been checked to ensure that they have not been implicated in any previous crimes or abuses. Where appropriate, security staff from both genders are recruited.
4. Security staff have a clear mandate and have received clear instruction about their duties and responsibilities, in particular their duties not to harass, intimidate, discipline or discriminate against workers.
5. Security staff have received adequate training in dealing with domestic violence and the use of force.
6. Security staff have a good understanding about the importance of respecting workers' rights and the rights of the communities.
7. Body searches are only allowed in specific circumstances and are performed by specially trained security staff using the least-intrusive means possible. Pat down searches on female workers can only be performed by female security staff.
8. Security staff adopt an appropriate conduct towards workers and communities.
9. Workers and members of the surrounding communities have specific means to raise concerns about security arrangement and staff.

11. See for instance the Voluntary Principles on Security and Human Rights. www.voluntaryprinciples.org/principles

E. Workers' rights, rules and regulations on workers' accommodation

Freedoms and human rights of workers should be recognised and respected within their living quarters just as within the working environment. House rules and regulations should be reasonable and non-discriminatory. It is best practice that workers' representatives are consulted about those rules. House rules and regulations should not prevent workers from exercising their basic rights. In particular, workers' freedom of movement needs to be preserved if they are not to become effectively "trapped". To this end it is good practice to provide workers with 24/7 access to the accommodation and free transport services to and from the surrounding communities. Any restriction to this freedom of movement should be limited and duly justified. Penalties for breaking the rules should be proportional and implemented through a proper procedure allowing workers to defend themselves and to challenge the decision taken. The relationship between continuing employment and compliance with the rules of the workers' accommodation should be clear and particular attention should be paid to ensure that housing rules do not create indirect limitation of the right to freedom of association. Best practice might include a code of conduct relating to the accommodation to be signed together with the contract of employment.

Box 9 - Dole housing plantation regulation in Costa Rica

In every plantation there is an internal accommodation regulation that every worker is required to sign together with his/her employment contract. That document describes the behaviour which is expected from workers at all times and basic rules such as the prohibition of alcohol and the interdiction to make noise after a certain time at night. In case there is any problem concerning the application of those internal rules, a set of disciplinary procedures which have been designed with the workers' representatives can be enforced. Workers are absolutely free to enter or leave the site and do not have any restrictions in relation to accessing their living quarters. Families are not allowed in the living quarters unless they have been registered for a visit.

Benchmarks

1. Restriction of workers' freedom of movement to and from the site is limited and duly justified. It is good practice to provide workers 24/7 access to the accommodation site. Any restrictions based on security reasons should be balanced by the necessity to respect workers' freedom of movement.
2. Where possible, an adequate transport system to surrounding communities is provided. It is good practice to provide workers with free transportation to and from local communities.
3. Withholding workers' ID papers is prohibited.
4. Freedom of association is expressly respected. Provisions restricting workers' rights on site should take into account the direct and indirect effect on workers' freedom of association. It is best practice to provide trade union representatives access to workers in the accommodation site.
5. Workers' gender and religious, cultural and social backgrounds are respected. In particular, workers should be provided with the possibility of celebrating religious holidays and observances.
6. Workers are made aware of their rights and obligations and are provided with a copy of the internal workers' accommodation rules, procedures and sanction mechanisms in a language or through a media which they understand.
7. Housing regulations, including those relating to allocation of housing, should be non-discriminatory. Any justifiable discriminatory rules – for example all-male dormitories – should be strictly limited to the rules which are necessary to ensure the smooth running of the worker camp and to maintain a good relationship with the surrounding communities.
8. Where possible, visitor access should be allowed.
9. Decisions should be made on whether to prohibit alcohol, tobacco and third party access or not from the camp and the relevant rules should be clearly communicated to all residents and workers.
10. A fair and non-discriminatory procedure exists to implement disciplinary procedures including the right of workers to defend themselves (see also next section).

F. Consultation and grievance mechanisms

All residents should be made aware of any rules governing the accommodation and the consequences of breaking such rules. Processes that allow for consultation between site management and the resident workers will assist in the smooth running of an accommodation site. These may include a dormitory or camp committee as well as formal processes that allow workers to lodge any grievances about their accommodation.

Benchmarks

1. Mechanisms for workers' consultation have been designed and implemented. It is best practice to set up a review committee which includes representatives elected by workers.
2. Processes and mechanisms for workers to articulate their grievances are provided to workers. Such mechanisms are in accordance with PS2/PR2.
3. Workers subjected to disciplinary proceedings arising from behaviour in the accommodation should have access to a fair and transparent hearing with the possibility to contest decisions and refer the dispute to independent arbitration or relevant public authorities.
4. In case conflicts between workers themselves or between workers and staff break out, workers have the possibility of easily accessing a fair conflict resolution mechanism.
5. In cases where more serious offences occur, including serious physical or mental abuse, there are mechanisms to ensure full cooperation with the police authority (where adequate).

Additional issue

Alcohol is a complex issue and requires a very clear policy from the workers' accommodation management. If a non-alcohol policy is taken, special attention should be paid to clearly communicate the interdiction, how it applies and the consequences for breaching this rule. Special attention should also be paid to enforce it adequately.

G. Management of community relations

Workers' living facilities have various ongoing impacts on adjacent communities. In order to manage these, it is good practice to design a thorough community relations management plan. This plan will contain the processes to implement the findings of the preliminary community impact assessment and to identify, manage, mitigate or enhance ongoing impacts of the workers' accommodation on the surrounding communities.

Issues to be taken into consideration include:

- community development – impact of workers' camp on local employment, possibility of enhancing local employment and income generation through local sourcing of goods and services
- community needs – ways to identify and address community needs related to the arrival of specific infrastructures such as telecommunications, water sanitation, roads, health care, education, housing
- community health and safety – addressing and reducing the risk in the increase in communicable diseases, corruption, trade in illegal substances such as drugs, alcohol (in the Muslim context), petty crimes and other sorts of violence, road accidents
- community social and cultural cohesion – ways to mitigate the impact of the presence of large numbers of foreign workers, often males, with different cultural and religious background, ways to mitigate the possible shift in social, economic and political structures due to changes in access to income generation opportunities.

Benchmarks

1. Community relations plans addressing issues around community development, community needs, community health and safety and community social and cultural cohesion have been designed and implemented.
2. Community relations plans include the setting up of a liaison mechanism allowing a constant exchange of information and consultation with the local communities in order to identify and respond quickly to any problems and maintain good working relationships.
3. A senior manager is in charge of implementing the community relations management plan and liaising with the community.

4. The impacts of workers' accommodation on local communities are periodically reviewed, mitigated or enhanced.
5. Community representatives are provided with an easy means to voice their opinions and to lodge complaints.
6. There is a transparent and efficient process for dealing with community grievances, in accordance with PS1/PR10.

Box 10 - Examples of community relations management

Community consultation in the Baku-Tbilisi-Ceyhan (BTC) pipeline

The BTC pipeline's Environment and Social Management Plans incorporated a Worker Camp Management Plan to be implemented by the construction contractor. As part of ongoing community liaison over the project as a whole, community liaison officers were appointed for worker camps who were responsible for meeting regularly with communities, identifying issues and addressing community concerns. A particular responsibility was to review HR records and disciplinary logs at worker camps to assess that rules were being implemented effectively and that any community liaison after any incidents was effective.

ANNEX I: CHECKLIST ON WORKERS' ACCOMMODATION

	Y	N	N/A	Comments
General regulatory framework				
Have the international/national/local regulatory frameworks been reviewed?				
Are mandatory provisions on workers' accommodation identified?				
Assessing the need for workers' accommodation				
Availability of the workforce				
Has there been an assessment of workers' availability in the neighbouring communities?				
Has there been an assessment of the skills and competencies of the local workforce and how do those skills and competencies fit the project's need?				
Has there been an assessment of the possibility of training a local workforce in order to fulfil the project's needs?				
Availability of housing				
Has there been a comprehensive assessment of the different type of housing available in the surrounding communities prior to building any workers' accommodation?				
For a larger project: is that assessment included in the Environmental and Social Impact Assessment?				
Has there been an assessment of the impact on the communities of using existing housing opportunities?				
Have measures to mitigate adverse impacts on the local housing market been identified and included in the Environmental and Social Action Plan (ESAP) or other relevant action plan?				

Y	N	N/A	Comments
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Assessing impacts of workers' accommodation on communities

Has a community impact assessment been carried out as part of the Environmental and Social Assessment of the overall project with a view to mitigate the negative impacts of the workers' accommodation on the surrounding communities and to enhance the positive ones?				
Have the potential health and safety impacts and consequences of land acquisition and involuntary resettlement occurring during the construction phase of the workers' accommodation been included in the assessment?				
Have the impacts of workers' accommodation on community infrastructures, services and facilities been included in the assessment?				
Have the impacts on local community's businesses and local employment been included in the assessment?				
Have general impacts of workers' accommodation on communities' health, (notably the increased risk of road accidents and of communicable diseases), and community social cohesion been included in the assessment?				
Does the assessment include appropriate mitigation measures to address any adverse impacts identified?				

Types of workers' accommodation

Has consideration been given to provision of family accommodation?				
Are individual accommodations comprising bedrooms, sanitary and cooking facilities provided as part of the family accommodation?				
Are adequate nursery/school facilities provided?				
Is special attention paid to providing adequate safety for children?				

Y	N	N/A	Comments
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Standards for workers' accommodation

National/local standards

Have the relevant national/local regulations been identified and implemented?

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General living facilities

Is the location of the facilities designed to avoid flooding or other natural hazards?

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Are the living facilities located within a reasonable distance from the worksite?

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Is transport provided to worksite safe and free?

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Are the living facilities built using adequate materials, kept in good repair and kept clean and free from rubbish and other refuse?

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Drainage

Is the site adequately drained?

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Heating, air conditioning, ventilation and light

Depending on climate are living facilities provided with adequate heating, ventilation, air conditioning and light systems including emergency lighting?

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Water

Do workers have easy access to a supply of clean/potable water in adequate quantities?

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Does the quality of the water comply with national/local requirements or WHO standards?

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Are tanks used for the storage of drinking water constructed and covered to prevent water stored therein from becoming polluted or contaminated?

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Is the quality of the drinking water regularly monitored?

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Y	N	N/A	Comments
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Wastewater and solid waste

Are wastewater, sewage, food and any other waste materials adequately discharged in compliance with local or World Bank standards and without causing any significant impacts on camp residents, the environment or surrounding communities?				
Are specific containers for rubbish collection provided and emptied on a regular basis?				
Are pest extermination, vector control and disinfection undertaken throughout the living facilities?				

Rooms/dormitories facilities

Are the rooms/dormitories kept in good condition?				
Are the rooms/dormitories aired and cleaned at regular intervals?				
Are the rooms/dormitories built with easily cleanable flooring material?				
Are the rooms/dormitories and sanitary facilities located in the same buildings?				
Are residents provided with enough space?				
Is the ceiling height high enough?				
Is the number of workers sharing the same room/dormitory minimised?				
Are the doors and windows lockable and provided with mosquito screens when necessary?				
Are mobile partitions or curtains provided?				
Is suitable furniture such as table, chair, mirror, bedside light provided for every worker?				
Are separate sleeping areas provided for men and women?				

	Y	N	N/A	Comments
Bed arrangements and storage facilities				
Is there a separate bed provided for every worker?				
Is the practice of “hot-bedding” prohibited?				
Is there a minimum space of 1 metre between beds?				
Is the use of double deck bunks minimised?				
When double deck bunks are in use, is there enough clear space between the lower and upper bunk of the bed?				
Are triple deck bunks prohibited?				
Are workers provided with comfortable mattresses, pillows and clean bed linens?				
Are the bed linen washed frequently and applied with adequate repellents and disinfectants (where conditions warrant)?				
Are adequate facilities for the storage of personal belongings provided?				
Are there separate storages for work clothes and PPE and depending on condition, drying/airing areas?				
Sanitary and toilet facilities				
Are sanitary and toilet facilities constructed from materials that are easily cleanable?				
Are sanitary and toilet facilities cleaned frequently and kept in working condition?				
Are toilets, showers/bathrooms and other sanitary facilities designed to provide workers with adequate privacy including ceiling to floor partitions and lockable doors?				
Are separate sanitary and toilet facilities provided for men and women?				

	Y	N	N/A	Comments
Toilet facilities				
Is there an adequate number of toilets and urinals?				
Are toilet facilities conveniently located and easily accessible?				
Showers/bathrooms and other sanitary facilities				
Is the shower flooring made of anti-slip hard washable materials?				
Is there an adequate number of hand wash basins and showers/bathrooms facilities provided?				
Are the sanitary facilities conveniently located?				
Are shower facilities provided with an adequate supply of cold and hot running water?				
Canteen, cooking and laundry facilities				
Are canteen, cooking and laundry facilities built with adequate and easy to clean materials?				
Are the canteen, cooking and laundry facilities kept in clean and sanitary condition?				
If workers cook their own meals, is kitchen space provided separately from the sleeping areas?				
Laundry facilities				
Are adequate facilities for washing and drying clothes provided?				
Canteen and cooking facilities				
Are workers provided with enough space in the canteen?				
Are canteens adequately furnished?				
Are kitchens provided with the facilities to maintain adequate personal hygiene?				

	Y	N	N/A	Comments
Are places for food preparation adequately ventilated and equipped?				
Are kitchen floor, ceiling and wall surfaces adjacent to or above food preparation and cooking areas built in non-absorbent, durable, non-toxic, easily cleanable materials?				
Are wall surfaces adjacent to cooking areas made of fire-resistant materials and food preparation tables equipped with a smooth, durable, non-corrosive, non-toxic, washable surface?				
Are adequate facilities for cleaning, disinfecting and storage of cooking utensils and equipment provided?				
Are there adequate sealable containers to deposit food waste and other refuse? Is refuse frequently removed from the kitchen to avoid accumulation?				
Standards for nutrition and food safety				
Is there a special sanitary process such as the WHO "5 keys to safer food" implemented in relation to food safety?				
Does the food provided contain appropriate nutritional value?				
Does the food provided take into account workers' religious/cultural backgrounds?				
Medical facilities				
Are first aid kits provided in adequate numbers?				
Are first-aid kits adequately stocked?				
Is there an adequate number of staff/workers trained to provide first aid?				
Are there any other medical facilities/services provided on site? If not, why?				
Leisure, social and telecommunications facilities				
Are basic social collective spaces and adequate recreational areas provided to workers?				
Are workers provided with dedicated places for religious observance?				
Can workers access a telephone at an affordable/public price?				
Are workers provided with access to internet facilities?				

Y	N	N/A	Comments
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Managing workers' accommodation

Management and staff

Are there carefully designed worker camp management plans and policies especially in the field of health and safety (including emergency responses), security, workers' rights and relationships with the communities?				
Where contractors are used, have they clear contractual management responsibilities and duty to report?				
Does the person appointed to manage the accommodation have the required background, competency and experience to conduct his mission and is he/she provided with the adequate responsibility and authority to do so?				
Is there enough staff to ensure the adequate implementation of housing standards (cleaning, cooking and security in particular)?				
Are staff members recruited from surrounding communities?				
Have the staff received basic health and safety training?				
Are the persons in charge of the kitchen particularly trained in nutrition and food handling and adequately supervised?				

Charging fees for accommodation and services

Are the renting arrangements fair and transparent?				
Are workers provided with adequate information about payment made?				
Where appropriate, are renting arrangements and regulations clearly included in workers' employment contracts?				
Are food and other services provided for free or reasonably priced, that is, not above the local market price?				
Is the payment in kind for accommodation and services prohibited?				

	Y	N	N/A	Comments
Health and safety on site				
Have health and safety management plans including electrical, mechanical, structural and food safety been designed and implemented?				
Has the accommodation manager a duty to report to the health authority specific diseases, food poisoning or casualties?				
Is there an adequate number of staff/workers trained in providing first aid?				
Has a specific and adequate fire safety management plan been designed and implemented?				
Is guidance on alcohol, drug and HIV/AIDS and other health risk-related activities provided to workers?				
Are contraception measures (condoms in particular) and mosquito nets (where relevant) provided to workers?				
Do workers have an easy access to medical facilities and medical staff, including female doctors/nurses where appropriate?				
Have emergency plans on health and fire safety been prepared?				
Depending on circumstances, have specific emergency plans (earthquakes, floods, tornadoes) been prepared?				
Security on workers' accommodation				
Has a security plan including clear measures to protect workers against theft and attack been designed and implemented?				
Has a security plan including clear provisions on the use of force been designed and implemented?				
Have the backgrounds of security staff been checked for previous crimes or abuses?				
Has the recruitment of security staff from both genders been considered?				
Have security staff received clear instruction about their duty and responsibility?				
Have security staff been adequately trained in dealing with domestic violence and the use of force?				

	Y	N	N/A	Comments
Are body searches only performed in exceptional circumstances by specifically trained security staff of both genders?				
Do security staff have a good understanding about the importance of respecting workers' rights and the rights of the surrounding communities and adopt appropriate conduct?				
Do workers and communities have specific means to raise concerns about security arrangements and staff?				
Workers' rights, rules and regulations on workers' accommodation				
Are limitations on workers' freedom of movement limited and justified?				
Is an adequate transport system to the surrounding communities provided?				
Is the practice of withholding workers' ID papers prohibited?				
Is freedom of association expressly respected?				
Are workers' religious, cultural and social backgrounds respected?				
Are workers made aware of their rights and obligations and provided with a copy of the accommodations' internal rules, procedures and sanction mechanisms in a language or through a media they understand?				
Are house regulations non discriminatory, fair and reasonable?				
Are regulations on alcohol, tobacco and third parties' access to the camp clear and communicated to workers?				
Is a fair and non-discriminatory procedure to implement disciplinary procedures, including the right for workers to defend themselves, set up?				

	Y	N	N/A	Comments
Consultation and grievance mechanisms				
Have mechanisms for workers' consultation been designed and implemented?				
Are workers provided with processes and mechanisms to articulate their grievances in accordance with PS2/PR2?				
Have workers subjected to disciplinary proceedings arising from conduct in the accommodation had access to a fair and transparent hearing with the possibility to appeal the decision?				
Are there fair conflict resolution mechanisms in place?				
In cases where serious offences occur, are there mechanisms to ensure full cooperation with police authorities?				
Management of community relations				
Have community relation management plans addressing issues around community development, community needs, community health and safety and community social and cultural cohesion been designed and implemented?				
Do community relation management plans include the setting up of liaison mechanisms to allow a constant exchange of information and consultation of the surrounding communities?				
Is there a senior manager in charge of implementing the community relation management plan?				
Is there a senior manager in charge of liaising with the surrounding communities?				
Are the impacts generated by workers' accommodation periodically reviewed, mitigated or enhanced?				
Are community representatives provided with easy means to voice their opinions and lodge complaints?				
Is there a transparent and efficient process for dealing with community grievances, in accordance with PS1/PR10?				

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