SAINT VINCENT AND THE GRENADINES

GROUNDWATER SOURCES AT HIGHER ELEVATIONS TO BE CONNECTED TO SANDY BAY AND OWIA SYSTEMS

REPORT 4: VOL 4

Environmental and Social Management Plan for Overland, Fancy and Perseverance interventions 27/11/2023

V04

CES

THE GOVERNMENT OF ST. VINCENT AND THE GRENADINES

THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

SAINT VINCENT AND THE GRENADINES

VEEP
VOLCANIC ERUPTION EMERGENCY PROJECT

VOLCANIC ERUPTION EMERGENCY PROJECT

Sub-project: Groundwater sources at higher elevations to be connected to Sandy Bay and Owia systems

PROJECT REFERENCE: SVG-VEEP-CS-QCBS-2

REPORT 4: VOL 4

Environmental and Social Management Plan for Overland, Fancy and Perseverance interventions

27/11/2023

V04

CONTENTS

ABBREVIATIONS

ARAP	Abbreviated Relocation Action Plan
AWWA	American Water Works Association
bgl	Below ground level
BH	Borehole
BRAGSA	Buildings Roads and General Services Authority
CHMP	Cultural Heritage Management Plan
CoC	Code of Conduct
CWSA	Central Water and Sewerage Authority
DTH	Down-the-hole-hammer
ESIA	Environmental and Social Impact Plan
ESS	Environmental and Social Standards
ESCP	Environment and Social Commitment Plan
GRM	Grievance Redress Mechanism
GRR	Grievance Redress Register
GoSVG	Government of Saint Vincent and the Grenadines
LMP	Labour Management Plan
mamsl	Meters above mean sea level
MoFEP	Ministry of Finance, Economic Planning and Information Technology
MSRA	Method Statement Risk Assessment
NOAA	National Oceanic and Atmospheric Administration
PAP	Project Affected Persons
PIU	Project Implementing Unit
PV	Photovoltaic
RAP	Resettlement Action Plan
RDM	Redress Mechanism
SEA	Sexual Exploitation and Abuse and Sexual Harassment
SDS	Safety Data Sheet
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SVG	Saint Vincent and the Grenadines
SWL	Static Water Level
TTL	Task Team Leader
UTM	Universal Transverse Mercator
VEEP	Volcanic Eruption Emergency Project
WB	World Bank
WSS	Water Supply System

RECORDS OF REVISION

38341-Report4-Vol.4-V00	CES Team: D.Heholt, M Monrose	11.0.2023
Revision	J. Espinosa, D. Gerstenkorn	
Submission V00		14.08.2023
38341-Report4-Vol.4-V01	CES Team: D.Heholt, M Monrose	21.09.2023
Revision	J. Espinosa, D. Gerstenkorn	
Submission V01		25.09.2023
38341-Report4-Vol.4-V02	CES Team: D.Heholt, M Monrose	18.10.2023
Revision	J. Espinosa, D. Gerstenkorn	
Submission V02		22.10.2023
38341-Report4-Vol.4-V03	CES Team: D.Heholt, M Monrose	15.11.2023
Revision	J. Espinosa, D. Gerstenkorn	
Submission V03		17.11.2023
38341-Report4-Vol.4-V04	CES Team: D.Heholt, M Monrose	27.11.2023
Revision	J. Espinosa, D. Gerstenkorn	
Submission V04		27.11.2023

1 INTRODUCTION AND BACKGROUND

On the 27th December, 2020 the La Soufriere volcano, located in the north of Saint Vincent and the Grenadines began an effusive eruption which on the 9th April of the next year 2021, became an explosive eruption. This continued until 22nd April after which volcanic activities remained low through to 27th April 2022

The northern half of the island (red hazard zone) was the most significantly affected and an evacuation order issued for all residents within the affected zone. The lahar flows from the volcano and subsequent heavily turbid and sedimented flows during heavy rainfall afterwards damaged the water catchment, treatment and distribution facilities in the area. This caused an interruption in the water supply for the area for a few months before a "makeshift" restoration could be accomplished between June and September 2021(CES Inception report 2023).

The Government of Saint Vincent and the Grenadines (GoSVG) received financing from the International Development Association (IDA, The World Bank) towards the Volcanic Eruption Emergency Project (VEEP) to support the recovery effort. The Project Development objectives of the VEEP is to:

• provide short-term income support,

• improve the capacity of the government to prepare for and respond to emergencies, and

• build back better critical services in the aftermath of the La Soufriere volcano eruption.

The present project the "Groundwater Sources at Higher Elevations to be Connected to Sandy Bay and Owia Systems" is a subproject under the VEEP umbrella and includes:

1) the development of a water supply system using ground water source at Overland to connect to the existing surface water systems at Sandy Bay and Owia,

2) the improvement of water purification on the Perseverance water supply system

3) the improvement of the existing Fancy water supply system.

2 PROJECT DESCRIPTION

Currently the three (3) existing water supply systems of Fancy, Owia and Sandy Bay are supplied from surface (river) water sources situated on the slopes of the La Soufriere volcano that recently erupted explosively in April 2021. These eruptions resulted in the destruction of intake and treatment structures in the rivers. The deposition of thick layers of ash and pyroclastic material that now sit on the slopes of the volcano covered the vegetation and soils, preventing percolation, with every moderate to heavy rainfall event, are periodically washed into the supply river channels in the form of mudflows. The consequence of every moderate to heavy rainfall event with the resulting mudflows is an interruption of the water supply from these sources due to high turbidity, blockages, and closures. This situation presents operational challenges for the CWSA with its engineering department being on constant alert for heavy mudflows, and having to finance and manage repeated cycles of damage and restoration. CWSA's intention is to address these issues and ensure stable and sustainable supply to its consumers.

2.1 THE SPECIFIC SCOPE OF THE WATER SUPPLY SYSTEM INTERVENTIONS

Intervention in Perseverance water supply system

• Review and amend CWSA's hydraulic model of distribution system improvements in the Waterloo and Orange Hill areas.

• Prepare designs for rehabilitation or reinforcement of appropriate resilient river crossings.

• Prepare designs to increase water treatment capacity in Perseverance WTP.

• Preparation of tender documents for procurement of works, services, material and equipment for the implementation of the above-mentioned improvements in Perseverance water supply system.

Interventions in Fancy water supply system

• Designs for appropriate surface water intake and water treatment facility with a minimum capacity of 5 m3/h

• Preparation of tender documents for procurement of works, material and equipment for the implementation of the improvements in Fancy water supply system

CES's Report 1, which was an investigative and assessment report of the existing situation, summarized the results of the assessment of the existing infrastructure, the field investigations, and the documentation review, for the entire project area. This report provided an overview of the works to be undertaken for each of the interventions listed above.

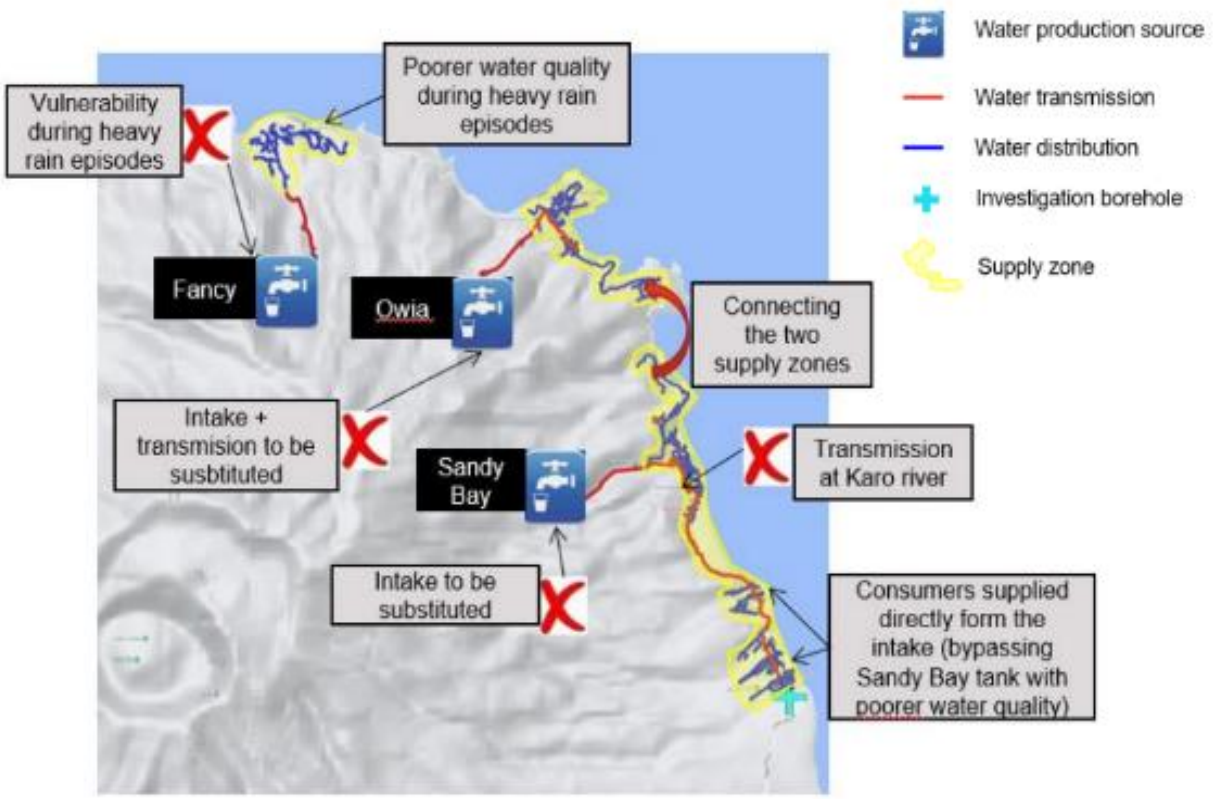


Figure 1 Affected Water Infrastructure

2.2 SUB PROJECT DETAILS

2.2.1 Fancy, Owia and Sandy Bay Water Supply Systems

Currently the three (3) existing water supply systems of Fancy, Owia and Sandy Bay are supplied from surface (river) water sources situated on the slopes of the La Soufriere volcano that recently erupted explosively in April 2021. These eruptions resulted in the destruction of intake and treatment structures in the rivers. The deposition of thick layers of ash and pyroclastic material that now sit on the slopes of the volcano covered the vegetation and soils, preventing percolation, with every moderate to heavy rainfall event, are periodically washed into the supply river channels in the form of mudflows. The consequence of every moderate to heavy rainfall event with the resulting mudflows is therefore an interruption of the water supply from these sources due to high turbidity, blockages, and closures. This situation presents operational challenges for the CWSA with its engineering department being on constant alert for heavy mudflows, and having to finance and manage repeated cycles of damage and restoration.

2.3.2 Perseverance Water Supply System

One of the major impacts of the recent volcanic eruptions was extensive damage and destruction to many homes and industries situated along the river channels emanating from the summit of the La Soufriere volcano. This then required the mandatory relocation of many residents and some industries to much less vulnerable areas at Orange Hill and Waterloo, both situated just North of the Rabacca River and presently supplied by the Perseverance source. The existing surface water Perseverance system is supplied by intake, treatment and storage structures on the slopes of a separate mountain, Morne Garu, situated to the South of the La Soufriere volcano. Although this system is considered much less vulnerable to mudflows, it presently experiences new and repeated shutdowns due to heavy rainfall and high turbidity. Of equal importance is the new and increased demand now being placed on this system due to new residential housing and the relocation of the Arrowroot and other Agriculture industries. These recent developments will require significant improvements in both the quality and quantity of water available for consistent transmission and distribution.

CWSA's intention is to address these issues and ensure stable and sustainable supply to its consumers**.**

Figure 1 above provides a simple pictorial of the water infrastructure that was affected by the Volcanic Eruption.

2.3 SITE SPECIFIC ENVIRONMENTAL AND SOCIAL IMPACTS

The environmental and social impacts envisaged from the works of the Water Supply System Interventions can generally be classified in a number of ways including:

1. Temporal: Short, medium or long term
2. Direct or Indirect
3. Positive or Negative
4. Localised or extensive
5. Magnitude: Major or Minor

The potential environmental negative impacts of this activity are expected to be primarily the clearing of trees and foliage and the nuisance of increased noise, dust, and traffic on the community. The main social impacts are related to land use and acquisition and the resultant damage to crops and the influx of labour during the construction phase.

Personnel involved in construction activities will be exposed to typical risks associated with undertaking construction activities. These risks will be mitigated through proper training and site management procedures and ensuring that personal protective equipment (PPE) is used at all times. In the event of an onsite incident, response plans will be executed to mitigate their impact on individuals and on the wider community.

Most of the negative impacts on the community are expected to be short term and minor.

The positive impacts of this activity are expected to be, an improved water supply in the medium- long term, and in the short term increased economic activity related to the construction works being

undertaken. This may include the employment of persons from the community as well as increased sales for food vendors, and increased revenue for truckers and other service providers. Tables 3 and 4 below provide details on the identified impacts and recommended mitigation measures.

3 LEGAL AND ADMINISTRATIVE FRAMEWORK

It is expected that the contractor and or any sub-contractor employed on the project shall avail themselves of and comply with all current relevant legislation and regulations, including environmental legislation of Saint Vincent and the Grenadines. Verifying the Contractor's awareness and knowledge of the laws must be undertaken prior to commencement of the project works.

3.1 AGENCIES, LEGISLATION AND RESPONSIBILITIES

Table 1 below provides a matrix outlining the main agencies, guiding legislation, and their responsibilities within the context of this project.

Table 1 Matrix of Agencies, Legislation and Responsibilities

Agency	Legislation	Responsibility
CWSA- The Central Water and Sewerage Authority	Central Water and Sewerage Authority Act No. 17 of 1991 as amended last by Act No. 38 of 2007. . Central Water and Sewerage Authority (Water Supply) Regulations, 1991 (S.R O No. 29 of 1991). 1991-11-22 . Central Water and Sewerage Authority (Sewerage) Regulations, 1991 (S.R O No. 30 of 1991). 1991-11-22	The CWSA has a broad-based management responsibility for the management of water resources within Saint Vincent. It manages the island's water catchments on mainland St Vincent and is responsible for the provision, operation, and maintenance of the island's water catchment, treatment, and distribution networks. The company ensures that water quality is in compliance with the World Health Organization drinking water quality standards.
Ministry of Transport, Works, Lands and Surveys, and Physical Planning	Roads Act Cap 357 of 1956 Town and Country Planning Act (No.45 of 1992)	The Ministry is the chief technical Ministry and has responsibility for all public works within the country. It has the mandate to develop and maintain national road infrastructure in SVG. Oversees the major programmes of rehabilitation, re-building and construction of roads, bridges, and associated drains. The Town and Country Planning Act (No.45, 1992) guides orderly development and planning in SVG. Under this act, Physical Planning has the legal authority to grant approvals to applications for development, and for environmental

		management in general, including the evaluation of the need for, request for, and level of EIA required.
BRAGSA - The Building, Roads, and General Services Authority	The St. Vincent and the Grenadines Roads Buildings and General Services Act No.23 of 2008	This agency has responsibility for the maintenance and upkeep of all public infrastructure within SVG.
Ministry of Agriculture, Forestry, Fisheries, Rural Transformation & Labour	Fisheries Act (No.8, 1986), & later amendments (No.32, 1986, and No.25, 1989) · Forest Resource Conservation Act (No.47, 1992 Marine Parks Authority Act1997(No.33, 2002) · Natural Forest Resource Act (1947) · Wildlife Protection Act (No.16, 1987) & later amendments (1988, 1991) · Wildlife Conservation Act (1991)	This Ministry is responsible for all agricultural and related matters in SVG. It promotes and manages national agricultural activities, fisheries, forestry and attendant matters. It provides for the conservation, management and proper use of the forest and watersheds, declaration of forest reserves, cooperative forest and conservation areas, the protection of wildlife, the establishment of Marine Parks and related matters related to fisheries.
Solid Waste Management Unit under the Solid Waste Management Authority	Waste Management Act. No.31 of 2000 Litter Act No.15 of 1991	The SWMU initially established in November, 1999 to execute the activities under the "Organization of Eastern Caribbean States (OECS) Solid and Ship-generated Waste Management Project" is run under the CWSA which is also the Solid Waste Management Authority. It is responsible for the collection and disposal of solid waste, the development of waste management facilities, collection and disposal of residential, commercial, industrial and institutional garbage in SVG.
Ministry of Health, Wellness and the Environment	· Environmental Health Services Act (No.14, 1991) · Environmental Impact Assessment Regulations (Draft, 2009) · Environmental Management Act (Draft, 2009)	The Ministry makes provision for the conservation and maintenance of the environment in the interest of health generally, and in particularly in relation to places frequented by the public.
Department of Labour	·The Factories Act Chapter 335 of 1955 (amended 1987) ·Accidents and Occupational Diseases (Notification) Act, 1952	The Department of Labour resides under the Ministry of Agriculture, Forestry, Fisheries, Rural Transformation, Industry & Labour. This Department has responsibility for ensuring the health and safety measures for workers in SVG and

	·Wages Councils Act, 1953: ·Trade Unions Act, 1950: ·Trade Disputes (Arbitration and Inquiry) Act, 1940: ·The Equal Pay Act of 1994 ·The Employment of Women, Young Persons and Children Act of 1990 ·St. Vincent and the Grenadines Occupational Safety and Health Act, 2017 (not ratified)	addressing such matters working hours, working conditions, investigating complaints and payment of arrears, enforcement of wages regulation orders and all associated issues, employment of women, young persons and children, occupational injuries due to all types of occupational accidents, occupational health and safety inspections and reporting.
National Emergency Management Organization (NEMO)	National Emergency Management Organization Act 2006	The National Emergency Management Organization is responsible for the management of all disaster-related activities in the country. NEMO under their Act governs the prevention, preparedness, response, mitigation and recovery regarding hazards, disasters and emergencies.
Saint Vincent and the Grenadines National Trust	Saint Vincent and the Grenadines National Trust Act, 1969 (Cap.329)	The Trust has the general responsibility for national patrimony, to manage certain protected areas, provide public education related to natural and historical assets, conserve areas of natural beauty, buildings and other assets of archeological, architectural, artistic, historic, scientific, or cultural interest
Saint Vincent and the Grenadines Electricity Services Limited (VINLEC)	The Electricity Supply Act 1973	The Saint Vincent and the Grenadines Electricity Services Limited, VINLEC has the exclusive license for the national electricity supply.
Govt of Saint Vincent and the Grenadines	National Energy Policy 2009	the National Energy Policy 2009 promotes and adopts the sustainable use, management and conservation of energy at the national level. It provides the principles for reducing the national dependency on imported fossil fuels, stabilizing and reducing the per capita energy consumption, and assessing alternative energy sources in the medium and long term. It also manages the expanded exploitation of indigenous resources to reduce the dependence on imported energy and improve the national energy efficiency and conservation of energy use.

The Ministry of Transport, Works, Lands and Surveys, and Physical Planning has the legislated responsibility for all public road infrastructure within St. Vincent and the Grenadines. The Ministry manages or oversees

the major programs of rehabilitation, re-building and construction of roads, bridges, and associated drains, which are actually executed by private contractors.

The Building, Roads, and General Services Authority (BRAGSA) is the state agency responsible for maintenance of roads which includes carrying out basic road repairs and road-cleaning, as well as limited construction through contractors when required. Road repairs, rehabilitation, or construction is effected principally though the Ministry of Transport and Works with that Ministry providing technical supervision of construction works.

While the Town Planning Division now of the Ministry of Transport, Works, Lands and Surveys, and Physical Planning, is responsible for granting approval or planning permission for development within the country, the fact remains that capital projects such as the water supply pipeline system does not go before the Planning Board but is executed by CWSA in the national interest.

Physical Planning is also the legal authority for environmental management and determines if an Environmental Impact Assessment (Section 29) is required for the proposed development. An Environmental Impact Assessment Regulation, presently in a draft, is supposed to further support the Act, stipulating the need for an Environmental Impact Assessment (EIA) based on the project's planning application review outcome. The Regulation is to also outline the Terms of Reference to guide the process based on the screening exercise results.

While Physical Planning under the planning Act may require the production of EIAs, projects such as the water supply projects generally tend to be constructed without such consideration unless it is a donor agency requirement or there is a directive from the Planning Board. Such projects may be tacitly reviewed by reason of information.

The Ministry Health, Wellness and the Environment, under the Environmental Health Services Act, No. 14 of 1991, governs the conservation and maintenance of the environment in the interest of the general public health and highlights the responsibility of such to belong to the Ministry of Health, Wellness and the Environment. The Act stipulates the responsibility of the Ministry for the regulation, monitoring and controlling of present and likely environmental pollution along with the investigation, prevention, and remediation of environmental pollution.

While CWSA will be undertaking their water works and does not require approval from Planning or the Ministry of Transport, it is expected that their contractor will abide by all public health and environmental requirements. The public health officers within the zones where the works will be occurring, as part of their routine zonal monitoring can intervene and enforce the regulations or requirements where there may be a breach by the ongoing works.

3.2 World Bank Requirements

The VEEP and its subprojects are World Bank funded projects. These projects are guided by the World Bank Environmental and Social Framework (ESF) which are designed to ensure that the projects are economically, financially, socially, and environmentally sound.[1]

3.2.1 World Bank Environmental and Social Framework Performance Standards

World Bank Environmental and Social Framework Performance Standards and World Bank Environmental Health and Safety Guidelines have been established within the World Bank Environmental and Social Framework (ESF) regarding the evaluation and management of the environmental and social impacts of the projects they finance. To better manage the environmental and social risks of the projects, the World Bank has determined the following Environmental and Social Standards (ESS) and Guidelines to guide this project. Table 2 and 2 (a) below lists the Standards and Guidelines relevant to the project.

Table 2 Performance Standards to Guide Project Environmental and Social Standards (ESS) Description and Objectives

Environmental and Social Standards (ESS)	Description and Objectives
ESS1 - Assessment and Management of Environmental and Social Risks and Impacts	ESS1 sets out responsibilities to assess, manage and monitor environmental and social risks and impacts associated with each project phase.
ESS2 - Labour and Working Conditions	ESS2 describes the importance of creating employment and income for comprehensive financial development and poverty reduction. It promotes safety and health at work, fair treatment and non-discrimination of project workers and the prevention of forced and child labour.
ESS3 - Resource Efficiency and Pollution Prevention and Management	ESS3 refers to resource efficiency, pollution prevention and pollution management requirements, it promotes the sustainable use of resources, including energy, water and raw materials and the avoidance or minimizing of the adverse impacts of pollution from project activities and pesticide use.
ESS4 - Community Health and Safety	ESS4 addresses the health, safety, and security risks and impacts on project-affected communities, with particular attention to people who may be vulnerable. ESS5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement

[1] World Bank Environmental and Social Framework- ESFFramework (2).pdf
- https://www.worldbank.org/en/projects-operations/environmental-and-social-framework
https://thedocs.worldbank.org/en/doc/837721522762050108-0290022018/original/ESFFramework.pdf
World Bank Environmental and Social Standards- https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/environmental-and-social-standards

ESS5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	Addresses land acquisition, restrictions on land use and involuntary resettlement to avoid forced eviction; mitigate and compensate for unavoidable adverse social and economic impacts from land acquisition or restrictions on land; and compensation or assistance to improve or restore the standards of living or livelihoods for project affected parties (PAPs) impacted by the loss of assets including crops and trees.
ESS6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources	ESS6 requires the conservation and preservation of natural resources. It promotes the sustainable management of living natural resources and supports the livelihood of local communities and inclusive economic development by adopting practices that integrate conservation needs and development priorities.
ESS8 - Cultural Heritage	ESS8 sets out general provisions on risks and impacts on cultural heritage from project activities. To protect cultural heritage from the adverse impacts of project activities and support its preservation. ESS8 also addresses the procedure for chance finds.
ESS10 - Stakeholder Engagement and Information Disclosure.	ESS10 emphasizes the importance of open and transparent participation between the client and stakeholders throughout the project life-cycle. It ensures that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format. ESS10 also ensures that project-affected parties (PAPs) have accessibility and inclusive means to raise issues and grievances and allow the client to respond to and manage such grievances through the Grievance Redress Mechanism (GRM).

Under the world Bank's ESF, the environmental and social impacts of these additional works are to be considered moderate with their impacts being able to be managed by the application of the relevant practical mitigative measures.

Table 2(a) Environmental Health and Safety Guidelines

Environmental Health and Safety Guidelines	Description and Objectives
1. ENVIRONMENTAL	
1.1 Air Emissions and Ambient Air Quality	Applies to facilities or projects that generate emissions to air at any stage of the project life-cycle. This guideline provides an approach to the management of significant sources of emissions, including specific guidance for assessment and monitoring of impacts. It is also intended to provide additional information on approaches to emissions management in projects located in areas of poor air quality, where it may be necessary to establish project-specific emissions standards.

1.5 Hazardous Materials Management	Applies to projects that use, store, or handle any quantity of hazardous materials (Hazmats), defined as materials that represent a risk to human health, property, or the environment due to their physical or chemical characteristics. Hazmats can be classified according to the hazard as explosives; compressed gases, including toxic or flammable gases; flammable liquids; flammable solids; oxidizing substances; toxic materials; radioactive material; and corrosive substances.
1.6 Waste Management	Applies to projects that generate, store, or handle any quantity of waste across a range of industry sectors.
1.7 Noise	Addresses impacts of noise beyond the property boundary of the project site. Noise prevention and mitigation measures should be applied where predicted or measured noise impacts from a project facility or operations exceed the applicable noise level guideline at the most sensitive point of reception.
1.8 Contaminated Land	Provides a summary of management approaches for land contamination due to anthropogenic releases of hazardous materials, wastes, or oil, including naturally occurring substances. Releases of these materials may be the result of historic or current site activities, including, but not limited to, accidents during their handling and storage, or due to their poor management or disposal.
2. OCCUPATIONAL HEALTH AND SAFETY	
2.1 General Facility Design and Operation 2.2 Communication and Training 2.3 Physical Hazards 2.4 Chemical Hazards 2.7 Personal Protective Equipment (PPE) 2.8 Special Hazard Environments 2.9 Monitoring	Employers and supervisors are obliged to implement all reasonable precautions to protect the health and safety of workers. This section provides guidance and examples of reasonable precautions to implement in managing principal risks to occupational health and safety. Although the focus is placed on the operational phase of projects, much of the guidance also applies to construction and decommissioning activities.
3. COMMUNITY HEALTH AND SAFETY	This section complements the guidance provided in the preceding environmental and occupational health and safety sections, specifically addressing some aspects of project activities taking place outside of the traditional project boundaries, but nonetheless related to the project operations, as may be applicable on a project basis. These issues may arise at any stage of a project life cycle and can have an impact beyond the life of the project.
3.1 Water Quality and Availability	This guideline addresses the protection of water availability and quality in the project area.
3.2 Structural Safety of Project Infrastructure	This guideline addresses Infrastructure Hazards posed to the public while accessing project facilities.
3.4 Traffic Safety	This guideline addresses risks posed to the public and project personnel from project related traffic.
3.6 Disease Prevention	This guideline addresses reducing the impact of vector-borne disease on the long-term health of project workers.
3.7 Emergency Preparedness and Response	This guideline addresses the preparation and response to on-site emergencies.

4.0 CONSTRUCTION AND DECOMMISSIONING 4.1 Environment 4.2 Occupational Health and Safety 4.3 Community Health and Safety	This section provides additional, specific guidance on prevention and control of community health and safety impacts that may occur during new project development, at the end of the project life-cycle, or due to expansion or modification of existing project facilities. Cross referencing is made to various other sections of the General EHS Guidelines.

Additional information can be found in the ESMF which is disclosed on the VEEP website[2] or the WBG website.

[2] https://veep.gov.vc/veep/images/pdf/VEEP_final_ESMF_SEPTEMBER_2023.pdf
https://veep.gov.vc/veep/index.php/publications

4 POTENTIAL ENVIRONMENTAL AND SOCIAL IMPACTS AND MITIGATION MEASURES

4.1 ENVIRONMENTAL MEASURES

The proposed mitigation or mitigative measures address the potential impacts of the project works and attempt to reduce or avoid any negative impact on the environment over the short to long term. While these impacts are not expected to be major, the careful implementation of mitigative measures will allow for the reduction or avoidance of any adverse effects.

The identified environmental impacts and recommended mitigative measures are listed in Table 3 below. The measures are presented in a manner that allows them to be easily incorporated within the contract clauses for the contractor who will undertake this work. This also allows for ease of monitoring by the client and key agencies.

Table 3 Environmental Impacts and Mitigative Measures

Responsibilities.

Environmental Impacts	Activities	Mitigation Measure	Monitoring Responsibility	Frequency
Removal of trees and vegetation loss	-Excavation -Preparation of site -Construction of access roads	The contractor shall arrange the works to minimize the amount of vegetation that needs to be cleared (for the permanent and temporary works) as agreed with the Supervising Engineer, and mark this area clearly on site. -The contractor shall not clear vegetation from outside the marked area to ensure no unnecessary clearing of vegetation and minimal impact on flora and fauna in the area. - The contractor shall not use herbicides, chemicals or pesticides during the work. - The contractor will ensure the work area and activities do not enter, include, damage, or exploit any recognized natural habitats, wetlands and protected areas in the immediate vicinity of the activity. These must be protected from damage or exploitation. - The contractor shall ensure that all staff are strictly prohibited from hunting, foraging, logging or engaging in other damaging activities within or outside of the demarcated work site.	Contractor & Staff CWSA Supervising Consultant Ministry Agriculture_ Forestry Department VEEP	Daily Daily Daily During land clearing exercise Weekly

		- The contractor under supervision of the supervising engineer will not undertake any unlicensed borrow pits, quarries or waste dumps within or outside of the demarcated work area. - The contractor shall ensure all green wastes are immediately removed from the work area upon completion of works and properly disposed of as per local regulations or provided to nearby farmers who may wish to utilize such, - The contractor will replant any fruit trees that have been removed from the work area during the rehabilitation of the site upon completion of works.		
Soil Erosion and Slippage	-Excavation excavations for the foundations of structures -Construction of access to work areas	The contractor under the supervision of the Supervising Engineers shall undertake the following measures to ensure erosion within and outside of the works area is prevented, and to prevent run-off from the from spreading beyond the marked area: - install a proper drainage system which will include energy dissipator (catchment pits) at locations guided by the supervising engineer and marked on a map to reduce the velocity of water discharged during the pump tests. - Any drain clogged by construction material or sediment will be unclogged as soon as possible to prevent overflow and flooding. -Hoarding of excavation for foundations or channels for the laying of pipes to prevent any collapse. The contractor shall, under the guidance of the Supervising engineer ensure that no undue erosion occurs on or outside of the demarcated site by reason of the works undertaken by undertaking the following: - implementing appropriate erosion control measures such as Proper site drainage which includes piping or cut drains, energy dissipators, and silt fences, or any other measures determined by the Supervising engineer.	Contractor & Staff CWSA Supervising Consultant Ministry of Agriculture Min. of Transport, Work, etc Supervising Consultant VEEP	Daily Daily Daily Weekly or upon the occurrence of a complaint or event Upon the occurrence of a complaint or event that blocks or affects a roadway Weekly

		- ensuring no unnecessary removal of mature deep-rooted trees -ensuring the angle of the slope of any excavation undertaken is kept within the limits of soil type. - ensuring the angle of repose of any loose material delivered to site is kept at 45 degrees or less to ensure stability. - ensuring the covering of any loose materials as necessary to protect it against rainfall and wind. -balance cut and fill to limit the steepness of slopes. - use of bio-engineering methods where necessary as a measure to reduce erosion and land slippage. - the monitoring of all piled material, slopes, and excavated areas must for movement. The contractor shall implement appropriate barriers such as erosion or silt curtains to assist in retaining soil or loose materials and mitigating pollution to exiting water bodies. The contractor shall upon completion of works on the site utilize retaining structures and the planting of deep-rooted grasses where and if necessary to retain soil and stabilize the site where it has been determined in conjunction with the Supervising Engineer.		
Increase and vibration and noise levels	-Excavation -Construction operation	The contractor shall develop and implement a public notification and noise management plan under the supervision of the Supervising Engineer to assist in managing the potential impacts noise and vibration impacts on the community. This plan will facilitate the receipt of complaints from residents and actions to be implemented. The contractor under supervision of the Supervising Engineers shall undertake the following:	Contractor & Staff CWSA Supervising Consultant Ministry of Health Labour Dept VEEP	Daily Daily Daily Weekly Upon the occurrence of a complaint or event by worker Weekly

		-ensure all construction/work activities are conducted between the hours of 7:00 a.m. and 5:00 p.m. on weekdays. - inform the affected community/public in advance via all available media of any work activities that are to occur outside of normal working hours or on weekends. - ensure that the work site area is hoarded to assist in sound mitigation. - ensure that the engine covers of generators, air compressors and other powered mechanical equipment shall be closed, and equipment placed as far away from residential areas as possible during the operations of the drill rigs. - ensure that no excessive idling of construction vehicles and equipment is allowed at the sites. - ensure that noise suppression equipment or systems supplied by the manufacturer are utilized on vehicles or equipment where necessary. - Ensure all vehicles and equipment are properly serviced.		
Dust Nuisance	-Excavation. -Mobilization -Delivery of equipment and materials. -Construction operation	The contractor shall undertake to reduce and manage all potential dust nuisances by undertaking the following measures: -Provide and apply water to dampen access roads and the working area when there is high dry and dusty conditions to minimize impacts on adjacent community. -ensure that any materials which are observed to be causing fugitive dust emissions are covered or dampened down. - ensure all vehicles transporting materials such as dry dirt, cement, sand or other fines, or construction waste material and debris are fully covered until they reach their drop-off point -ensure no unnecessary speeding by transportation vehicles will be allowed on the dusty roads into the site	Contractor & Staff CWSA Supervising Consultant Labour Dept Ministry Health VEEP	Daily Daily Daily Upon the occurrence of a complaint or event by worker Weekly or upon the occurrence of a complaint or event Weekly
Air pollution	-Excavation -Construction operations	The contractor shall undertake the implementation of the following measures to reduce any potential air pollution during the works:	Contractor & Staff CWSA Supervising Consultant	Daily Daily Daily

		- Ensure that all dry dirt or construction materials such as sand, cement, or other fines are kept properly covered. - Cement must be stored within a shed or container. - The sand and fines must be kept moistened with sprays of water while uncovered. - Compacted and then wet periodically wet unpaved, dusty construction accessways - undertake water spraying and/or installing dust screen enclosures at the site to suppress dust during drilling - no open burning of dry vegetation or waste material will be allowed at the site. - no excessive idling of construction vehicles or equipment will be allowed at sites.	Ministry Health Labour Dept VEEP	Weekly or upon the occurrence of a complaint or event Upon the occurrence of a complaint or event by worker Weekly
Contamination of soil and water	-Excavation -Mobilization and Construction operation	The contractor shall ensure the following measures to reduce the potential for soil and land contamination during the works: -proper waste disposal bins will be placed on site and emptied at the end of each working day. -Runoff and construction liquid waste, especially with chemicals will be minimized as much as is reasonably possible. - Runoff water must be channeled to a settling pond or chamber with restrictions to access by unauthorized personnel and untethered animals. -This pond or chamber area must be cleaned at the end of construction or when filled and the waste transported to an authorized solid waste facility. - The washing of equipment should be done in a designated area that will allow waste produced to be captured in a settling pond. - Machinery and construction equipment are to be maintained in good working condition, to prevent oil leaks. - An area shall be clearly defined within the working site with the supervising engineer where all refueling and replacing of hydraulic or brakes fluid or other lubricants in equipment and	Contractor & Staff CWSA Staff Supervising Engineer Ministry of the Health Fisheries Dept	Daily Daily Daily Routine inspection or upon any occurrence of soil pollution Upon any occurrence in the coastal area from runoff

		plant must be undertaken to prevent oil and grease from polluting the environment. Moreover, an area shall be clearly defined and prepared to ensure that is fit for the purpose intended and all spill management measures are installed or available. -Oil absorbent sheets as well as buckets of sand shall be kept within the area to be placed on any spills as part of containment and clean up procedures. -All empty or partially used chemicals shall be properly stored and disposed of properly, and not allowed to pollute land or waterbodies. - All liquid materials shall be kept covered at all times, and drip trays are to be used when tanks are filled. - all users are familiar with the SDS sheet information for various chemicals that may be used to ensure safe handling - In the event of spillage, the Contractor must immediately notify the monitoring officer and in their presence, unless otherwise indicated, remove all contaminated material from the site, store it in the appropriate container and disposed of at the authorized waste disposal facility (Proof of disposal must be provided to the Supervising Engineer, and kept on the ESMP Environmental Monitoring File). The contractor shall implement appropriate barriers such as erosion or silt curtains to assist in retaining soil or loose materials and mitigating pollution to exiting water bodies.		
Solid and liquid waste (General)	-Excavation -Construction Operation	The contractor shall develop and implement a waste management plan in consultation with the national solid waste management authority. The plan must include practices and procedures that shall ensure the contractor abides by all relevant waste management and public health laws. The contractor shall identify waste collection and disposal pathways and sites for all major waste types expected	Contractor & Staff Supervising Consultant Solid Waste Management Agency	Daily Daily Routine collection daily or on the occurrence of an event

		from the construction and borehole activities. The contractor shall ensure that: - All construction and demolition waste will be stored appropriately in designated areas on site agreed with the Supervising engineer including all plans for disposal and the frequency of such. - All Liquid and chemical waste shall be stored in appropriate labeled and sealable containers and separated from the general refuse in designated areas on site agreed with the Supervising engineer including all plans for disposal and the frequency of such. - All waste will be collected, placed in appropriate waste bins or sealable plastic bags and disposed of regularly at the approved landfills by licensed collectors. - The contractor shall ensure that records of waste disposal will be maintained and made readily available for inspection. - the contractor shall reuse and recycle appropriate and viable materials (except asbestos or other hazardous material whenever feasible). - The contractor shall ensure no construction or drilling related liquid wastes is allowed to accumulate on or off the site, flow over or from the site in an uncontrolled manner or cause a nuisance or health risk due to its contents. - The contractor shall actively undertake efforts to minimize any construction waste and reuse where possible by following the agreed plans or in consultation with the supervising engineer.	Ministry of the Health Supervising Consultant VEEP	Weekly or upon the occurrence of a complaint or event Weekly
Solid and Liquid waste (Hazardous)	-Excavation -Construction Operation	The contractor shall develop and implement a waste management plan in consultation with the national solid waste management authority. The contractor shall undertake measures in agreement with the Supervising Engineer to reduce and manage any potential impacts for the	Contractor & Staff Supervising Consultant Solid Waste Management Agency	Daily Daily Routine collection daily or on the occurrence of an event

		use or storage of hazardous solid and liquid waste by undertaking the following measures: -provide a designated area on site agreed with the Supervising engineer for the temporary storage on site for all hazardous or toxic substances in safe leak proof containers labelled with details of composition, properties and handling information to prevent unauthorized access, spillage and leaching. -the plans for disposal and the frequency of such disposal shall be agreed with the Supervising engineer. - ensure that all waste be transported by specially licensed carriers and disposed of at a licensed waste facility as per local legislation. Ensure any lead-based paints or paints with toxic ingredients or solvents are not used. - ensure no banned chemicals are utilized. - If termite treatment/pest control is to be utilized, appropriate chemical management measures will be implemented to prevent contamination of surrounding areas and use only licensed and registered pest control professionals with training and knowledge of proper application methods and techniques.	Ministry of the Health	Routine inspection monthly or on the occurrence of an event
Natural Disaster (Meteorological Event) Adverse Weather	Excavation Construction Operation	The Contractor shall prepare a Disaster Preparedness Management Plan which would also include measures to be implemented during adverse weather. This plan will include all emergency contacts, procedures to be implemented, responsibilities, and follow-up activities following the event to ensure the safety of all workers and equipment.	Contractor & key Staff CWSA Supervising Consultant VEEP	Upon pre, during, and after event. Pre and post event Pre and post event Post Event

4.2 Social Impact Measures

The Social Impact mitigative measures outlined below are aimed at preventing the identified adverse project impacts to society and to maintain and promote social cohesion throughout the project cycle. It highlights all aspects of planning, design and project operation relevant to society in addition to identifying project specific activities likely to trigger adverse social impacts. Appropriate mitigation measures ae proposed to prevent or minimize the potential negative social impacts that might occur. Table 4 below outlines the impacts, and the measures.

Table 4 Social Impacts and Mitigative Measures, Monitoring, & Responsibilities.

Social Impacts	Activity	Mitigative Measure	Monitoring Responsibility	Frequency
Occupational Health and Safety Issues	Excavation Construction of access Construction Operation	- The contractor shall ensure that an Occupational Health and Safety Plan is prepared and implemented to guide work activities and provide a safe environment for workers. This plan shall include but not be limited to the following: - the risk assessment to inform the development of the required method statements and the MSRAs ; -details of the equipment, materials and approaches the contractor will adopt to comply with the contract requirements and deliver the works in accordance with the *Construction Phase Health and Safety Plan* described in the ESMP; - the minimum PPE that is required to undertake the required works, and what additional PPE will be provided as a last resort to reduce the severity of any potential injuries; -the medical and first aid equipment on site and the personnel who will be present and provide aid during works; an emergency response plan;	PIU, Supervising Consultant Team, Environmental Health Unit Labour Department	Prior to signing of contract and throughout construction.

		-the training to be provided to workers, including a general induction that at a minimum accords with the World Bank's General Induction for Construction Workers.[3] - The Contractor will select a suitably qualified employee to serve as the H&S Officer. - The contractor's H&S Officer and Supervising Engineers /Consultant will ensure that all relevant Labour and Occupational Health and Safety regulations are adhered to, to ensure worker safety and any infringement is recorded, reported to the Supervising Engineers / Consultant, and relevant authorities. -The contractor shall provide the necessary equipment as well as protective gear as per their specific tasks such as hard hats, overalls, gloves, goggles, boots, etc to all workers and the H&S Officer will ensure that employees utilize the PPE. -The contractor shall provide Sanitary facilities for all workers on site. -The contractor shall ensure that basic medical supplies are available on-site which includes a first aid kit and staff trained in basic first aid. -The contractor must conduct an OHS briefing to all employees prior to the commencement of work, and to any employees joining the work staff after the official commencement of works. - H&S periodic briefings / training including appropriate use of PPE, with all employees must be documented and the employees must sign off to acknowledge receiving the training. - Posting of appropriate information within the site must be done to inform workers of key rules		

[3] (Training for Construction Workers - General Induction: Safety, Health, and the Environment | Korea Green Growth Trust Fund (wbgkggtf.org)).

		and regulations to follow. The measures should be reinforced at toolbox meetings. The Contractor must adhere to the Labour Management Procedures (LMP) The contractor must sign and follow the Health and Safety Guidelines presented in the ESMP.		
Increased road safety hazards and inconvenience to road users and the general public caused by the construction traffic/works interfering with normal traffic flow.	Mobilization -Delivery of equipment and materials. Construction Operation	- Contractor shall at all times take care to protect the public and facilitate the uninterrupted flow of traffic during his operation and use of public roads, thus the Contractor must ensure that: -Workers shall obey all traffic laws in order to minimize the risks to pedestrians - The contractor shall develop and implement a traffic management plan -Contractor shall erect appropriate (approved) signage along the access road to alert other road users to possibility of slow construction traffic/heavy equipment crossing lanes etc. -Construction vehicles must be licensed in accordance with local laws and regulation. - The Contractor will utilize signallers to direct traffic when required. - The Contractor will inform the police in advance of activities that are likely to interrupt traffic flow and seek assistance with traffic management. -The Contractor shall consult the relevant agencies /departments early for approval and advice if there is likely to be any traffic disruption.	Supervising Consultant Team, PIU, BRAGSA	Throughout construction
Hazards associated with roadside storage of construction materials and parking of plant and vehicles.	Material and Equipment Storage Construction Operation	- The Contractor shall not park or stockpile materials along the public roadway. - No materials shall be stored so that they encroach on, or in any way adversely affect operation of, sections of roadway which are in use by the public or result in siltation or blockage of drains.	Supervising Consultant Team, BRAGSA	At the start of works and throughout construction

		- Contractor must plan for the temporary storage of construction materials and wastes, and the parking of construction plant within the worksite only. This will be part of the Site Management Plan. - Contractor shall erect appropriate signage in the vicinity of the site to warn other road users of construction traffic. - The Contractor shall ensure that parking areas for employees' private vehicles are located within the worksite only, in approved areas.		
Interference with traffic due to disposal of construction wastes, and other wastes.	Excavation, Construction Operation	- Contractor shall abide by all solid waste regulations in the disposal of demolition waste. - The Contractor must ensure that public roads are kept free and clear of wastes. - The Contractor shall ensure that all operations are carried out so as not to interfere unnecessarily or improperly with the convenience of the public, or access to and use and occupation of public roads, footpaths, and properties. - The Contractor shall inform neighbouring users in advance of any activity that has the potential to impede access to their properties or other public spaces. If needed, the Contractor will create alternative access routes.	Supervising Consultant Team, PIU Solid Waste Management Authority	
Impedance of access to/from lands adjacent to the worksite.	Excavation General construction activities	The Contractor shall ensure that all operations are carried out so as not to interfere unnecessarily or improperly with the convenience of the public, or access to and use of public roads, footpaths, and properties. - The Contractor shall inform neighbouring users in advance of any activity that has the potential to impede access to their properties or other public spaces.	Supervising Consultant Team Supervising Consultant Team BRAGSA	Throughout construction When required

		If needed, the Contractor will create alternative access routes.		
Crop damage	Site clearance Excavation Construction Operation	- The Contractor shall consult owners before any crops are damaged. - The owners shall be adequately compensated for crop damage - The Contractor will follow the procedures outlined in the ARAP. - The GRM must be publicized.	Supervising Consultant Team, PIU PIU, Supervising Consultant Team	When required When required
Land Acquisition	General construction	- All land acquisition shall be handled in keeping with the relevant legislation and the Project's ARAP - Owners shall be consulted. - The GRM must be publicized.	PIU, Supervising Consultant Team PIU	When required Throughout construction
Encroachment onto private property	Storage of construction materials, Construction Operation	- The Contractor shall consult and seek written approval from landowners for access when intrusion on to private properties is inevitable; and - Contractor shall work with client's lawyer and shall formulate lease agreements in cases where the encroachment will be for long periods and the sites are not owned by Government. - The Contractor will follow the guidelines presented in the ARAP. - The GRM must be publicized	PIU, Supervising Consultant Team PIU, Supervising Consultant Team, PIU, Supervising Consultant Team Extension Services of the Ministry of Agriculture	Throughout construction
Chance finds, protected sites, and Cultural Heritage	Excavation Construction	- Contractor shall not damage archaeological sites, protected areas and cultural heritage. If items of cultural or historical significance are unearthed or discovered, works must stop immediately, and the Supervision team must be informed. The Contractor will also notify the	Supervising Consultant Team, National Trust Department	Throughout construction

		National Trust Department and other relevant agencies upon encountering any artefacts, remains or other notable objects immediately. - The Contractor shall follow the Chance Find Procedures and ensure that training is provided to all project workers on the Chance Find Procedures. - If human remains are unearthed, the work must stop immediately, the area protected and the Contractor must call the Police, then the Supervising Consultant and the PIU. -The site will remain closed until an investigation is conducted and the all clear is given to resume work.	Supervising Consultant Team, PIU PIU, Supervising Consultant Team Contractor, The Police Force, Supervising Consultant, PIU	Throughout Construction At the start of works and anytime the contractor hires new employees.
Creation of construction employment opportunities for local residents.	General construction activities	- Contractors shall make maximum use of local labor. -Contractors shall maximize use of labor-intensive construction methods rather than machinery-intensive. -Contractors shall maximize the participation of local suppliers of materials, services and equipment, and sub-contractors.	PIU, Supervising Consultant PIU, Supervising Consultant Team	Throughout construction Throughout Construction
Use of Child Labour	General construction	--The Contractor shall follow the Labour Code and all other relevant legislation including the: - Protection of Employment Act, 2003 -Equal Pay Act, 1994 - Employment of Women, Young Persons and Children Act, 1935 and Amendments - The contractor shall ensure that all suppliers and subcontractors are complying with labour laws and regulations and that no persons under the age of 18 are being exploited in their operation. The Contractor must ensure that no person under the age of 18 is employed or volunteers on site.	PIU, Supervising Consultant Team, Labour Department	Throughout construction

		- Additionally, the Contractor must ensure that no person under the age of 18 is allowed on site without written permission from the PIU. - the contractor shall practice ethical and responsible business practices and adhere to the LMP.		
Development of social friction between the contractor's workforce and the public.	Construction Operation	- The Contractor will utilize the established project grievance redress mechanism (GRM) which can be found in the Stakeholder Engagement Plan and the Labour Management Procedures, and shall assign responsibility for dealing with complaints from the general public and workers to the site foreman, whose name and contact details must be shown on the project signboard. - Reports will be accepted during consultations with stakeholders and the wider public. The Contractor must take appropriate measures to ensure that the site is well-secured in order to protect assets on site. - The Contractor shall maintain the project's code of conduct (CoC) for all personnel, including sub-contractors for site activities. The Code of Conduct will form part of the workers' and sub-contractor contracts and all personnel must sign the CoC. - The Contractor must ensure that worker training shall include sensitization on the CoC and interactions with the general public. - All grievances will be routed to the PIU for management.	PIU, Supervising Consultant	Throughout construction Before the start of works and on hiring new employees.

Problems arising from potential Labour Influx	Geneal construction activities	- The Contractor shall provide a level of cultural sensitization to foreign workers. - The Contractor must ensure that workers sign the CoC and receive training on SH and SEA.	PIU, Supervising Consultant Team PIU, Supervising Consultant Team	At the start of construction and when required At the start of works and anytime the contractor hires new employees.
Incidents of sexual harassment (SH) sexual exploitation and abuse (SEA)	Construction Operation	-Contractor shall maintain and enforce the code of conduct (CoC) for all personnel, including sub-contractors for site activities. The Code of Conduct will form part of the workers' and sub-contractor contracts. - The Contractor must ensure that worker training shall include sensitization on SH and SEA.	PIU, Supervising Consultant	Throughout construction
Labour Management Impacts	General construction activities	- The Contractor shall not engage in discriminatory hiring practices. - The Contractor must follow all labour and OHS legislation and guidelines. - The Contractor will adhere to the LMP.	PIU, Labour Department, Supervising Consultant	Throughout construction
Cumulative Social Impacts resulting from the implementation of other VEEP project activities in the project area	General construction activities	- The Contractor shall consult and liaise with the Supervising Consultant and Contractor for the other activities to where possible to synchronize their work schedules with the aim of reducing the cumulative impacts of the projects on the public.	PIU, Supervising Consultant	When required

4.3 Additional Measures

In addition to the mitigative measures stipulated above, the following are provided to guide the contractor during the works for the works.

4.3.1 Cultural Heritage - Procedures for Chance Finds

All archaeological evidence should be documented in accordance with national law and Best International Industry Practice (BIIP). Where excavation is carried out, this should be conducted by cultural heritage experts, in accordance with national law and BIIP, with the results provided to the appropriate cultural heritage authorities. A chance find is any unanticipated discovery or recognition of cultural heritage. Most often, chance finds occur during the construction phase of a project. Such finds include, for example, the discovery of a single artefact, an artefact indicating the presence of a buried archaeological site, human remains, fossilized plant or animal remains or animal tracks, or a natural object or soil feature that appears to indicate the presence of archaeological material. If artefacts or sites of cultural heritage are encountered by chance while undertaking excavation during construction activities, the Chance Finds Procedure must be activated. Hence, the Chance Finds Procedure will form part of all contracts related to construction awarded under the project.

The steps in case of chance finds to be followed are: - Stop all work and cordon off the area and do not allow anybody access to the area, unless cleared by the National Trust Department and in the case of human remains by the Police. Actions at the site may require competent professionals who may need to be contacted and brought in, as needed. All project workers must receive sensitization training on the Chance Find Procedures.

4.3.2 Grievance Redress Mechanism

ESS 10 [Stakeholder Engagement and Information disclosure] In keeping with ESS10 the Grievance Redress Mechanism (GRM) for the public / PAPs and workers are already available in the Stakeholder Engagement Plan, and the Labour Management Procedures (LPM) respectively.

The GRM is an effective tool for early identification, assessment and resolution of complaints. The Government of St. Vincent and the Grenadines recognizes a GRM as an integral tool in the development process. In the country's National Economic and Social Development Plan (2013-2025), Goal three (3) promotes good governance and increases the effectiveness of public administration: outcome, 3.3 solicits avenues to educate the public about their legal rights and avenues for redress.

The GRM also provides a special avenue for addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH). The specific nature of sexual exploitation and abuse and of sexual harassment (SEA/SH) requires tailored measures for the reporting, and safe and ethical handling of such allegations. A survivor-centered approach aims to ensure that anyone who has been the target of SEA/SH is treated with dignity, and that the person’s rights, privacy, needs and wishes are respected and prioritized in any and all interactions.

The project’s Social Specialist will be responsible for dealing with any SEA/SH issues, must they arise. A list of SEA/SH service providers will be kept available by the project. The GM must assist SEA/SH survivors

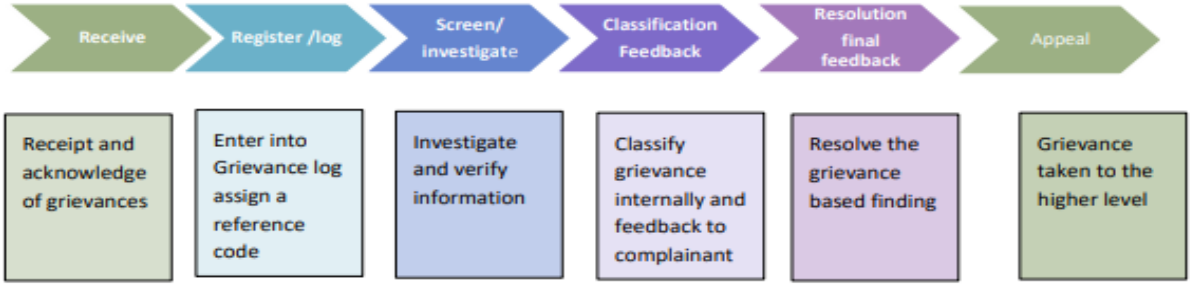
by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

The figure below illustrates the grievance redress process.

PROCESSING OF GRIEVANCE

The structure of the GRM is as follows:

Figure 1: Diagram of Processing Grievance



1. Receive Grievance

The PC should receive all grievances. Through the consultation process in each participating country, stakeholders will be informed of various avenues through which the mechanism can be accessed.

Mode of receiving grievances

Complaints can be made in person, anonymously, writing, verbally over the phone, by fax, emails or any other media.

Sample Notification to the public on mediums through which grievances can be submitted

Email:	cenplan@svgcpd.com
Telephone:	784-457-1746
By letter:	The Project Grievance Officer -
	Volcanic Eruption Emergency Project
	Ministry of Finance, Economic Planning and Information Technology
	Bay Street
	Kingstown

The complete GRM can be accessed on the VEEP website https://veep.gov.vc/veep/images/pdf/VEEP_GRM.pdf. The Reporting forms and the list of GBV Service Providers are attached in Appendix F.

4.3.3 Labour Management Procedures

The Labor Management Procedures (LMP) was developed by the PSIPMU as a requirement of the World Bank Environmental and Social Framework in support of the VEEP. The LMP seeks to ensure that measures are in place to manage and mitigate risks associated with employment under the project. The LMP identifies the main labor risks and requirements under the project and establishes the parameters to ensure that these are undertaken and managed in accordance with the requirements of the Environmental and Social Standard2 (ESS2) – Labor and Working Conditions and Occupational Health and Safety. The labor management procedures contain measures to address risks that may arise from the interaction between project workers and local communities. Also included are measures to raise awareness of such risks; communicate expectations regarding appropriate conduct, together with disciplinary measures; and the adoption of the code of conduct.

The objectives of ESS2 and the LMP are to:

(i) Promote safety and health at work

(ii) Establish fair treatment, non-discrimination and equal opportunity for project workers

(iii) Protect project workers, including vulnerable workers such as women, persons with disabilities, children not of working age, in accordance with ESS2 and in-migrant workers, contracted workers, community workers and primary supply workers, as appropriate

(iv) Prevent the use of all forms of forced Labor and child labor; support the principles of freedom of association and collective bargaining of project workers in a manner consistent with national law

(v) Provide project workers with accessible means to raise workplace concerns.

When risks are identified, those will be addressed and managed by the procedures set out in the projects LMP. The GoSVG is strongly committed to evaluating risks and impacts throughout the life of the project and managing the adverse impacts. The LMP is applicable to all project workers.

The LMP applies to all project workers, whether full-time, part- time or temporary.

The complete GRM can be accessed on the VEEP website at https://veep.gov.vc/veep/images/pdf/VEEP_LPM.pdf.

5 PROJECT MANAGEMENT AND INSTITUTIONAL ARRANGEMENTS

5.1 ESMP IMPLEMENTATION

The implementation of this ESMP requires involvement of several stakeholders each with different roles and responsibilities to ensure sound environmental and social management during implementation as shown in Figure 2. The Ministry of Finance, Economic Planning, and Information Technology (MoFEP) is responsible for the overall project implementation through the Public Sector Investment Program Management Unit (PSIPMU). Government agencies such as the Ministry of National Mobilization (MoNM), Ministry of Agriculture (MoA), and Roads, Buildings and General Services Authority (BRAGSA) are responsible for the implementation of different project activities.

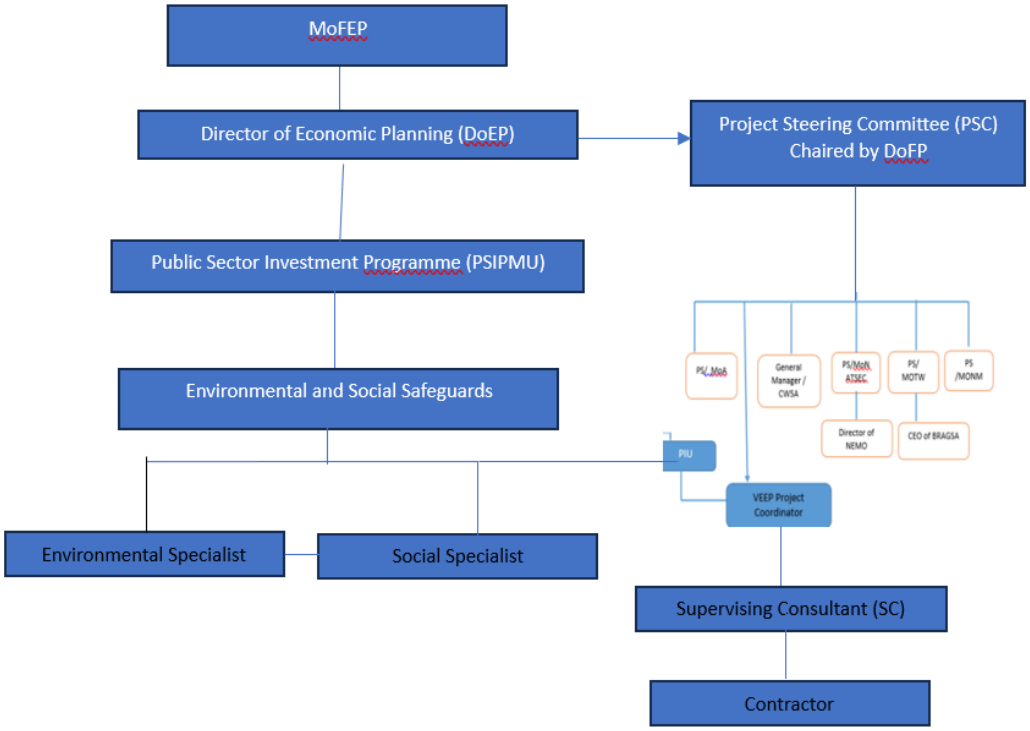


Figure 2. Institutional Arrangement for E&S Management

Project Implementation Unit (PIU) will be responsible for:

- The application of remedies must the contractor found to be not in compliance with the contractual requirements.
- Reviewing and approving the C-ESMP.
- Managing the environmental and social risks and impacts.
- Engagement with project-affected peoples and other stakeholders, monitoring and ex-post evaluations.
- Implementation of day-to-day project activities.
- Monitoring and supervision of project activities.
- Liaising with project stakeholders.
- Publicising the Grievance Redress Mechanism.
- Grievance Redress Management.
- Systematically documenting evidence of its activities and outcomes and providing information to the World Bank team as needed.

The Supervising Consultant (SC) will be responsible for:

- Final review of environmental and social aspects of designs and bid documents to ensure that they form a sound and comprehensive basis for addressing construction and operational environmental impacts.

- Preparation of ESHS Specifications for inclusion in the tender document and the subsequent works contract.

- Supervision of the contractor's compliance with contractual obligations.

- Ensuring that contractors are properly briefed in relation to the importance of environmental and social protection during construction; and

- Overseeing the implementation of the Environmental and Social Management Plan (ESMP) including Health and Safety, the GRM and LMP requirements to ensure compliance, and to ensure that adverse impacts associated with the construction process are satisfactorily mitigated and reduced to an acceptable level.

Contractor's Responsibilities

The Contractor is responsible to undertake the works in accordance with the contractual requirements, and the PIU will supervise to ensure that the Contractor is fulfilling its obligations under the contract. As such the Contractor is responsible for:

- Sourcing permits and Approvals
- Site Security
- Worker Occupational Health and Safety
- Labour Management
- Noise Control
- Use and Management of Hazardous Materials, fuels, solvents and petroleum products
- Use and Management of Pesticides

- Use of Preservatives and Paint Substances
- Traffic Management
- Management of Standing Water
- Management of Solid Wastes -trash and debris
- Management of Liquid Wastes
- Preparing a 'Contractor Environmental and Social Management Plan' (C-ESMP) that describes the detailed site-specific mitigation measures to be performed, including requirements of any Site-Specific Management Plans.
- Developing and implementing a site management plan, a traffic management plan and a public notification and noise management plan.
- Developing and implementing a waste management plan in consultation with the national solid waste authority.
- Preparing a disaster preparedness and management plan for Adverse Weather Events
- Adherence to the LMP, the Code of Conduct by ensuring the employees sign and follow the Code of Conduct, and grievance reporting,
- Adherence with the ARAP

Other agencies, Ministries and Departments will have responsibility for monitoring based on their mandate and the day-to-day responsibilities of their respective institutions. As such, environmental and social management and monitoring of this project by the public sector will involve several bodies. These bodies should work cooperatively, within a coordinated framework, if efficient and effective environmental and social management from the public sector perspective is to be achieved.

5.2 Supervision Monitoring and Reporting

5.2.1 Supervision - Construction Phase

Construction

The contractor is responsible for implementing the measures outlined in the ESMP to ensure compliance. The ultimate responsibility rests on the PIU to ensure that the ESMP is being followed by the contractor(s) and site workers, which includes adherence to the Health and Safety Policy. During the construction phase, environmental and social monitoring will be carried out by the contractor and the design supervision firm. The PIU's Environmental and Social Specialists will perform spot checks and periodic visits, with day-to-day oversight provided by the contractor and the engineering supervision firm.

The design supervision firm will inspect the works to ensure that the contractor is in compliance with approved documents. Collaborating agencies may also carry out monitoring and investigation of matters arising from complaints by the public, in connection with implementation of any of the project components, which fall under its jurisdiction.

The construction supervision firm, assisted by the Site Clerk is required to review, implement, and supervise the ESMP including Health and Safety requirements to ensure compliance, so as to mitigate environmental and social impacts. As part of the supervision of works the design supervision firm shall also function as the Environmental Supervisor with responsibilities for overseeing the implementation of the Environmental Plan.

5.2.2 MONITORING

Environmental and social monitoring can help determine if construction works are having an impact on the environment, and on people. This can help assess the effectiveness of mitigation measures and provide early warning of pollution, and other incidents so that corrective action can be taken. Monitoring is an essential tool in relation to environmental and social management as it provides the basis for rational management decisions regarding impact control. The monitoring programme for this project will be undertaken to check on whether mitigation and benefit enhancement measures have actually been adopted and are proving effective in practice, to provide a means whereby any unforeseen impacts can be identified, and to provide a basis for formulating appropriate additional impact control measures if these appear to be necessary.

There are two basic forms of environmental and social monitoring:

1. **Compliance monitoring**- which checks whether prescribed actions have been carried out, usually by means of inspection and/or enquiries; and

2. **Effects monitoring**- which records the consequences of activities on one or more environmental or social components, and usually involves physical measurement of selected parameters or the execution of surveys, to establish the nature and extent of induced changes.

Compliance monitoring is usually given more emphasis in building construction projects because most impact controls take the form of environmental and social protection measures incorporated in the design and contract documents, and the extent to which these are complied with by the contractor(s) plays a major part in determining the overall environmental and social performance of the project. Compliance monitoring affords the opportunity for a rapid response to construction impacts. There will be no effects monitoring recommended for this project.

Day-to-day environmental monitoring will be undertaken by a suitably qualified employee attached to the design supervision firm, specifically assigned as the Site Clerk. The Site Clerk, supervised by the design supervisor, will undertake the role of Environmental and Social Compliance Monitoring Officer and undertake systematic observation of all site activities. This person may have other responsibilities, as long as s/he is able to properly meet the environmental and social monitoring requirements. An employee of the contractor will also be responsible for Environmental and Social Compliance Monitoring and report to the Contractor and also provide reports through the Contractor to the VEEP and the Supervising consultant's Environmental and Social Specialists. The VEEP's and the Supervising consultant's Environmental and Social Specialists will review and ensure the contractor's implementation of the ESHS contractual requirements through site inspections, audits and other means as necessary; review and approval of contractor's ESHS documentation required under the contract; advising CRE on appropriate actions, including contractual remedies, in the event of non-compliance; investigating incidents and identifying system changes to prevent recurrence; reporting on EHS matters as required.

The application of remedies for non-compliance with contractual ESHS requirements will be in accordance with the administrative arrangements described in the contract.

Monitoring will, for the most part, take the form of visual observations, and site inspections will place an emphasis on early identification of any environmental problems and the initiation of suitable remedial action through communications to contractors. Where remedial actions have been required, further

checks will be required to ensure that these are being implemented to the agreed schedule and in the required form. As information of the principal problem areas come to the fore, attention will be concentrated on activities which are known to be the most troublesome.

The Environmental and Social Compliance Monitoring Officer or Site Clerk will report to his/her Project Manager/Engineer daily, using conventional report forms which coverage will be extended to include key environmental and social matters, while the Project Progress Report will provide a summary of the broader environmental and social issues encountered during construction. The Project Engineer will decide on the appropriate course of action to be taken in cases where unsatisfactory reports are received from the Environmental and Social Compliance Monitoring Officer / Site Clerk regarding environmental or social matters. In the case of relatively minor matters, verbal interaction with the Contractor on the need for remedial action may suffice. In all serious cases the Project Engineer/Manager has the responsibility to order a stop to any aspect of the works in the event where serious environmental damage or public nuisance/safety hazard is either imminent or has already been caused. In cases of incidents and accidents, the PIU and Supervising Consultant must be informed immediately. The PIU will also inform the World Bank within 24 hours and follow up action including root cause analysis shall be carried out as agreed with the Bank and the contractor will be required to implement such corrective action under the supervision of the supervising consultants and the VEEP PIU.

5.2.3 CES Monitoring Responsibility

As part of the compliance monitoring and contractual agreement, there must be visitation by the engineers (CES)'s environmental and social specialists in conjunction with the monitoring effort by the VEEP and Ministry Project implementation Unit team. These visits by the CES's environmental and social specialists are to ensure that the design conditions stipulated within the ESIA and ESMP are being met to ensure minimization of any negative environmental and social impacts of the various component works over the 2-week period of the project.

5.2.4 Reporting

Reports prepared by the design supervision firm will summarize the results of the daily site monitoring, remedial actions which have been initiated, and whether or not the resultant action is having the desired result. The reports will also identify any unforeseen environmental problems and will recommend suitable additional actions. Informal discussions will be held with the residents of the community to ascertain whether and how they are impacted by the ongoing works.

Progress meetings must be convened with the PIU, the design supervision firm and Contractor in attendance. The Environmental and Social Compliance Monitoring Officer /Site Clerk must also be in attendance. The progress meetings shall include an agenda item which specifically covers environmental and social matters. Since environmental and social matters will probably, under normal circumstances, form a relatively small part of the overall business to be discussed at such meetings, it is also recommended that environmental and social matters must be the first item on the meeting agenda.

Environmental and Social issues will be specifically addressed and reported against in progress meetings and Quarterly reports. The report will include a section on environmental and social monitoring, which must be circulated by the PIU to key line agencies.

6 STAKEHOLDER ENGAGEMENT

6.1 PUBLICATION OF ESMP

The ESMP will be disclosed on the GoSVG website at https://veep.gov.vc/veep/. The website will be equipped with an online feedback feature that will enable readers to leave their comments about the disclosed materials. Printed copies of the documents will be available at the Public Sector Investment Project Management Unit (PSIPMU) at the Ministry of Finance, Economic Planning and Information Technology (MoFEPIT) to allow stakeholders to view information about the planned development and initiate their involvement in the public consultation process.

6.2 COMMUNITY ENGAGEMENT

Stakeholder engagement is critical at all stages of Bank funded projects and is an inclusive process

conducted throughout the project life cycle. In the World Bank's Environmental and Social Framework (ESF), "Stakeholder Engagement and Information Disclosure", is the tenth standard (ESS10) which recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice". The ESF ensures that World Bank financed projects are guided by transparency, non-discrimination, social inclusion, public participation and accountability. ESS 10 emphasizes that effective stakeholder engagement can significantly improve projects' environmental and social sustainability, enhance project acceptance, and contribute significantly to successful project design and implementation. Accordingly, when properly designed and implemented, stakeholder engagement supports the development of strong, constructive and responsive relationships that are important for the successful management of a project's environmental and social risks.

General information to be provided to the stakeholders include: (a) The purpose, nature, and scale of the project; (b) The duration of proposed project activities; (c) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups, and describing the differentiated measures taken to avoid and minimize these; (d) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate; (e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and (f) The process and means by which grievances can be raised and will be addressed.

Community engagement is essential for the successful implementation of the project. Thus, a public town hall meeting or a series of meetings is suggested as an effective means of communicating directly with the community and obtaining immediate feedback. However, using various modalities of communication including social media posts, radio and television announcements, and notices read at church and other gatherings, may help to ensure that the information being disseminated reaches a wider audience. Virtual meetings with members of the community or key stakeholder can also be held. These engagements will be conducted by the PIU and the Design Consultant.

Stakeholder consultations for the VEEP commenced in 2021 and are ongoing. The Design Consultant has regularly engaged the Central Water and Sewerage Authority regarding development of the designs for all the works. Discussions held with residents in the project area indicate that the communities are aware of the VEEP and have a basic awareness of the planned water interventions. In all the project areas the interviewed residents strongly supported and endorsed the plans to improve the water infrastructure in order to alleviate the perennial problem, of water supply shortages in the aftermath of heavy rainfall, faced by the communities.

Discussions with the Youth and Community Mobilization Officers for the project areas highlighted the critical role that the churches in the project area can play in disseminating project information. The Churches were also identified as a venue for project meetings in the absence of other public buildings. Table 5 below lists the project stakeholders which should be consulted during project implementation.

Table 5: Project Stakeholder Engagement Plan

STAKEHOLDER / STAKEHOLDER GROUP	Frequency and Responsible Party(ies)
CWSA	Throughout construction – PIU, Contractor, Supervision Consultant
The Land and Surveys Department	When required – PIU, Supervision Consultant
Physical Planning Unit.	When required – PIU, Supervision Consultant
Housing and Informal Human Settlement Dept	When required – PIU, Supervision Consultant
Ministry of Works Transport Dept	When required – PIU, Supervision Consultant
Environmental Health Dept	When required – PIU, Supervision Consultant
Solid Waste Management Unit	Contractor
Ministry of National Mobilization, Social Development, Family, Gender Affairs, Youth, Housing and Informal Human Settlement:	When required - PIU, Contractor
Family and Gender Affairs Dept.	When required – PIU
Ministry of Agriculture including Agricultural Extension Officers for the project areas	When required – PIU, Supervision Consultant, Contractor
VEEP Bridge Reconstruction Team	When required – PIU, Supervision Consultant
Landowners / Occupiers	Throughout the land acquisition process – PIU, Design Consultant, Supervision Consultant
Primary school principal	Preceding construction and as required – PIU, Contractor
Staff of Health Clinics	Preceding construction and as required – PIU, Contractor
Community Groups/NGOs	Preceding construction and as required – PIU, Contractor

Faith based Organizations	Preceding construction and as required – PIU, Contractor
Groups Representing Persons with Disabilities and the Elderly	Preceding construction and as required – PIU, Contractor
Residents: Includes the Garifuna Population and Persons with disabilities	Preceding construction and as required – PIU, Contractor

7 ESMP IMPLEMENTATION COSTS

ESMP costs will be included in the overall costs and not separated in the BOQ, but the contractor is mandated to undertake the activities in Table 6, however, the contractor can include extraordinary, unique, or unusual E&S related costs in the BOQ if desired.

Table 6 ESMP Implementation Costs which will be incurred by Contractors

ESMP Activity incurring cost
Signage for vehicular and pedestrian traffic management
Traffic safety provisions (barriers, cones, lighting, etc.)
Site signage
PPE
Site Safety equipment / accessories
Environmental and Social Awareness Training including training on the Chance Find Procedure and the Code of Conduct
Public announcements and communications with stakeholders

8 CONCLUSION AND RECOMMENDATIONS

The following conclusion and recommendations apply to the Groundwater Sources at Higher Elevations to be Connected to Sandy Bay and Owia systems based on the Environmental and Social Impact Assessment study.

The works can be undertaken as long as the following are adhered to:

1. All requisite environmental and social mitigative measures as per the ESIA are implemented.
2. The contractor must implement and abide by the stipulations of the ESMP.
3. The Supervising / Design consultant must engage an environmental and a social inspector to monitor and ensure that the required environmental and social mitigative measures for each borehole are being implemented as per the ESMP.
4. The VEEP PIU, CWSA, and all pertinent agencies must monitor the work to also ensure compliance.

9 APPENDICES

APPENDIX A– INCIDENT / ACCIDENT REPORTING FORM

B1: Incident / Accident Details			
Project Site:			
Date of Incident / Accident:	**Time:**	**Date Reported:**	**Time Reported:**
Reported by:	**Reported to:**	**Notification Type: Email/'phone call/media notice/other**	
Full Name of Contractor:		**Full Name of Subcontractor:**	

B2: Type of incident / Accident (please check all that apply)
Fatality ☐ Lost Time Injury ☐ Displacement Without Due Process ☐ Acts of Violence/Protest ☐ Disease Outbreaks ☐ Forced Labor ☐ Unexpected Impacts on heritage resources ☐ Unexpected impacts on biodiversity resources ☐
Environmental pollution incident ☐ structure failure ☐ Other ☐

B3: Description/Narrative of Incident / Accident
I. Details of the Incident / Accident
II. What were the conditions or circumstances under which the incident occurred (if known)?

III.	***Are the basic facts of the incident clear, or are there conflicting versions? What are those versions?***
IV.	***Is the incident still ongoing, or is it contained?***
V.	***Have any relevant authorities been informed? Who was informed?***

B4: Actions taken to contain the incident / Accident			
Short Description of Action	**Responsible Party**	**Expected Date**	**Status**
Have the works been suspended?	**Yes ☐;**		**No ☐;**

Please attach a copy of the instruction suspending the works.

B5: What support has been provided to affected people

B6: Injury Information	
Injured Employee	
Name:	**Job Title:**
Job at time of Injury:	
Type of Employment **Full – time ☐ Part – time ☐ Temporary ☐ Other ☐**	
Length of time employed with the Company:	
Length of time in current position at the time of the incident:	

Description and severity of injury:
Location at the time of the incident/accident
Date and time of incident / Accident:

APPENDIX B - CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL (ES) FORM

This document is also included as part of the Request for Bids Small Works Standard Procurement Document.

***Note to the Employer**:*

***The following minimum requirements shall not be modified**. The Employer may add additional requirements to address identified issues, informed by relevant environmental and social assessment.*

The types of issues identified could include risks associated with: labor influx, spread of communicable diseases, and Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) etc.

Delete this Box prior to issuance of the bidding documents.

Note to the Bidder:

The minimum content of the Code of Conduct form as set out by the Employer shall not be substantially modified. However, the Bidder may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL

We are the Contractor, [*enter name of Contractor*]. We have signed a contract with [*enter name of Employer*] for [*enter description of the Works*]. These Works will be carried out at [*enter the Site and other locations where the Works will be carried out*]. Our contract requires us to implement measures to address environmental and social risks related to the Works, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related to the Works. It applies to all our staff, laborers and other employees at the Works Site or other places where the Works are being carried out. It also applies to the personnel of each subcontractor and any other personnel assisting us in the execution of the Works. All such persons are referred to as "**Contractor's Personnel"** and are subject to this Code of Conduct.

This Code of Conduct identifies the behavior that we require from all Contractor's Personnel.

Our workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Contractor's Personnel shall:

1. carry out their duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor's Personnel and any other person;
3. maintain a safe working environment including by:
    a. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
    b. wearing required personal protective equipment;
    c. using appropriate measures relating to chemical, physical and biological substances and agents; and
    d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to their life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractor's or Employer's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, and Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of the grievance mechanism for Contractor's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact [*enter name of the Contractor's Social Expert with relevant experience in handling gender-based violence, or if such person is not required under the Contract, another individual designated by the Contractor to handle these matters*] in writing at this address [ ] or by telephone at [ ] or in person at [ ]; or
2. Call [ ] to reach the Contractor's hotline *(if any)* and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.
There will be no retaliation against any person who raises a concern in good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR CONTRACTOR'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Contractor's contact person with relevant experience*] requesting an explanation.

Name of Contractor's Personnel: [insert name]

Signature: _____

Date: (day month year): _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date: (day month year): _____

ATTACHMENT 1: Behaviors constituting Sexual Exploitation and Abuse (SEA) and behaviors constituting Sexual Harassment (SH)

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

The following non-exhaustive list is intended to illustrate types of prohibited behaviors:

(1) **Examples of sexual exploitation and abuse** include, but are not limited to:

- A Contractor's Personnel tells a member of the community that he/she can get them jobs related to the work site (e.g. cooking and cleaning) in exchange for sex.
- A Contractor's Personnel that is connecting electricity input to households says that he can connect women headed households to the grid in exchange for sex.
- A Contractor's Personnel rapes, or otherwise sexually assaults a member of the community.
- A Contractor's Personnel denies a person access to the Site unless he/she performs a sexual favor.
- A Contractor's Personnel tells a person applying for employment under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in a work context**

- Contractor's Personnel comment on the appearance of another Contractor's Personnel (either positive or negative) and sexual desirability.
- When a Contractor's Personnel complains about comments made by another Contractor's Personnel on their appearance, the other Contractor's Personnel comment that he/she is "asking for it" because of how he/she dresses.
- Unwelcome touching of a Contractor's or Employer's Personnel by another Contractor's Personnel.
- A Contractor's Personnel tells another Contractor's Personnel that he/she will get him/her a salary raise, or promotion if he/she sends him/her naked photographs of himself/herself.

APPENDIX C PROJECT ENVIRONMENTAL AND SOCIAL SAFEGUARDS INSPECTION WEEKLY CHECKLIST

(This weekly checklist when filed in the Project Environmental and Social Safeguards File constitutes a Register of Environmental and Social Safeguards Effects).

This form is to be completed by the Contractor's Nominated person(s) **weekly** from the start of major construction work on site. Completed forms are to be kept readily available in the Project Environmental and Social Safeguards File for the duration of construction works during which time they can be inspected by the Supervising Officer or representatives of the Government of St Vincent and the Grenadines.

Sub-Project Contract: _____

Construction Phase: _____

Contractor: _____

Recording Officer: _____

Designation of Recording Officer: _____

Date: _____

Any environmental actions identified are to be brought to the urgent attention of the appropriate personnel as soon as possible. A copy of this completed form is to be issued to the Supervising Engineer within two days of the date of inspection.

Environmental Issue to be considered in site inspection	**YES**	**NO**	**N/A**	**If YES add an explanatory comment and mitigation measure**
Issue: Loss of soil through soil erosion - Has any natural vegetation outside the working width of the construction work area been removed? - Are there any visible signs of soil erosion? - Are excavated areas properly maintained to prevent soil erosion?				

Environmental Issue to be considered in site inspection	YES	NO	N/A	If YES add an explanatory comment and mitigation measure
- If any sediment traps have been installed, have they become clogged and not functional? - Are any soil retention/slope stabilisation measures required or being implemented?				
Issue: Soil Contamination - Are there any signs of soil that has been contaminated due to spillage (Petrochemical, cleaning products)?				
Issue: Pollution of water courses/bodies/source through soil erosion, entry of liquid construction waste or chemicals or entry of solid construction waste into the water course/body - Are there visible signs of increased sediment immediately downstream of construction works in any rivers, in the well or in the nearby marine environment within the project area? - Have there been any complaints from residents or third parties regarding pollution of water sources/courses/bodies? - Has any construction spoil been disposed of into or adjacent to a water source/course/body? - Are any construction related fuels and chemicals stored within 10m of a water source/course/body? - Has any fuel or chemical leaked during storage, transport to site, use on site or refuelling? - Has any construction related solid or liquid waste entered a water source/course/body				

Environmental Issue to be considered in site inspection	YES	NO	N/A	If YES add an explanatory comment and mitigation measure
within the general project area (including construction site office)? ***Issue: Prevention of negative landscape and visual impacts.*** - Have any construction compounds, materials dumps, or waste disposal sites in use not been discussed and agreed with the Supervising Officer (and, if necessary, appropriately licensed with the Government of St Vincent?)? - Are there any visible signs of scaring from excavation works that require restoration?				
Issue: Management and disposal of solid and liquid construction wastes. - Has any construction related packaging (especially cement bags) been disposed of on the side of the road, in vacant land, along river embankments or in the river channel, or at any unofficial waste disposal site along the route? - Has any contaminated/hazardous material been found during construction? - Is any sub-contractor's waste being disposed of along the roadside or at an unlicensed waste disposal site along the route? - - Has any construction waste of any kind been dumped by the side of the road or along the river embankment? - Are any liquid wastes being discharged to water courses? - Has any liquid waste, liquid contaminant leaked unto the site, into any neighbouring lands or water source/course/body?				

Environmental Issue to be considered in site inspection	YES	NO	N/A	If YES add an explanatory comment and mitigation measure
- Is water discharge/pumping in progress? - Is there any Hazardous waste by products on site?				
Issue: Management of construction noise and vibration. - Is any noisy stationary plant being operated adjacent to housing? (If so are they screened to reduce disturbance?) - Are any noisy activities taking place before 7:00 a.m. or after 5:00 p.m. between Monday to Friday? (If so has this working been discussed and agreed with the Supervising Engineer/Client?) - Have there been any noise or vibration related complaints during the last week?				
Issue: Dust nuisance prevention. - Are there any houses adjacent to the construction sites being affected adversely by dust? - Are any crops adjacent to the construction works covered with dust? - Is there any quarry material stored on site that is uncovered or does not have hoarding and subject to dispersal by the wind? - Are any trucks, carrying quarry materials to or from the site, transporting this material uncovered? - Is adequate water available to damp down any dusty operations ongoing on site? - Have there been any dust related complaints during the last week?				
Issue: Air Pollution (Fumes)				

Environmental Issue to be considered in site inspection	YES	NO	N/A	If YES add an explanatory comment and mitigation measure
- Are there any signs of high levels of exhaust/ fumes/ malodors? - Have there been any fumes nuisance related complaints during the last week?				
Issue: Dealing with archaeological finds. - Have any potential historic artefacts been found during construction? (If so, note how these have been dealt with).				
Issue: Construction traffic management. - Is there adequate signage to inform motorists of the construction activities ahead? - Have there been any complaints about construction traffic impacts (noise, dust, congestion)? - Is there a designated turning/ loading/ offloading area? (If so, is there adequate signage or are a traffic management system being implemented?) - Have there been any traffic accidents/incidents during the last week due to the construction activity on this site? (If so, state how many and severity)				
Issue: Dealing with hazardous substances. - Have any: old drums or containers, oily sheen, materials with a strong smell or unusual colouration been exposed/damaged during construction excavations? - Are drums containing hazardous material properly stored and adequately labelled on the site?				

Environmental Issue to be considered in site inspection	YES	NO	N/A	If YES add an explanatory comment and mitigation measure
- Has there been any spillage during the last week? (If so, how many, what was spilled, how much and how was it managed?)				
Issue: Environmental Incidents and Corrective Actions. - Have complaints been received from the public or other third party during the last week? (If so, how many? Attach a copy of the reports) - Has any incident leading to a threat of human health or life occurred during the last week? (If so, how many? Describe severity and attach copy of incident report)				

Completed by:

Designation: Contractor's Representative

Signed …….

Print Name: …… **Date: ……**

Designation: Client's Supervising Officer

Action completed:

Signed …….

Print Name: …… **Date: ……**

ENVIRONMENTAL INSPECTION AND SOCIAL SAFEGUARDS REGISTER – ADDITIONAL COMMENTS
If required, provide supporting comments relating to the specified environmental checks or on any site environmental or social safeguards matter worthy of note
Continuation Sheet No. Pages:

APPENDIX D MONTHLY EMPLOYER'S ENVIRONMENTAL AND SOCIAL SAFEGUARDS REVIEW CHECKLIST

Month in Review: _____

This form is to be completed by the Employer's Nominated person(s) **monthly**. Completed forms are to be kept on file in the Project Co-ordination Unit offices. A copy should be passed to the Supervising Officer for information within 48 hours.

Subproject: _____

Contractor: _____

Recording Officer: _____

Recording Officer Designation: _____

Date: _____

The purpose of this review is to check monthly that the Project Environmental and Social Safeguards File is being kept up to date.

Issue to be considered in the review	**Yes**	**No**	**Comments and detail of any corrective actions requested**
Q - Looking at the file, is there evidence that the Contractor is undertaking the weekly Environmental Inspections and filing the completed Inspection Checklist?			
Q – Looking at the file and the completed weekly Environmental Inspection, has the Supervising Engineer signed the completed checklists?			
Q – Looking at the file, is there evidence that the Contractor is maintaining the log of environmental incidents/complaints? (It is possible that there may be very few or no complaints of this project so this form may in reality not be used. If there are			

no complaints at the time of review write this in the comments box.)			
Q – Looking at the file is there evidence that any Corrective Action Requests (CAR) which have been issued have been signed off as completed by the originator of that CAR?			
Q – Looking at the file is there evidence that any Social Safeguards or Grievances have been recorded?			

MONTHLY EMPLOYER'S ENVIRONMENTAL AND SOCAL SAFEGUARDS REGISTER REVIEW – ADDITIONAL COMMENTS ***If required, provide supporting comments relating to specific points above.***	
Continuation Sheet No. Pages:	

Review completed by:

Designation: Employer's Representative

Signed ……..

Print Name: …… Date: ……

Designation: Contractor's Representative

Signed ……..

Print Name: …… Date: ……

APPENDIX E E&S QUARTERLY REPORT TEMPLATE

Environmental and Social Quarterly Report

[Date]

PROJECT Activity	STATUS	ADVANCES & CHALLENGES	NEXT STEPS

A. Summary
B. Sub-projects and Program Activities
C. Environmental Management Actions Items
D. Status of the Grievance Redress Mechanism
E. Context
F. Conclusions and Recommendations

APPENDIX F- SEA, SH AND GBV GRIEVANCE REDRESS PROCESS, GBV SERVICE PROVIDERS, GRIEVANCE REDRESS REGISTRATION AND CLOSURE FORMS

Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

The specific nature of sexual exploitation and abuse and of sexual harassment (SEA/SH) requires tailored measures for the reporting, and safe and ethical handling of such allegations. A survivor-centered approach aims to ensure that anyone who has been the target of SEA/SH is treated with dignity, and that the person's rights, privacy, needs and wishes are respected and prioritized in any and all interactions.

The project's E&S Specialist will be responsible for dealing with any SEA/SH issues, should they arise. A list of SEA/SH service providers will be kept available by the project. The GM should assist SEA/SH survivors by referring them to Services Provider(s) for support immediately after receiving a complaint directly from a survivor.

To address SEA/SH, the project will follow the guidance provided on the World Bank Technical Note "Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing Involving Civil Works". This GM will follow the official WB definitions described on the Technical Note as shown below:

Sexual Abuse (SEA) is an actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Sexual Exploitation (SE) refers to any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.

Sexual harassment (SH) Sexual Harassment (SH) is any unwelcome sexual advance, request for sexual favour, verbal or physical conduct or gesture of a sexual nature, or any other behaviour of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.

Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) service provider

An organization offering specific services for SEA/SH survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.

Survivor-centered approach

The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor-centered approach aims to create a supportive environment in which the survivor´s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor´s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor´s capacity to make decisions about possible interventions.

The Social Specialist and PIU will receive sensitization training on the survivor-centred approach.

SEA/SH grievances can be received through any of the available channels and will be considered level 3 grievances investigated and addressed by the GRC. A list of SEA/SH service providers will be kept available by the Project. Additionally, if an incident occurs, it will be reported as appropriate, keeping the anonymity and confidentiality of the complainant and applying the survivor-centered approach[4]. Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain the confidentiality of the survivor. The WB will be notified as soon as the Project Manager and the E&S specialist learn about the complaint.

If a SEA/SH related incident occurs, it will be reported through the GRM, as appropriate and keeping the survivor information confidential. Specifically, following steps will be taken once an incident occurs:

ACTION 1: COMPLAINT INTAKE AND REFERRAL

If the survivor gives consent, the E&S specialist fills in a complaints form excluding any information that can identify the survivor:

- The nature of the allegation (what the complainant says in her/his own words without direct questioning)
- If the alleged perpetrator was/is, to the survivor's best knowledge, associated with the project (yes/no)
- The survivor's age and/or sex (if disclosed); and,
- If the survivor was referred to services

If the survivor does not want to provide written consent, his/her consent can be verbally received. If needed or desired by the survivor, the PIU social specialist refers her/him to relevant SEA/SH service providers, identified in the mapping of SEA/SH service providers and according to preestablished and confidential referral procedures. The survivor's consent must be documented even if it is received verbally. The service providers will be able to direct survivors to other service providers in case the survivor wishes to access other services. The PIU social specialist will keep the survivor informed about any actions taken by the perpetrator employer. If the survivor has been referred to the relevant SEA/SH service providers, received adequate assistance, and no longer requires support; and if appropriate actions have been taken against the perpetrator or if the survivor does not wish to submit an official grievance with the employer, the PIU Safeguards Specialist can close the case.

ACTION 2: INCIDENT REPORTING

The PIU Social Specialist needs to report the anonymized SEA/SH incident as soon as it becomes known, to the Project Manager who will in turn inform the World Bank Task Team Leader (TTL) or directly to the TTL.

[4] The survivor-centered approach is based on a set of principles and skills designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys) who have experienced sexual or other forms of violence. The survivor centered approach aims to create a supportive environment in which the survivor's interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor's recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor's capacity to make decisions about possible interventions.

Complaint Forms and other detailed information should be filed in a safe location by the PIU Social Specialist. Neither the PIU Social specialist nor the Project Manager should seek additional information from the survivor.

SEA/SH incident reporting is not subject to survivors' consent but the PIU Social Specialist needs to provide ongoing feedback to the survivor at several points in time: (1) when the grievance is received; (2) when the case is reported to PIU and WB; (3) when the verification commences or when a determination is made that there is an insufficient basis to proceed; and (4) when the verification concludes or when any outcomes are achieved or disciplinary action taken.

As long as the SEA/SH remains open the PIU Social Specialist and/or Project Manager should update the World Bank TTL on the measures taken to close the incident.

ACTION 3: GRIEVANCE VERIFICATION AND INVESTIGATION

Each SEA/SH incident should be verified to determine if it was related to the WB financed project. The PIU Social specialist should form a SEA/SH verification committee comprised by her/him, one member of the PIU, one member of a local service provider and a representative of the contractor (if relevant). The PIU Social Specialist should notify the SEA/SH Committee of the incident within 24 hours of its creation. The SEA/SH verification committee will consider the SEA/SH allegation to determine the likelihood that the grievance is related to the project.

If after the committee review, SEA/SH allegation is confirmed and it is determined that it is linked to a project[5], the verification committee discusses appropriate actions to be recommended to the appropriate party i.e., the employer of the perpetrator, which could be the PIU or a contractor. The PIU will ask contractors to take appropriate action. The committee reports the incident to the perpetrator's employers to implement the remedy/disciplinary action in accordance with local labour legislation, the employment contract of the perpetrator, and their codes of conduct as per the standard procurement documents.

For SEA/SH incidents where the survivor did not consent to an investigation, the appropriate steps should be taken to ensure the survivor is referred to/made aware of available services and that the project mitigation measures are reviewed to determine if they remain adequate and appropriate or if they require strengthening.

If the survivor is interested in seeking redress and wishes to submit an official complaint with the employer, or with entities in the Saint Vincent and the Grenadines legal system, the PIU Social Specialist should provide linkages to the relevant institutions. Ensuring due legal process is up to the police and the courts, not the SEA/SH verification committee. Unlike other types of issues, the PIU Social Specialist does not conduct investigations, make any announcements, or judge the veracity of an allegation.

Any cases of SEA/SH brought through the GM will be documented but remain closed/sealed to maintain

[5] Project actors are: (a) people employed or engaged directly by the Borrower (including the project proponent and the project implementing agencies) to work specifically in relation to the project (direct workers); (b) people employed or engaged through third parties (Project staff, subcontractors, brokers, agents or intermediaries) to perform work related to core functions of the project, regardless of location (contracted workers); (c) people employed or engaged by the Borrower's primary suppliers (primary supply workers); and (d) people employed or engaged in providing community labor such as voluntary services or participation in project activities and processes (community workers).

the confidentiality of the survivor. Here, the GM will primarily serve to:

- Refer complainants to the SEA/SH Services Provider; and
- Record the resolution of the complaint

The GM will also immediately notify both the Implementing Agency and the World Bank of any SEA/SH complaints **WITH THE CONSENT OF THE SURVIVOR**.

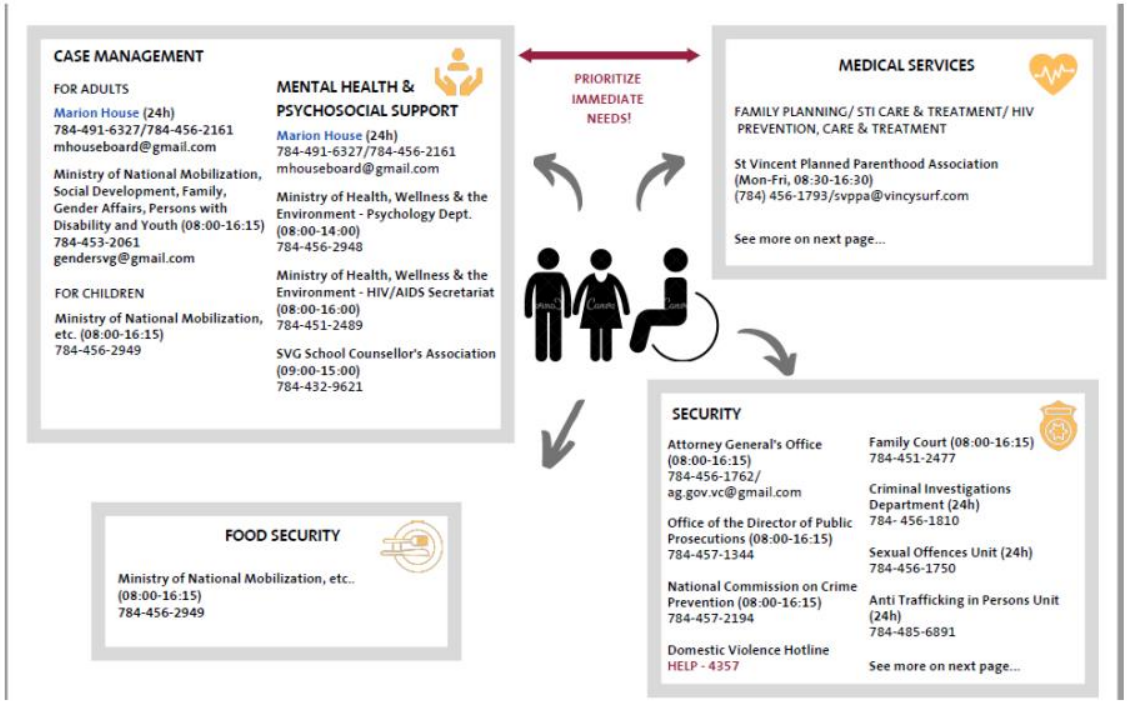
Grievance Redress Mechanism (GRM) for Labour

As part of the Labour Management Procedure (LMP), grievances that relate to project workers will be handled by a separate grievance redress mechanism from that of other project-related grievances. The grievance redress mechanism (GRM) will provide all direct workers and contracted workers (and, where relevant, their organizations) with channels to raise workplace concerns. Such workers, including community workers, will be informed of the grievance redress mechanism at the time of recruitment and the measures put in place to protect them against reprisal for its use. Measures will be put in place to make the grievance redress mechanism easily accessible to all such project workers. Community workers can access the GM via local NGOs, project officers, or the Environmental and Social Safeguards Team.

The Grievance Redress Mechanism (GRM) in the LMP also makes clear procedures for the handling of Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) grievances. Complaints can be made in person, in writing, verbally over the phone, by fax, email or any other media. Concerns can be raised anonymously and/or to a person other than an immediate supervisor.

The Project Coordinator (PC) and the Social Safeguards Focal Point and E&S Specialist assigned to the project will be designated as the key officers in charge of labour grievances resolution.

Agencies responsible for the Management of GBV Cases.


CASE MANAGEMENT
FOR ADULTS
Marion House (24h)
784-491-6327/784-456-2161
mhouseboard@gmail.com
Ministry of National Mobilization, Social Development, Family, Gender Affairs, Persons with Disability and Youth (08:00-16:15)
784-453-2061
gendersvg@gmail.com
FOR CHILDREN
Ministry of National Mobilization, etc. (08:00-16:15)
784-456-2949
MENTAL HEALTH & PSYCHOSOCIAL SUPPORT
Marion House (24h)
784-491-6327/784-456-2161
mhouseboard@gmail.com
Ministry of Health, Wellness & the Environment - Psychology Dept. (08:00-14:00)
784-456-2948
Ministry of Health, Wellness & the Environment - HIV/AIDS Secretariat (08:00-16:00)
784-451-2489
SVG School Counsellor's Association (09:00-15:00)
784-432-9621
PRIORITIZE IMMEDIATE NEEDS!
MEDICAL SERVICES
FAMILY PLANNING/ STI CARE & TREATMENT/ HIV PREVENTION, CARE & TREATMENT
St Vincent Planned Parenthood Association (Mon-Fri, 08:30-16:30)
(784) 456-1793/svppa@vincysurf.com
See more on next page...
SECURITY
Attorney General's Office (08:00-16:15)
784-456-1762/
ag.gov.vc@gmail.com
Office of the Director of Public Prosecutions (08:00-16:15)
784-457-1344
National Commission on Crime Prevention (08:00-16:15)
784-457-2194
Domestic Violence Hotline
HELP - 4357
Family Court (08:00-16:15)
784-451-2477
Criminal Investigations Department (24h)
784- 456-1810
Sexual Offences Unit (24h)
784-456-1750
Anti Trafficking in Persons Unit (24h)
784-485-6891
See more on next page...
FOOD SECURITY
Ministry of National Mobilization, etc..
(08:00-16:15)
784-456-2949

GBV REFERRAL PATHWAY - ST VINCENT & THE GRENADINES

SECURITY

POLICE STATIONS ST VINCENT

Barrouallie - 458-7329

Biabou - 458-0239

Calliaqua - 458-4200

Chateaubelair - 458-2229

Colonarie - 458-6250

Georgetown - 458-6229

Kingstown - 457-1211 Ext 247

Layou - 458-7229

Mesopotamia - 458-5229

Old Montrose - 457-1211 Ext 265

Owia - 457-6605

Penniston - 458-7429

Questelles - 456-1750

Rose Hall - 458-2249

Sandy Bay - 458-6239

Spring - 458-2322

Stubbs - 458-4210

POLICE STATIONS GRENADINES

Paget Farm, Bequia - 458-3250

Port Elizabeth, Bequia - 458-3350

Canouan - 458-8100

Ashton, Union Island - 458-8229

MEDICAL SERVICES

MEDICAL SERVICES ST VINCENT

FAMILY PLANNING

Milton Cato Memorial Hospital, Kingstown
Accepts referrals from all polyclinics re rape cases.
456-1185

FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES

Levi Latham Health Complex, Mesopotamia
458-5245

Buccament Poly Clinic, Buccament Bay
458-7191

Stubbs Poly Clinic, Stubbs
458-0743

Chateubelair Smart Hospital, Chateubelair
458-2228

Georgetown Health Center, Georgetown
458-6652

MEDICAL SERVICES GRENADINES

FAMILY PLANNING/ INITIAL ASSESSMENT OF RAPE CASES

Port Elizabeth Hospital, Port Elizabeth
458-3294

Union Island Health Center, Union Island
458-8339

Canouan Clinic, Canouan
458-8305

CONFIDENTIAL
Complaints Form

DO NOT FILL IN IF
SEA/SH SURVIVOR

Please complete this form to report a problem or file a complaint with the Volcanic Eruption Emergency Project (VEEP). After you fill the form, tear off and keep the receipt at the bottom and put the form in the complaints box.

Details of Complaint

1. Today's date: Day_____Month_____Year_____
2. Parish: _____
3. Sex of person complaining (M/F):_____ 5. Age of person complaining:

Please tell us about your complaint so the project can investigate. Please include as much information as possible.

_____
_____
_____

Personal Details (Optional) PLEASE NOTE THAT YOU HAVE THE RIGHT TO REMAIN ANONYMOUS AND NOT PROVIDE PERSONAL DETAILS.

If you would like to receive a response from the program about your complaint, please fill in your details below. If you do not fill in these details, you will remain unknown and the program will not be able to contact you.

6. First Name:_____7. Last Name: _____

DO NOT FILL IN IN THE CASE OF SEA/SH GRIEVANCES

8. Parish:_____9. Mobile number: _____

10. Mediator for affected person: _____

11. Civil organization / Service Organization: _____

Receipt: Complaint Number: [Same number as above]

Date received: _____

Person receiving the complaint:

Grievance Registers

DO NOT FILL IN IN THE CASE OF SEA/SH GRIEVANCES **Page Number: [Number]**

Volcanic Eruption Emergency Project VEEP									
	IDENTIFICATION OF PERSON / ENTITY			NATURE OF THE REQUEST / COMPLAINT			REQUEST/ COMPLAINT PROCESSING		
Log #	Name (and age) of the complainant	Contact Details	Incident date	Information request / complaint	Received by	Response provided / action taken	Date of request / incident response	Action Taken (under review, investigation, closed)	Date Closed

FILL IN ONLY FOR SEA/SH INCIDENTS

Volcanic Eruption Emergency Project (VEEP)			
Nature of the allegation(what the complainant says in her/his own words without direct questioning)	Was the alleged perpetrator was/is, to the survivor's best knowledge, associated with the project (yes/no)	Survivor's age and/or sex (if disclosed)	Was the survivor referred to services?

Meeting Record Format

Subproject: ..... Community: ..... Location: ....

Date of the Meeting: ..... Complaint Register No:

..... Venue of meeting: .....

Details of Participants:

Complainant	Project/Government

Summary of Grievance: .....

.....

.....

Notes on Discussion: .....

.....

.....

.....

Decisions taken / Recommendations: .....

.....

.....

.....

Issue Solved / Unsolved _____ Signature of Chairperson of the meeting:

Name of Chairperson: ..... Signature :.....

Date: ..... (DD/MM/YYYY)

Grievance Closure Form

Subproject: ..... Community:..... Location: .....

Result of Grievance Redressal

1. Registration No.:
2. Name of Complainant:
3. Date of Complaint:
4. Summary of the Complaint:
5. Summary of Resolution:
6. Date of Redressal of the Grievance: (dd– mm – yyyy)

Signature of the Complainant in acceptance of the Solution to his /her Grievance

Name:.....

National ID number: .....

Signature of Permanent Secretary or Project Manager: .....

Name: .....

Place: .....

Date:(dd –mm – yyyy): .....

CONSTRUCTION PHASE HEALTH AND SAFETY PLAN

I hereby certify that I have read the HS plan and will comply with its requirements:

……

Contractor

……..

Name & Signature

……

Date

CONSTRUCTION PHASE HEALTH AND SAFETY PLAN

I hereby certify that I have read the HS plan and will comply with its requirements:

……

Contractor

……..

Name & Signature

……

Date

Table of Contents **Page**

Section 1. Health and Safety Guidelines

The Contractor recognizes the importance of meeting society's needs for health, safety and protection of the environment. It is our intention to proactively work with employees, contractors, the public, governments and others to use natural resources in an environmentally sound manner while protecting the health and safety of employees, subcontractors and the public.

We are dedicated to a continuous improvement of our country's health, safety and environmental processes while supplying high quality products and services to customers. To meet these responsibilities, we will manage our business according to the following Health and Safety (HS) Plans and Principles.

The Contractor will conduct its activities in such a way as to maintain:

- plant, equipment, processes, buildings and systems of work that are safe, and without risk to health.
- adequate information, instructions, continuous training and supervision.
- a safe place to work together with safe access to it and egress from it;
- a safe and healthy working environment for employees, contractors, and clients.
- arrangements for the safe storage, transportation and use of hazardous articles and substances.
- adequate prevention of and protection against fire together with appropriate firefighting equipment.
- protection of the environment, prevent pollution, and seek improvements in the efficient use of natural resources; and,
- ensure that health, and safety (HS) matters have equal status with all other primary business objectives.

The Contractor will ensure the implementation of its Construction Health and Safety programs and procedures through the use of feedback from its client, Supervising Consultant, employees, subcontractors, auditors, inspectors and reporting systems.

Managing Director

Date _____

Drug and Alcohol Guideline

The Contractor has adopted a drug and alcohol policy that prohibits the possession or use of alcohol, drugs or controlled substances on the job and prohibits working while under the influence of alcohol, drugs or controlled substances.

Any employee/contractor who violates this guideline is subject to summary dismissal, even for a first violation.

No Smoking Guideline

Smoking is forbidden in all areas of the construction site other than those areas designated as smoking areas. These areas will be clearly identified and signed accordingly.

Contractors Safety Management

Contractors and subcontractors, who work on the company's construction site, must conduct their activities in a manner consistent with safe and healthy operating practices, and in accordance with all applicable safety and health rules and regulations.

All contractors and subcontractors shall provide their employees with appropriate personal protective equipment and the necessary safety training prior to beginning work. The Contractor and subcontractors will ensure that all PPE is used consistently and correctly.

All contractors and subcontractors are responsible for ensuring that their equipment is in proper working condition and that any unsafe conditions will be corrected.

All contractors must comply with the company's Contractors Safety Policies and communicate it to their employees.

Site Induction

Site induction is an important factor in ensuring contractors/subcontractors fully understand the environment they will be working in and the systems and procedures they will be expected to follow. A Site Induction must be given to all new employees/contractors working on the site.

The induction must cover the following:

Introduction and description of the project.

Site security access and egress.

Company HS Guidelines

Contractors/Subcontractors and relevant management personnel responsibility

Welfare facilities toilets, canteen and first aid

Traffic management system

Fire risk (alarm procedure/assembly points)

Risk assessments and permit system

Working at height/scaffolding

Excavations

Lifting operations

Incident/accident and near miss reporting

Environmental issues (pollution, noise, dust and light etc)

Protecting the Public and Site Security

The site project team and their contractors must conduct their business without putting members of the public at risk. This includes the public and other workers who may be affected by the work. The Site has a strict access policy and all employees must sign with security and undergo a bag check on entering and exiting the site. Authorized non-employees must present themselves to site security to sign the register before entering the work area. No children, and no unaccompanied members of the public are to be allowed on the site. All authorized persons on the site must use the necessary PPE in the work area.

Contractors must minimize the potential to injure members of the public and visitors.

Falling objects - Employees must be provided with the necessary equipment for working at heights, and training to use the equipment appropriately. For example, scaffolds must have toe-boards, brick guards and netting where required.

Delivery and other site vehicles - Make sure pedestrians cannot be struck by vehicles entering or leaving the site. Obstructing the pavement during deliveries must be avoided

Scaffolding and other access equipment - Prevent people outside the boundary being struck while they are erecting, dismantling and using scaffolding and other access equipment.

Storing and stacking materials - The storage of materials must be within the site perimeter, preferably in secure compounds or away from the perimeter fencing. Provisions must also be made for the proper storage of chemicals and flammable liquids.

Openings and excavations – Barrier and covers must be used to prevent falls into excavations, manholes, stairwells or from open floor edges.

Welfare and First Aid

Female and Male toilet facilities will be provided on the site and must be kept be kept clean and tidy at all times.

Any employee found misusing these facilities or urinating/defecating on site will be immediately dismissed.

A First aid kit is available in the site offices and security hut where the staff are trained first aiders.

All accidents needing treatment must be reported to the site offices, and noted in the E&S files which must be kept on site. Personnel must be designated for receiving and documenting record incidents and accidents.

Section 2. **Site Safety**

Personal Protective Equipment

Personal Protective Equipment (PPE) is equipment that will protect the user against health or safety risks at work.

It is a requirement that Safety helmets and safety footwear be worn at all times when on site with gloves, eye protection, high-visibility clothing, dust masks, ear protection and safety harnesses as required when carrying out specific tasks.

Fire and Emergency Procedures

The Site should have a general Fire and Emergency Strategy which includes orientation for workers and periodic drills, but the Contractor is responsible for carrying out their own assessment of their section of the works using the following protocol:

Risk assessment

There are five steps in carrying out a fire risk assessment:

Identify hazards: consider how a fire could start and what could burn.

People at risk: employees, contractors and visitors

Evaluation and action: consider the hazards and people identified in 1 and 2 and act to remove and reduce risk to protect people and premises.

Record, plan and train: keep a record of the risks and action taken. Make a clear plan for fire safety and ensure that people understand what they need to do in the event of a fire.

Review: your assessment regularly and check it takes account of any changes on site.

Means of Escape

Key aspects to providing safe means of escape on construction sites include:

Routes: your risk assessment must determine the escape routes required, which must be kept available and unobstructed

Alternatives: well-separated alternative ways to ground level must be provided where possible

Protection: routes can be protected by installing permanent fire separation and fire doors as soon as possible

Assembly: make sure escape routes give access to a safe place where people can assemble and be accounted for.

Signs: signage and emergency lighting will be provided as part of the site procedure

Means of giving warning - The site uses an air horn as a fire alarm.

Means of fighting fire - Fire extinguishers to be located at identified fire points around the site and in the Site Offices and Security Hut. There should be on site a fire marshal and staff trained to use the extinguishers and maintain the devices regularly to ensure that they work if required. The extinguishers must be appropriate to the nature of the potential fire:

- Wood, paper and cloth – water extinguisher
- Flammable liquids – dry powder or foam extinguisher
- Electrical – carbon dioxide (C02) extinguisher.
- Nominated people must be trained in how to use extinguishers.

Incident / Accident Reporting

All incidents/ accidents must be reported to the construction site management. They will then assist and advise in the investigation of the event and an accident report form must be filled out. They will also advise on additional reporting requirements, immediate / root cause and actions required to prevent a reoccurrence.

Method Statement (MS)

A Method Statement must be provided by the contractor for each element of the work.

The Method Statement is a systematic process for identifying the work to be done, breaking it down into basic steps, identifying potential hazards involved in the work and those that may be created by the work. A hazard is something that has the potential to cause harm or ill health to people, damage to plant equipment or the environment and may impact on the works. This process must involve the full participation of those planning and those carrying out the work activity it must also consider those who may be affected by the work activity.

1. Elimination – To get rid of the risk altogether
2. Substitution – To exchange one risk for something less likely or severe
3. Physical Controls – separation/isolation, eliminate contact with the hazard.
4. Administrative controls – A safe system of work procedures in place to ensure safe use/contact with hazard.
5. Information, Instruction, Training and Supervision – To warn people of hazard and tell/show/help how to understand and deal with it.
6. Personal Protective Equipment – Don appropriately to reduce severity of incident/ accident.

On completing the Method Statement, a Method Statement Risk Assessment (MSRA) must be carried out.

Method Statement Risk Assessment (MSRA)

The Contractor has the responsibility for assessing the risk for each element of the works.

There are 8 steps to carrying out a risk assessment:

1. Identify the Hazard
2. Identify those at risk
3. Identify existing control measures
4. Evaluate the risk
5. Decide/implement control measure
6. Record Assessment
7. Monitor and review
8. Communicate to all those affected by the work

Lifting Operations

All lifting operations involving lifting equipment must be properly planned by a competent person; appropriately supervised; and carried out in a safe manner.

Cranes and lifting accessories such as slings must be of adequate strength, tested and subject to the required examinations and inspections.

All crane operators, and people involved in slinging loads and directing lifting operations, must be trained and competent.

There are four key aspects to the safe use of cranes:

- Planning lifting operations
- Safe systems of work
- Supervision of lifting
- Thorough examination

Excavators Used for Lifting Operations

The use of excavators for lifting operations needs to be carefully planned and supervised. Excavators and backhoes are designed for rapid earth moving and are not designed for lifting operations as their principal function. When planning a lifting operation, you must firstly consider whether an excavator is the most appropriate machine, taking into account the type of lift and the duration of the task.

Excavators must not be used under any circumstances for the lifting of persons as they are primarily designed for excavating with a bucket and consequently are capable of operating speeds and movements which make them totally unsuitable for the lifting of persons

Electrically Powered Equipment

It is the responsibility of the employer or Contractor to ensure that electrical equipment used for work is safe:

- Perform a Risk Assessment to identify the hazards, the risks arising from those hazards, and the control measures you must use.
- Check that the electrical equipment is suitable for the work and way in which it is going to be used.
- Check that the electrical equipment is in good condition.
- Check that the equipment is suitable for the electrical supply with which it is going to be used, and the electrical supply is safe.
- It is often beneficial to use a Residual Current Device (RCD) between the electrical supply and the equipment.
- Make sure that the user of the equipment is trained to use it safely.
- Make sure the user knows which personal protective equipment to wear, how to use it, and make sure they do.

Mobile Plant and Equipment

Common to the use of all mobile plant and vehicles is the need to segregate vehicles from pedestrians, train staff to use the machines competently; and make sure that the machines are regularly inspected, serviced and maintained.

Excavators, Dumpers & Telehandlers –

The plant used must be carefully selected, maintained and operated by trained drivers. Key issues are:

- Equipment hazards
- Controlling the risk
- Training and competence
- Inspection and maintenance

A safe workplace for all vehicle operations must be established by separating pedestrians and vehicles and providing hazard-free traffic routes

Equipment Hazards

- Moving – and strikes a pedestrian, particularly while reversing;
- Slewing – trapping a person between the excavator and a fixed structure or vehicle

- Working – when the moving bucket or other attachment strikes a pedestrian or when the bucket inadvertently falls from the excavator.
- Overturning – over 60% of dumper deaths involve the driver when the vehicle overturns.
- Collision – most other deaths occur when pedestrians are struck by the dumper when it is reversing or going forwards on site.

Controlling the Risk

- Exclusion**:** People must be kept away from areas of excavator operation by the provision of suitable barriers.
- Clearance: When slewing in a confined area the selection of plant with minimal tail swing is preferred. Clearance of over 0.5m needs to be maintained between any part of the machine, particularly the ballast weight, and the nearest obstruction.
- Visibility: Excavators with the best view around them directly from the driver position must be selected. Excavators must be equipped with adequate visibility aids to ensure drivers can see areas where people may be at risk from the operation of the machine.
- Signallers: A signaller must be provided in a safe position to direct excavator operation and any pedestrian movements
- Gradients: Plan the work so that dumpers are used on gradients that are within their safe working capacity. Check with the manufacturer
- Loading**:** Make sure loads are distributed evenly and provide purpose-built platforms for regularly transported items, e.g. large drums.
- Ground conditions**:** Working on sloping, uneven or unstable ground can be hazardous. Telehandlers normally require prepared, flat, graded surfaces to operate safely. Even rough-terrain lift trucks have strict operational limits that need to be observed

Training and Competence

- Drivers: must be licensed, trained, competent and authorized to operate the specific excavator. Training certificates from recognized schemes help demonstrate competence and certificates must be checked for validity
- Signallers: must be trained, competent and authorized to direct excavator movements and, where possible, provided with a protected position from which they can work in safety

Inspection and Maintenance

A program of daily visual checks, regular inspections and servicing schedules must be established in accordance with the manufacturer's instructions and the risks associated with each vehicle.

Excavation Work / Structural Stability

Prevent danger to workers in or near excavations. To maintain the required precautions, a competent person must inspect excavation supports or battering at the start of the working shift and at other specified times. No work must take place until the excavation is safe.

Key issues are:

- Collapse of Excavation
- Falling or Dislodging Material
- Falling into Excavation
- Inspection

Collapse of excavations

- Temporary support – Before digging any trench pit, tunnel, or other excavations, decide what temporary support will be required and plan the precautions to be taken.
- Make sure the equipment and precautions needed (trench sheets, props, baulks etc) are available on site before work starts.
- Battering the excavation sides – Battering the excavation sides to a safe angle of repose may also make the excavation safer.

Falling or dislodging material

- Loose materials – may fall from spoil heaps into the excavation. Edge protection must include toe boards or other means, such as projecting trench sheets or box sides to protect against falling materials. Head protection must be worn.
- Undermining other structures – Check that excavations do not undermine scaffold. Decide if extra support for the structure is needed before you start.

- Effect of plant and vehicles – Do not park plant and vehicles close to the sides of excavations. The extra loadings can make the sides of excavations more likely to collapse.

Falling into excavations

- Guard rails and toe boards inserted into the ground immediately next to the supported excavation side
- Fabricated guard rail assemblies that connect to the sides of the trench box

The support system itself, e.g., using trench box extensions or trench sheets longer than the trench depth.