

REPUBLIC OF RWANDA



MINISTRY OF INFRASTRUCTURE

**Accelerating Sustainable and Clean Energy Access Transformation
(ASCENT MPA – RWANDA)
(P180575)**

**DRAFT ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN
(ESCP)**



October 04, 2023

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Government OF Rwanda (the Recipient) is preparing the Rwanda – Accelerating Sustainable and Clean Energy Access Transformation (ASCENT MPA – RWANDA) (the project) with the involvement of the Ministry of Infrastructure (MININFRA), Rwanda Energy Group (REG-EDCL) and The Development Bank of Rwanda (BRD) as set out in the Financing Agreement. The World Bank acting as the administrator for the Project, as set out in the referred agreement(s).
2. The Recipient shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs) and this Environmental and Social Commitment Plan (ESCP), in a manner acceptable to the World Bank. The ESCP is a part of the Financing Agreement. Unless otherwise defined in this ESCP, capitalized terms used in this ESCP have the meanings ascribed to them in the referred agreement.
3. Without limitation to the foregoing, this ESCP sets out material measures and actions that the Recipient shall carry out or cause to be carried out, including, as applicable, the timeframes of the actions and measures, institutional, staffing, training, monitoring and reporting arrangements, and grievance management. The ESCP also sets out the environmental and social (E&S) instruments that shall be adopted and implemented under the Project, all of which shall be subject to prior consultation and disclosure, consistent with the ESS, and in form and substance, and in a manner acceptable to the World Bank. Once adopted, said E&S instruments may be revised from time to time with prior written agreement by the World Bank.
4. As agreed by the World Bank and the Recipient, this ESCP will be revised from time to time if necessary, during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance. In such circumstances, the Recipient through MININFRA and the World Bank agree to update the ESCP to reflect these changes through an exchange of letters signed between the World Bank and Recipient, Ministry of Finance and Economic Planning (MINECOFIN). The Recipient shall promptly disclose the updated ESCP.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
MONITORING AND REPORTING			
A	<p>REGULAR REPORTING</p> <p>Prepare and submit to the World Bank, regular monitoring reports of the environmental, social, health and safety (ESHS) performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&S instruments required under the ESCP, stakeholder engagement activities, and functioning of the grievance mechanism(s), Incidents and accidents, Capacity building programs conducted, Activities planned for the next reporting period.</p>	<p>Quarterly (every 3 months) after effectiveness, and throughout the project implementation.</p>	<p>REG-EDCL, BRD</p>
B	<p>INCIDENTS AND ACCIDENTS</p> <p>Promptly notify the World Bank of any incident or accident related to the Project which has, or is likely to result into pollution on the environment, dam failure, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation, abuse (SEA) and sexual harassment (SH), and accidents that result in death, Serious or multiple injury. Provide sufficient detail regarding the scope, severity, and possible causes of the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate.</p> <p>Subsequently, at the World Bank request, prepare a report on the incident or accident and propose any measures to address it and prevent its recurrence.</p>	<p>Notify the World Bank immediately and not later than 24 hours after learning of the incident or accident.</p> <p>Provide a subsequent report to the Bank within a timeframe acceptable to the World Bank.</p>	<p>REG-EDCL, BRD</p>
C	<p>CONTRACTORS' MONTHLY REPORTS</p> <p>Require contractors and supervising firms to provide monthly monitoring reports on ESHS performance in accordance with the metrics specified in the respective bidding documents and contracts and submit such reports to the World Bank.</p>	<p>Quarterly as annexes to the reports to be submitted under action A above or upon request.</p>	<p>Contractors, consultant, REG-EDCL, BRD.</p>

	MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
D	<p>NOTIFICATIONS RELATING TO DAAB COMPLIANCE REVIEW OF CONTRACTOR COMPLIANCE WITH SEA/SH PREVENTION AND RESPONSE OBLIGATIONS</p> <p>Notify the World Bank of any referral submitted to the Dispute Avoidance and Adjudication Board (DAAB) to initiate a process of compliance review in relation to a contractor’s obligations to prevent and respond to sexual exploitation and abuse (SEA), and/or sexual harassment (SH) specified in the respective works contract with such contractor; and, in the event of any such referral, notify the World Bank of: (i) the DAAB’s decision on such referral; (ii) the contractor’s Notice of Dissatisfaction, if any, with such DAAB decision; (iii) any notification received on the commencement of an emergency arbitration proceeding or full arbitration proceeding in relation to the DAAB’s decision; and (iv) the resulting emergency arbitration order and/or full arbitration order, if any.</p>	<p>No later than 7 days after the issuance or receipt, as applicable, of the relevant document (i.e., referral to the DAAB, issuance of DAAB decision, Notice of Dissatisfaction, notice of commencement of emergency/full arbitration, emergency/full arbitration order, as applicable).</p>	<p>REG-EDCL, BRD</p>
ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.1	<p>ORGANIZATIONAL STRUCTURE</p> <ol style="list-style-type: none"> Expand the Single PIU in EDCL with qualified staff and resources to the management of Environmental Social Health and Safety (ESHS) risks and impacts of the Project. In addition to the existing 1 Senior Environmental and Social Safeguards Specialist, 1 Environmental safeguards Specialist, 1 Social Safeguards Specialist and 1 Gender Specialist, recruit additional 2 Environmental risk management s, 2 Social risk management Specialists and 1 Project Health and Safety Specialist. The Rwanda Development Bank of Rwanda (BRD) shall recruit or appoint a full time on environment risk management specialist and one social risk management specialist. 	<ol style="list-style-type: none"> EDCL shall recruit the additional 5 staffs for the project by effective date of the project and thereafter maintain these positions throughout project implementation. BRD shall recruit or appoint the specified full time staffs by effective date and thereafter maintain these positions throughout project implementation. 	<p>REG-EDCL, BRD.</p>

	MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
1.2	<p>ENVIRONMENTAL AND SOCIAL INSTRUMENTS</p> <p>1. Adopt and implement an Environmental and Social Management Framework (ESMF) and Resettlement Policy Framework (RPF); Labour Management Procedures (LMP); Stakeholder Engagement Plan (SEP), and Gender Action Plan (GAP), Anti Gender based Violence Action Plan and ESMS for the Project, consistent with the relevant ESSs and in accordance with WB EHS Guidelines. The ESMF should include screening forms to be used to screen all sub-projects to determine whether ESIA, ESMPs, EHSP and other E&S instruments must be prepared and implemented prior to sub-project implementation.</p> <p>2. Adopt and implement an Environmental and Social Impact Assessment (ESIA), and corresponding Environmental and Social Management Plan (ESMP), Resettlement Action Plan (RAP), or other appropriate environment and social risk management instruments (environment and social audit, occupational health and safety, etc) required for the respective subproject activities, based on the assessment process, in accordance with the ESSs, the ESMF, the EHSs and other relevant Good International Industry Practice (GIIP) in a manner acceptable to the World Bank.</p> <p>3. Project Implementation Manual (PIM): Include the E&S requirements into the Project Implementation Manual. At the minimum, the Manual will describe:</p> <ul style="list-style-type: none"> - The roles of Environment and Social (E&S) specialists - The minimum E&S clauses to be included in the Terms of Reference and tender documents. - Incorporation of E&S indicators into Monitoring and Evaluation system - Audit requirement at completion and Completion timeline 	<p>1. ESMF, SEP, RPF, LMP, GAP and ESMS for the Project have been prepared, reviewed and cleared by the WB; and will be disclosed prior to project appraisal.</p> <p>2. ESIA/ESMP, RAP: drafted Prior to the procurement of related activities, and after adoption, implemented throughout the project implementation.</p> <p>3. PIM by effective date and thereafter implement throughout project implementation.</p>	<p>REG-EDCL, BRD</p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>1.3 MANAGEMENT OF CONTRACTORS</p> <p>Consistent with the Project’s ESMF and ESIA implementation will involve other partners such as contractors and respective supervising firm. To ensure coordination for successful implementation of the project, the EDCL will establish measures which include, but not limited to:</p> <ul style="list-style-type: none"> (i) Ascertain that implementing partners(contractors) have adequate human resource with knowledge and skills to perform their project tasks in accordance with their commitments; (ii) Contractor ESMP (C-ESMP) is costed, with sufficient budget to mitigate E&S risks. (iii) Contractor provides details on contractor’s oversight on environmental, social, health and safety (ESHS) performance. (iv) Incorporate all relevant aspects of the ESCP into tender documents; (v) GBV Action Plan as part of the C-ESMP and prepared before start of Civil works. (vi) Workers Grievance Mechanism (GM) to address GBV related issues. (vii) Officially require implementing partners to apply the relevant aspects of the ESCP and the relevant management tools, including OHS, site rehabilitation and LMP, among others; (viii) Monitor the contractors and their associates’ compliance with the ESSs and this ESCP; (ix) Require implementing partners to have equivalent arrangements with their subcontractors; (x) All implementing partners(contractors) to have Environment and Social Staff; (xi) Ensure that GBV code of conduct are included in service providers tender documents in accordance with national laws and the World Bank ESF Requirements. 	<p>Integration of E&S provisions as part of the preparation of procurement documents and respective contracts.</p> <p>Supervise contractors throughout Project implementation</p>	<p>REG-EDCL, BRD, consultants, contractors.</p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	The Government will ensure that before all procurement processes begin, the ESIA/ESMP has been prepared; and involve the environmental and social management units in the review of terms of reference, request for proposal, bidding documents, and contracts to ensure compliance by contractors and subcontractors of this ESCP, ESMF, SEP, LMP, ESIA, ESMP and all Project management tools and Instruments listed in Section 1.3. above		
1.4	<p>TECHNICAL ASSISTANCE</p> <p>Ensure that the consultancies, studies (e.g. Feasibility Study for Development of grid scale Solar PV with storage, feasibility for potential agriculture PV countrywide, Feasibility for floating PV systems etc.) , capacity building, training, and any other technical assistance activities under the Project, including, inter alia, that E&S risk management instruments as specified under 1.2 are carried out in accordance with terms of reference acceptable to the Bank, that are consistent with the ESSs. Any consultancy activities will be in line with the WB OESRC Advisory Note Technical Assistance and the Environmental and Social Framework. Thereafter ensure that the outputs of such activities comply with the terms of reference.</p>	Throughout Project implementation.	REG-EDCL, BRD
ESS 2: LABOR AND WORKING CONDITIONS			
2.1	<p>LABOR MANAGEMENT PROCEDURES</p> <p>Adopt and implement labour management procedures consistent with national legislation and ESS2 and WB EHS Guidelines, for the project including, inter alia, provisions on working conditions, management of workers relationships, occupational health and safety (including personal protective equipment, and emergency preparedness and response), code of conduct (including relating to SEA and SH), forced labor, child labor, grievance arrangements for Project workers, and applicable requirements for contractors, subcontractors, and supervising firms.</p>	<p>Adopt the LMP prior to effective date and thereafter implement throughout project implementation.</p> <p>The workers grievance committees will be elected before start of works.</p>	REG-EDCL, BRD

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	ToR in line with the labour management procedures will be included in all tender documents and contracts. The contracts will include working conditions requirements consistent with national laws of labour, occupational, health and safety and ESS2, a worker’s code of conduct and a requirement for workers (including subcontractors) to be made aware of the same and be provided with written contracts. Child labor and forced labor (as defined in ESS2 and the National Labor Law is prohibited on the Project).		
E2.2	<p>GRIEVANCE MECHANISM FOR PROJECT WORKERS</p> <p>Establish, maintain, and operate a grievance mechanism for Project workers, as described in the LMP and consistent with ESS2 and the Rwandan Labor laws..</p>	Establish grievance mechanisms prior to engaging project workers and thereafter maintain and operate it throughout Project Implementation.	REG-EDCL, BRD.
2.3	<p>OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES</p> <p>Adopt, and implement occupational, health and safety (OHS) measures specified in the ESMF and site specific ESMPs. Ensure that contractors also prepare OHS plans, as part of Contractor ESMPs (C-ESMPs), before their mobilization for approval by PIU.</p>	Prior to implementation of the ESMPs and C-ESMPs. Maintain throughout Project implementation	REG-EDCL, BRD.
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	<p>WASTE MANAGEMENT PLAN</p> <p>prepare, adopt, and implement a comprehensive Waste Management Plan to manage hazardous and nonhazardous wastes, consistent with ESS3 and National E-wastes Management Policy. As per the ESMF, subproject specific ESS3 related requirements shall be established in subproject instruments e.g., as part of the specific ESIA/ESMPs for subprojects to be prepared under action 1.2, bid and contracts.</p> <p>Subprojects shall incorporate waste management measures required by the ESMF into subprojects ESMPs and Contractors’ CESMPs.</p>	<p>Adopt prior to any subproject commencement and implement throughout the project implementation.</p> <p>Adopt before subproject commencement (as part of</p>	REG-EDCL, contractors, BRD.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
		Contractor’s Environment and Social management Plan (CESMP) and implement throughout the subproject implementation.	
3.2	<p>RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</p> <p>Consistent with the Project’s ESMF and ESS3, resource efficiency and pollution prevention and management measures will be covered under the specific ESMPs to be prepared under action 1.2 above, comprising, among others, the following measures and actions:</p> <ul style="list-style-type: none"> - Feasible measures (financial and technical) for improving efficiency in consumption of energy, fuelwood and water, as well as other resources and material inputs will be put in place. - The production, transportation, handling, storage, and use of hazardous materials for the entire cycle of the project. All these measures will be adopted and included in the site-specific Construction ESMPs (CESMPs) as required. Before approval, proposed clean cooking solutions for schools will be tested in partnership with Rwanda Standards Board. 	<p>Adopt and implement as ESIAs/ESMPs (Action 1.2) before commencement of civil works of subprojects.</p> <p>Part of the C-ESMP process, approval required prior to commencing civil works.</p> <p>Maintained/operationalized and enforced throughout the project implementation.</p>	REG-EDCL, BRD, Contractors, Supervisors.
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	<p>TRAFFIC AND ROAD SAFETY</p> <p>Appropriate measures shall be identified, and plans prepared and implemented to ensure road safety and minimize traffic accidents. These shall be part of the site-specific ESIAs/ESMPs. Traffic management plans/ measures shall cover procedures to undertake pre-construction checks for any roads to be used for transport of construction- and access materials to ensure roads are suitable. Cause contractors to develop their own traffic management plans (based on the ESMP)</p>	Prior to the commencement of the subprojects as part of subprojects ESMP and implemented throughout the sub project implementation.	REG-EDCL, BRD, consultant and contractors.

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>4.3 SEA AND SH RISKS</p> <p>According to the provisions of the updated ESMF, develop, adopt and implement measures and actions to assess and manage the risks of gender-based violence (GBV), sexual exploitation and abuse (SEA) and sexually transmitted diseases. ESMP to comprise comprehensive and culturally appropriate measures to address risks and impacts and to undertake appropriate sensitization, awareness rising and capacity building for local communities, including social institutions such as schools. SEP and ESMP will contain provisions for additional community-based monitoring and reporting. SEP and ESMP to incorporate relevant provisions from WB’s Guidance Note on Management of Gender Based Violence (2017).</p> <p>The Project’s Grievance Mechanism to cover special provisions for victims of GBV as appropriate. Workers Code of Conduct to comprehensively cover the areas of GBV, SEA and STD, including relevant disciplinary measures, penalties and provisions for prosecution.</p> <p>Contractors will have to develop their own management- and community liaison plans covering community health and safety (based on the ESMP), diligent implementation to be supervised and monitored by EDCL.</p>	<p>As per timelines under 1.2</p> <p>Sub-project specific GBV action plan will be developed as part of the ESIA or ESMP, with codes of conduct signed by all subproject workers, and training provided prior to beginning of subproject works.</p> <p>Codes of conduct signed by all subproject workers, and training provided prior to beginning of subproject works.</p>	<p>REG-EDCL, BRD</p>
<p>4.4 SECURITY MANAGEMENT</p> <p>Adopt and implement ESMF guidance on measures to ensure diligent selection, operation and supervision of security personnel.</p> <p>Require Contractors to develop their own security management, and incorporate relevant provisions from the Bank Good Practice Note -Assessing and managing the risks and impacts of the use of security personnel (2018), diligent implementation to be supervised and monitored by EDCL and RDB.</p>	<p>Prior to the sub project implementation as part of the ESMP and observed throughout the project implementation.</p>	<p>REG-EDCL, CONTRACTORS, supervisors.</p>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>4.5 DAM SAFETY (FOR ANNEX A, PARA. 2. ESS4) Not applicable to ASCENT</p>		
<p>ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</p>		
<p>5.1 RESETTLEMENT POLICY FRAMEWORK</p> <p>Adopt and implement a Resettlement Policy Framework (RPF) for the Project, consistent with ESS5. All clean cooking activities including Activities to be implemented under ASCENT will not require land acquisition. Where needed, RPF will be updated, and site specific RAPs will be prepared by the client for approval. As part of the preparation of RAP, socio-economic surveys will be conducted to identify vulnerable groups among the PAPs.</p>	<p>Adopt and implement the RPF for the project and implement throughout the project.</p>	<p>REG-EDCL</p>
<p>5.2 RESETTLEMENT PLANS</p> <p>Adopt and implement site specific resettlement action plans (RAPs) or proportional resettlement action plans consistent with the requirements of the Resettlement Policy Framework (RPF) for the Project in line with ESS5, in a manner acceptable to the EDCL, RDB, and the World Bank, and thereafter implement the respective RAPs before carrying out any project works that involve involuntary resettlement.</p>	<p>Prepare and obtain prior review and approval of the RAPs by the World Bank and disclose and implement it before commencement of any civil works that involve land acquisition and resettlement.</p>	<p>REG-EDCL</p>
<p>5.3 GRIEVANCE MECHANISM</p> <p>EDCL will develop, implement, and keep operational a grievance redress mechanism consistent with ESMF, SEP and RPF requirements.</p>	<p>The GRM will be in place before commencement of project activities then operationalized and maintained throughout Project implementation.</p>	<p>REG-EDCL, BRD</p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES			
6.1	<p>BIODIVERSITY RISKS AND IMPACTS</p> <p>According to the provisions of the ESMF, ESS6 measures shall be identified through the specific ESIA's and ESMPs to be prepared under action 1.2.</p> <p>If required, prepare, adopt, and implement as part of ESMPs biodiversity protection measures, including as appropriate a stand-alone Biodiversity Management Plan, in accordance with ESS6 and the ESMF, and in a manner acceptable to the Association.</p>	<p>Before commencement of sub project activities and throughout Project implementation</p> <p>Submit for the Bank's prior approval prior to initiation of activity that may affect biodiversity. Once approved, the plan shall be implemented throughout Project implementation.</p>	REG-EDCL, BRD, contractors.
ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.1	<p>INDIGENOUS PEOPLES PLANNING FRAMEWORK</p> <p>Not Applicable.</p>		
ESS 8: CULTURAL HERITAGE			
8.1	<p>CULTURAL HERITAGE RISKS AND IMPACTS</p> <p>Consistent with the Project's ESMF and ESS8, and GoR's policies and legal frameworks, measures, and actions to address risks and impacts on cultural heritage will be identified and a management measures included as part of site specific ESIA's/ESMPs for subprojects (to be prepared under action 1.2 above), in a manner acceptable to the Association.</p>	<p>Before commencement of sub project activities and throughout Project implementation</p>	REG-EDCL, consultants, CONTRACTORS, BRD
8.2	<p>CHANCE FINDS</p> <p>Consistent with the Project's ESMF and ESS8, and GoR's policies and legal frameworks, incorporate and implement chance finds procedure (integrated in the</p>		

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	<p>ESMF), in case valuable artefacts or culturally valuable materials are found, as part of site specific ESMPs for subprojects (to be prepared under action 1.2 above), in a manner acceptable to the World Bank. Such procedure (comprising actions to be taken in case of an unexpected cultural heritage discovery) will be included in all contracts (which will be addressed in CESMPs by contractors) relating to the implementation of the project.</p> <p>Ensure relevant workers are trained in the requirements of the procedure prior to ground disturbance.</p>	Before commencement of sub project activities and throughout Project implementation	REG-EDCL, consultants, Contractors, BRD
ESS 9: FINANCIAL INTERMEDIARIES			
9.1	<p>ENVIRONMENTAL AND SOCIAL MANAGEMENT SYSTEM (ESMS)</p> <p>Assess the existing BRD for adequacy, and adopt the ESMS to identify, assess, manage, and monitor the environmental and social risks and impacts of subprojects implemented by BRD.</p>	Adopt and implement BRD existing ESMS for the project and maintain throughout project implementation.	BRD
9.2	<p>FI ORGANIZATIONAL CAPACITY</p> <p>Establish and maintain an organizational capacity and competency for implementing the ESMS with clearly defined roles and responsibilities in a manner acceptable to the World Bank. [where relevant, identify specific positions/resources for E&S management that are a part of the organizational structure].</p>	<p>Maintain the already existing ESMS at BRD and with specific update for or the Project.</p> <p>The ESMS will be maintained throughout project implementation.</p>	BRD
9.3	<p>SENIOR MANAGEMENT REPRESENTATIVE</p> <p>Designate a senior management representative to have overall accountability for environmental and social performance of BRD.</p>	BRD will designate a Senior Manager Representative by effective day.	BRD

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE		
<p>10.1 STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION</p> <p>EDCL will adopt and implement a Stakeholder Engagement Plan (SEP) for the Project, consistent with ESS10, which shall include measures to, inter alia, provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.</p>	<p>Prepare and adopt SEP by appraisal and thereafter implement throughout project implementation.</p>	<p>REG-EDCL, BRD</p>
<p>10.2 PROJECT GRIEVANCE MECHANISM</p> <p>EDCL will establish and operationalize a project GRM. The grievance mechanism will ensure reception and timely response to any complaints made about the project (including those from members of the communities, local businesses, and other stakeholders) and will be the basis for developing appropriate mitigation strategies. The grievance redress mechanism will include the following elements:</p> <ul style="list-style-type: none"> - Modalities by which stakeholders can submit their complaints, including, but not limited to, submissions in person, by phone, text message, letters or e-mail; - A log where complaints are registered in writing, maintained as a database; - Publicly advertised service standards outlining the length of time stakeholders can expect to wait for acknowledgement, response and resolution of their complaints; - Transparency about the grievance procedure, governing structure and decision makers; - An option for moving to mediation in cases where complainants are not satisfied with the proposed resolution and as appropriate; - An appeal process (including the national judiciary) to which unsatisfied complainants may be referred when an agreed resolution by other means has not been reached. - A mechanism to receive and handle SEA/SH complaints in accordance the requirements of law as well as ESS2. 	<p>Establish prior to commencement of project activities. It will be operationalized and maintained throughout project implementation.</p>	<p>REG-EDCL, BRD</p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
CAPACITY SUPPORT			
CS1	<p>The following types of training will be provided to the relevant target groups, such as PIU staff, stakeholder community, grievance redress committees, project workers, consultants, contractors, sub-contractors:</p> <ul style="list-style-type: none"> - Orientation training to staff of REG-EDCL/EAQIP, PIU and BRD on the World Bank ESF and its implementation modality (screening, scoping etc.) - Labor Management Plan and related procedures, - Cultural heritage management - Traffic and road safety, - Management of environmental and social safeguards during project implementation - Gender-Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) - Grievance redress mechanism and reporting - Occupational Health and Safety, community health and safety, (including emergency prevention, preparedness, and response arrangements), - Waste management - Environmental and Social Impacts Assessment of the Projects (ESIA) and RAP - Climate change, environmental pollution control, and Social Risk management - Environmental and Social Audit for Projects 	<p>Planning for capacity building training at the start (during the first year) of the project. This plan will be updated annually based on the need assessment findings and annual plan collected from the project implementing institutions. Throughout project preparation and implementation</p>	<p>REG-EDCL/EAQIP, BRD, external consultants</p>
CS2	<ul style="list-style-type: none"> - The PCU and PIU will develop and implement training and awareness for Project workers and the community on occupational health and safety including on emergency prevention and preparedness, as well as on consultation and capacity building of local communities regarding GBV, SEA/SH and STD. 	<p>Prior to implementation and throughout the Project Implementation.</p>	<p>EDCL safeguards team, contractors, supervisor, BRD.</p>