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**Social Protection Modernization and Economic Inclusion Project (P178878)**

**Environmental and Social Management Plan**

**FOR INSTALLATION, COMMISSIONING, MAINTENANCE OF COMPUTER EQUIPMENT AND E-WASTE DISPOSAL**

**DUSHANBE- 2024**

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**List of Abbreviations**

|  |  |
| --- | --- |
| **CDE** | Civil Defense and Emergencies |
| **ESA, ESS, ESR** | Environmental and Social Aspects, Environmental and Social Standards, Environmental and Social Risks |
| **ESMP****EW** | Environment and Social Management PlanElectronic and electric waste |
| **ESPF** | World Bank Environmental and Social Policy Framework |
| **GRM** | Grievance Redress Mechanism |
| **GVD****ICT** | Gender-based Violence and DiscriminationInformation and communication technologies |
| **HES** | Health, Environmental and Social Safety  |
| **MHSPP** | Ministry of Health and Social Protection of Population  |
| **PIU****SEP** | Project Implementation GroupStakeholder Engagement Plan |
| **WB** | World Bank |
| **WB EHS** | World Bank Environmental and Health Safety (Industrial and Environmental Safety)  |
| **WHO** | World Health Organization |
| **Terms and Definitions** |
| **Equipment** | Server and computer equipment for social protection institutions, where it will be provided the maintenance during operation and warranty period as required by the operating documents. |
| **Computer equipment commissioning** | The procedure for set of activities to prepare computer equipment for usage, that will be completed by hand-over of the equipment to personnel of the institutions for usage as intended. |
| **Equipment Maintenance** | A set of measures to maintain the operational capability of equipment during its intended usage, as well as during storage and transportation. |
| **Repair of equipment** | A set of measures and operations to restore the serviceability and operational capability of equipment. |
| **Supervision of technical condition of the equipment** | Checking compliance of the parameters and characteristics of the equipment with the regulatory and operational documentation requirements, identification of worn-out and damaged parts (units), checking the operation of all protective devices and interlocks, availability and operational documentation recording. |
| **Operating Documents** | Documents, provided by the Supplier to the computer equipment upon delivery (Manufacturer's Сertificate for Equipment and Operation Manual). |

**PREAMBLE**

The project was developed in accordance with the World Bank Environmental and Social Policy Framework (ESPF).

The Project's environmental risks are rated as ‘Low’ and social risks as ‘Moderate’, resulting overall ESPF rating as ‘Moderate’.

The given Environmental and Social Management Plan (ESMP) has been developed in accordance with the World Bank's Environmental and Social Standards.

The ESMP purpose is to identification and further management of the environmental and social risks and impacts during the installation, commissioning, maintenance and disposal of computer equipment (hereinafter referred to as the ‘Project’).

The ESMP contains a checklist that identifies key risks and includes measures to mitigate environmental and social impacts, as well as the monitoring plan for the ESMP implementation.

* The ESMP specifies guidelines for the installation, commissioning, maintenance and disposal of the computer equipment.
* The ESMP applies only to the computer equipment at the institutions.

For the development of the ESMP there have been used general mitigation measures and best practices presented in the World Bank Group's Environmental Health and Safety (Occupational Environmental Health and Safety) Guidelines and WHO Technical Guidance documents.

The stakeholders’ opinion has been taken into account in determination of the mitigation measures.

**PART A:** **GENERAL INFORMATION ON THE PROJECT AND SITE**

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| --- |
| **INSTITUTIONAL AND ADMINISTRATIVE DATA.** |
| Country | Tajikistan |
| Project Title | Social Protection Modernization and Economic Inclusion  |
| Project Scope and Activities | Strengthening the capacity of the national social protection system. |
| Activities at the Site/Facility | Project activities include modernization and development of the information and communication technologies (ICT) infrastructure of the national social protection system. Infrastructure modernization includes installation of server and network equipment, and equipping of the Information and Data Center. If outdated equipment and materials cannot be reused, they should be recycled or disposed of by certified Contractors. |
| Institutional Arrangements (WB) | Executive Project Director:Mr. Karimov Jamshed Grezovich+907-70-49--42karimov.58@bk.ru | Environment Specialist: Mrs.Yadgarova Lola+992 907-72-12 ecology.spmeip@tandurusti.tjSocial Development Specialist : Mrs. Habibi Firuza+992 98-100-42-social.spmeip@tandurusti.tj |
| Implementation Arrangements Republic of Tajikistan | Implementing Agency: Ministry of Health and Social Protection of Population | Supervisor/Task Leader:  | Contractor: |

**SITE/FACILITY DESCRIPTION**

|  |  |
| --- | --- |
| Institution Address |  |
| Who is owner of the land? | Land in the Republic of Tajikistan is exclusively the public property, and the state guarantees its effective utilization in the interests of the population. |
| Description of the physical and natural environment, socio-economic context | The Project is nationwide. Рост населения, урбанизация и изменение климата продолжают усугублять последствия стихийных бедствий, которые, как ожидается, будут происходить чаще и интенсивнее и в будущем затронут больше людей.Tajikistan is an agrarian and industrial country. The country has 4 administrative-territorial units that in turn are subdivided into 68 districts. Mountains in Tajikistan occupy more than 90% (93%) of the country's territory that makes it extremely difficult for the population to earn a livelihood and limits physical accessibility. Natural disasters including floods, earthquakes, landslides, mudslides, avalanches and heavy snowfalls occur quite frequently, resulting in significant economic and human losses. Population growth, urbanization and climate change continue to exacerbate the impact of natural disasters that at it is expected will be occurred more frequently and extensively and affect further more population. |
| **LEGISLATION** |
| National and local legislation and permits, applied to the project activities | ***List of national laws and regulations.****Table 1*

|  |  |
| --- | --- |
| Legal Document Title  | Sectoral Ministry/Agency responsible for implementation and supervision |
| ***Law ‘On Environmental Protection’*** (dated July 18, 2017, No. 1449). The Law defines the legal framework for the state policy in the field of environmental protection and is aimed to prevent the negative impact of economic and other activities on the environment. The law defines the process for development the standards in the field of environmental protection, including standards for maximum permissible concentrations (MPC) of chemical substances; standards for maximum permissible emissions (MPE) and discharges of harmful substances. Modern electronic equipment may contain harmful substances | Committee for Environmental Protection of the Republic of Tajikistan |
| ***Law of the RT ‘On Production and Consumption Waste’*** (No. 44, May 2002, updated in 2011). The Law regulates relations in the process of waste generation, collection, storage, usage, transportation and disposal, as well as public management, supervision and control in the field of waste management to prevent negative impact on the environment and human health, as well as the usage of waste in economic and industrial turnover as an additional source of raw materials. | State Unitary Houses and Utilities Enterprise ‘Khochagii Manziliyu Communali’ |
| ***Law of the RT “On Industrial Safety of Hazardous Production Facilities****”* (dated 02.01.2020, No. 1682). The Law regulates the legal, economic and social framework for ensuring the safe operation of hazardous production facilities and is aimed to prevent accidents and incidents at hazardous production facilities and ensuring the readiness of organizations operating hazardous production facilities to localize and eliminate the consequences of the accidents, guaranteed compensation for losses caused by accidents to individuals and legal entities, the environment and the state. | Ministry of Industry and New Technologies of the RT |
| ***Law of the RT ‘On Environmental Monitoring’***(dated 26.07.2014 #1120). The Law defines organizational, legal, economic and social framework to ensure environmental monitoring in the Republic of Tajikistan and regulates relations between public authorities, sub-governments at settlements and villages, public organizations and citizens in this field. | Committee for Environmental Protection of the RT |
| ***Law of RT ‘On State Environmental Expert Review’ (***dated 16.04.2012 No. 818)The Law defines the principles and procedure to perform the environmental impact assessment and is aimed to prevent the harmful impact of planned economic and other activities on the environment and related social, economic and implementation consequences at the Environmental Impact Assessment site.  | Committee for Environmental Protection of the RT |
| ***Law of the RT ‘On Environmental Education of the Population’***(dated 31.12.2014, No. 795). The Law regulates legal, organizational, financial and economic principles of the public policy in the field of environmental education of the population. | Committee for Environmental Protection of the RT |
| ***Law of the RT ‘On Licensing of Certain Types of Activities’*** (dated 23.07.16, No. 1353) The Law defines the types of activities subject to licensing in Article 17, including: - activities on collection, use, transportation and disposal of hazardous waste; - activities on procurement, processing and sale of ferrous and non-ferrous metals scrap and waste. The NC should ensure that outdated electrical and electronic equipment that cannot be reused has been recycled or disposed by the certified Contractor. | Ministry of Industry and New Technologies of the RT |
| ***Law of the RT ‘On Targeted Social Assistance’*** (dated February 16, 2017, No. 335). The Law defines the legal, financial and organizational framework for the provision of Targeted Social Assistance to low-income population (households) of the Republic of Tajikistan and is aimed to improve their social status. | MHSP of the RT |
| ***The Law of the RT ‘On Appeals from Physical and Legal Entities’*** (as of July 23, 2016, No. 1339) contains legal provisions on the prescribed information channels through which citizens can submit their complaints and inquiries. | All government and non-government agencies |
| ***The Water Code of the RT***(Dated February 12, 2020, No. 1596)The Code shall regulate social relations related to the possession, use and disposal of water and water facilities and shall be aimed at the protection and rational use of water resources, as well as at the legal protection of water users. | Ministry of Water Resources and Land Reclamation of the RT |
| ***Health Code*** (dated May 18, 2017, No. 374) The Code regulates social relations in the field of health care and is aimed to realize the constitutional rights of citizens and health safety. | MHSP |
| ***Labor Code*** (dated July 23, 2016, No. 1329)At the Section 5 it is described the duties and responsibilities of Employers and Employees related to occupational health and safety. The Law requires Employers to be responsible to ensure safe working conditions and labor safety at each workplace, and take measures for individual and collective protection of workers (including protective clothing and equipment) during construction, installation and other activities. | RT |
| ***Resolution No. 800 on soil pollutions and atmospheric emissions.*** | Committee for Environmental Protection of the RT |
| ***Procedures for Writing Off State-Owned Fixed Assets,*** dated April 30, 2012, No. 184. The Procedure for Writing Off State-Owned Fixed Assets (including writing-off electrical or electronic devices) provides a unified procedure for writing off and de-registering physically worn-out state-owned fixed assets, as well as further utilization of their parts.***Resolution of the Government of the Republic of Tajikistan on Approval of the Procedures for Writing off Operating Fixed Assets*** (dated 25.10.2014, No. 38). The Tax Committee is obliged to comply with the above laws and procedures for outdated equipment decommissioning. | RT |
| ***Government Decision*** No. 97 of March 3 2011 ‘On measures to organize the system forcollection, storage, transportation and disposal of waste mercury-containing lamps’ | RT |

***List of International Agreements and Conventions ratified by Tajikistan****Table 2*

|  |
| --- |
| Convention on Biological Diversity (1997) and its Cartagena Protocol on Biosafety (2004) |
| Basel Convention (date of entry into force 28.09.2016) |
| Stockholm Convention (date of entry into force 03.05.2007) |
| International Covenant on Economic, Social and Cultural Rights |
| Convention on the Elimination of all Forms of Discrimination Against Women |
| Labor Inspection Convention (2009) |
| UN Convention on the Rights of the Child (1993) |

***WB Environmental and Social Standards***: ESS 1: Assessment and Management of Environmental and Social Risks and Impacts; ESS 2: Labor & Working Conditions; ESS 3: Resource Efficiency and Pollution Prevention and Management; ESS 4: Community Health and Safety; and ESS 10: Stakeholder Engagement and Information Disclosure. WBG Environmental, Health, and Safety Guidelines (b) EHS 3.3 – Life and Fire Safety (L&FS)WBG Environmental, Health, and Safety GuidelinesWorld Health Organization Technical Guidance on the following issues:-water supply, sanitation, hygiene and waste management |
| **PUBLIC CONSULTATIONS** |
| When/where will the public consultation process take place | The ESMP will be published on the MHSP website that is the implementing agency for the project.Summary of the planned works and contact information for questions and grievances will be posted at the workplace. |
| **ANNEXES** |
| Annex No. 1 Recommendations for Suppliers for installation and other works under the viral and other infections morbidity of population. Other permits / approvals as required |

**PART B:** **INFORMATION ON THE ENVIRONMENT AND SOCIAL ASPECTS**

Description of the Equipment:

Server equipment: Servers, disk arrays and firewall.

Computer Equipment: Personal computers, uninterruptible power supplies, multifunction printers, computer displays, interactive boards, projectors and peripheral equipment.

The Supplier shall be responsible for compliance with the environmental and social standards set forth herein.

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| --- |
| **ENVIRONMENTAL/SOCIAL SCSREENING** |
| Activity/Question | Status | Actions Initiated |
| **Installation works** | **Yes** | Installation and commissioning of computer and server equipment, if ‘Yes’, see Section A below |
| **Disposal of electronic equipment** | **Yes** | Disposal of electronic equipment (if outdated electronic equipment must be disposed), if “Yes”, see Section B below |
| **Social and labor risk management** | **Yes** | If ‘Yes’, see Section C below |
| Does the sub-component have a significant risk of unequal opportunities, discrimination and gender-based violence? | **No** | No workers from vulnerable social groups are expected to be hired When required, the Contractor shall follow Section C below |

**PART C: RISK MITIGATION MEASURES**

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| --- | --- | --- | --- |
| **ACTIVITY** | **INDICATOR** | **RISK MITIGATION CHECKLIST** | **RESPONSIBLE PARTIES FOR IMPLEMENTING THE MEASURES** |
| **А. General conditions** | Notification and worker safety | - Notify local environmental inspectorates and communities on upcoming activities-Notify the community on the performance of works through appropriate notifications.- Obtain all legally required permits for installation work (if needed).-Officially coordinated with the Employer that all works will be carried out in a safe and disciplined manner to minimize the impact on population living in the neighborhood and the environment.-Make sure that the PPE of the workers comply the bestinternational practices (if PPE is required). | ContractorManagement of the Institution |
| Ambient air quality | -Sweep the territory of the institution with preliminary moistening of surfaces (if required)-Cover the body of vehicles during transportation the materials and waste to prevent dust from blowing away.-Do not allow burning of paper waste, dry wood, fallen leaves at the work site-Waste should be stored in a certain place to prevent pollution of the adjacent territory and the air. | ContractorManagement of the Institution |
| Noise and vibration | The works will take place at the premises of the institutions; therefore, the Contractor will take all noise mitigation measures in accordance with national standards and the World Bank EHS Guidelines.- It is expected that intense but not continuous noise will be generated during unloading of equipment as well as loading of waste materials.-It is required to carry out the above activities during daytime hours after 9:00 am and before 6:00 pm.- Power for equipment, lighting and other power tools will be supplied from the City's general power grid. In this regard, no electrical generators will be used. However, if it is needed to use such equipment, the usage period must be agreed with the hospital management.-It is forbidden to listen loud music at the premises of the institution. | ContractorManagement of the Institution |
|  | Water quality | There are green zones located at the territory of the institution, for irrigation of which a ditch system (troughs for rainwater drainage) is arranged. The ditch irrigation system is filled with water only during the rainy season. Thus, in order to exclude clogging and breakage of ditches, it is recommended to place the site for temporary storage of waste at a distance of 0.5 meters from the ditch.- Provision should be made to ensure that ditches are not broken by vehicle access. Nevertheless, if waste gets into the ditch system, it is required to undertake its removal to the temporary waste storage site.- During the works it is prohibited to wash vehicles at the territory of the Institutions. - Vehicles and equipment shall be cleaned only at specialized car washes.- Gasoline and oil filling, replacement of oils, filters and other repair works of motor vehicles shall be carried out at maintenance and oil change stations to prevent pollution of surface and ground waters.- In case of unintended leakage of fuels and lubricants, measures shall be taken to remove them. If leakage of fuels and lubricants was made on equipped surfaces (asphalt, concrete), it is required to use absorbents (sand, sawdust, rags) to collect the spillage. Contaminated absorbents shall be collected and stored in the special container until disposal.- In case of spillage of fuels and lubricants on the soil it is needed to remove the contaminated soil with shovels and place in the container before complete seepage. Store until utilization.• | ContractorManagement of the Institution |
| Waste Management | - Temporary storage area for non-hazardous waste shall be arranged in the place where it will be convenient and safe for temporary storage and removal from the territory of the Institutions.- The choice for location and area for the temporary storage of non-hazardous waste shall be agreed with the management and the Facilities Manager (administrative and housekeeping unit) of the institutions.- Prior starting work, it is required to make a contract for the removal and disposal of non-hazardous waste (if required). Provide a copy of the contract signed to the PIU EHS Specialist.- Provided a small amount of waste is generated, coordinate with the management of the Institutions and use their arrangements with the Houses and Utilities Enterprise.- Wooden and iron elements shall be sorted and collected separately from other types of waste for further recycling or use. - Aluminum and copper wiring shall be sorted and collected separately from other waste for further recycling (if available).- Paper and cardboard waste shall be collected separately from other types of waste in the place protected from atmospheric precipitation in order to preserve consumer properties and transfer for recycling.- Safety precautions shall be observed to avoid any injuries to workers. If the glass has been broken, the large fragments shall be collected in the separate container with care, small fragments of glass shall be collected with the broom and removed with the dustpan into the same container with large fragments.- To prevent cuts and injuries from broken glass, they must be removed from the construction site to general SMW containers.- Eliminate the formation of hazardous liquid waste, that upon entering the sewerage system, may lead to blockage, breakdown and lead to disruption of the city sewage treatment facilities.- At the same time, non-hazardous liquid waste shall be disposed into the city sewerage system. | ContractorManagement of the Institution |
|  | Waste water quality | There is no separate wastewater treatment system, due to the availability of the centralized sewerage system in the Institution, all water generated during the works will be thrown into the sewerage system.- It is recommended to ensure that clogging of the Institution's wastewater discharge system with waste during the installation works is excluded. | Contractor |
|  | Requirements for Contractor organizations that install and put to commissioning the computer equipment | All activities must be carried out in accordance with the provisions of national relevant regulations, the standard requirements, procedures and rules, and in accordance with the instructions from the operating documentation. Commissioning and maintenance of the equipment must comply with environmental and social standards.The contracting organization shall:-Provide specialists meeting the requirements to ensure performance of works within the scope of the job duties.-Do not allow persons under eighteen years of age or with medical contraindications to perform specified works.- Define procedures for monitoring compliance with specifications-When carrying out work, it is mandatory to comply with environmental protection and workplace safety measures in accordance with the regulatory and operational documents, in order to prevent occupational injuries. -Follow requirements for the installation of the electrical cable and general electrical safety regulations.Prepare all documents:-All documents must be prepared in accordance with the requirements of national and international standards.-Warranty maintenance will be provided for 3 years. | ContractorManagement of the InstitutionPIU |
| **В. E-waste** | E-waste Disposal | -All staff involved in e-waste management shall be trained and included in E-waste Working Groups. -Consider recycling of the outdated equipment and materials, if possible.-If recycling is not possible, the Working Group shall compile and review a list of e-waste (machinery, equipment, and etc.)-Regional offices shall agree on the list of the e-waste to be recycled.-The Working Group will identify a qualified/certified Contractor for the transportation, recycling and/or disposal of e-waste.-An Acceptance Certificate shall be issued when e-waste is handed over.-The Contractor must ensure that the collected e-waste is transported in such a way so as not to limit the possibility of recycling reuse.-Electronic waste should be handled and stored with Due care should be taken to avoid the release of hazardous substances into air, water or soil as a result of damage. to air, water or soil as a result of damage and/or leakage and/or leakage- Containers, pallets or packages containing e-waste must be clearly labeled (e.g., ‘E-WASTE (ELECTRONIC WASTE)’).-Electronic waste must not be mixed with other types of waste. - The storage location must be secured and adequately protected from unauthorized access and theft until transported to the registered collection point.-Electronic waste shall be stored cleanly, on a watertight surface inside еру building or vehicle so that it is protected from precipitation and not exposed to direct sunlight or rain.-Working Groups will ensure that information on e-waste is available: 1. Types of e-waste collected 2. Quantity of e-waste received and dispatched3. Data on proper disposal (e.g., recycling, recovery, disposal, export)-During handling and storage, attention should be paid to devices containing lead-acid batteries-Measures shall be taken to prevent release of the waste to non-specialized landfills.  | Contractor  The management of the institution shall set up the Working Group for the collection, transportation and disposal of e-waste. |
| **С. Social and****Labor Risks Management** | Public Relations management | - Appoint a Local Coordinator responsible for communications and receiving inquiries/complaints from the local population- Carry out public outreach and communication in accordance with the Stakeholder Engagement Plan developed for the Project.- Arrange consultations with local communities to identify and proactively resolve potential conflicts between parties.- The Contractor will provide the specific location for temporary storage of equipment and waste in order to do not hold the free movement of vehicles, staff and visitors to the facilities. - Temporary storage of waste is prohibited on cultivated land or any type private property. | ContractorManagement of the InstitutionPIU |
| Public Safety | - Ensure that quarantine procedures for Covid-19 and other communicable diseases are followed for institutions workers and Contractor personnel.- The Supplier is committed to follow all safety measures to minimize the impact on nearby households and the environment.- Advise the community on the established grievance mechanisms and provide contact details to responsible persons. | ContractorManagement of the Institution |
| Labor Management | In accordance with the Labor Code and MHSP internal HR procedures, the following measures shall be taken:- The planned works are short-term, for this reason workers will be recruited from the local communities wherever possible, and women will be recruited to carry out light work, therefore the necessity to provide workers with adequate facilities (sleeping quarters, kitchen, showers, toilets, and etc.) is excluded.- Детский труд для выполнения любых видов работ на объекте полностью запрещен.The Contractor undertakes to draw up contracts with workers to perform activities under the Project and sign a Code of Conduct by workers to prevent sexual harassment and violence at the workplace.- Child labor to perform any type of work at the site is completely prohibited. -Recruitment procedures should be transparent, publicly accessible and non-discriminatory.- Depending on the origin of the Employer and Employee, the terms and conditions of employment will be prepared in two languages: the official language and language understood by both parties.- Foreign personnel must have a Work Permit allowing them to work in Tajikistan.- Specialists employed must be at least 18 years old. The requirement will be included in the contracts between the PIU and Contractors.- Standard working hours shall not exceed 40 hours per week.Contractors are required to:- Comply with national legislation and labor management procedures developed by the Project.- Maintain records of recruitment and follow-up of contracted employees.-Explain the responsibilities and terms and conditions of employment to contracted staff in the accessible form.One of the requirements of the procurement process is to provide Health and Safety Management reports to the PIU, and the PIU will submit in due course to the WB. | ContractorPIU |
|  | GRM | - The GRM is launched to enable all affected and involved parties of the Project to address grievances and complaints related to the Project activities, and assist in the timely, efficient and effective resolution of the grievances throughout the project implementation period (until 2027).- Review of complaints and suggestions is free of charge, confidentially, and the Complainant is responsible for validity and reliability according to the legislation of the Republic of Tajikistan.- Complaints and suggestions can be submitted in writing, verbally, by phone, SMS-message to the PIU Social Development Specialist.- Grievances will be reviewed in accordance with the Law of the Republic of Tajikistan ‘On Appeals from Physical and Legal Enitities’, anonymous complaints related to the project activities are also accepted for consideration. - The grievance will be reviewed within 5-14 days.**Contact Details:** | ContractorPIU |
| **Project Implementation Unit**: Social Development Specialist Mrs. Habibi Firuza, social.spmeip@tandurusti.tjEnvironment Specialist: Mrs Yadgarova Lolaecology.spmeip@tandurusti.tj Mail: 734025, Dushanbe, Shevchenko Street, 10th Floor, PIU (building of the Ministry of Health And Social Protection of RT) |
| **State Agency on Social Protection of Population under the Ministry of Health and Social Protection of Population of RT** Phone: +992446100057Mail: 734025, Dushanbe, Shevchenko Street, 7th Floor (building of the Ministry of Health and Social Protection of RT)E-mail: kumak.unvoniijtimoi@mail.ruWeb-site: <https://moh.tj/ru/> |
| **World Bank Country Office in Tajikistan**Mail: 48 Ayni Street, Business Center ‘Sozidanie’, 3rd floor, Dushanbe, Tajikistan.E-mail: tajikistan@wordbank.org  |
| D. Community Health and Safety risk | SEA/SH risk, Labor influx risk  | * The E&S instruments shall incorporate community health and safety (CHS) risk appropriate mitigation measures, such as SEA/SH, labor influx, communicable diseases and Covid measures.
* The contractor to ensure implementation of CHS measures, including the implementation of contractor’s code of conduct that will include measures on SEA/SH. Information sessions to be given to migrant workers and contractor staff on gender-based violence (GBV) and sexual exploitation and abuse (SEA) and sexual harassment (SH).

The Project will include two types of GM to be established (workers GM and general GM). The consulting firm to ensure that the contractor arrange trainings for their staff on GRM. They should also disseminate GRM information among workers and local community to inform them about grievance services. Grievances to be addressed in timely manner. All grievances to be shared with PIG for their information and record. | ContractorPIU |

**PART D: MONITORING PLAN**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Activity Type | What is the parameter to be monitored? | Where will the parameter be monitored? | How will the parameter be monitored? | When (Define frequency / or continuity?) | Why (is this parameter being monitored?) | Who (is responsible for monitoring?) |
| INSTALLATION STAGE |
| Installation, commissioning and maintenance of computer equipment and servers | Environmental and occupational health and safety | Facility | Inspection of activities | On regular basis | Ensuring environmental and labor safety | MHSPPIU Project Monitoring and Evaluation Specialist.Environment Specialist Social Development Specialist |
| Supply of Equipment | Purchase of equipment from the certified Supplier | Facility | Document verification | During the conclusion of supply contracts | Ensure the technical order of the facility and safety to protect human health. | PIU – Procurement Specialist;MHSP |
| Transportation of materials and wasteTransportation of motor vehicles | Technical condition of vehicles and equipment; Protecting trucks with a cover.Adherence to prescribed transportation hours and routes. | Facility.Material and waste transportation routes | Vehicles will be forward to the inspection station | 1-time prior start of works | To prevent fuel and lubricant leaks, atmosphere air pollution of increased concentration by pollutants in exhaust gases, reduce dusting during transportation of waste from the truck and unpaved roads, reduce the car accidents risk and lower noise.  | PIU – Procurement Specialist;Environment Specialist;MHSP |
| Motor vehicle traffic | Selection the route for material delivery and waste removalCompliance with established transportation hours and routes | At the route | Route survey | On regular basisUnplanned inspections during working and non-working hours | To reduce the impact of noise on the local population, dust intensity during transportation of waste from the truck and unpaved roads, select the shortest road to the destination, and reduce the automobile accidents risk. | PIU – Procurement Specialist;Environment Specialist;MHSP |
| Maintenance of motor vehicles | Car washing at special car washesCar repair at service stations Refueling or lubrication of equipment at technical inspection oil change points |  Facility | Inspection of activities | During the operation of the motor vehicles | Avoid contamination of water and soil with oil products when washing and changing/filling fuel and lubricantsTimely localization and reduction of expected damage in case of fireLower noise when repairing machinery | MHSPPIU – Environment Specialist |
| Waste generation | Temporary storage of waste in designated areas. Sorting and separate storage of hazardous waste from non-hazardous waste | Facility | Inspection of activities | Regularly during and upon the completion of works | Prevent contamination of soil, surface water and groundwaterReduction of hazardous waste volumeIncrease in recyclable waste | Management of the Institution MHSPPIU Environment Specialist |
|  | Timely disposal of waste to officially designated locations | Waste disposal site | Inspection of activities | Regularly during and upon the completion of works | Avoid accidents at the site due to scattered materials and debrisKeep the aesthetic appearance of the site and surroundings.Protect the soil, surface water, atmospheric air during temporary storage of waste. | Management of the Institution MHSPPIU Environment SpecialistPIU Monitoring and Evaluation Specialist |
| Household wastes production | Placement of containers for waste collectionContract for provision of services for removal and disposal of household waste with a municipal enterprise or with the Institution | Facility | Visual study | Throughout the duration period of works | Prevent contamination of soil and water with household waste | Management of the Institution MHSPPIU Environment SpecialistPIU Monitoring and Evaluation Specialist |
| Minimizing e-waste | Purchase of goods with recyclable components,Purchase of goods with a longerwarranty periodSelection the easily upgradable equipment. | In the office or at the Supplier's warehouse | Document checkEquipment Inspection | When concluding the contract | Minimize the impact of e-waste on theenvironment | PIU Procurement Specialist Environment Specialist  |
| Collection the e-waste at the facility for reuse and recycling | Proper handling e-waste that does not limit recyclability.Collection of e-waste separately from other waste in designated areas (waterproof surface, free from direct sunlight and rain).Preparation of e-waste for temporary storage at the facility by proper packaging and complete labeling. | Facility | Activities Inspection | During dismantling the outdated equipment | Ensure reuse the dismantled equipment.Avoid release of the hazardous substances into air, water or soil as a result of damage and/or leakage. | Management of the Institution PIU Environment Specialist |
| E-waste recording | Documented evidencefor proper disposal of e-waste (log book) | Facility | Verification of records and documents | Throughout the duration period of works | Ensure proper recording of the e-waste | Management of the Institution PIU Environment Specialist  |
| E-waste storage  | Preparation of premises for safe temporary e-waste storage (waterproof flooring, protection from atmospheric conditions)atmospheric precipitation, security systems, and etc.).  | Facility | Site Inspection | Regularly when storing e-waste | Prevention of e-waste or its components containing hazardous substances from entering the environment, landfill and unauthorized dumps.  | Management of the Institution PIU Environment Specialist |
| E-waste transportation and disposal | Compliance with the prescribed hours and routes of transportation, vehicles prepared for proper waste transportation.Written agreement on Recycling/disposal of e- waste by certified Contractors.Timely disposalof e-waste. | E-waste transportation routes | Route inspection | Routine spot checks | Ensure that e-waste is recycled or disposed of by certified Contractors | Management of the Institution PIU Environment Specialist |
| Compliance with social standards | Social measures for occupational safety and labor relations | Facility | Observations, conversations, review of contracts and safety logbooks | During the works | Ensure proper health and safety measures for workers and Contractors. | Contractor PIU Social Development Specialist |
| Public relations | The Institution, the surrounding population | Meetings, conversations | Prior and during the works | Provide information to the population on project activities. Ensure compliance with the social measures by population. | Contractor PIU Social Development Specialist |
| GRM for employees, contractor employees, and population | InstitutionContractor’s office | Visits, observations, grievance registration logs | During the works | Ensure that an appeal, grievance, complaints and feedback mechanism is in place. | PIU Social Development Specialist  |
| **operational phase** |
| Commissioning and maintenance | For commissioning of the equipment, there will be set up the Committee consisting of representatives from the Institution, MHSP and PIU specialists and a Certificate will be signed stating that the installation and commissioning have been performed in accordance with the accepted design.Strict compliance with the operational rules, availability of all documentation. | Institution | Activity Inspection  | Throughout the duration period of works | Ensure environmental and labor safety. | Institution MHSPPIU Monitoring and Evaluation Specialist PIU Environment SpecialistPIU Social Develop-ment Specialist |
| Emergency preparedness | Availability of an Emergency Response Plan | Institution | Periodic inspection | Useful life of the facility | Reduce risks for the institution's employees | Responsible for Civil Defense and Emergency Response of the InstitutionPIU Environment Specialist PIU Monitoring and Evaluation Specialist |
| Compliance with social standards | Social measures for occupational safety and labor relations | Institution | Observations, conversations, consultations by phone and e-mail | Useful life of the facility | Ensure that appropriate health and safety measures (including emergency preparedness and response measures) are observed by workers and Contractors. | PIU Social Development Specialist PIU Monitoring and Evaluation Specialist |
| Public relations  | The Institution, the surrounding population | Meetings, conversations | Useful life of the facility | Ensure compliance with the social measures by population. | PIU Social Development Specialist PIU Monitoring and Evaluation Specialist  |
| GRM for workers and community  | Institution | Visits, review of application logbooks | Useful life of the facility | Ensure timely, effective and efficient resolution of complaints, grievances and provision of the feedback. | PIU Social Development Specialist PIU Monitoring and Evaluation Specialist |