SOLOMON ISLANDS GOVERNMENT
MINISTRY OF HEALTH AND MEDICAL SERVICES
P.O. Box 349
HONIARA
Solomon Islands

Tel: [677] 23205

22 May 2023

Director of ECD
MECDM
P O Box 21
Honiara

Dear Director,

Re: Application for Development Consent for National Medical Store upgrade.

I write to apply for a development consent for the renovation and expansion of the National Medical Store (NMS) at Ranadi.

The activity is financially supported by the World Bank (WB) through the Covid-19 Emergency Response Project (ERP) that is administered by a Project Management Unit (PMU) within the Ministry of Health and Medical Services (MHMS).

The main objectives of the project are "to prevent, detect and respond to the threat posed by COVID-19 and to strengthen national systems for public health preparedness in Solomon Islands".
Since WB is involved, a key instrument engaged for the activity and is seen as complementary to the requirements of the Environment Act 1998 is the Environmental and Social Framework (ESF). This necessitates the advanced completion of an Environment and Social Impact Assessment (ESIA) report.

Basically, the activity to be executed broadly involves the following:

a. Demolition of a section of the existing building.
b. Construction of concrete foundations.
c. Installation of a prefabricated building.

d. Adjustment to internal layout, partitions, refurbishing and re-organising of the building premises.

Specific tasks associated to achieving the above include;

- Dismantling works
- Soil excavation,
- Land-filling,
- Disconnecting of utilities,
- Generation of debris, noise, dust and odour.
- Transportation of hardware and raw materials.

Appended to this application is the ESIA report that also contains the Code of Environmental and Social Practices (CoESP).

I hope the above brief details of the proposed works help provide for its purpose. Should we owe you additional clarifications on the matter to aid your deliberations, please do not hesitate to let us know.

Thank you.

Yours Sincerely

John Paranga Labere
ESHS&CE officer, PMU, Ministry of Health and Medical Services
For: Permanent Secretary, Ministry of Health and Medical services

Environmental and Social Impact Assessment

Renovation and Expansion of the National Medical Store

31 January 2023

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Abbreviations

CoESP	Code of Environmental and Social Practice
COVID-19	Coronavirus disease
ECD	Environment Conservation Division
EIS	Environmental Impact Statement
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESHS	Environmental, Social and Health and Safety
ESHSCE	Environmental, Social and Health and Safety and Community Engagement
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESS	Environmental and Social Standards
GBV/SEA/SH	Gender Based Violence/Sexual Exploitation and Abuse/Sexual Harassment
HCC	Honiara City Council
IPCG	Infection Prevention and Control Guidelines
IPPF	Indigenous Peoples Planning Framework
LMP	Labor Management Procedure
MECDM	Ministry of Environment, Climate Change, Disaster Management and Meteorology
MHMS	Ministry of Health and Medical Services
MLHS	Ministry of Lands, Housing and Survey
NMS	National Medical Store
NRH	National Referral Hospital
OHS	Occupational Health and Safety
PER	Public Environment Report
PM	Project Manager
PMU	Project Management Unit
SIG	Solomon Islands Government
SPC	South Pacific Commission
SPREP	Secretariat of the Pacific Regional Environment Programme
SPRP	Strategic Preparedness and Response Program
UNICEF	United Nations International Children's Emergency Fund
VAC	Violence Against Children
WB	World Bank
WHO	World Health Organization

Executive Summary

This Environmental and Social Impact Assessment (ESIA) report outlines the potential impacts and risks associated with the National Medical Store (NMS) renovation and expansion project. The report provides the project description and baseline information of the project site and facility and suggests measures and controls to meet the Environmental and Social Impact Assessment (ESIA) requirements of the World Bank and the Solomon's Island Government (SIG). The project aims to improve the National Medical Store storage capacity and the office space. A training component is included under the project for the medical store staff to enhance their capacity on warehouse and safety requirements.

Whilst the project is expected to have a positive impact on Solomon Islands health services, potential short-term negative impacts and risk on the surrounding biophysical and social environment during constructions and operation are identified, including for construction: potential erosion and sediment runoff, water quality, air pollution and dust, noise and vibration, waste management, construction sand, worker health and safety risks, social disruption (noise, dust, traffic, Gender Based Violence, Sexual Exploitation and Abuse and Sexual Harassment from workers), procurement of inadequate materials and equipment, selection of contractor (s), and public grievances. For operations, the primary risk is related to the general workers' health and safety related to the operation of a warehouse and office facility. The primary tool for managing the construction impacts and risks will be a Code of Environmental and Social Practice (CoESP) prepared by the contractor/s and PMU. The primary tool used for managing the operational risks will be the preparation of an NMS Occupational Health and Safety Plan.

The Ministry of Health and Medical Services (MHMS) has established a Project Management Unit (PMU) to implement and supervise the project. The World Bank through its Fast Track Covid-19 Response Program is funding the project.

1. Introduction

The Solomon Islands Government (SIG) has received a total of US$13 million in funding from the World Bank through IDA credits (US$2.5 million), grants (US$7.5 million), and the Health Emergency Preparedness Response Trust Fund (HEPRTF-US$3 million) under the Fast Track Covid-19 Response Program (FTCF). The Project is part of the government's COVID-19 Strategic Preparedness and Response Program (SPRP) and is aimed at strengthening national systems for the public health preparedness in the Solomon Islands by preventing, detecting, and responding to the COVID-19 threat. The project coverage will be in national and selected province in scale.

The renovation and expansion of the National Medical Store (NMS) for the Ministry of Health and Medical Services (MHMS) is an activity (hereafter referred to as the Project) of the Health System Strengthening Component (2) of the COVID-19 Emergency Response Project (hereafter referred to as the overarching Project). This ESIA has been prepared to identify the impacts and risks of the Project and provide management strategies to mitigate these impacts and risks in accordance with the World Bank's Environment and Social Framework and the Solomon Islands environmental and social legislative and regulatory requirements.

The NMS **(Figure 1.1)** is an existing medical supply office and storage facility for the MHMS in Honiara. The project aims to improve the NMS's current storage capacity, office facilities and staff capacity.

Figure 1.1*. Front view of the NMS building*

The rating for the overarching Project by the World Bank is significant. However, the potential impacts and risks for this component are relatively minor and include for construction: potential erosion and sediment runoff, water quality, air pollution and dust, noise and vibration, waste management, construction sand, worker health and safety risks, social disruption (noise, dust, traffic, Gender Based Violence. Sexual Exploitation and Abuse and Sexual Harassment from workers), procurement of inadequate materials and equipment, and public grievances. For operations the primary risk is related to the general workers' health and safety related to the operation of a warehouse and office facility. Mitigation measures are developed and detailed in this ESIA to avoid and/or minimize impacts and risks. Overall, the project is expected to have positive benefits by enhancing MHMS health systems and capacity through improvement of its storage and office facilities and training.

2. Activity Location

The NMS is located along the Prince Philip Highway at Ranadi in the eastern part of Honiara city **(Figure 2.1)**. Honiara city is the capital of Solomon Islands, located in Guadalcanal province. The Ranadi area comprises residential, commercial and industrial areas. The NMS is 3.5km east of the National Referral Hospital (NRH) and the MHMS headquarters **(Figure 2.2)**. The project site is about 300m from the Ranadi coastline **(Figure 2.3)** and the Lunga River is 2.5km east of the NMS. Businesses and residential houses surround the project site **(Figure 2.4)** including, warehouses, auto parts businesses, restaurants, sporting facilities and residential houses.

Figure 2.1. *Location of Honiara and the NMS on the north coast of Guadalcanal province*

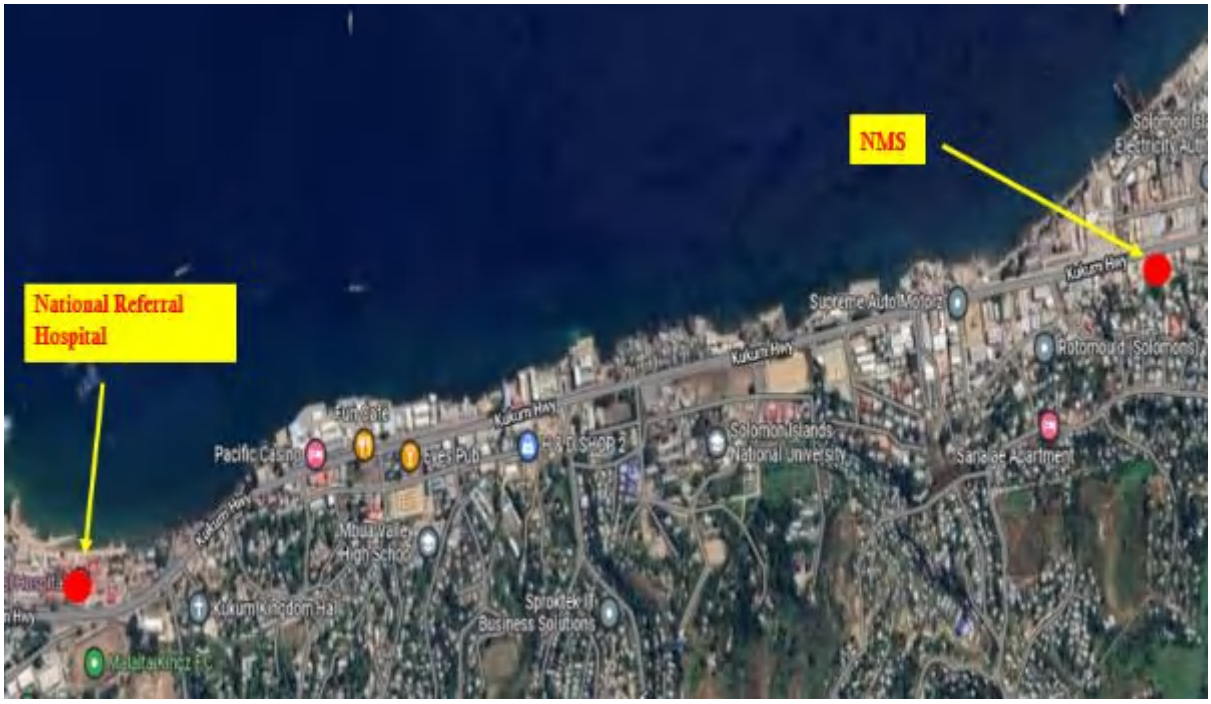


Figure 2.2. *Location of the NMS in relation to the National Referral Hospital. Both facilities are located along the Kukum Prince Philip Highway.*

Figure 2.3. *Distance between the NMS and the Coastline*

Figure 2.4*. Locality of the NMS and surrounding businesses and residential houses*

3. Environmental and Social Baseline

The NMS serves as the main office and storage facility for procured and donated medical supplies for the MHMS. The World Health Organization (WHO), World Bank (WB), and United Nations International Children's Emergency Fund (UNICEF) are all sources of donated medical supplies. The NMS is currently facing challenges in proper storage and office facilities as the procurement of medical supplies have increased particularly as a result of the COVID 19 pandemic. The NMS has rented two additional buildings to supplement the NMS, but the buildings are not suitable for storing medical supplies. The NMS has developed an infrastructure road map, but it has not been implemented due to lack of funds.

3.1 Environmental Baseline

The current NMS is a two-story office and storage building with storage taking up 90% of the space. The building covers about 1500m^2 out of the total area of approximately 3200m^2. The NMS director, manager and staff offices are located on the first floor while storage occupies part of first floor and the ground floor. The building has a covered area for loading and unloading with entry and exit gates. Residential houses are located to the back of the site while commercial buildings are located on the sides and front of the NMS

(Figure 3.1). The site is fenced, however, part of the fence and wall has collapsed **(Figure 3.2)**.

Figure 3.1*. Location of the residential area behind the NMS*

Figure 3.2. *Collapse fencing and wall at the eastern side of the NMS compound*

There is some vegetation at the back of the NMS site including a few trees, weeds and grasses **(Figure 3.3)**. A stormwater drain flows through the site **(Figure 3.4).** The site is situated on flat land that is vulnerable to flooding. Western side of the compound is paved with concrete. Expired and damaged medical equipment and supplies are stored in containers on the outside of the building **(Figure 3.5).**

Figure 3.3*. Minor vegetation present at the back of the NMS*

Figure 3.4*. Storm water channel on the western side of the site. Storm water from the higher ground behind the building flows through this channel to the main drainage*

Figure 3.4. *Storage containers for expired and damaged equipment, have been onsite for more than 10 years*

There is accumulated waste within the site, which includes expired supplies, metals, plastics, and organic materials **(Figure 3.6)**. The building structure and amenities are in poor condition. The paint on the buildings walls has faded/peeled off, and grass and weeds have colonized the rain gutters **(Figure 3.7).** There is inadequate lighting in the loading and unloading area due to the old and faulty lighting and the wiring system. Inside the building, there is inadequate storage space for current procurement and increase of supplies by MHMS and donor partners **(Figure 3.8)**. All the selves are occupied and supplies are stored inappropriately on walkways **(Figure 3.9)**.

Figure 3.6*. Part of the waste outside the NMS building*

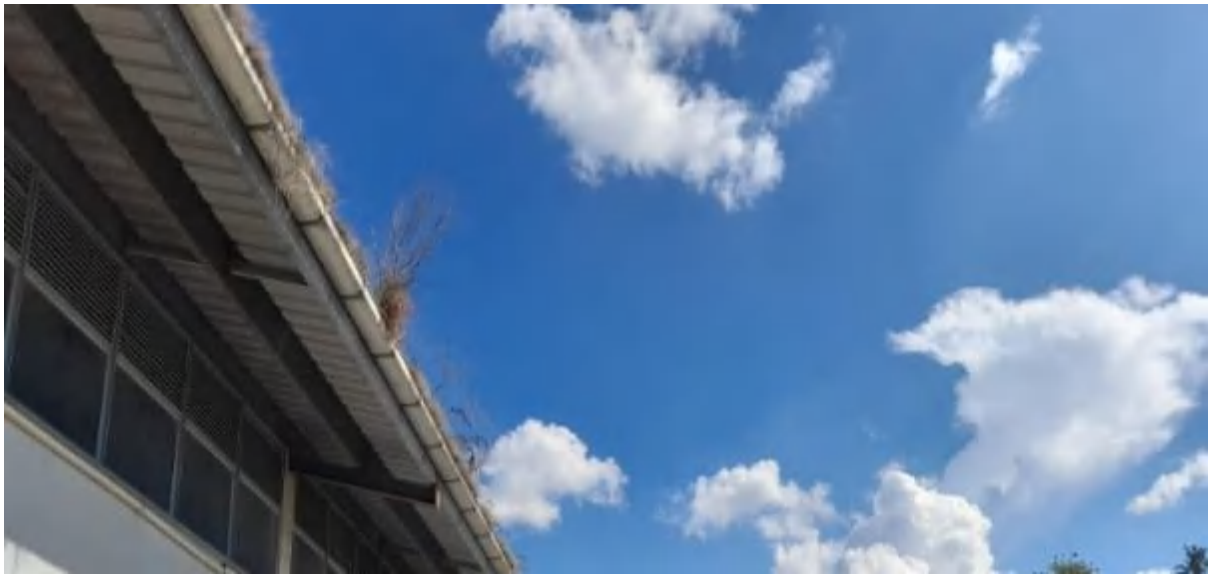


Figure 3.7. *Grass and weeds growing in the rain gutters*

Figure 3.8*. Medical supplies are stored inadequately as storage self are occupy for long periods*

Figure 3.9*. Medical supplies stored in walkway hindering movement of staff and transferring of the supplies*

3.2 Social Baseline

The project site surroundings contain residences, ongoing business and sporting activities. Stores, auto parts, hardware shops, restaurants and a sports center are activities that attract people to Ranadi area. Movement of vehicles and people are frequent in the area. The NMS operation is an ongoing activity as staff continue to procure, store and distribute medical supplies to health facilities in Honiara and provinces. There are other construction activities in the surrounding area.

Lack of proper office space within the NMS affects the work capacity for the staff by reducing office time and providing a difficult working environment **(Figure 3.10)**. The proposed site for the prefabricated office is next to a collapsed concrete wall and a steep slope. This poses safety risk to the NMS staff, visitor and/or construction workers as any falling rock or soil may cause injuries. There is the need for proper fencing and/or reconstruction of a proper wall. During the construction phase, the NMS staff and warehouse workers will still attend to their work at the NMS as their work in the

distribution of medical supplies is an essential and ongoing service. Inappropriate interactions between construction workers and staff may pose a potential risk

Figure 3.10. *Office space for senior NMS staff. Most staff are using storage space as office space*

4. Activity Description

The existing site and building layout plan are detailed in **Figure 4.1.** Proposed construction site layout and activities are detailed in **Figure 4.2**. No temporary relocation of storage or offices will be required. Both the proposed storage and office are separate buildings that will be built close to the existing main building.

The office will be linked to the main building with a short bridge and stairs. The storage will have external stairs accesses to the first floor. Site layout is detailed in **Figures 4.3** (first floor plan) and **4.2** (ground floor plan). This is a brownfield renovation and expansion that was included in the overarching Project design and no alternative site was required to be considered.

Figure 4.1 Existing site layout

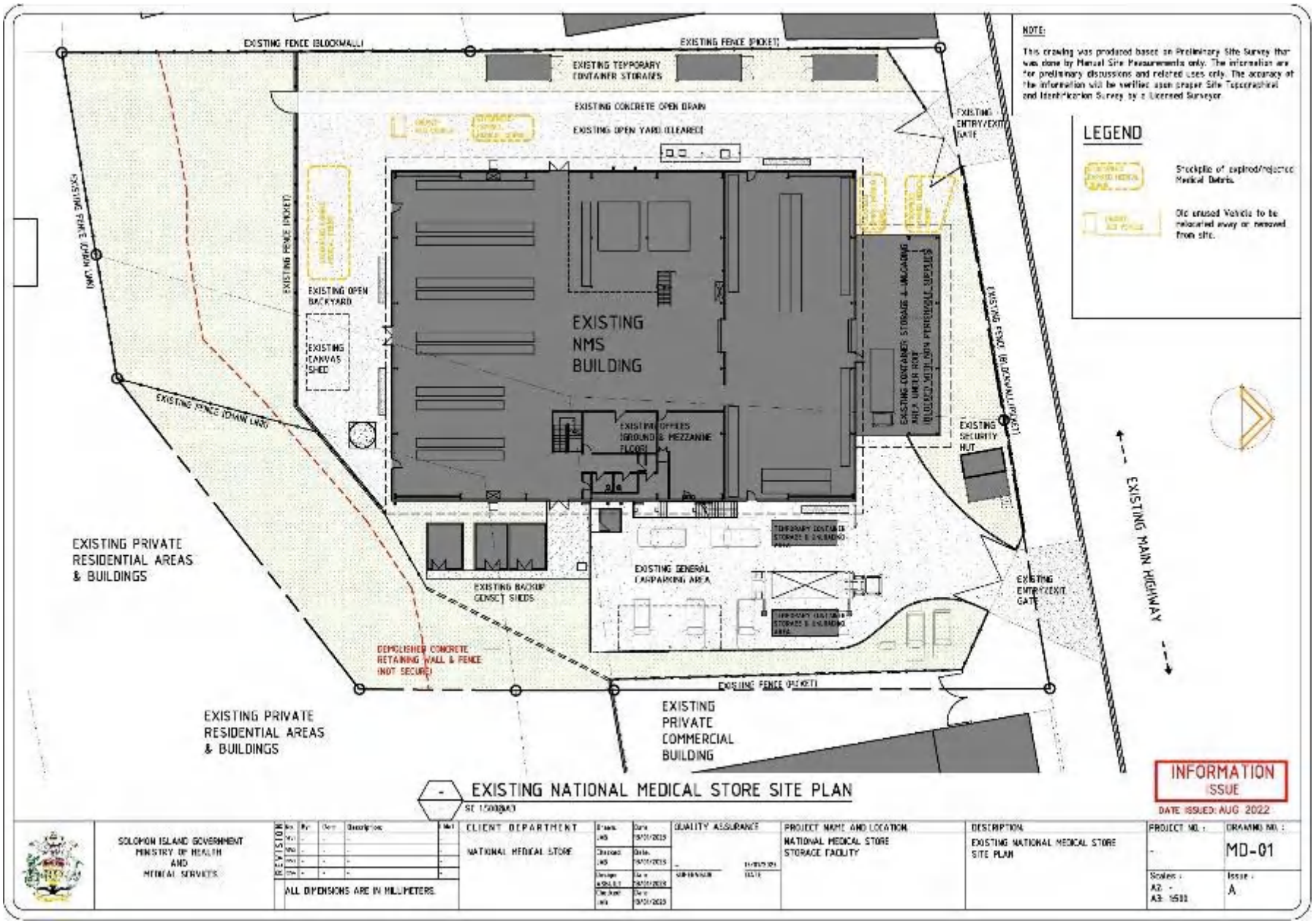


Figure 4.2 Construction site layout plan

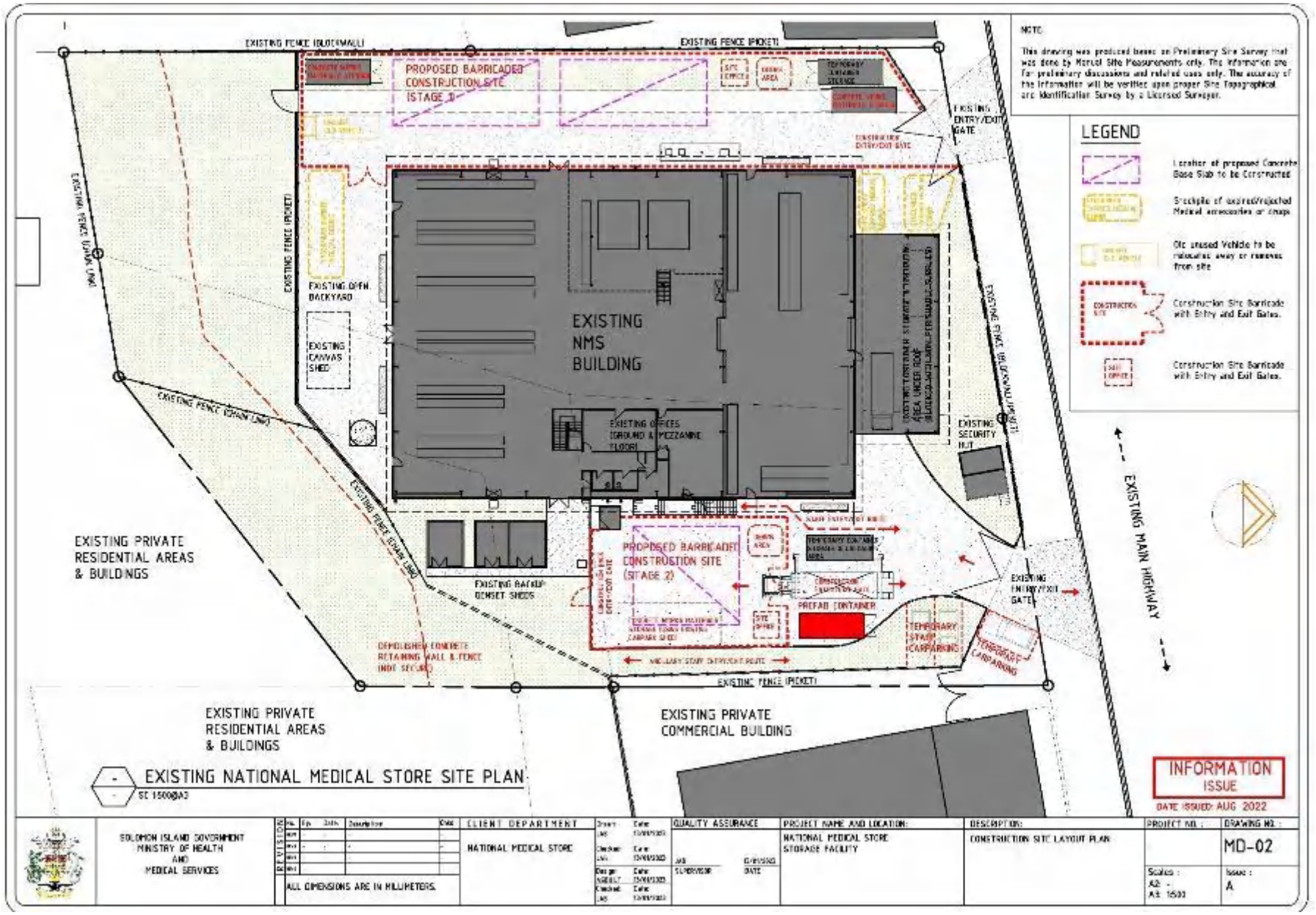


Figure 4.3 First floor plan

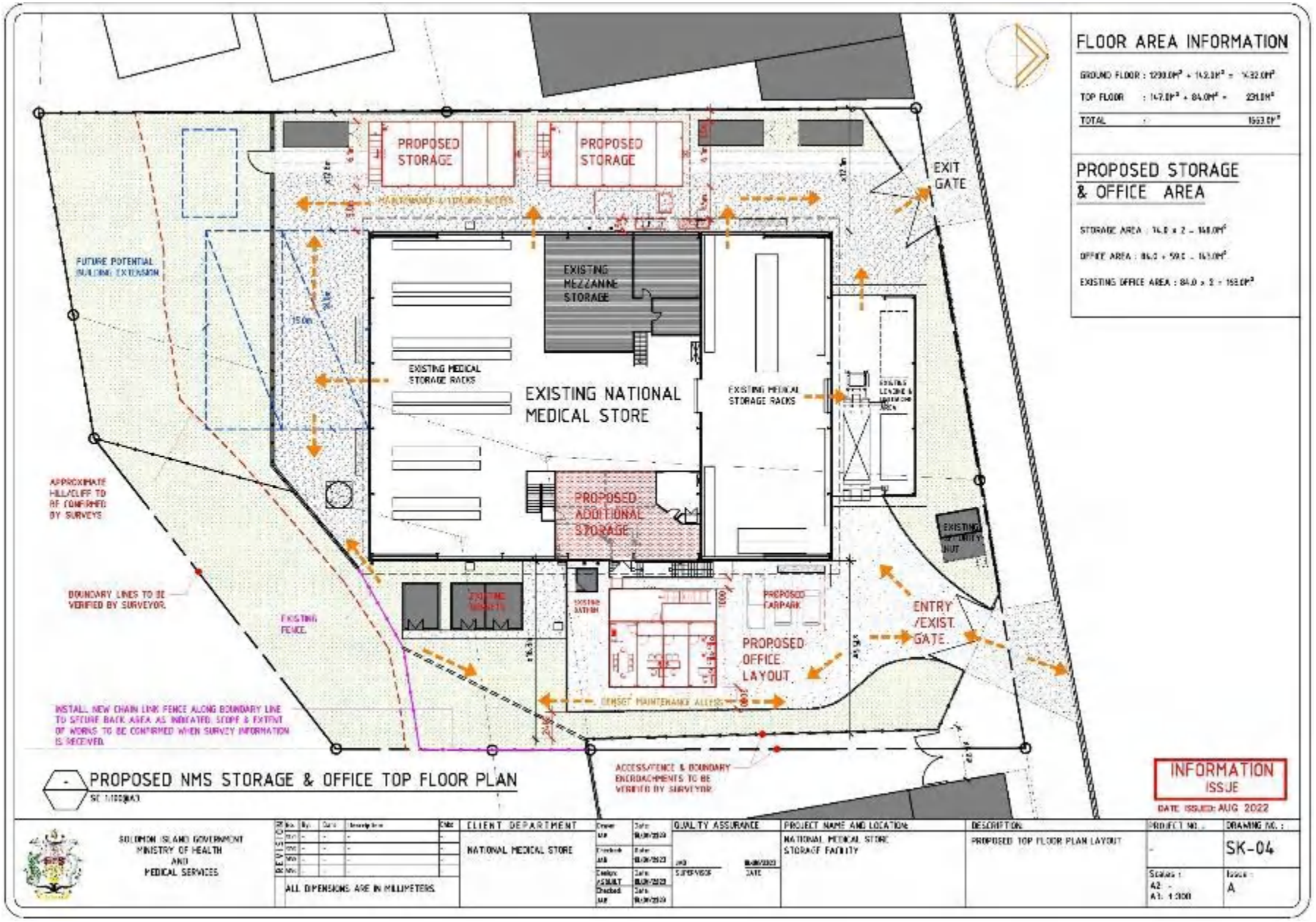
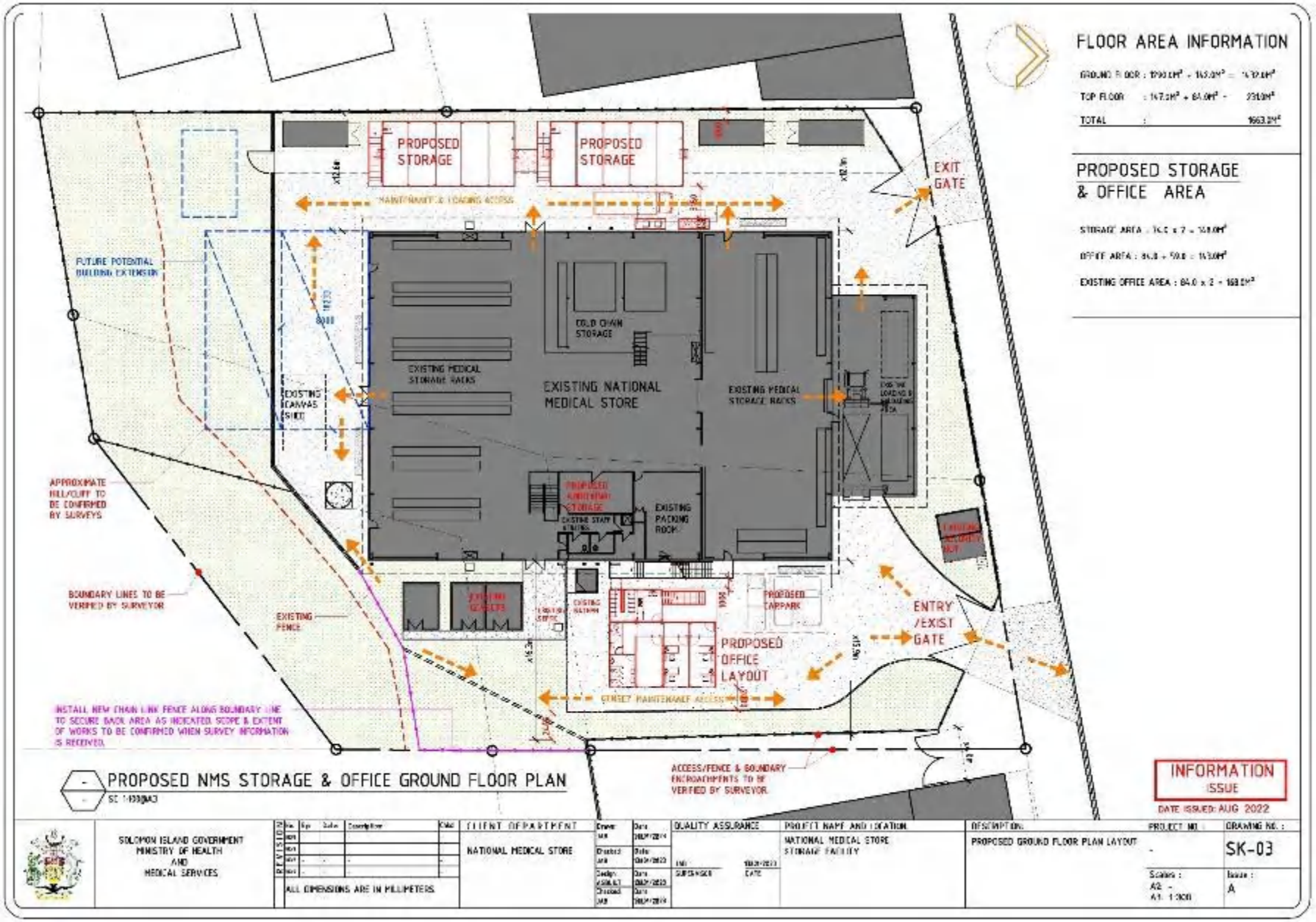


Figure 4.4 Ground floor plan



5. Purpose, Planning and Design

The Project's objective is to improve the NMS's office and storage capacity, as well as staff capacity, through training. Through formal and informal consultations, the PMU engaged relevant stakeholders, including MHMS executive, NMS management, staff, and surrounding business owner(s). The PMU E&S officer also conducted assessments on the project site to obtain baseline information guided by the NMS infrastructure road map.

The PMU will be working with the NMS to ensure that the building designs and materials are sustainable, durable, accessible and suitable for the tropical climate. The selection of a suitable contractor will be done through a fair and competitive tender process as to be in compliant with the relevant World Bank procurement procedures. According to the infrastructure planning and design, the NMS will be expanded first by installing the prefabricated offices and storage, followed by the renovation of the existing building.

5.1 Construction

Identification and topographical surveys will be carried out first to correct the NMS boundaries. Afterwards, there will be site preparation, which consist of clearing of the storage containers, waste and vegetation (mostly grass and weeds) to allow adequate space for expansion and renovation of the NMS building. The waste will be transported to the Ranadi landfill for disposal while hazardous waste will be incinerated at the NRH incinerator.

Once the construction site is cleared, the prefabricated office and storage building will be installed first with the use of crane on the sides of the existing building slab. Upon their completion, the medical supplies and staff will be relocated to these prefabricated facilities to allow the renovation work on the existing NMS building to commence. The renovation will consist of:

- restoring exiting gate
- laying of a slab for a new parking lot
- replacing old building materials
- demolishing internal walls within the existing office to create a bigger open storage space within the existing building.

The contractor will provide the workforce. They are also responsible to obtain the construction materials and transport them to the project site. The workers will be

accommodated at their respective homes as the project site is in Honiara. The contractors will employee some workers who will reside at the project site in to provide security. Upon completion stage of the renovation project, the contractor will manage and remove construction waste.

5.2 Operation

The operation of the project will commence after the official handover of the project to the NMS. The renovated building will be used for storage of medical supplies. Vehicles entering the premises will access through the entry and exit gates. The loading and unloading of medical supplies will be done at the loading and unloading dock. In times of extreme natural hazards, storage facility doors will be sealed. During fire, emergency doors will be used and water hoses will be provided. Waste generated during operation will be disposed by the NMS. PMU will provide and/or finance training on warehouse and safety for the NMS staff.

5.3 Decommissioning

At the end life of the project, solid waste are to be stored in a safe place and dispose appropriately. General and solid waste will be disposed at the Ranadi landfill while hazardous waste will be incinerated at the NRH incinerator. Plans are in place that over time the prefabricated buildings will be further expanded to increase the capacity of the NMS infrastructure. In terms of maintenance, the NMS building will be renovated on a regular basis over the years of occupancy thus to maintain the condition.

6. Policy and Regulatory Framework

This section provides the applicable SIG regulatory framework and the relevant WB policies for the assessment, permitting and operation of the Project.

6.1 Country Context

The SIG established a regulatory framework that provides measures to protect and preserve the environment. The Environment Act 1998 and Environment Regulations 2008 make provision for the conservation and protection of the environment. This Act laid the foundation of Solomon Islands' environmental impacts assessment (EIA) system, which is implemented by the Environment Conservation Division (ECD) of the Ministry of

Environment, Climate Change, Disaster Management and Meteorology (MECDM). The following subsections summarize the relevance of the Acts and Regulations to the Project.

6.1.1 Environmental Act 1998

The Environment Act 1998 (the Act) provides for the protection and conservation of the environment. The core objectives of the Act are to provide for and establish integrated systems of development control, EIA, and pollution control, including:

- Prevention, control and monitor pollution
- Reducing risks to human health and prevent degradation of the environment by all practical means, including the following
- Regulating the discharge of pollution to the air, water and land
- Regulating the transport, collection, treatment, storage and disposal of waste
- Promoting recycling, re-use and recovery of materials in an economically viable manner
- To comply with and give effect to regional and international conventions and obligations relating to the environment.

The Act is divided into four parts. Part I provides the Act with considerable power and states that in the event of conflict between the Act and other legislation, the Environment Act shall prevail. Part II establishes and defines the powers and role of the ECD. Part III establishes the requirements for environmental assessment, review and monitoring. This provides for an environmental assessment to consist of either a public environment report or if the development is shown to be of such a nature as to cause more serious impacts then the developer is required to prepare and submit an environmental impact statement EIS. Part IV details requirements for pollution control and emissions (noise, odor and electromagnetic radiation) and requirements to permits for the discharge of waste. Noise (restrictions on emitting unreasonable noise) is covered in Article 51(1).

Part III Article 17 requires any developer who proposes to carry out any prescribed development to make an application to the Director of ECD. Article 19 specifies that a developer shall not commence or continue to carry out any prescribed development unless the developer has been issued with a development consent (defined in the Act as a consent to carry out any development under Part III). Activities that require assessment are described as ‘prescribed developments’ and are included in the Second Schedule of the Act. There are two levels of environmental assessment; public environment report (PER),

as described in Article 20, or if the development is shown to be such a nature as to cause more serious impacts then the proponent is required to prepare and submit an Environmental Impact Statement (EIS), as described in Article 23. However, the renovation and expansion of the NMS is not regarded as prescribe development as minor construction work will be conducted on an existing infrastructure.

6.1.2 Environmental Regulations (2008)

The Environment Regulations 2008 (the Regulations) establish the procedures for undertaking the environmental assessment of any projects categorized as a prescribed development. The renovation and expansion of the NMS is not regarded as prescribe development as minor construction work will be conducted on an existing infrastructure.

6.1.3 Labor Legislation

The principal legislation governing labor management in the Solomon Islands includes:

- Labor Act (revised edition 1996) provides an overarching framework for labor legislation, establishing standards in relation to:
    - Days and hours of work
    - Payment of wages
    - Written contracts of employment
    - Maternity leave
    - Child labor
    - Care of workers
    - Termination of employment
- Trade Unions Act (revised edition 1996), which regulates the registration, leadership and operation of trades unions in Solomon Islands
- Workmen's compensation Act (revised edition 1996) makes provision for compensation to workmen injured at work in Solomon Islands, also includes occupational diseases
- National Provident Fund Act (revised edition 1993) requires employers to pay contributions for any employee under a contract of service or apprenticeship
- Unfair dismissal Act (revised edition in 1996) provides a remedy for employees who may be unfairly dismissed and establishes right of referral to the Trade Disputes Panel

- Safety at Work Act (1982) designed to establish safe systems of work to eliminate or minimize the risks to health, safety and welfare. Under the Safety at Work Act, employer has the duty to:
    - Ensure the health, safety and welfare of all employees including part-and full-time workers, temporary workers and work experience people.
    - Inform, instruct and supply relevant information to all employees
    - Ensure that all plant, machinery and systems of work are safe and without risk to health and safety.
    - Ensure that all premises are safe to use and that all hazardous processes are either eliminated or adequately controlled.
    - Ensure that adequate training is supplied to staff where applicable
    - Ensure freedom from discrimination, harassment, bullying or violence in the workplace.
    - Ensure the health and safety of other who are not employed by the employer but may be affected by their undertaking, for example visits or contractors.

The overarching Project has prepared a Labor Management Procedure (LMP) document which aligns with ESS2 Labor and working conditions of the ESF.

6.2 World Bank Environmental and Social Framework (ESF)

The environmental and social risks rating for the project is set at Substantial, particularly in relation to (i) OHS management of construction workers and NMS staff, (ii) environmental pollution and community health and safety issues related to the disposal of expire medicines and chemicals from the NMS, (iii) little capacity and experience of the project implementation agency on the World Bank's policy requirements for environmental and social risk management.

The project takes into consideration the potential negative impacts of installing the prefabricated office and storage and renovation as the site situates within the vicinity of business activities. Mitigation measures have been developed to avoid and/or minimize the impacts. Proper planning and consultation is important to develop mitigation measures which is suitable for all stakeholders including the environment.

Six of the ten Environmental and Social Standards (ESSs) of the World Banks's (WB's) ESF have been screened as relevant. They are assessed in Table 4 below. The other four

are considered not relevant, namely: ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources, ESS8 on Cultural Heritage, and ESS9 on Financial Intermediaries. Detailed information on the Bank's ESF are available at: https://www.worldbank.org/en/projects-operations/environmental-and-social-framework.

The ESS that apply to the Project and the required measures and actions that apply, as contained in the Environmental and Social Commitment Plan (ESCP), are listed in **Table 5.1.**

Table 5.1 *Environmental and Social Standards relevant to the Project*

Environmental & Social Standard	Relevance to the Activity
ESS1 Assessment and Management of Environmental and Social Risks and Impacts	ESS1 is relevant to this activity as expansion and renovation of the existing NMS, which situates within vicinity of business activities and residential area will generate E&S impacts and risks thus it requires assessment and management of these risks.
ESS2 Labor and Working Conditions	ESS2 is relevant to this activity as it involves the use of human resources to execute the construction activities. It is important to consider the working condition and welfare of the workforce.
ESS3 Resource Efficiency and Pollution Prevention and Management	ESS3 is relevant as this activity as it covers disposal of waste from construction activities and existing waste on site, which comprises of chemicals and solid waste. The hazardous waste such as expire chemical and medicines requires proper disposal.
ESS4 Community Health and Safety	ESS4 is relevant as the activity may potentially cause health and safety risks to the NMS staff, nearly business houses occupants and the public as movement of people and vehicles is frequent near the site.
ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities	Indigenous people are expected to be the sole or the overwhelming majority of direct project beneficiaries as the activity is expected to enhance health system to provide better service for the people. Accordingly, a separate Indigenous Peoples Planning Framework (IPPF) will not be prepared.
ESS8 Cultural Heritage	Although this standard is not considered relevant, in the unlikely event of construction or the movement of earth or items such as materials in connection with any project activities that have not yet been identified the chance finds procedure (CFP) under the ESMF will apply.
ESS10 Stakeholder Engagement and Information Disclosure	ESS10 is relevant as the project ensures to engage relevant stakeholders through the life cycle of the project.

6.2.1 World Bank Group Environmental, Health and Safety Guidelines (EHS Guidelines) relevant to the project.

The following EHS guidelines are relevant to the project will be used to guide the development of a Code of Environmental and Social Practice (CoESP – Appendix 1):

- General EHS Guidelines: Environmental
- General EHS Guidelines: Occupational Health and Safety
- General EHS Guidelines: Community Health and Safety
- General EHS Guidelines: Construction and Decommissioning
- Environmental, Health, And Safety Guidelines Health Care Facilities.

6.2.2 World Bank Response to COVID-19

The World Bank Group (WBG) has developed the following guidance material in response to COVID-19 outbreak:

- Guideline for the preparation of a Contingency Plan for Project Sites.
- Technical Note: Public Consultations and Stakeholder Engagement to be applied to projects under implementation and those under preparation.
- Technical Note: Use of Military Forces to Assist in COVID-19 Operations Suggestions on how to Mitigate Risks.
- Technical Note: SEA/H for HNP COVID-19 Response Operations.

For ESS1, the WBG also identifies risks and mitigations measures for the transactions involving specific project finance activities (i.e. works, goods and services, and technical assistance). The guidance has been considered during the preparation of this ESMF and supporting documents.

7. Impact Assessment

The Project is expected to have an overall positive impact on the operation of the NMS by improving and expanding storage, office space and staff capacity through training. This will have a flow on effect of providing overall better medical services for the Solomon Islands. Additional indirect benefits include; local employment and local business opportunities during the construction phase.

The following section will discuss the potential adverse impacts and risks that are associated with the project. The work scopes and all identified impacts and risks will be further assessed during the development of the Code of Environmental and Social Practice

(CoESP). The selected contractor is required to develop a CoESP, based on this ESIA, to confirm activities and to identify any additional site impacts or risks not foreseen in this ESIA. The CoESP requires PMU approval prior to any works proceeding and a template and guiding text is provided to assist the contractors as Appendix 1.

7.1 Potential Environmental and Social Impacts

This section reviews the potential environmental and social impacts resulting from the Project through the design, construction, operation and decommissioning phases of the facility.

7.1.1 Planning and Design

A collective effort and consultation was undertaken in the planning of the project. In the planning stage, the associated risks identified were grievances from nearly business houses and residents, engaging inadequate contractors and inadequate designs and materials for the project.

7.1.2 Construction

The project will not require any land acquisition as site is located within a MHMS plot. Construction commences with identification and topographical surveys to indicate clearly the boundaries for construction. Site preparation consists of clearing of waste and old storage containers, which pose risks of inadequate disposal of waste. Additional, clearing of minor vegetation behind the NMS to allow working space that may cause erosion as soil is exposed. During heavy rainfall, flooding may occur which may carry soil, oils from machines and/or materials into the surrounding urban environment.

Construction materials such as gravel, sand, timber, concrete, paint and steel for renovation will be obtained from local suppliers in Honiara. The main source for gravel extraction is Lunga River which is located on the northern coast of Guadalcanal and for the sand it is extracted from the Lunga coastline. The Supplier will transport gravel and sand to the site. All other materials will be included as part of the package for the pre-fabricated buildings. A temporary lay down site will be identified for all materials (including a temporary shed for the materials) within the NMS site.

During transporting and unloading of materials to the project site, risks of injuries to the public, construction dust and noise have been identified. Installation of the prefabricated

office and storage may cause risks of injuries and accidents. Large machines for installing of the prefabricated office may cause traffic congestion when accessing the site, which will affect flow of traffic. There is a low risk of GBV/SEA/SH during construction phase as workers are located in an area where there is an increased movement of women, girls and children. The training component for the NMS staff faces potential risks of financing and delivery of inappropriate training and/or inattentive staff.

7.1.3 Operations

NMS staff will occupy the offices and the storage houses and undertake the general operations of the NMS. There is the risk of occupation accidents causing injury or death in the operation of the facility. The medical supplies will be transported to the site by NMS vehicles with the associated risk of accidents and injuries. In addition, there is the risk of non-distribution of medical supplies to various health facilities, which supplies remains in the storage until their expiry dates. The NMS facility is close to adjoining urban infrastructure and businesses which poses some risk that the NMS operations, such as traffic, may have an impact.

7.1.4 Decommissioning

At the end of life of the project, there is risks of improper disposal of expired supplies and the prefabricated storage if are not managed properly or renovation may collapsed and cause injuries to NMS staff and even nearly business houses occupants.

8. Mitigation

To address the potential adverse impacts and risks of the project, mitigation measures are developed to avoid and/or minimize the impacts and risks on the biophysical and social environment surrounding the project site utilizing the mitigation hierarchy detailed in **Figure 8.1.** Negative impacts and risks during the various phases of the project are considered and strategies to avoid and/or minimize the impacts, in the best way possible, will be implemented. **Table 8.1** details the impacts, risks and mitigation strategies to avoid or mitigate impacts and risks of the project.

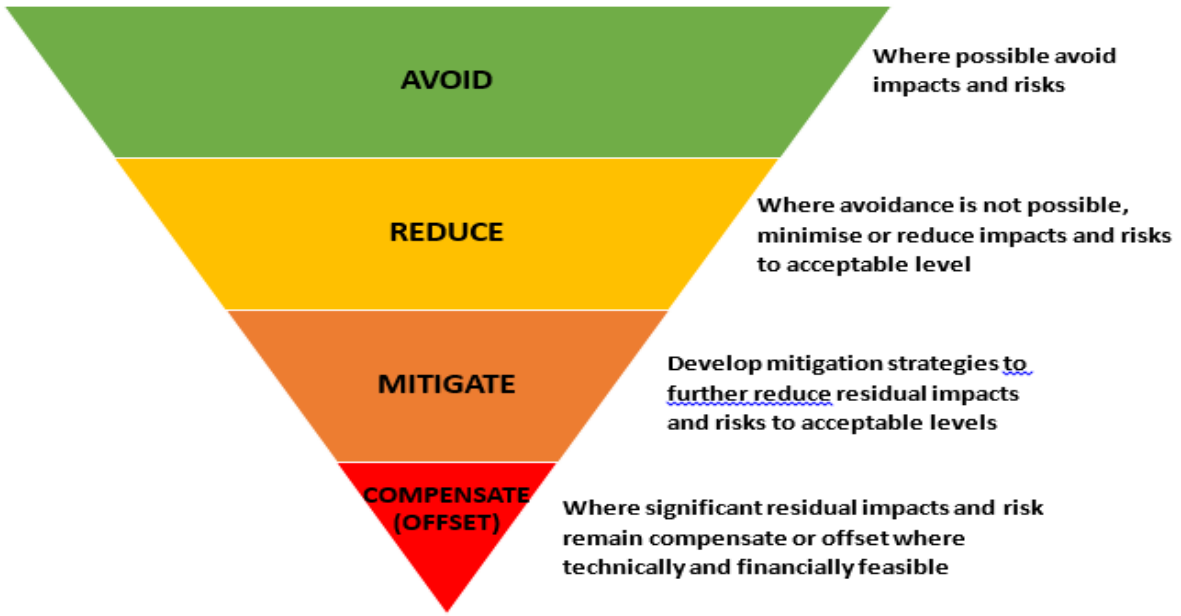


Figure 8.1 *Mitigation Hierarchy*

8.1 Planning and Design

During planning, the PMU and MHMS conducted consultation with relevant stakeholders to inform and discuss potential impacts and risks. The PMU and MHMS will incorporate requirements of this ESIA and the CoESP into bidding documents and ensure the contractor is selected based on its capacity and capability to carry out the construction work and implement the E7S impact and risk mitigation strategies.

8.2 Construction

The contractor and the PMU E&S officer will closely monitor adverse impacts and risks of the Project. Possible soil erosion from any groundwork will be minimized by securing of any excavated or top soil or gravel that are likely to be wash off during rain in a proper place and limit removal of vegetation. The contractor must dispose construction waste in a secure and appropriate landfill. Dust from construction activities will be controlled by the best means determined by the contractor. The PMU will monitor the contractor to ensure full PPE is utilized by the workforce and any visitor to the site. Noise and vibration during construction will be minimized by switching off machines and equipment when not in use and contractor to provide noise protection to workers. A construction fence will be installed to avoid public access to the site to avoid injuries. Appropriate stormwater runoff controls will be implemented to manage stormwater and avoid damage to the site and surrounding infrastructure. During unloading of materials, construction workers will

control the control the traffic to avoid accidents and to minimize local impacts on traffic and parking. The PMU will ensure the contractors are fully aware of GBV/SEA/SH in the workforce. Site induction for workers will be undertake training in various aspect s of OHS and worker behavior as detailed in the CoESP (Appendix 1).

The ESIA including all Appendices and the CoESP will be included in bidding documents. The Contractor will be required to complete and implement the CoESP, train employees in the requirements of this document and monitor its implementation. Workers will be required to sign the code of conduct and records will be kept of workers compliance and incidents.

8.3 Operations

The MHMS will operate the NMS. An NMS OHS Plan and training will be developed to mitigate ongoing risks related to operating a medical warehouse and associated offices and infrastructure. General guidelines for the development of an Operational OHS Plan are presented in Appendix 3.

8.4 Decommissioning

It is unlikely the site will be decommissioned, the likely scenario for the site is continual maintenance and upgrading. In the event that the site is decommissioned and closure plan should be developed to provide guidance to mitigate the impacts and risks. Plan should provide guidance on the disposal of all waste and material.

8.5 Impact Risk Rating

For the purpose of this ESIA an impact is the expected outcome of an action and risk is the chance that the impact will occur, calculated as potential consequences of harm by the likelihood of the event occurring. Risk analysis for this ESIA was undertaken using the likelihood- consequence matrix detailed in **Figure 8.2.**

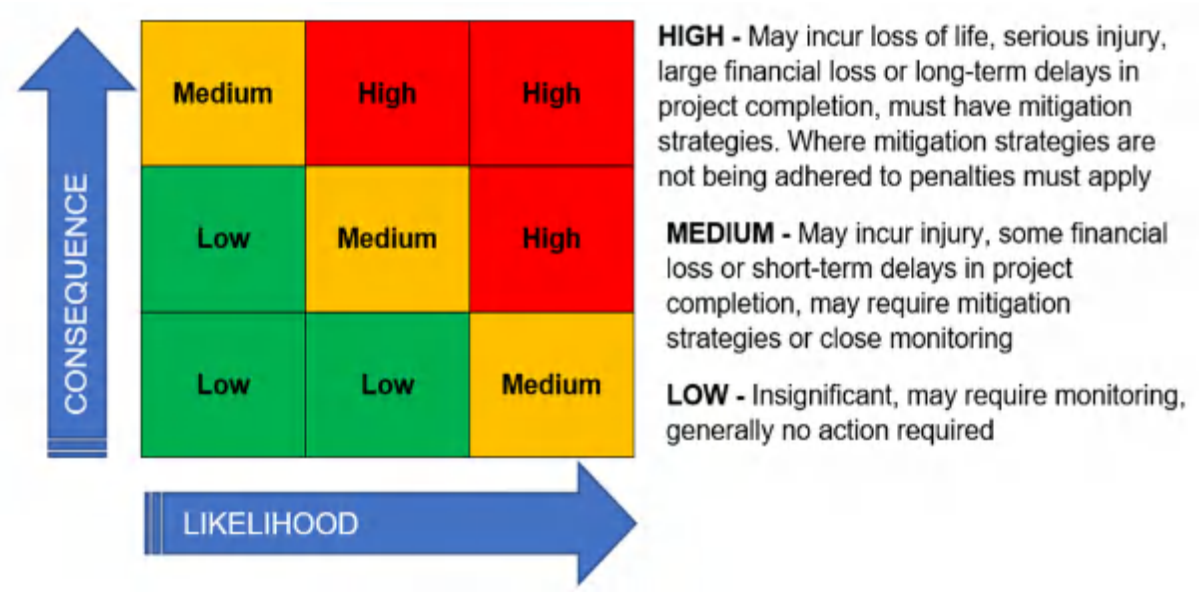


Figure 8.2 *Risk Matrix*

Table 8.1 summarizes the impacts and risks, mitigation strategy to be applied to reduce each impact and risks and the persons/agency responsible for implementing the mitigation strategy.

Table 8.1 *Impacts, risks, mitigation, responsibility*

Potential Impact	Potential Risk	Risk Rating	Mitigation	Responsibility
Design				
Project Failure	Inadequate design		Proper planning and consultation between relevant stakeholders Undertake sufficient research utilizing suitable technical specialists to identify appropriate design and materials	MHMS,PMU
	Award contract to inadequate contractor		Fair and competitive tender	MHMS, PMU
	E&S risks not mitigated		The contractor bidding documents should contain clauses on Environmental Social Health and Safety (ESHS) requirements to guide the contractor on the key requirements	PMU E&S and Procurement Officer
Construction				
Degradation of flora and fauna	Loss of vegetation surrounding site		Site is a brownfield urban site with no significant	Contractor

Potential Impact	Potential Risk	Risk Rating	Mitigation	Responsibility
			vegetation except some weeds, grasses, small weeded shrubs and wild banana. The contractor should ensure that there is minimal disturbance to the project site area	
Water quality	Erosion and sediment runoff		The contractor will ensure proper demarcation of the project area to be affected by the works. Works to limit vegetation removal at the project site; Any excavation activities if required should not interfere with local drainage or introduce physical changes that are not in harmony with the physical setting of the project area. Store soil, gravel, and sand in secure location. Sediment traps and other means to be utilized to minimize impacts of runoff on urban infrastructure, storm drains to be protected from sediment buildup. Guidance included in the CoESP	Contractor
Air pollution & dust	Pollution		Ensure proper handling, storage and disposal of waste oil, lubricants, oil filters and fuel from vehicles Guidance included in the CoESP	Contractor
	Community/staff grievances		Use of dust signs, use of fully serviced vehicles and machines to avoid excess emission. Sprinkling of water to subdue dust.	Contractor
Noise and vibration	Community/staff grievances		Undertake works at suitably agreed times that do not affect the community/working staff adversely. Observe a common-sense approach to vehicle use, and encourage drivers to switch	Contractor

Potential Impact	Potential Risk	Risk Rating	Mitigation	Responsibility
			off vehicle engines when not in use Provision of appropriate PPE (hearing protection ear muffs) to the workers and any other person visiting the site Guidance included in the CoESP	
Solid waste	Pollution Community/staff grievances		Ensure all solid waste is deposed to approved landfill sites , that is the Ranadi landfill or in a manner that is acceptable to the community Guidance included in the CoESP	Contractor
Local traffic and parking	Accidents leading to injury of death		Contractor to develop traffic management to minimize the impact and risk of accidents and injury due to construction traffic	PMU Contractor
	Neighboring business and resident grievances		Inform local business and residents of any changed traffic conditions Keep workers parking and construction vehicle parking (as much as possible) away from local parking areas.	Contractor
Construction gravel and sand	Environmental impact on rivers and beaches		All material to be sourced form legal and registered quarry suppliers.	Contractor
	Poor build quality		All sand utilized in concrete to be washed and free of salt	
Local employment	Community grievances		Where possible use locals and local businesses Guidance included in the CoESP	Contractor
Occupational health and safety (OHS)	Injury or death		Contractor to conform to all OHS laws and regulations All construction workers should be inducted on the health and safety requirements while at project site Workers should be provided with adequate and appropriate PPE (safety helmets, shoes, gloves,	Contractor

Potential Impact	Potential Risk	Risk Rating	Mitigation	Responsibility
			mask,) and enforce on use of the PPE's Provision of clean and accessible sanitary facilities and water to workers. Use of construction barricades and signs. Install safety signs at the work site should be done by a trained certified, experienced personnel Contractor to report immediately to the PMU any OHS incidents Construction traffic to be managed in a way to minimize accidents and conflict with neighboring businesses and community Guidance included in the CoESP	
Social disruption	Community/staff grievances		Non local workers to treat locally community with respect and follow the code of practice (COP) as outlined in the CoESP	Contractor
	SEA/SH		All workers should be treated fairly according to their gender.	Contractor
COVID - 19	Community/staff infections		All the requisite COVID-19 prevention measures should be observed including the following: • Wearing prescribed and appropriate PPE (masks) on site at all times. • Regularly washing hands, sanitizing and observing social distancing at all times • Seeking healthcare services immediately one experiences any of the following symptoms (while at home or work): cough, fever and shortness of breath.	Contractor
Operations				

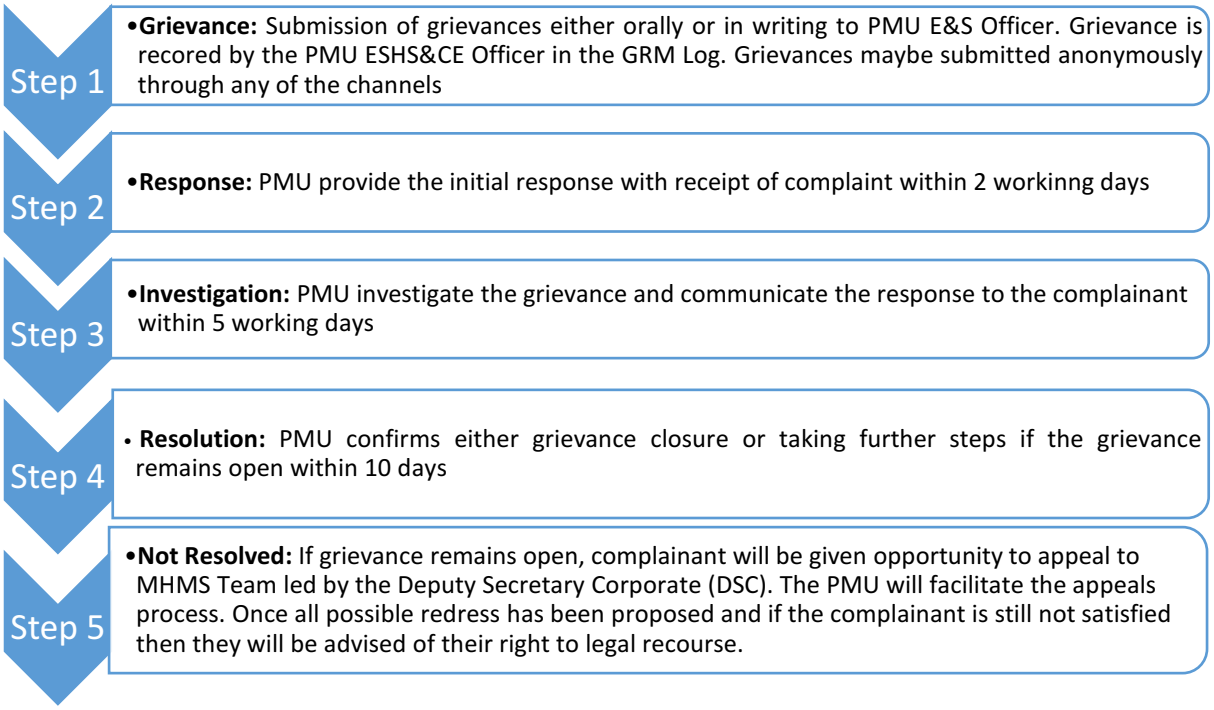
Potential Impact	Potential Risk	Risk Rating	Mitigation	Responsibility
Injury or death to operators	Occupational, health and safety		OHS risks related to transporting and loading/unloading of medical supplies which may cause risks to; injuries and accidents, exposure to chemicals in storage. Thus, all workers will be provided with full PPEs at all times. Operation OHS Plan to be developed. General guidelines provided in Appendix 3	MHMS/NMS
Fire/electricity faults	Damage to property, supplies, injury or death		Keep the areas surrounding the NMS clean and well mowed to remove possible fuel for a fire. Always provide fire extinguishing capacity in building where necessary when operating	MHMS
Decommissioning				
Deconstruction	Associated risks with deconstruction and site cleanup		Develop a Closure Plan to mitigate any impacts and risks identified	MHMS
Solid/chemical waste	Community grievances		Ensure all solid and chemical waste are disposed of at approved landfill sites	MHMS

9. Complaints and grievances

A Grievance Redress Mechanism (GRM) has been established by the PMU to record and resolve any complaint based on the project activities. Any complaints during the life cycle of the project will be acknowledge and recorded by the PMU E&S Officer. If the complaint is minor, the PMU E&S Officer and/or contractor/site supervisor may resolve it on site. For complaints that are not resolved onsite, the PMU E&S Officer will forward to the PMU Program manager (PM). The PMU PM will liaise with the PMU E&S Officer to negotiate and implement an agreed resolution. However, for complaints that are not resolved at this level, the PMU PM will forward to the Permanent Secretary (PS) MHMH and its executive for resolution. The PMU E&S Officer will liaise with all the stakeholders of the project to manage, record and resolve complaints. The CoESP (**Appendix 1**)

provides further guidance to the contractor for managing complaints on site. Figure 9.1 details the steps for recording and resolving of any complaint and grievance of the project.

Figure 9.1 *GRM process and timeframes*



If the aggrieved person is still dissatisfied following review by the PMU and the MHMS then the case may be referred to legal proceedings in accordance with national laws and procedures or they can access the World Banks Grievance Redress Service (GRS) Stakeholder Engagement (**Appendix 2**)

10. Stakeholder Engagement

The success of the Project depends very much on its stakeholders. Participation of different stakeholders plays a significant role in successfully achieving the Project objectives and goals with the highest quality and standard as possible. Throughout the project implementation, it is necessary to communicate with the stakeholders on a regularly a basis to keep them informed of progress and likely impacts. Apart from the NMS management other key stakeholders identified for the project are detailed in **Table 10.1.**

Table 10.1 *Key Stakeholders*

Project stakeholders	Description
The World Bank	The WB is the funding agency and their engagement is necessary to ensure the project is implemented according to their standards and the framework of the Covid-19 Emergency Response financing agreement.
Ministry of Health and Medical Services	As the implementing agency and the ministry responsible for the health services in the country, MHMS will play a key role in the overall supervision of the project implementation through the PMU. The PMU will review status, milestones met and key indicators.
Ministry of Finance and Treasury	This Ministry plays important role in terms of facilitation of the release of COVID-19 ERP payments to PMU Project bank account before disbursed to the Project.
Ministry of Environment and Disaster Management (MEDM)	MEDM is responsible for environmental approval under the Act and national regulation and is responsible for the oversight of the environmental risk disaster management. Since Solomon Islands are prone to cyclone and weather pattern is unpredictable, it's important that the Project integrate risk resilience in the design of these projects. Expertise from MEDM is therefore important and will be soughed as when the need arise during the project implementation.
Honiara City Council	The current location of the project is within the boundary of Honiara City Council. Honiara City Council is therefore one of the important stakeholders for the project. The project therefore will be guided under the policy of Honiara City Council.
Business house & neighboring residential houses	The surrounding communities will be impacted by the project activities therefore they are to be informed and consulted closely on the project developments.
Project Suppliers	Project suppliers are one of the important stakeholders for the project. Quality of materials and timely deliverables of materials will depend very much on the project suppliers.

Since the PMU E&S officer has been recruited, consultations were carried out as detailed in **Table 10.2**. The stakeholders are (but not limited to) the NMS staff, MHMS staff and PMU, business owners (largest business is tropical marketing) and nearby residential houses located behind the NMS.

A Stakeholder Engagement Plan (SEP) has been prepared for the overarching Project. The PMU E&S officer initially conducted several consultations (**Table 10.2**) with the NMS management and staff on the project activities. The discussions held on this meeting are based on project proposal, potential impacts and risks. The NMS staff expressed the need for renovation and expansion as insufficient space for efficient operations of the NMS is a major issue. Nearby business owner (s) and/or labor were consulted to make them aware of the project and gather feedback. A team from the WB consisting of international and regional representatives and specialists visited the NMS to assess and discuss with the NMS management regarding the project activities during their recent mission. The NMS

management are pleased to receive the project and have express their pressing issues in the needs to improve the facilities. Ongoing consultation will be carried out with other relevant parties including; Honiara City Council, the senior management of National Referral hospital and various key departments within the MHMS and other relevant line ministries (**Table 10.2**)

Table10.2 *List of dates and activities carried out for stakeholder engagements for the NMS.*

Date	Location	Activity Description	Stakeholders consulted
November 2021	NMS	Initial consultation on project proposal, baseline information and NMS feedback.	NMS management and staff
February 2022	NMS	Site assessment and consultation with nearby business owners	NMS staff, nearby business owners and residents
June 2022	NMS	Site assessments with infrastructure office to discuss preferable designs and measuring available land for development.	NMS staff
September 2022	NMS	Site visit and updating of NMS management of project. The visit includes WB team, which discussions based on the need for upgrade of NMS and funding, potential risks and mitigation measures.	NMS management and staff

10.1 Construction engagement schedule

Moving forward and prior to construction being undertaken, the following schedule of activities will be undertaken (Table 10.3).

Table 10.3 *Stakeholder engagement, messaging, channel, responsibility and timing*

Stakeholder	Messaging	Channel	Responsibility	Timing
MHMS	Updating of Project activities. Final documents.	MHMS Website and direct email to key staff	PMU PM & E&S Officer	Ongoing
NMS Staff	Updating of Project activities. Final documents. Notification of dates for works commencing and staff requirements	MHMS Website and direct email to key staff. Direct engagement by E&S Officer at NMS site	PMU PM & E&S Officer	Prior to construction with updates during construction
Honiara City Council	Updating of Project activities. Approve where necessary	Direct contact	E&S Officer and contractor	Prior to construction with updates during construction

Stakeholder	Messaging	Channel	Responsibility	Timing
Businesses	Notification of commencement of works and any traffic or worksite arrangements that may affect them	Site works signage prior to commencement of works. Direct delivery of flyers to surrounding businesses within 1km of site	E&S Officer	Prior to construction with updates during construction if necessary
Residents	Notification of commencement of works and any traffic or worksite arrangements that may affect them	Site works signage prior to commencement of works. Direct delivery of flyers to surrounding residents within 1km of site	E&S Officer	Prior to construction with updates during construction if necessary
General Public	Updating of Project activities. Final documents.	MHMS Website	E&S Officer	Ongoing

11. Capacity development and training

The project will aim to support training for the NMS staff, it will aim to improve staff capacity in learning about medical storage, distribution and recording of medical supplies and support refresher training for senior NMS staff. A training plan will need to be incorporated into the NMS OHS Plan (**Appendix 3**)

The contractor will be expected to provide induction training as well as regular briefings to their workers (detailed in the CoESP – **Appendix 1**) to ensure construction activities are carried out properly which will include OHS training, GBV/SEA/SH. The contractor can use a local NGO to undertake GBV/SEA/SH awareness training. The MHMS has an Environmental Health Division, which is responsible for provision of OHS training for national projects and the contractor can use this service.

12. Incident management and emergency response

Any accident or incident to construction workers, NMS staff or the public that occur during the project activities and/or on project site will be reported to the PMU E&S officer within 24 hours. The PMU E&S officer shall provide its contact to the contractor and/or the contact to be displayed at the project site for project contact purposes. During any accident, the affected individual (s) will be transferred to a nearest hospital. In addition, medical safety and first aid kits will be provided on site. . Incident investigations will be

completed as required by MHMS PMU in accordance with the World Bank ESIRT process. The project will contact the nearest police post for any fire response incidents. The contractor will designate an emergency assemble area for the workers.

13. Implementation

The project will be implemented and supervised by the PMU. The PMU E&S officer will ensure that the contractor complies with the World Bank and national environmental and social frameworks and regulations. The PMU E&S and Infrastructure officer will conduct regular site visits to monitor the overall progress of the project. The contractor must provide the PMU Infrastructure officer with a project construction schedule. The PMU E&S officer and Infrastructure officer are responsible for ensuring proper coordination between the MHMS, PMU and contractor.

14. Monitoring

The PMU and specifically the PMU E&S Officer will be responsible for monitoring the implementation of the CoESP on site. The contractor will appoint an onsite E&S focal point who will be responsible for ensuring the implementation of the CoESP's E&S provisions. The focal person will liaise with the PMU E&S Officer and reporting incidents to the PMU.

The PMU E&S officer should attend the induction training to monitor the implementation of the training and the signing of the company and individual code of practice (COP) as detailed in the CoESP. The E&S Officer should visit the site at least once every week that construction is underway to monitor the implementation of the E&S impact and risk mitigation strategies. These visits should be recorded and reported on in the regular PMU Project Reporting.

The E&S Officer will establish incident and reporting log to record the monitoring and incidents. Identification of non-compliance by the contractor on any of the provisions within the CoESP will require notification in writing to the contractor within 24 hours of the E&S Officer identifying the issue. Depending on the severity of the issue the letter should outline the timeframe for rectification and the actions required.

Appendix 1: Code of Environmental and Social Practice

SOLOMON ISLANDS GOVERNMENT

MINISTRY OF HEALTH AND MEDICAL SERVICES

P. O. BOX 349, HONIARA, SOLOMON ISLANDS

CODE OF ENVIRONMENTAL & SOCIAL PRACTICE TEMPLATE

Document history

Revision history			
Version #	**Date**	**Description**	**Name**
1	August 2022	Draft	Jahreth Limarii – PMU ESHS & CE Specialist
2	31/01/2023	Revision	Greg Andrews E&S Specialist

Table of Contents

Abbreviations and Acronyms

COC	Code of Conduct
CoESP	Code of Environmental and Social Practice
CSS	Contractor's Site Supervisor
E&S	Environmental and Social
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework (World Bank)
ESH	Environmental, Social and Health
ESS	Environmental and Social Standard
GBV	Gender based violence
GRM	Grievance Redress Mechanism
GRS	Grievance Redress System
HCC	Honiara City Council
LUA	Land Use Agreement
MHMS	Ministry of Health and Medical Services
MLHS	Ministry of Lands, Housing and Survey
NMS	National Medical Store
OHS	Occupation Health and Safety
PMU	Project Management Unit
POA	Plan of Action
PPE	Personal protective equipment
PS	Permanent Secretary
SIG	Solomon Islands Government
SWD	Social Welfare Department
VAC	Violence Against Children
WB	World Bank

1. Introduction

Generally, construction of small works poses limited environmental and social (E&S) impacts and risks, however it is still very important to take into consideration and implement the principles of best practice environmental and social risk management to facilitate outcomes that are harmonized with World Bank (WB) Environmental and Social Frameworks (ESF) Environmental and Social Standards (ESS) and to avoid any negative E&S impacts on local staff, workers and local communities. An Environmental and Social Assessment (ESIA) has been undertaken as a part of the Project approval. The ESIA should guide and be referred to in the completion of this CoESP.

2. Purpose of the Code of Environmental & Social Practice

The Code of Environmental and Social Practice (CoESP) is developed purposely to manage and guide the contractor in their management of environmental and social risks and impacts and the construction of WB projects. The contractor is obliged by the provisions of the contract to under the actions detailed in this CoESP which has been approved by the PMU. Should the contractor fail to comply with the provisions of this CoESP, the PMU shall withhold payment of invoices until the contractor resolves the issue(s).

3. Objectives

Key objectives of the CoESP are:

- To guide compliance with relevant Solomon Islands legislation and the CoESP conditions
- To describe the conditions and mitigation measures the contractor will undertake to manage the environmental and social impacts and risks including health and safety of workers.
- To clearly define key personnel roles and responsibilities for the management, implementation, monitoring and reporting of the provisions within the CoESP.
- To detail the contractor's responsibility for any training and internal communications, which ensures their workers, understand the risks and impacts associated with the project.

4. Scope of Works

Contractor to insert scope of works as detailed in their contract.

5. Contractor Obligations

Annex 1 details a checklist that can be used to identify any additional impacts and risks not identified in the ESIA and shown as **Table 5**. Mitigation of any additional risk should be included in Table 5.

Contractor to insert classification of the activity and process for identifying additional impacts and risks and completion of the Checklist (Annex 1)

The contractor will implement the E&S mitigation strategies detailed in Table 5.1.

Table 5.1 *Potential Impacts and Risk ESIA mitigation strategies and additional contractor requirements*

Potential Impacts & Risks	Mitigation as outlined in the ESIA	Contractor requirements (contractor to add)
Loss of vegetation surrounding site	Site is a brownfield urban site with no significant vegetation except some weeds, grasses, small weedy shrubs and wild banana. The contractor should ensure that there is minimal disturbance to the project site area	**Contractor to add after site assessment**
Erosion and sediment runoff	The contractor will ensure proper demarcation of the project area to be affected by the works. Works to limit vegetation removal at the project site; Any excavation activities if required should not interfere with local drainage or introduce physical changes that are not in harmony with the physical setting of the project area. Store soil, gravel, and sand in secure location. Sediment traps and other means to be utilized to minimize impacts of runoff on urban infrastructure, storm drains to be protected from sediment buildup.	**Contractor to detail specific sediment and erosion control measures after site assessment**
Pollution and waste management	Ensure proper handling, storage and disposal of waste oil, lubricants, oil filters and fuel from vehicles	The following will apply to all waste management activities: • All waste and construction generated debris will be removed from construction site, transported properly and

Potential Impacts & Risks	Mitigation as outlined in the ESIA	Contractor requirements (contractor to add)
		disposed in the Ranadi Landfill, a Honiara City Council (HCC) Waste Management Landfill in Honiara city. • Daily site clean-up procedures will be established and enforced by the contractor. Including maintenance of adequate waste storage, recycling and disposal facilities for litter, solid waste, soil and construction debris. • Waste to be stored properly in a secure place before disposal. • Hazardous waste such as used oils, batteries, etc. to be stored safely and securely and removed from site for safe recycling or disposal prior to end of construction period. • All workers must wear appropriate Personal Protective Equipment (PPE) when handling waste. **Prohibitions** • Disposal of any waste into the ocean or beaches, drainage ditches, rivers, other watercourses, agricultural fields and public areas is strictly prohibited. • Disposal of contaminated or wash water, including concrete washings within 30m of any waterway or the coast or in a place where it may enter a waterway or the coast is strictly prohibited. Disposal of plastic and non-organic waste by burning is prohibited. • In the event that accidental leakage or spillage of fuel or chemicals takes place, the spill should be immediately contained and cleaned up.
Dust	Use of dust signs, use of fully serviced vehicles and machines to avoid excess emission. Sprinkling of water to subdue dust.	**Contractor to add after site assessment**
Noise	Undertake works at suitably agreed times that do not affect the	**Contractor to add after site assessment**

Potential Impacts & Risks	Mitigation as outlined in the ESIA	Contractor requirements (contractor to add)
	community/working staff adversely. Observe a common-sense approach to vehicle use, and encourage drivers to switch off vehicle engines when not in use Provision of appropriate PPE (hearing protection ear muffs) to the workers and any other person visiting the site	
Local traffic and parking	Contractor to develop traffic management to minimize the impact and risk of accidents and injury due to construction traffic	**Contractor to add traffic management controls**
	Keep workers parking and construction vehicle parking (as much as possible) away from local parking areas.	
Construction gravel and sand	Inform local business and residents of any changed traffic conditions Keep workers parking and construction vehicle parking (as much as possible) away from local parking areas.	**Contractor to add after site assessment**
	All sand utilized in concrete to be washed and free of salt	
Community benefits	Where possible use locals and local businesses Guidance included in the CoESP	**Contractor to add after site assessment**
Community and staff interactions	Non local workers to treat locally community with respect and follow the code of practice (COP) as outlined in the CoESP	The contractor must pass on any complaints and grievances received on-site to the PMU. The PMU to brief the contractor on the process for handling complaints and grievances in accordance with the PMU Grievance Redress Mechanism (GRM – Annex 2). Details of the GRM and a contact number are to be included in the community information disclosure and where possible on workplace signage. With regard to incidents of GBV/SEA/SH and VAC a separate reporting mechanism is in place and is described in the GRM document Annex 2.
GBV/SEA/SH	All workers should be treated fairly according to their gender.	Training by a recognized NGO to be undertaken at Project startup and induction of workers

Potential Impacts & Risks	Mitigation as outlined in the ESIA	Contractor requirements (contractor to add)
COVID 19	All the requisite COVID-19 prevention measures should be observed including the following: • Wearing prescribed and appropriate PPE (masks) on site at all times. • Regularly washing hands, sanitizing and observing social distancing at all times • Seeking healthcare services immediately one experiences any of the following symptoms (while at home or work): cough, fever and shortness of breath.	The contractor shall acquire Covid-19 factsheets from the Ministry of Health and Medical Services (MHMS) to display on site. Also a Covid-19 general guidelines are developed to provide information on Covid-19 and help minimize the risk of Covid-19 transmission (Annex 3).
Occupational, health and safety	OHS risks related to construction activities include; injuries and accidents, exposure to chemicals in storage. Contractor to conform to all OHS laws and regulations. All construction workers should be inducted on the health and safety requirements while at project site Workers should be provided with adequate and appropriate PPE (safety helmets, shoes, gloves, mask,) and enforce on use of the PPE's Provision of clean and accessible sanitary facilities and water to workers. Use of construction barricades and signs. Install safety signs at the work site should be done by a trained certified, experienced personnel Contractor to report immediately to the PMU any OHS incidents Construction traffic to be managed in a way to minimize accidents and conflict with neighboring businesses and community	It is very important that workplace safety is considered in all WB projects. During construction, everyone/workers, NMS staff are required to prioritize workplace safety to avoid accidents and injuries. Everybody is responsible to; • Be aware of safety risks at all times • Report and communicate to supervisor(s) on workplace safety issues Occupational Health and Safety (OHS) is an important mechanism in workplace safety. Table 5.2 best describes on-site OHS ways to manage the risks of injury or death during construction activities. Below are OHS provisions, which will be implemented. The contractor shall ensure that all on-site workers have access and wear PPE properly at all times. PPE includes, but not limited to; Safety vests, Helmet, appropriate foot wear, gloves, googles, long pants and harnesses for working at height.

5.1 Community Engagement

The PMU will develop some basic community information disclosure to aware the recipient community, groups and individuals of the project activities and responsibilities of the contractor. It is very important that the contractor is required to have the name and contact of a community leader/representative and work closely with the community leader/representative on activities regarding any noise, dust or inconvenience that may be caused to the local community during construction.

5.2 Worksite Induction

A site induction prior to start of work is very important and it must be undertaken for all site workers to ensure employees are aware of;

- The importance and purpose of the CoESP
- OHS onsite
- Any significant environmental hazards, actual or potential, that may be caused as a result of their activities or the project
- Roles and responsibilities in relation to this CoESP
- Any spill response and or emergency procedure
- Accident and incident reporting and methods of prevention
- Codes of Conduct including responsibilities around Gender based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Violence against Children (VAC).

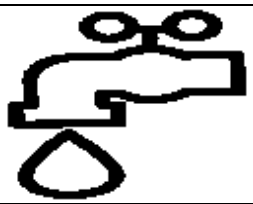
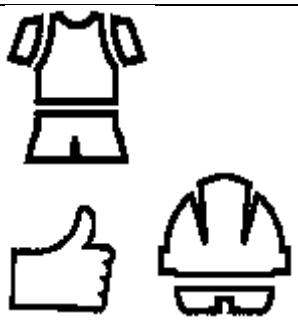
5.3 Roles and Responsibilities

The contractor has the responsibility to apply this CoESP during construction and to:

- Nominate an onsite supervisor/constructor's site supervisor (CSS):
  - To be the focal point for the PMU
  - To manage any public interaction
  - To be responsible for reporting any issues to the PMU
  - To ensure all individuals understand this CoESP and their obligations.

The PMU will be responsible for ensuring that the contractor complies with this CoESP with regular site visits and discussions with the nominated onsite manager.

Table 5.2. Minimum OHS provisions to be applied

	Sufficient and clean drinking water to be on site at all times for workers.		Toilets on or near the site to be available for all workers.
	Suitable protection from rain and sun during rest breaks or weather stoppages to be made available.		Workers are not forced to work in extreme weather (heavy rain, strong winds, etc.) or other weather that is dangerous or impactful.
	Site Supervisors should be trained in basic first aid to be able to provide care.		The Site Supervisor should know where the nearest hospital/clinic is and where an ambulance or quick transport can be found/accessed.
	A first aid kit is to be kept up to date, and on site at all times in a visible, accessible location.		No alcoholic drinks or drugs to be taken before starting or during work (kwaso, bettlenut, kava, beer, marijuana). Workers should be not be affected by drugs or alcohol while on site at any time.
	Machinery operators must be properly trained to use the machine.		Protective clothing to be worn at all times: • Safety boots. • Reflectorized yellow or orange-colored safety vests or harnesses. • Hats where there is strong sun. • Goggles/masks when working in dusty condition • Gloves when working in bush clearing and removal of obstructions, or mixing concrete/handling other toxic materials. • Hard hats/helmets when working on sites where there is a danger of falling objects, e.g., in deep drains, digging pit latrines, work in quarries, etc.

6. Company Acknowledgment of CoESP and Code of Conduct (COC)

The Contractor is committed to ensuring that the project is implemented in a way which minimizes any negative impacts on the local environment, communities, businesses, NMS staff and its workers. This will be done by respecting the environmental and social issues detailed in this CoESP, reporting and if appropriate, responding to issues that are unforeseen and ensuring appropriate OHS standards on-site. The company is also committed to creating and maintaining an environment in which they will not tolerate any breaches of the provisions within the CoESP by any employee, sub-contractor, supplier, associate, or representative of the company.

To ensure that all those engaged in the project are aware of their obligations, the contractor commits to the following core principles and minimum standards of behavior that will apply to all company employees, associates, and representatives, including sub-contractors and suppliers, without exception:

- The company and all employees, associates, representatives, sub-contractors and suppliers commits to complying with all relevant national laws, rules and regulations.
- The company commits to fully implementing this CoESP.
- The company commits to treating women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- The company shall ensure that interactions with local community members are done with respect and non-discrimination.
- Demeaning, threatening, harassing, abusive, culturally inappropriate, or sexually provocative language and behavior are prohibited among all company employees, associates, and its representatives, including sub-contractors and suppliers.
- The company will follow all reasonable work instructions from the PMU (including those pertaining to environmental and social safeguards).
- The company will protect and ensure proper use of property (for example, to prohibit theft, carelessness or waste).

- The company will ensure that the project's OHS standards are effectively implemented by company staff, as well as sub-contractors and suppliers.
- The company will ensure that all people on-site wear prescribed and appropriate personal protective equipment (PPE), preventing avoidable accidents and reporting conditions or practices that pose a safety hazard or threaten the environment.

To ensure that the above principles are implemented effectively the company will:

a) Prohibit the use of alcohol during or before work activities.
b) Prohibit the use of narcotics or other substances which can impair faculties at all times.
c) Provide adequate sanitation facilities on site and at any worker accommodation provided for those working on the project.
a) Have all personnel on site sign the Code of Conduct (6.1) confirming their agreement to comply with the CoESP and OHS standards
b) Provide copies of the Company and Codes of Conduct are translated into the appropriate language of use in the work site areas.
c) Have employees attend an induction prior to commencing work on site to ensure they are familiar with the company's commitments within the CoESP and the OHS standards.

I do hereby acknowledge that I have read the abovementioned Code of Practice and Company Code of Conduct, and on behalf of the company agree to comply with the standards contained therein. I understand my role and responsibilities to support the CoESP and OH&S standards. I understand that any action inconsistent with this CoESP or failure to act mandated by this CoESP may result in disciplinary action.

Company name: **Insert company name**

Signature: _____

Printed Name: _____

Title: _____

Date: _____

6.1 Code of Conduct (COC)

The following Code of Conduct (COC) must be read and understood by all workers on site including any subcontractors (if required):

I, individual's name, acknowledge that adhering to the provisions as detailed in this COC and following any of the Project's Environmental, Social and Health (ESH) or Occupational Health and Safety (OHS) provisions is important.

The Client considers that failure to follow the COC, ESH or OHS standards, be it in an office, on a work site, office and work site surroundings, at workers' camps, in worker's homes, or the surrounding communities constitutes acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment.

I agree that while working on the Project I will:

1. Attend and actively participate in any induction or training required for OHS, GBV/SEA/SH and VAC as requested by my employer.
2. Will wear my personal protective equipment (PPE) at all times when required.
3. Implement any OHS requirements
4. Comply with all laws of the Solomon Islands, regulations and other requirements, including protecting the health, safety and well-being of other Contractor's worker and any other persons.
5. Not drink alcohol or use narcotics or other substances which can impair faculties and potentially cause incidents, before or during work activities.
6. Consent to a Police background check if required.
7. Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
8. Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
9. Not engage in sexual harassment—for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct, of a sexual nature, including subtle acts of such behavior (e.g., looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody;

whistling and catcalls; giving personal gifts; making comments about somebody's sex life; etc.).

10. Not engage in sexual favors—for instance, making promises or favorable treatment dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior.
11. Not participate in sexual contact or activity with children (persons under the age of 18) including grooming, or contact through digital media. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
12. Unless there is the full consent by all parties involved, I will not have sexual interactions with members of the surrounding communities. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non- monetary) to community members in exchange for sex, such sexual activity is considered "non-consensual" within the scope of this COC.
13. Report to my manager any suspected or actual GBV/SEA/SH or VAC by a fellow worker, whether employed by my company or not, or any breaches of this COC.

With regard to children under the age of 18:

14. Wherever possible, ensure that another adult is present when in the proximity of children.
15. Not invite unaccompanied children unrelated to my family into my home, or the works site unless they are at immediate risk of injury or in physical danger.
16. Not use any computers, mobile phones, video and digital cameras or any other medium to exploit or harass children or to access child pornography.
17. Refrain from physical punishment or discipline of children.
18. Refrain from hiring children for domestic or other labor below the minimum age of 14 unless national law specifies a higher age, or which places them at significant risk of injury.
19. Comply with all relevant local legislation, including labor laws in relation to child labor and World Bank's safeguard policies on child labor and minimum age.

Sanctions

I understand that if I breach this COC, my employer will take disciplinary action which could include:

a) Informal warning.
b) Formal warning.
c) Additional Training.
d) Loss of up to one week's salary.
e) Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
f) Termination of employment.
g) Report to the Police if warranted.

I do hereby acknowledge that I have read the foregoing Code of Conduct, have attended the induction training, I understand my role and responsibilities to support the project's CoESP, OHS, GBV/SEA/SH, VAC and any other E&S conditions determined by the Project or the World Bank. I understand that any action inconsistent with this COC may result in disciplinary action and may affect my ongoing employment.

- **I have read and understand the contents and of the COC and my responsibilities**
- **I have attended the induction training and understand my responsibilities with regards to OHS, GBV/SEA/SH and VAC**

Signature:

Printed Name:

Date:

Annex 1. World Bank CoESP Checklist

E & S Issues	Mitigation actions to prevent negative impacts	Applicable? (Y/N)	Completed at Audit? (Y/N)
Site clearance and land disturbance	Minimize the removal of trees and plants surrounding the site		
	Community/neighboring business houses consensus is reached on site selection to ensure subproject activity does not conflict with or remove a person's livelihood and sensitive, business activities / disputes		
	Site is away from steep slopes, rainforest, wetland, rivers, sensitive ecosystems and other critical habitats such as animal feeding and nesting grounds		
	Use of heavy machinery conducted by trained persons only		
	No disturbance of land until confirmation that land is able to be used for project		
	Stop any activity if ecologically sensitive areas are disturbed		
	Stop any activities if neighboring business houses areas are disturbed		
	Replant any plants, fruits trees or medical herbs that were cut during site clearance		
	Stop any activity if cultural heritage sites are uncovered, follow Chance Find Procedures and contact relevant authorities		
Noise disturbance	Consult community/businesses regarding appropriate timing of noisy activities and avoid noisy activities at night		
	Use noise-control methods (barriers/ shelter/ muffling devices) and maintain a buffer zone if possible		
	Minimize project transportation, particularly heavy vehicles to avoid noise to NMS staff and residents surrounding the site.		
Air quality	Avoid burning of debris or waste materials in proximity to residential and business houses areas.		
	Reduce dust generation through application of water where practical		
	Cover stockpiled materials and secure debris with tarpaulins		
	Limit heavy vehicle movements and idling		
	Identify asbestos risk and hazardous materials to be handle only by qualified or appropriately trained persons		
Soil erosion and contamination	Limit ground disturbance to small areas and minimize removal of trees and plants		
	Complete construction works during dry season and avoid wet season		
	Construct temporary/permanent structures / barriers to control erosion		
	Stabilize sloping or cleared area before construction with gabions (walls / stones), ditches and/or terraces as appropriate		
	Construct retaining walls to hold back loose sediments and use mulch, grasses or compacted soil to stabilize exposed area		
	Avoid construction on unstable soils, steep slopes		
	Minimize length and steepness of slopes for bridges		
	Re-plant trees and re-vegetate cleared areas immediately after construction		

E & S Issues	Mitigation actions to prevent negative impacts	Applicable? (Y/N)	Completed at Audit? (Y/N)
	Confine construction site with trench or bund (mound) to avoid surface runoffs from entering surrounding environments and road.		
	Do not discharge water in areas that are steep, unstable and on roads		
	Construct proper drainage systems to divert water away from activity site and other sensitive environment including ditches for water flows to carry surfaces run-off away from erodible areas and road, and line steep any channels/slopes with palm fronds, mulch, rocks etc. to reduce run-off		
	Drain storm-water through a single filtered outlet by passing the water over gravel/sand sieve, then over vegetated surface to remove organic pollutants before discharging on to any drainage system.		
	Stop any activity that is causing excessive erosion and turbidity		
Water (groundwater, surface water run-off, turbidity, contamination)	Select sites away from riverbanks and creeks, with a buffer of approximately 20m		
	Natural water flows should not be altered or changed		
	Construct proper drainage systems		
	Keep waste and hazardous materials away from water bodies and do not dispose of waste in creeks, drainage or rivers		
	Wells should always be located upstream of any septic tank soak-away. Minimum 15m distance from septic tank is recommended to avoid contamination		
	Do not discharge solid or liquid waste in waterways or on coastal environment		
	Avoid sedimentation of waterways and coastal areas through erosion control methods (see section 4 on erosion)		
	Protect water sources from overuse and salt intrusion through the use of buffer zones and barriers where necessary		
	Dispose of waste water in soak pits		
Waste (solid and hazardous)	Collect and transport construction waste to appropriately designated/controlled dump sites		
	Keep waste sites at least 300 meters away from water bodies and wetlands		
	Hazardous materials handled with protective equipment by trained persons only (including asbestos), and securely stored		
	Proper disposal of contaminated waste materials in designated/approved sites by license contractors		
	Protocol of accidental spills is in place (emergency response)		
	Indicate hazards through signs, pictures and labels		
	Do not use or store chemicals, pesticides or fertilizers		
Visual	Avoid construction works that will significantly alter the landscape		
	Revegetation surrounding areas as soon as possible		
Extraction of materials	Seek permission of environmental authority for permitting and approval of material use (sand, gravel, etc.)		
	Limit extraction of sand or gravel		
	Source sand, rocks and gravel from approved quarry		
Natural Hazards	Avoid areas prone to natural hazard events (flooding, spring tides etc.), steep slopes and vulnerable to erosion, landslides, etc.		

E & S Issues	Mitigation actions to prevent negative impacts	Applicable? (Y/N)	Completed at Audit? (Y/N)
	Consider long-term climatic affects and seasonal extremes on location and materials		
Community and worker safety	Limit use of heavy machinery by trained persons only		
	Proper management of hazardous materials and waste, and disposal in designated areas		
	Awareness of dangers on site and occupational, health & safety requirements		
	Storage of medicines consistent with MHMS standards		
	Facilities upgraded in consultation with MHMS in reference to RWSS sanitation manual		
	Locked storage of fuels, paints and chemicals (cool, dry shed)		
	Contain mixing area for concrete / bitumen to avoid spillage and contamination of surrounding environment		
	Keep extra materials stockpiled in a safe place undercover, away from walkways		
Social Impact	Ensure outside workers respect the code of conduct of construction activities in the community through briefing session		
	Subproject activities does not conflict with or remove a person's livelihood or business activities		
	Identify NMS members with key responsibilities for project implementation		
	Grievances resolved using the grievance redress mechanism		
	Discontinuation of project if conflict arises and exit strategy followed		
	Ensure a construction zone of at least 20m from residential areas, gardens/plots and waterways		
	Ensure construction activities do not cause continues nuisance/disturbance to residents, businesses and NMS staff.		
Temporary Fuel Storage (Contingency Emergency Response Component)	Do not construct site facilities within 30meters of a watercourse, active river flood plain or in ecologically sensitive areas		
	Facilities shall be bunded and lined with impervious material with the bund capable of retaining at least 100% of the net capacity of the largest tank		
	Any accumulated fuel/rainwater to be discharged through an oil/water separator		
	A dedicated refueling hardstand established for all plant and equipment		
	Removal of construction demolition waste at all approved school sites under additional financing activities		

Annex 2. Grievance Redress Mechanism (GRM)

The purpose of the GRM is to address and record any complaints that may arise during the implementation of the project. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the community and project level.

The key objectives of the GRM are:

- Settle the grievances through consultation with all stakeholders including inform stakeholders of the solutions.
- Forward any unresolved cases to the relevant authority.
- Record, categorize and prioritize the grievances.

Community Level

Local communities in the Solomon Islands have existing traditional and cultural ways of resolving issues. It is expected that some disputes at the community level will be resolved using these mechanisms, without the involvement of the contractor(s), and or Government representatives at local and national level. With disputes that include differences between households over land, or boundaries, even on issues triggered indirectly by the Project, the mechanism will involve landowner(s) concerned, and if required, the representative from the Ministry of Lands, Housing and Survey (MLHS) and Ministry of Health and Medical Services (MHMS) executive and Project Management Unit (PMU).

It is expected that any land dispute issues relating to the Project would be resolved at this level if the nature of land ownership and the significant authority vested under the MLHS. Where issues caused by the project are raised and resolved through these existing community level mechanisms, it is important that a mechanism for reporting them to the PMU is established. The PMU will record all complaints/outcomes and if it is land disputes, PMU will consult with MHMS and MLHS.

Project Level

Potential project related grievances, which are minor and site-specific, could be easily resolved on-site by the Contractor's Site Supervisor (CSS) or the PMU E&S officer. They usually revolve around nuisances generated during construction such as obstruction of access, noise, dust, vibration, workers' dispute's etc. On-site grievances that are easily

resolved still need to be communicated to the PMU E&S officer for recording, including how the dispute came about and how it was resolved. However, some complaints are likely to unresolved on site. The CSS shall inform the PMU E&S officer and formal GRM will be activated.

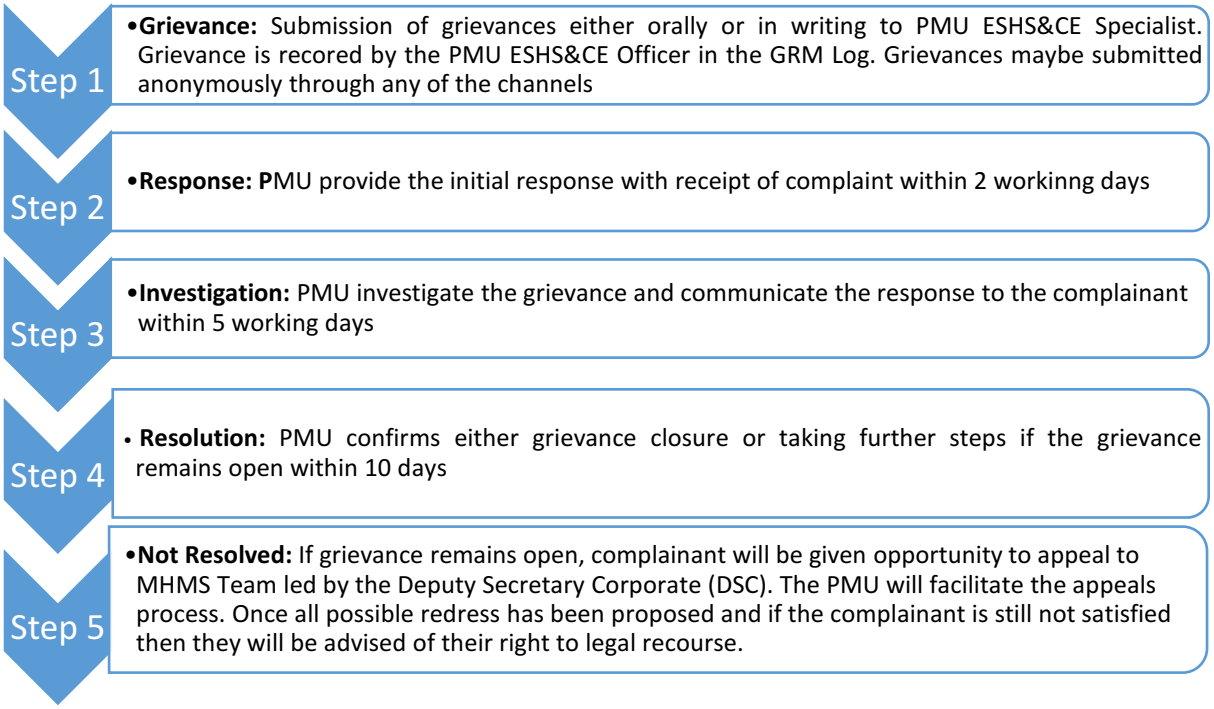
For all projects the PMU E&S officer will request the complainant to fill out the grievance form and/or complainant may make a phone as PMU E&S officer contact will be provided on site and on receipt of each complaint, the PMU E&S officer will note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register. The PMU E&S officer will inform the complainant of the formal receipt of the complaint utilizing a standard response letter and a timeframe for a response.

The PMU E&S officer will endeavor to address the issue with direct dialog with the complainant in the first stage of the GRM. If the PMU E&S officer is not able to resolve the complaint to the satisfaction of the affected person(s), it will then be forwarded to the PMU PM. The PMU PM and E&S officer will develop a Plan of Action (POA) to resolve the issue and communicate this back to the complainant for resolution. At all stages, the complainant must be kept informed about the course of action being taken within a period of four (4) weeks from the date that the complaint was received. If it is a land related issue, the PMU PM will inform the MHMS to communicate with MLHS to provide relevant documents to develop best resolution.

If the complaint is not resolved by the PMU PM to the satisfaction of the complainant, it will then be referred to the Permanent Secretary (PS) MHMS. The PS MHMS will be supported by the PMU to inform and advice. The PS MHMS is required to address the concern within 1 month. The PMU E&S officer will draft a revised POA to resolve the issue based on the PS Health determination and take this POA to the complainant for resolution. In circumstances where measures outlined in the POA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Ombudsman's Office for mediation and a decision by the Ombudsman. If the complainant does not accept any resolution at this stage, the GRM will not obstruct complainants' access to the legal system. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per the laws of Solomon Islands. Complainants can also access the WB Grievance Redress System (GRS).

Signs must be erected at the sites of all works providing the public with updated project information and summarizing the GRM process, including contact details of the PMU E&S officer. Anyone will be able to lodge a complaint through a number of methods (including the complaints form, in person, by telephone in either English or Solomon Islands Pidgin). The PMU must provide a GRM that makes every effort not inhibit the lodgment of a complaint. The PMU E&S officer, who will log the details, will maintain the Complaints Register. This information will be included in PMU progress reports to the WB.

GRM process and timeframes



Gender Based Violence (GBV), Sexual Exploitation and Abuse, (SEA) Sexual Harassment (SH) and Violence against Children (VAC) Process

This process includes serious and minor incidents of Gender Based Violence (GBV)/SEA/SH and VAC and Sexual Exploitation and Abuse (SEA). Issues of minor sexual harassment on Project construction sites such as lewd remarks, wolf whistling or bad language should use the normal GRM.

For incidents that are more serious the complainant must be made aware they can make a complaint directly to the MHMS Social Welfare Department (SWD) and PMU E&S

officer. The MHMS SWD may report the incident to the Police at the discretion of the complainant.

GBV/SEA/SH and VAC incidents related to a World Bank Project will include the following:

- Incidents of GBV/SEA/SH and VAC perpetrated by, or upon, a person directly contracted by a World Bank Project. This includes PMU staff and any direct workers and contracted workers as determined by the LMP
- Incidents of GBV/SEA/SH and VAC that have been perpetrated at a designated construction or project site funded by the World Bank
- Incidents of GBV/SEA/SH and VAC that are perpetrated by local civil works contractors and subcontractors and their staff as detailed in the LMP.

Annex 3. COVID 19 Workplace Safety

Building and construction: Minimizing the risk of exposure to COVID-19

Best practice Occupational Health and Safety (OHS) require employers to take care of the health and safety of their workers and others at the workplace. This includes:

- providing and maintaining a work environment that is without risk to health and safety; and
- adequate facilities for workers in carrying out their work.

As an employer, you must identify risks at the workplace, and where possible eliminate or minimize those risks.

Workers in the building and construction industry are at risk of exposure to COVID-19

The number of workers on a construction project can vary significantly between projects and from day to day. Where workers work closely together it increases the risk of exposure to the COVID-19 virus. You must therefore do everything that is reasonably practicable to keep workers a safe physical distance apart of at least 1.5mwhile they are on site.

You must implement control measures to minimize the spread of the COVID-19 virus and ensure that other measures to address well known work health and safety risks continue to be implemented. This is the case even if implementing control measures result in delays to your project schedule or cause disruption.

Managing the risks of exposure to COVID-19

Physical distancing

Keeping physical distancing of at least 1.5m between everyone on construction sites will be challenging at times but is a key measure to minimize the spread of COVID-19.

What you can to reduce the risk of exposure to COVID-19:

- Limit physical interactions between workers, workers and clients, and workers and other persons at the site (e.g. deliveries) and use other methods such as mobile phone or radio to communicate.

- Limit worker numbers on site where possible.
  - Split shifts into AM and PM
  - Reduce the number of tasks to be completed each day
  - Facilitate work from home, where you can.
- Create specific walkways through the construction site to maintain physical separation.
- Stagger meal times and smokos to limit the number of workers congregating in one area. Spread out furniture in crib/break rooms.
- Conduct toolbox and other meetings in wide open spaces to enable workers to keep the required physical distance of at least 1.5m.
- Postpone non-essential training.
- Place signs about physical distancing around the work site where you can.

Nominate responsible persons to make sure your workers are following the rules for physical distancing.

If physical distancing measures introduce new health and safety risks (e.g., because they impact communication), you need to manage those risks too.

Health checks and quarantine

Monitor your workers for key symptoms of COVID-19, such as fever.

- Direct all workers (whether they are at the workplace or not) to report to you if:
  - they are experiencing any symptoms
  - they have been, or have potentially been, exposed to a person who has been diagnosed with COVID-19 or is suspected to have COVID-19 (even if the person who is suspected to have COVID-19 has not yet been tested), or
  - they have undertaken, or are planning to undertake, any travel.
- Encourage workers to report if they observe another worker is displaying any symptoms.
- Prohibit workers working if they are displaying symptoms.
- Prohibit workers who have contracted COVID-19 from returning to the workplace until they provide evidence they are clear of the virus.

Hygiene

Environmental cleaning

The amount of time COVID-19 survives on objects and surfaces will vary. Environmental cleaning is one way to remove COVID-19 particles.

Construction work inevitably requires regular touching of objects and surfaces. This means that usual cleaning schedules on construction sites will need to be increased.

- Frequently touched surfaces on a construction site, including any plant, equipment, lifts, hoists, handrails and doors, should be cleaned and disinfected frequently using appropriate detergent or disinfectant solutions.
- Personal items and items used for work such as tools, glasses and phones should also be frequently cleaned and disinfected (e.g. using isopropyl alcohol wipes).
- Site amenities, including lunch rooms, site offices, change rooms, toilets, showers, drink fountains and vending machines, should be cleaned industrially and the frequency of this cleaning should increase.

Workers should be trained to clean down plant or equipment immediately after use.

To minimize the risk of exposure to COVID-19, the person cleaning should wear gloves and use alcohol-based hand sanitizer before and after wearing gloves. Gloves and alcohol-based hand sanitizer should be made available throughout the construction site.

The workplace should provide closed bins for workers where appropriate to hygienically dispose of waste and rubbish such as used tissues, immediately after use (or if away from amenities, as soon as possible). Alcohol-based hand sanitizer should be available for workers to use after they dispose of their waste.

Workplaces should consider limiting or reducing recirculated air-conditioning in common areas.

Worker hygiene

Workers should be required to practice good hygiene. This includes:

- covering coughs and sneezes with an elbow or a tissue
- disposing of tissues properly
- washing hands often with soap and water for at least 20 seconds, including before and after eating and after going to the toilet

- using alcohol-based hand sanitizers with at least 60% ethanol or 70% isopropanol as the active ingredient
- cleaning and disinfecting surfaces
- washing body, hair (including facial hair) and clothes thoroughly every day
- staying more than 1.5m away from others, and
- staying home if sick.

In addition, to prevent the spread of COVID-19, workers should also:

- avoid touching their face
- avoid handshakes or any other close physical contact
- refrain from spitting at all times
- put cigarette butts in the bin.

Washroom facilities on construction sites should have adequate supplies for good hygiene, such as adequate supply of soap, water and toilet paper. Washroom facilities must be kept clean, properly stocked and in good working order.

Construction sites should also be well stocked with alcohol-based hand sanitizer.

You should:

- Adequately delineate between the construction site and the common areas. This could include reminding workers (with posters or through training) their hands with soap and water for at least 20 seconds, or sanitize their hands with alcohol-based hand sanitizer, before entering and exiting a common area.
- Adopt a coordinated approach to reducing the number of workers utilizing the common areas at a given time (staggering meal breaks, start times, coordinating work and planning).
- Inform workers of workplace etiquette and standards that are expected when utilizing these common areas (cleaning up after yourself, placing rubbish in bins provided, avoiding putting items such as phones on meal surfaces etc.)
- Consider reducing the number of touch points for workers. For example, leaving access doors open, where appropriate.

Deliveries and other contractors attending the workplace

Non-essential visits to the workplace should be cancelled or postponed.

Deliveries and other contractors who need to attend the workplace should be given clear instructions of your requirements while they are on site.

Minimize the number of workers attending to deliveries and contractors as much as possible. Make alcohol-based hand sanitizer available for workers after physically handling deliveries.

Direct visiting truck drivers to remain in vehicles and use contactless methods such as mobile phones to communicate with your workers wherever possible.

Use, and ask deliveries and contractors to use, electronic paper work where possible, to minimize physical interaction. Where possible, set up alternatives to requiring signatures. For instance, see whether a confirmation email or a photo of the loaded or unloaded goods can be accepted as proof of delivery or collection (as applicable).

Keep workers informed

You should provide all workers information about the risks of exposure to COVID-19. Where required, workers should be trained in infection control.

Consultation and communicating with workers

You should consult with workers on health and safety matters relating to COVID-19. Allow workers to express views before you make decisions.

You should also consult with other duty holders working on site.

Workers are most likely to know about the risks of their work. Involving them will help build worker commitment to this process and any changes.

Communicate clearly with workers about control measures. Provide clear direction and guidance about what is expected of workers.

Workers should know:

- when to stay away from the workplace
- what action to take if they become unwell
- what symptoms to be concerned about.

Remind workers they have a duty to take reasonable care for their own health and safety and to not adversely affect the health and safety of others.

Provide workers with a point of contact to discuss their concerns, and access to support services, including employee assistance programs.

What else can I do?

Keep your knowledge of the COVID-19 situation up-to-date. Follow advice from authoritative sources such as the MHMS and check daily for any updates to safety advice.

Understand your business and its OHS hazards and risks. It may not be possible because of the work you do to facilitate all workers to work from home, but there are many steps you can take to minimize the risks in your workplace.

Make sure your premises are properly resourced to manage risks during the COVID-19 outbreak, and check that the resources are being used.

Review your policies, procedures and reporting process to ensure they remain current for any incidents, hazards and other OHS issues that arise during this time. Update these materials if necessary.

Ensure these are communicated clearly and processes are being followed.

Consult with workers and ensure there is a means for them to raise any concerns about the steps you are taking to manage COVID 19.

Appendix 2 World Bank GRS

Which complaints can the GRS handle?

The GRS accepts complaints that are:

- received from an active World Bank supported project (IBRD or IDA)
- filed by a person or community who believes they have been adversely affected by a World Bank financed project
- filed by a bidder or potential bidder about the procurement process on a World Bank financed contract

What information is needed?

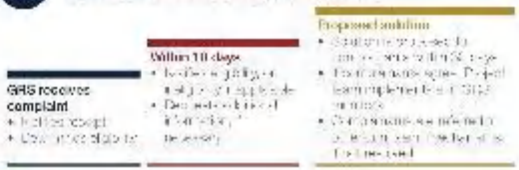
Complaints must:

- identify the project subject of the complaint
- clearly state the project's adverse impact(s)
- identify the individual(s) submitting the complaint and whether confidentiality is requested
- specify if the complaint is submitted by a representative of the person(s) or community affected by the project
- if the complaint is submitted by a representative, include the name, signature, contact details, and written proof of authority of the representative

Supporting evidence is not necessary but may be helpful in reviewing and resolving the complaint. The complaint may also include suggestions on how the harm to the complainant could be resolved.

The identity of complainants will be kept confidential upon request.

How is a complaint handled?



How can I submit a complaint?

The GRS accepts complaints in English or the official language of the country of the person submitting the complaint. Written complaints to the GRS may be sent by:

Email: grievances@worldbank.org
Fax: +1 202 614 7313

Letter: The World Bank
Grievance Redress Service (GRS)
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What about other grievance mechanisms?

Affected citizens and communities should use existing project-level grievance mechanisms where possible.

The GRS does not replace or preempt existing accountability mechanisms of the World Bank. Requests can be submitted to the Inspection Panel to determine compliance with World Bank policies separate and simultaneously.

If a project is funded by the World Bank as well as the International Finance Corporation (IFC) or the Multilateral Investment Guarantee Agency (MIGA), the GRS will refer complaints related to the IFC/MIGA portions of the project to the Office of the Compliance Advisor/Ombudsman (CAO) (www.cao-ombudsman.org).

Complaints involving issues related to fraud or corruption in World Bank financed projects should be reported to the Office of Institutional Integrity (INT) (www.worldbank.org/integrity).

Frequently Asked Questions

Why use the GRS?

The process established by the GRS helps affected individuals and communities engage with the World Bank and the project executing agency to address issues as they happen, for faster and better resolution of complaints.

Does filing a complaint stop a project?

Submitting a complaint does not in itself stop a project.

Is there a statute of limitations for making a complaint?

The GRS will attempt to help resolve every eligible concern in active projects. The GRS cannot review issues related to closed projects.

What is the relation of the GRS to project-level grievance mechanisms?

Project-level grievance mechanisms remain the primary tool to raise and address project-related grievances. The GRS seeks to help resolve issues that cannot be resolved at the project level or where there is no project-level grievance mechanism.

What outcomes can we expect from using the GRS?

Resolution of each complaint depends on the issues at hand. The World Bank will make every effort to resolve all issues in a timely manner, working with the project and affected individuals/communities.

What is the relationship to the Inspection Panel?

There is no established relationship between the GRS and the Inspection Panel. The GRS is an additional mechanism for individuals and communities to use. The use of the GRS does not restrict access to the Inspection Panel.

Appendix 3 Guidelines for the preparation of an Operational OHS Plan[1]

These Guidelines are designed to provide guidance in the preparation of an Operation OHS Plan for the NMS to ensure a safe work environment and reinforce safe behavior when working in warehouses. For sustainable warehouse operations, health and safety should be prioritized as the fatal injury rate for the warehousing industry is high.

[1] [1] Adapted from https://safetyculture.com/topics/warehouse-safety/

Importance

Warehouses can be dangerous places to work in. It is important to understand common warehouse dangers and hazards because they can cause injuries and in extreme cases death.

OHS Regulations and Standards

Where there are no explicit OHS warehousing regulations, the following should be included in an OHS Plan:

- **Hazard Communication:** A Hazard Communication (HazCom) program and warehouse workers who may be exposed to hazardous medical material and chemicals should know about them and how to protect themselves.
- **Emergency Action Plan (EAP):** Describing the actions warehousing employees should take in the event of a fire or other emergency situations.
- **Fire Safety**
- **Exit Routes:** At least two well-designed and well-constructed emergency exit routes—located as far away as practical from each other in case one is blocked by fire or smoke—that are regularly inspected for maintenance, safeguards, and operational features.
- **Walking / Working Surfaces**: Storage facility workers working at heights, especially on elevated platforms, should have fall protection systems to protect themselves against falls.
- **Medical and First Aid:** Provide medical and first-aid personnel and supplies commensurate with warehouse hazards such as faulty pallet racks and racking falls due to unsafe use of forklifts, among others.

Hazards and Controls

Forklifts

Forklifts are critical pieces of equipment used in warehousing and storage facilities. However, when operated incorrectly can cause serious damage to operators, nearby workers and property. Unsafe use of forklifts is the most often cited hazard in warehousing operations. Below are a few basic warehouse safety tips to follow in forklift use:

- Ensure all forklift operators are competent and have completed certified training. Perform regular refresher training and evaluation when an operator is observed operating the vehicle in an unsafe manner.
- Perform daily pre-start forklift equipment inspections to check for controls and equipment damage.

Docks

One of the worst accidents a worker could suffer when working in a warehouse is being pinned or crushed between a forklift truck and the loading dock. This typically occurs when a forklift runs off the dock and strikes a person. Follow the tips below to improve safety for warehouse workers:

- Forklift operators must be attentive and drive slowly on dock plates, make sure dock edges are clear and safe to support loads.
- Always ensure that warning signs and mechanisms are in place to prevent people from getting near docks.

Materials storage

Improper stacking of loads and storage of materials on shelves can result in unintended slip and trip hazards for nearby workers.

- Keep aisles and passageways clear and in good condition, this prevents workers from slipping, tripping, or falling.
- Loads should be placed evenly and properly positioned, heavier loads must be stacked on lower or middle shelves. Always remember to remove one load at a time.

Manual lifting/handling

The most common cause of physical injuries in warehouse and storage facilities involves improper manual lifting and handling. Failure to follow proper procedures can cause musculoskeletal disorders, especially if done with awkward postures, repetitive motions, or overexertion. Warehouse safety during manual lifting or handling can be ensured by doing the following:

- Plan ahead and determine if the need for lifting can be minimized by applying good engineering design techniques.
- Observe proper ergonomic posture when carrying or moving loads. If products are too heavy, ask assistance from a co-worker. Learn more about the principles of ergonomics in the workplace.

Hazardous materials

When handling hazardous materials in your warehouse or storage facilities, a hazard communication program should be implemented. Your hazard communication program should cover effective training on identifying material hazards; proper handling, storage, and disposal of materials; and the use of appropriate PPE (personal protective equipment). It is imperative that workers and management teams be knowledgeable in conducting better safety inspections and proper handling and storing of hazardous chemicals to ensure warehouse safety.

Charging stations

Charging stations in warehouse facilities are used to refuel or recharge all powered equipment to function. Units may be powered by petrol/diesel, liquid petroleum gas (LPG), or battery. If safety guidelines are not followed, fires and explosions can occur.

- Charging stations should be away from open flames. Smoking should be prohibited. Fire extinguishers should be available and in good working condition in case of fire.
- An adequate ventilation system must be installed to disperse harmful gases. Proper PPE should be worn. Eye-washing and shower facilities should be present should employees get exposed to acids and chemicals.

Electrical equipment

A Lockout/Tagout (LOTO) program should be implemented in all warehouse operations to ensure that all electrical equipment is properly shut off and to prevent employees from being caught between mechanical parts or being electrocuted. All affected workers must be trained on LOTO procedures and how to apply and remove LOTO devices after performing maintenance to ensure warehouse safety.

Tips and Best Practices

Below are a few general tips to follow to ensure warehouse safety:

- **Reinforce proper ergonomics at all times.** Warehouse employees do a lot of heavy lifting, and it is important that they are trained in the proper lifting procedures so that they avoid hurting others and themselves. Your warehouse safety program should cover ergonomics in the workplace. Aside from proper lifting and operation of lifting tables, remind employees to maintain proper posture in general. If they have to do manual lifting, train them in the proper techniques that will help protect the back and knees from injury.
- **Ensure that all fire hazards are minimized and that appropriate fire safety measures are in place.** Provide the necessary fire alarms, extinguishers, and sprinklers as required by safety regulations. Schedule regular training and inspections to ensure that all employees are knowledgeable in fire safety processes and that all fire safety measures are in place and functioning as required.
- **Minimize cutting dangers and enforce safe handling of sharp objects.** Workers handle a lot of packing and unpacking tasks; they constantly use a lot of corrugated, metal, and plastic straps and plastic pallet wrappings. This is why it's vital that they use proper PPE and safety knives to avoid serious injury or death. Safety knives should retract automatically, limit the exposed cutting surface, and not require too much sharpening. All workers should also be trained in the proper cutting techniques to ensure warehouse safety at all times.

OHS Plan Overview

Setting and maintaining wan OHS Plan is an ongoing process of identifying barriers to safe work and removing them from the operations. The OHS Plan should include:

- **Warehouse Safety Rules:** Such as appropriate PPE, mandatory safety signs, HazCom program, fire prevention plan, and emergency action plan. A warehouse safety checklist to do regular safety observation checks to ensure safety protocols are being followed by employees in the warehouse.
- **Warehousing Standard Operating Procedures (SOPs):** Especially applies to certain job tasks and for operating specialized pieces of machinery or new equipment
- **Warehouse Safety Training:** Generally includes forklift operator certification, hazardous material handling and storage training, and proper ergonomics and hazard identification in warehousing
- **Warehouse Inspections and Record-keeping:** Crucial checks such as racking inspections, daily pre-use forklift inspections, and warehouse tools and equipment preventive maintenance should be adequately documented and kept for a certain period, including safety meeting minutes, corrective actions to safety concerns, training initiatives, incident reporting, and investigative reports.
- **Warehouse Safety Committee:** –Ideally composed of members from different departments as frontline ambassadors of safety on the warehouse floor.