



United Nations Office for Project Services

(UNOPS)

Yemen Integrated Urban Service Emergency Project

(YIUSEP)

Component 1 Service Restoration

Sub-Component 1.4 Electricity for Critical Service

**Supply and Installation of Solar System to Children's Center for Autism
Rehabilitation and Training in Aden City Sub-Project**

Level 2 Environmental and Social Management Plan

December 27, 2019

1.1 Risk Level and Mitigation Instruments

The subproject is assigned Risk Level 2 and thus does not require a separate ESIA and ESMP, as detailed in the Environmental and Social Management Framework.

UNOPS will ensure that:

- The Environmental and Social Clauses including OHS (disclosed as part of the ESMF) will be applied in a proportional manner to all contractors, to fully avoid or mitigate environmental, occupational and social impacts that might arise from their activities such as safety.
- The supply and installation of PV solar system equipment will be compliant with environmental, health and safety standards and specifications including electricity safety, weather resistance, and UL standards.
- Safe installation of solar systems and solid fixation of PV mounting structures in safe sites.
- The facilities' administration, guard and/or technician will receive proper training on the safe operation and maintenance of the solar PV systems.

UNOPS will also require that contractor:

- Inspect existing facilities and to apply all safety measures to reduce the risk of any injury to the workers during installation or the users during operation, subject to written approval by the UNOPS engineer provided before implementation of work.
- Conduct Risk Assessment for solar system installation, evaluate the risk, and put the appropriate safety measures in place and submitted for review and approval.
- Full implementation of permit to work system to ensure all tasks are well prepared and obtain all necessary safety mitigation and prevention measure. No work shall be allowed on an energized live part, only work while all equipment's, are off.
- Provide safety training to all workers including working at height, electrical safety and permit to work.
- Provide the required safety equipment
- Provide fully insulated installation tools, instruments and equipment.
- Provide the necessary insulated PPE and provide appropriate training on the use, serviceability and integrity of the necessary PPE.
- Ensure proper use of ladders and scaffolds by trained employees, use of fall prevention devices, including safety belt and lanyard travel limiting devices to prevent access to fall hazard area, or fall protection devices such as full body harnesses used in conjunction with shock absorbing lanyards or self-retracting inertial fall arrest devices attached to fixed anchor point or horizontal life-lines.
- Follow the fall prevention and protection measures by:
 - Installation of guardrails with mid-rails and toe boards at the edge of any fall hazard area.
 - Inclusion of rescue and/or recovery plans, and equipment to respond to workers after an arrested fall and a fall protection plan should be in place which includes the following aspects:
 - Training and use of temporary fall prevention devices, such as rails or other barriers able to support a weight of 200 pounds, when working at heights equal or greater than two meters or at any height if the risk includes falling through an opening in a work surface.
 - Training and use of personal fall arrest systems, such as full body harnesses and energy absorbing lanyards able to support 5000 pounds.
- Follow the slip prevention measures in the same elevation by:
 - Use of slip retardant footwear and locating electrical cords, cables and ropes in common areas and marked corridors to prevent risk of slips and fall associated with uncontrolled use of electrical cords and cables on the ground.
 - Use of control zones and safety monitoring systems to warn workers of their proximity to fall hazard zones, as well as securing, marking, and labeling covers for openings in floors, roofs, or walking surfaces.

2. Environmental and Social Clauses for Contractors

Most environmental and social impacts of subprojects result from activities directly under the control of installers/contractors and will be mitigated directly by the same /installers/contractors. For Level 2 subprojects, which might represent most subprojects, the ESMP will consist solely of measures implemented by contractors. Therefore, ensuring that installers/contractors effectively mitigate construction related impacts is the core of the Project's mitigation strategy. Therefore, UNOPS will ensure that the environmental and social management of construction activities are mandatory parts of construction works contracts.

UNOPS and its local partners will incorporate standardized environmental and social clauses in tender documentation and contract documents, so that potential Contractor are aware of environmental and social performance requirements expected from them, are able to reflect that in their bids, and required to implement the clauses for the duration of the contract. UNOPS and its local partners will enforce compliance by contractors with these clauses.

The clauses cover four issues:

- Environment, Health and Safety (EHS)
- Environmental and social monitoring by contractor
- Environmental and social liabilities
- Grievance mechanism for workers

UNOPS will include these clauses in all subproject ESMPs. Subproject ESMPs will also specify any training required for contractors to understand and satisfactorily meet the Project's environmental and social requirements.

Environment, Health and Safety

Clauses for contractors that address environment, health and safety concerns is presented in Annex 2.

Environmental and Social Monitoring by Contractors

UNOPS will require that contractors monitor, keep records and report on the following environmental and social issues for the subproject. The application of this requirement will be proportionate to the activities and to the size of the contract, in manner acceptable to the World Bank:

- Safety: hours worked, recordable incidents and corresponding Root Cause Analysis (lost time incidents, medical treatment cases), first aid cases, high potential near misses, and remedial and preventive activities required (for example, revised job safety analysis, new or different equipment, skills training, and so forth).
- Environmental incidents and near misses: environmental incidents and high potential near misses and how they have been addressed, what is outstanding, and lessons learned.
- Major works: those undertaken and completed, progress against Sup-Project schedule, and key work fronts (work areas).
- E&S requirements: noncompliance incidents with permits and national law (legal noncompliance), Sup-Project commitments, or other E&S requirements.
- E&S inspections and audits: by contractor, engineer, or others, including authorities—to include date, inspector or auditor name, sites visits and records reviewed, major findings, and actions taken.
- Workers: number of workers, indication of origin (expatriate, local, nonlocal nationals), gender, age with evidence that no child labour is involved, and skill level (unskilled, skilled, supervisory, professional, management).
- Training on E&S issues: including dates, number of trainees, and topics.
- Footprint management: details of any work outside boundaries or major off-site impacts caused by on-going construction—to include date, location, impacts, and actions taken.
- External stakeholder engagement: highlights, including formal and informal meetings, and information disclosure and dissemination—to include a breakdown of women and men consulted and themes coming from various stakeholder groups, including vulnerable groups (e.g., disabled elderly, children, etc.).
- Details of any security risks: details of risks the contractor may be exposed to while performing its

work—the threats may come from third parties external to the project.

- Worker grievances: details including occurrence date, grievance, and date submitted; actions taken and dates; resolution (if any) and date; and follow-up yet to be taken—grievances listed should include those received since the preceding report and those that were unresolved at the time of that report.
- External stakeholder grievances: grievance and date submitted, action(s) taken and date(s), resolution (if any) and date, and follow-up yet to be taken. Grievances listed should include those received since the preceding report and those that were unresolved at the time of that report. Grievance data should be gender-disaggregated.
- Major changes to contractor’s environmental and social practices.
 - Deficiency and performance management: actions taken in response to previous notices of deficiency or observations regarding E&S performance and/or plans for actions to be taken. These should continue to be reported until UNOPS determines the issue is resolved satisfactorily.

Environmental and Social Liabilities of Contractors

Contractors will be legally and financially accountable for any environmental or social damage or prejudice caused by their staff, and thus is expected to put in place controls and procedures to manage their environmental and social performance. A breakdown for the cost of noncompliance for each mitigation measure will be enclosed in bidding documents. These will include:

- Mitigation measures to be included in the contract will be specified in the subproject ESMP
- Deductions for environmental noncompliance will be added as a clause in the Bill of Quantities (BOQ) section
- Environmental penalties shall be calculated and deducted in each submitted invoice
- Any impact that is not properly mitigated will be the object of an environmental/social notice by UNOPS
- For minor infringements and social complaints, an incident which causes temporary but reversible damage, the contractor will be given a notice to remedy the problem and restore the environment. No further actions will be taken if the Sup-Project engineer confirms that restoration is done satisfactorily.
- For social notices, the Sup-Project engineer will alert the contractor to remedy the social impact and to follow the issue until solved. If the contractor does not comply with the remediation request, work will be stopped and considered under no excused delay
- If the contractor hasn’t remedied the environmental impact during the allotted time, the Sup-Project engineer will stop the work and give the contractor a notification indicating a financial penalty according to the non-complied mitigation measure that was specified in the bidding document.
- No further actions will be required if the Sup-Project engineer sees that restoration is done satisfactorily. Otherwise, if Contractor hasn’t remedied the situation within one day any additional days of stopping work will be considered no excused delay
- Environmental notifications issued by the Sup-Project engineer might include one or more environmental penalty
- In the event of repeated noncompliance totaling 5% of the contract value, the Sup-Project Engineer will bring the environmental and social notices and the deduction history to UNOPS procurement in order to take legal action.

a. Grievance Mechanism for Workers

Contractors will put in place a Grievance Mechanism for their workers that are proportionate to their workforce, according to the following principles:

- **Provision of information.** All workers should be informed about the grievance mechanism at the time they are hired, and details about how it operates should be easily available, for example, included in worker documentation or on notice boards.
- **Transparency of the process.** Workers must know to whom they can turn in the event of a grievance and the support and sources of advice that are available to them. All line and senior managers must be familiar with their organization's grievance procedure.
- **Keeping it up to date.** The process should be regularly reviewed and kept up to date, for example, by referencing any new statutory guidelines, changes in contracts or representation.

- **Confidentiality.** The process should ensure that a complaint is dealt with confidentially. While procedures may specify that complaints should first be made to the workers' line manager, there should also be the option of raising a grievance first with an alternative manager, for example, a human resource (personnel) manager.
 - **Non-retribution.** Procedures should guarantee that any worker raising a complaint will not be subject to any reprisal.
 - **Reasonable timescales.** Procedures should allow for time to investigate grievances fully but should aim for swift resolutions. The longer a grievance is allowed to continue, the harder it can be for both sides to get back to normal afterwards. Time limits should be set for each stage of the process, for example, a maximum time between a grievance being raised and the setting up of a meeting to investigate it.
 - **Right of appeal.** A worker should have the right to appeal to UNOPS or national courts if he or she is not happy with the initial finding.
 - **Right to be accompanied.** In any meetings or hearings, the worker should have the right to be accompanied by a colleague, friend, or union representative.
 - **Keeping records.** Written records should be kept at all stages. The initial complaint should be in writing if possible, along with the response, notes of any meetings and the findings and the reasons for the findings.
 - **Relationship with collective agreements.** Grievance procedures should be consistent with any collective agreements.
- Relationship with regulation.** Grievance processes should be compliant with the national employment code.

Annex 1: GRM Complaint and Suggestion Form

المشروع الطارئ للخدمات الحضرية المتكاملة

Yemen Integrated Urban Service Emergency
Project
Sample of GRM
Complaint and Suggestion Form

استمارة توثيق ومتابعة شكاوى
المستفيدين من المشروع
الطارئ للخدمات الحضرية المتكاملة

نموذج لألية التظلمات والشكاوى

"Documenting and Monitoring Complaints Form of Beneficiaries of Yemen Integrated Urban Service Emergency Project YIUSEP"

		الاسم الثلاثي للمستفيد: Beneficiary Name	
رقم الهاتف للمتابعة Tel Number for follow up		رقم البطاقة الشخصية: ID No.	
العنوان الدائم: Permanent Address			
اسم النشاط المنفذ (مركز/وحدة) Name of Activity under implementation			
المحافظة: Governorate	المديرية: District	القرية: Village	مكان تنفيذ النشاط: Place of activity under implementation

أخرى Other	مالية Financial	فنية Technical	إدارية Administrative	نوع الشكاوى Complaint Type

موضوع الشكاوى:

Complaint Subject

		الوضع الحالي: Current Situation	
		أسباب المشكلة: Reason of the problem	
توقيع صاحب الشكاوى: Complainant Signature		التاريخ: Date	

- الجهة التي يجب أن يقدم لها الشكاوى: ... UNOPS – Tel: 01 504914/915 - SMS: 739888388 Email: GRM.yemen@unops.org.....

The entity, which the complaint should be forwarded to:

.....-الراي في جدية الشكاوى:

Opinion on the seriousness of the complaint

.....-الجهة المحول لها الشكاوى:

The complaint transferred to

.....- المدة الزمنية اللازمة للبت في الشكاوى:

Time required for response

.....-مدى رضى المستفيد عن الاستجابة لحل شكواه:

Satisfaction of beneficiary in responding to his/her complaint

		الإجراءات المتخذة: Action taken	
التاريخ: Date		ما ترتب عليها من نتائج: The results of the action taken	

..... اسم مستلم الشكاوى ووظيفته:

Name of person received the complaint and his/her position

توقيع الموظف المختص/ Signature

..... : Date / التاريخ

.....:

Annex 2: Environment, Health and Safety (EHS) Clauses for Contractors

Purpose

The purpose of the environment, health and safety (EHS) clauses for contractors is to define minimum standards of construction practice acceptable to UNOPS. The clauses will be concluded in the bidding documents and contracts.

Contractor Environmental and Social Management Plan

Prior to starting construction, each contractor must prepare and submit a Contractor Environmental and Social Management Plan (CESMP) to the UNOPS supervision engineer for acceptance.

The CESMP will provide a detailed explanation of how the contractor will comply with the Sup-Project the EHS clauses for contractors and demonstrate that sufficient funds are budgeted for that purpose and sufficient capacity is in place to oversee, monitor and report on CESMP performance.

The CESMP must include specific mitigation measures based on the subproject ESMP, the final design, the proposed work method statements, and the nature of the Sup-Project site. The CESMP should include management plans that cover the following issues:

Gender based Violence

Contractors must address the risk of gender-based violence, through:

1. Mandatory and repeated training and awareness raising for the workforce about refraining from unacceptable conduct toward local community members, specifically women.
2. Informing workers about national laws that make sexual harassment and gender-based violence a punishable offence which is prosecuted.
3. Introducing a Worker Code of Conduct as part of the employment contract, and including sanctions for non-compliance (e.g., termination)
4. Adopting a policy to cooperate with law enforcement agencies in investigating complaints about gender-based violence.

Child Labor

Contractors must not employ workers below the age of 18.

Labor influx

Where contractors and labor come from outside the local area, contractors will need to maintain labor relation relations with local communities through labor codes of conduct.

Roads

In order to carry out the rehabilitation works, it may be necessary to close or divert certain specified roads, either permanently or temporarily during the construction period. The contractor should arrange diversions for providing alternative route for transport and/or pedestrians.

After breaking up, closing or otherwise interfering with any street or footpath to which the public has access, the Contractor shall make such arrangements as may be reasonably necessary so as to cause as little interference with the traffic in that street or footpath during construction of the rehabilitation works as shall be reasonably practicable.

Wherever the rehabilitation works interfere with existing public or private roads or other ways over which there is a public or private right of way for any traffic, the Contractor shall construct diversion ways wherever possible.

Movement of Trucks and Construction Machinery

The Contractor moving solid or liquid construction materials and waste shall take strict measures to minimize littering of roads by ensuring that vehicles are licensed and loaded in such a manner as to prevent falling off or spilling of construction materials and by sheeting the sides and tops of all vehicles carrying mud, sand, other

materials and debris. Construction materials should be brought from registered sources in the area and debris should be transferred to assigned places in the landfill with documented confirmation.

Traffic Safety Measures

The Contractor shall provide, erect and maintain such traffic signs, road markings, barriers and traffic control signals and such other measures as may be necessary for ensuring traffic safety around the rehabilitation site.

The Contractor shall not commence any work that affects the public motor roads and highways until all traffic safety measures necessitated by the work are fully operational.

Access across the Construction Site and to Frontages

In carrying out the rehabilitation works, the Contractor shall take all reasonable precautions to prevent or reduce any disturbance or inconvenience to the owners, tenants or occupiers of the adjacent properties, and to the public generally. The Contractor shall maintain any existing right of way across the whole or part of the rehabilitation site and public and private access to adjoining frontages in a safe condition and to a standard not less than that pertaining at the commencement of the contract. If required, the Contractor shall provide acceptable alternative means of passage or access to the satisfaction of the persons affected.

Noise and Dust Control

The Contractor shall take all practicable measures to minimize nuisance from noise, vibration and dust caused by heavy vehicles and construction machinery. This includes:

- Respecting normal working hours in or close to residential areas
- Maintaining equipment in a good working order to minimize extraneous noise from mechanical vibration, creaking and squeaking, as well as emissions or fumes from the machinery
- Shutting down equipment when it is not directly in use
- Using operational noise mufflers
- Provide a water tanker, and spray water when required to minimize the impact of dust
- Limiting the speed of vehicles used for construction.

Waste Disposal

The Contractor must agree with the municipality about arrangements for construction waste disposal. The municipality shall designate a dumping site or landfill for the disposal of solid waste.

The contractor will take measures to avoid soil and groundwater contamination by liquid waste.

Protection of the Existing Installations

The Contractor shall properly safeguard all buildings, structures, works, services or installations from harm, disturbance or deterioration during the concession period. The Contractor shall take all necessary measures required for the support and protection of all buildings, structures, pipes, cables, sewers and other apparatus during the concession period, and to repair any damage occurs in coordination with Municipality and concerned authorities.

Protection of Trees and Other Vegetation

The Contractor shall avoid loss of trees and damage to other vegetation wherever possible. Adverse effects on green cover within or in the vicinity of the rehabilitation site shall be minimized. The contractor will restore vegetative cover, where feasible.

Physical Cultural Resources

The contractor will train construction crews and supervisors to spot potential archaeological finds. In the event of a potential find, the contractor will inform the implementing partner who will in turn liaise with the archaeological department at the Ministry of Culture, or a local university for quick assessment and action.

Clearance of Rehabilitation Site on Completion

The Contractor shall clear up all working areas both within and outside the rehabilitation site and accesses as work proceeds and when no longer required for the carrying out of the rehabilitation works. All surplus soil and materials, sheds, offices and temporary fencing shall be removed, postholes filled and the surface of the ground restored as near as practicable to its original condition.

Worker Health and Safety

To avoid work related accidents and injuries, the contractor will:

- Provide occupational health and safety training to all employees involved in works
- Provide protective masks, helmet, overall and safety shoes, safety goggles, as appropriate
- Provide workers in high noise areas with earplugs or earmuffs
- Ensure availability of first aid box
- Provide employees with access to toilets and potable drinking water
- Train workers regarding the handling of hazardous materials
- Store hazardous materials as per the statutory provisions of Manufactures, Storage and Import of Hazardous Chemicals Rules (1989), under the Environment (Protection) Act, 1986.
- Provide fully insulated installation tools, instruments and equipment.
- Provide the necessary PPEs and provide appropriate training in use, serviceability and integrity of the necessary PPE and proper use of ladders and scaffolds by trained employees, use of fall prevention devices, including safety belt and lanyard travel limiting devices to prevent access to fall hazard area, or fall protection devices such as full body harnesses used in conjunction with shock absorbing lanyards or self-retracting inertial fall arrest devices attached to fixed anchor point or horizontal life-lines.
- Follow the fall prevention and protection measures by:
 - Installation of guardrails with mid-rails and toe boards at the edge of any fall hazard area.
 - Inclusion of rescue and/or recovery plans, and equipment to respond to workers after an arrested fall and a fall protection plan should be in place which includes the following aspects:
 - Training and use of temporary fall prevention devices, such as rails or other barriers able to support a weight of 200 pounds, when working at heights equal or greater than two meters or at any height if the risk includes falling through an opening in a work surface.
 - Training and use of personal fall arrest systems, such as full body harnesses and energy absorbing lanyards able to support 5000 pounds.
- Follow the slip prevention measures in the same elevation by:
 - Use of slip retardant footwear and locating electrical cords, cables and ropes in common areas and marked corridors to prevent risk of slips and fall associated with uncontrolled use of electrical cords and cables on the ground.
 - Use of control zones and safety monitoring systems to warn workers of their proximity to fall hazard zones, as well as securing, marking, and labeling covers for openings in floors, roofs, or walking surfaces.