

**Ministry of Internally Displaced Persons from the Occupied Territories, Labor, Health and
Social Affairs of Georgia**

Georgia Emergency COVID-19 Response Project

**Infrastructure Rehabilitation for Kutaisi Regional Division of LELP Emergency
Situations Coordination and Urgent Assistance Center**

Environmental and Social Management Plan

Project Location: Kutaisi, Georgia
Project Author: LELP Emergency Situations Coordination and Urgent
Assistance Center

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Introduction

Due to the pandemic caused by COVID-19, demand for diagnostic and therapeutic medical facilities increased in Georgia, as well as worldwide. Vaccination campaign against this disease is underway across the globe. Several bilateral and multilateral donors extended support to Georgia in support to its healthcare and social welfare systems in the face of the pandemic. International Bank for Reconstruction and Development (IBRD) provided financing of EUR 73.1 million to under the global framework of the World Bank COVID-19 Response. Asian Infrastructure Investment Bank (AIIB) allocated co-financing to this operation in the amount of EUR91.3 million. The Project became effective on May 28, 2020. In 2021, the government of Georgia received from the IBRD additional financing for the ongoing Project in support to the National Plan for COVID-19 Vaccine Deployment.

The Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs (MoLLSHA) is the Project implementing entity. A Project Implementation Unit (PIU) is established within the MoLLSHA for the administration and day-to-day management of the Project activities. PIU is comprised of the staff and consultants of MoLLSHA with adequate capacity to undertake administrative functions, including project implementation planning, managing, and coordination; procurement; financial management and disbursement; environmental, social, health and safety management; stakeholder engagement and community liaison; monitoring and evaluation.

Emergency COVID-19 Response Project comprises of the three components.

Component 1. Emergency COVID-19 Response

Subcomponent 1.1: Case Detection and Confirmation supports public health laboratories and epidemiological capacity for early detection and confirmation of cases.

Subcomponent 1.2: Health System Strengthening for Case Management finances the procurement of equipment, drugs, and medical supplies and minor repair works to strengthen the capacity of the selected public health facilities designated for taking a key role in the COVID-19 response.

Subcomponent 1.3: Support the Country in COVID-19 Vaccination provides financing for vaccination.

Component 2. Enabling Health Measures to Contain the COVID-19 Outbreak through Temporary Income Support for Poor Households and Vulnerable Individuals

Subcomponent 2.1: Cash Transfers to Poor and Vulnerable Households assists households that are negatively affected by the health measures adopted to contain the outbreak and the resulting economic downturn.

Subcomponent 2.2: Temporary Unemployment Assistance for Individuals who lost their Job because of the COVID-19 Outbreak finances temporary unemployment benefit for private sector formal wage workers.

Subcomponent 2.3: Temporary Unemployment Benefits for Formal Workers supports the introduction of a temporary unemployment assistance benefit for formal wage workers who lost their jobs because of containment measures taken to contain the spread of the coronavirus.

Component 3. Project Management and Monitoring

Implementation of Subcomponent 1.2 of Georgia Emergency Covid-19 Response Project involves infrastructure rehabilitation of Kutaisi Regional Division of legal entity of public law (LEPL) Emergency Situations Coordination and Urgent Assistance Center (ESCUAC) of Kutaisi under the MoILHSA.

ESCUAC provides emergency assistance to citizens in compliance with all components of safety norms. It is one of the most significant and accountable components in the healthcare system, and it arose in particular in the epidemic situation.

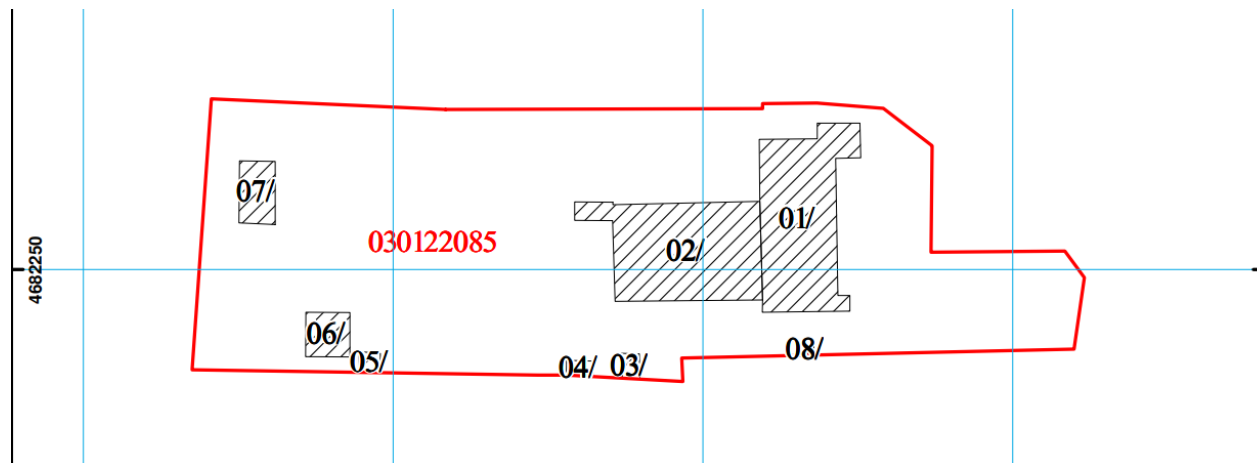
At present, ESCUAC Kutaisi Division premises are dilapidated, have outdated and malfunctioning system for heating, cooling and ventilation, old and unreliable electric wiring, and do not meet epidemiological standards. Rehabilitation of these premises is urgent and acknowledged as a priority by the MoILHSA.

1. Project Site Characteristics

ESCUAC Kutaisi is a provider of urgent medical assistance delivered by mobile crews on ambulance vehicles. Premises are ESCUAC are located at 12 Bukhaidze Str. in Kutaisi and include a group of 8 buildings. The entire property belongs to the LEPL State Property Agency under the Ministry of Economy and Sustainable Development of Georgia. It occupies the area of 5304.00 sq m.

The map of city district where the ESCUAC Kutaisi is located is provided in Annex 2 and the location of individual buildings within the land plot registered with ESCUAC Kutaisi is shown below in Figure 1.

Figure 1: The site sketch of the ESCUAC Kutaisi facilities:



The main building (01) of ESCUAC Kutaisi is a three-story construction with two separate entrances that allows civil works to be undertaking floor by floor without major interruption of clinic's operation. This building houses the administration of ESCUAC. No inpatient or outpatient services are provided, and no patients enter the premises of ESCUAC.

Building 02 is used as a warehouse and car-wash. Other small buildings in the area will be demolished or reserved. For demolition of small buildings, ESCUAC Kutaisi has already obtained necessary permission from Kutaisi municipality.

ESCUAC Kutaisi owns 15 vehicles and 42 crews (1 medical doctor, 1 nurse and 1 driver). Out of 15 vehicles with urgent assistance crew, 1 is back-up, 10 provides services to Kutaisi, Terjola and Tskaltubo municipality dwellers and 4 vehicles with 12 crews are referrals and providing emergency services Racha-Lechkumi-Kvemo Svaneti and Samegrelo-Zemo Svaneti regions, rarely Autonomic Republic of Adjara.

In total 160 people work at the facility which suffers from poor infrastructure that poses significant risk of occupational health and safety. With the above, the goal of the intervention under the Georgia Emergency COVID-19 Response Project is to create the necessary infrastructure that will allow us to align ESCUAC Kutaisi with set standards in terms of sanitary and epidemiological and improve the quality of working condition for its employees and as for quality of services they provide public.

2. Activity Description

The design for repairing and infrastructure rehabilitation is prepared by the ESCUAC Head office in Tbilisi. The design is presented as a complete package and includes all 12 components¹ required by Georgia law and regulations. The design, prepared by the ESCUAC, was assessed by Scientific, Design Technological Enterprise – Industria, LLC; based on their conclusions and recommendations, the project was finalized and refined.

As part of the project, it is planned to carry out repair and rehabilitation works in building 01. Particularly:

- Replacement of damaged floor surface;
- Replacement of hanging ceiling;
- Repairing hand-rails;
- Replacement of doors and windows;
- Rehabilitation of facades;
- Replacement of wall-tiles in toilets;
- Partial replacement of roof;
- Installation a new heating, ventilation, and air conditioning system;
- Replacement electrical wiring;
- Installation of fire alarm system and rehabilitation of fire emergency staircase.

In addition to the above works in building 01, the following works will also be performed at ESCUAC Kutaisi:

- Arrangement of parking space for employees (for 15 car);
- Arrangement of car-wash for emergency vehicles;
- Arrangement outdoor lighting;
- Arrangement video surveillance system throughout the facility perimeters;
- Fencing the area.

Land plot registered with ESCUAC (area within red line on the above Figure) carries piles of waste accumulated over many years, including discarded spare parts of vehicles, used tires, organic matter, and trash. Removal of this waste is included into the plan of rehabilitation. Because exact composition of the waste is not known, it will be handled as hazardous waste and be disposed of in a specialized compartment of a formal municipal landfill located in nearby Terjola municipality and managed by the Solid Waste Management Company of Georgia.

¹ These 12 components: a) cover page; b) explanatory note; c) land-use planning (topographic, cadastral and floor plans); d) roof plan; e) facade plan; f) structural plan; g) linear construction plans; h) linear construction schemes; i) utility systems' plans; j) photos reflecting the current situation; k) renders; l) required enclosures.

3. Objectives of the Environmental and Social Management Plan

ESCUAC Kutaisi prepared present Environmental and Social Management Plan (ESMP) to identify and avoid or mitigate any negative environmental and social impacts that the planned rehabilitation works, and further operation of the rehabilitated clinic may have. The MoILHSA, as the client of civil works to be financed from the proceeds of the Emergency COVID-19 Response Project, will use ESMP for formulating environmental and social requirements for works providers while developing bidding documents to procure rehabilitation works. ESMP will be part of the contract for the provision of civil works to be concluded between MoILHSA and the selected works provider and will be used by MoILHSA and construction supervision consultant to be recruited by MoILHSA for monitoring environmental and social performance of contractor. Once the rehabilitation works are completed, administration of ESCUAC Kutaisi will use ESMP for managing environmental and social risks associated with the operation of the rehabilitated clinic.

4. Environmental and Social Laws, Standards, and guidelines Relevant to the Project

The following laws, standards and guidelines must be adhered to by the civil works company (CWC) during the rehabilitation works:

Main national laws relevant for the project:

- Law of Georgia on the Environmental Assessment Code (2017)

A need for undertaking environmental impact assessment of the planned rehabilitation works and for obtaining environmental conclusion on it from the Ministry of Environmental Protection and Agriculture will be defined by the provision of this law.

- Law of Georgia on Waste Management Code (2015)

Disposal of construction waste generated from the rehabilitation of clinic premises, as well as disposal of various streams of waste generated during operation and maintenance of the rehabilitated clinic is regulated by this law.

- Law of Georgia on Licenses and Permits (2005)

Should construction contractor opt to open quarries for the extraction of natural construction materials, the contractor should apply for and obtain natural resource use licenses according to this law.

- Law of Georgia on Ambient Air Protection (1999)

Emissions generated in the course of construction works as well as operation and maintenance of the rehabilitated clinic will be subject to regulation by this law.

- Law of Georgia on Construction Activities (2000)

Design parameters and implementation modality of rehabilitation works will be governed by the requirements of this law.

- Resolution N57 of the Government of Georgia on Terms and Conditions of Issuance of Construction Permit (2009)

A Need for obtaining a Construction Permit for the planned civil works for the rehabilitation of clinic premises will be defined by the provision of this law.

- Labor Code of Georgia (2010)

Terms and conditions of employment contracts between administration of the construction company and its personnel and subcontractors, as well as between the administration of the project beneficiary clinic and its staff will be consistent with the requirements of this law. These requirements will also be reflected in the Code of Conduct to be developed and adhered to by the contractor.

- Law of Georgia on Occupational Safety (2019)

Working conditions at the construction site during rehabilitation of clinic premises as well as working conditions in the clinic during its operation will be consistent with the requirements of this law. These requirements will ensure health and safety of all workers performing rehabilitation of the clinic and personnel providing medical, administrative, and support services during its operation.

- Law of Georgia on Fire Safety (1998) and Resolution of the Government of Georgia on the Approval of Technical Regulations on Fire Safety Rules and Conditions (2015)

The law establishes the system of fire safety, comprising human resources and technical means for combating fire as well as legal, institutional, economic, social, and scientific-technical measures and resources serving this purpose. The law defines parties carrying various functions and responsibilities in ensuring fire safety; sets forth rights and duties of physical and legal bodies involved in a fire outbreak; describes fire-fighting service and its various divisions; and provides guidance for registering fire occurrence and damage caused by fire. Fire Safety Rules and Conditions provide detailed description of fire safety requirements for various types of buildings and industries, including fire safety at medical stationery institutions.

Environmental and Social Standards of the World Bank relevant for the project:

- ESS1 –Management of Environmental and Social Risks and Impacts

ESS1 sets out the borrower's responsibilities for assessing, managing, and monitoring environmental and social risks and impacts associated with each stage of a project supported by the Bank through Investment Project Financing, in order to achieve environmental and social outcomes consistent with the Environmental and Social Standards (ESSs).

- ESS2 – Labor and Working Conditions

ESS 2 recognizes the importance of employment creation and income generation in the pursuit of poverty reduction and inclusive economic growth. Borrowers can promote sound worker-management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions. ESS2 applies to project workers including full-time, part-time, temporary, seasonal and migrant workers.

- ESS3 – Resource Efficiency and Pollution Prevention and Management

ESS 3 recognizes that economic activity and urbanization often generates pollution to air, water, and land, and consume finite resources that may threaten people, ecosystem services and the environment at the local, regional, and global levels.

- ESS4 – Community Health and Safety

ESS 4 recognizes that project activities, equipment, and infrastructure can increase community exposure to risks and impacts. In addition, communities that are already subjected to impacts from

climate change may also experience an acceleration or intensification of impacts due to project activities.

- ESS10 – Stakeholder Engagement and Information Disclosure

ESS 10 recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation.

International guidelines applicable to the project:

- Environmental, Health and Safety Guidelines of the World Bank Group (2017)
 - Environmental, Health and Safety General Guidelines
 - Environmental, Health and Safety Guidelines for Health Care Facilities
 - Life and Fire Safety Guidelines
- selected WHO technical guidance (2020)
 - Infection prevention and control during health care when novel coronavirus (nCoV) infection is suspected²
 - Recommendations to Member States to Improve Hygiene Practices³
 - Infection prevention and control at health care facilities⁴ (with a focus on settings with limited Resources)
 - Laboratory biosafety guidance related to coronavirus disease 2019⁵ (COVID-19)
 - Laboratory testing for COVID-19, including specimen collection and shipment Infection Prevention and Control for the safe management of a dead body in the context of COVID-19⁶
 - Coronavirus disease (COVID-19) outbreak: rights, roles and responsibilities of health workers, including key considerations for occupational safety and health⁷
 - Risk Communication and Community Engagement Action Plan Guidance COVID-19 Preparedness and Response⁸
 - Operational considerations for case management of COVID-19 in health facility and community⁹

² <https://apps.who.int/iris/bitstream/handle/10665/330674/9789240000919-eng.pdf?sequence=1&isAllowed=y>

³ https://apps.who.int/iris/bitstream/handle/10665/331661/WHO-2019-nCov-Hand_Hygiene_Stations-2020.1-eng.pdf?sequence=1&isAllowed=y

⁴ <https://www.who.int/infection-prevention/tools/core-components/facility-manual.pdf>

⁵ [https://www.who.int/publications/m/item/presentation-preparing-to-work-with-sars-cov-2-in-supplement-to-the-who-laboratory-biosafety-guidance-\(covid-19\)](https://www.who.int/publications/m/item/presentation-preparing-to-work-with-sars-cov-2-in-supplement-to-the-who-laboratory-biosafety-guidance-(covid-19))

⁶ https://apps.who.int/iris/bitstream/handle/10665/331538/WHO-COVID-19-IPC_DBMgmt-2020.1-eng.pdf?sequence=1&isAllowed=y

⁷ <https://www.who.int/docs/default-source/coronaviruse/who-rights-roles-respon-hw-covid-19.pdf>

⁸ [https://www.who.int/publications/i/item/risk-communication-and-community-engagement-\(rcce\)-action-plan-guidance](https://www.who.int/publications/i/item/risk-communication-and-community-engagement-(rcce)-action-plan-guidance)

⁹ https://apps.who.int/iris/bitstream/handle/10665/331492/WHO-2019-nCoV-HCF_operations-2020.1-eng.pdf?sequence=1&isAllowed=y

- Rational use of personal protective equipment for coronavirus disease 2019¹⁰ (COVID-19)
- Water, sanitation, hygiene, and waste management for COVID-19¹¹
- Safe management of wastes from health-care activities¹²
- Advice on the use of masks in the community, during home care and in healthcare settings in the context of the novel coronavirus (COVID-19) outbreak¹³

5. Biophysical Environment at and around the Worksite

Premises of ESCUAC are located within the city of Kutaisi in a transformed urban environment. Kutaisi is an administrative center of Imereti region of Georgia and the third largest city of the country with the population of around 150,000. The town is situated at 125-300m above sea level on the banks of Rioni River that drains to the Black Sea. The climate is subtropical, moderately humid. Winters are mild and humid. Summers are warm and dryer. Kutaisi is well connected to the capital city of Tbilisi, port cities of Batumi and Poti, and all other locations of the country with motor and rail transport. Kutaisi is also a home for an international airport. The city hosts several universities, including a recently opened international technologic university. Kutaisi is a touristic destination with outstanding historical monuments inside the city and in its vicinity. There are plenty of mineral resources in Kutaisi municipality. It is especially rich in natural construction materials. Power and water supply systems operate well in Kutaisi, providing uninterrupted utility services. Wastewater treatment and waste disposal facilities are insufficient and substandard.

6. Expected Environmental and Social Risks and Impacts

Civil works to be undertaken in ESCUAC premises do not include new construction. Only rehabilitation of the existing buildings will be supported. Hence, works will not create new environmental footprint.

Risks and negative impacts expected at the construction phase are typical for small to medium-scale civil works and include generation of noise and dust, emissions from construction machinery, vibration, impact on local traffic and accessibility due to the movement of construction machinery and vehicles, generation of construction waste, risk of OHS incidents among construction workers, health damage and nuisance to the personnel of ESCUAC as long as it is expected to remain in operation in the course of rehabilitation works.

Risks and negative impacts associated with the operation of the rehabilitated clinic include those related to the on-site temporary storage and final disposal of various streams of waste, including

¹⁰ https://apps.who.int/iris/bitstream/handle/10665/331215/WHO-2019-nCov-IPCPPE_use-2020.1-eng.pdf?sequence=1&isAllowed=y

¹¹ https://apps.who.int/iris/bitstream/handle/10665/331305/WHO-2019-nCoV-IPC_WASH-2020.1-eng.pdf?sequence=1&isAllowed=y

¹² <https://apps.who.int/iris/bitstream/handle/10665/42175/9241545259.pdf>

¹³ https://apps.who.int/iris/bitstream/handle/10665/330987/WHO-nCov-IPC_Masks-2020.1-eng.pdf?sequence=1&isAllowed=y

medical waste; inefficient use of power, water, heating and cooling equipment; damage to the health of clinic's personnel due to unsafe working environment, improper use of personal protective equipment, and shortfalls in adherence to rules for prevention of infection spread within the facility.

Removal of historic waste accumulated in the area around ESCUAC buildings and sitting on the land plot registered with ESCUAC may cause health damage to workers while packing and loading it, and lead to environmental pollution and spread of infection if disposed off without caution. However, Waste Management Code of Georgia provides adequate regulations for safe handling of waste. Because exact content of waste piles in the territory of ESCUAC is not known, according to the national legislation, it is classified as hazardous waste and will be handled respectively. ESCUAC made preliminary arrangements for final disposal of waste. It will be accepted by a sanitary landfill located in Terjola municipality approximately 20 km away from Kutaisi. That landfill is operated by the Solid Waste Management Company of Georgia under the Ministry of Regional Development and Infrastructure, has a unit specialized for receiving hazardous waste, and will accept waste from ESCUAC based on a formal agreement to be made between the parties.

Detailed description of the expected negative environmental and social risks associated with the rehabilitation and operation of ESCUAC Kutaisi, as well as measures for their mitigation are provided in tables 1 and 2 at the bottom of the main text of this document.

7. Environmental, Social, Health and Safety Aspects of Civil Works Contracts

The rehabilitation works will be performed by CWC selected on the competitive basis through an open tender. which, will be selected according to the bid price, its qualifications and expertise. Environmental, social, health and safety requirements will be included into the tender documents. Bidders will be required to provide information on their past performance in the field of environmental and social management as well as the information on any sanctions against them applied due to poor environmental, occupational health and safety (OHS), and social performance. Furthermore, bidders will be required to submit Environmental and Social Code of Conduct to be signed later by all staff of the selected CWC. Code of Conduct will carry main principles of fair, equitable and safe labor conditions; non-discrimination; intolerance to sexual violence, abuse, and exploitation; and adherence to environmentally sound good construction practice. Generic Code of Conduct developed for the Project is annexed to this ESMP (Attachment 3) and bidders will be allowed to make minor revisions to the document for reflecting their corporate approach. The present ESMP will be part of the tender documents. Once the successful bidder has been selected, the Plan will be annexed to the contract signed with the CWC and become an integral part of it. The contracted CWC will be obliged to abide and strictly implement the measures provided in the plan.

7.1. Provisions of Labor Management Procedures

CWC and health care facilities are responsible to follow the requirements outlined in the Labor Management Procedures (LMP) which is integrated part of the Environmental and Social

Management Framework of the Emergency Covid-19 Response Project. The following categories of project workers are relevant for this specific ESMP:

- Direct workers (PIU personnel)
- Contracted workers - personnel of CWC contracted by PIU to carry out rehabilitation works

Direct workers include the personnel and consultants engaged by the PIU. Their labor and OHS rights, and terms and conditions of employment are described in detail in the Project LMP. The category of primary supply workers (as defined by ESS2) is not applicable under the scope of work for which this ESMP is prepared. Workers of CWC belong to the category of Contracted Workers and are responsible to have on place their own procedures for labor management which should comply with requirements of Project LMP to ensure that workers are provided with health and safety measures and protection means in the workplace. Project LMP comprises the requirements of WB ESS2 and of the national labor, health and safety legislation of Georgia, and determines more strict ones to be followed during Project implementation.

Procedures of the CWC should clearly determine, employment forms, terms and conditions of employment, and age of employment, working, overtime and rest periods, annual and maternity leave; OHS risks and measures to avoid them; aspect of ethnic, cultural, religious and gender equity. These procedures should be consistent with polices and procedures, and terms and conditions of employment for contracted workers included in the Project LMP.

The minimum working-age in this project will be the age of 18 years.

CWCs shall be responsible for the following:

- Ensuring compliance of their policies and procedures with national legislation on labor and OHS.
- Ensuring compliance with this labor management procedure, including establishment and maintenance of grievance resolution mechanism for contracted workers with the requirements of the Project LMP.
- Communicating job description and employment conditions to contracted workers;
- Implement training of medical and non-medical staff on the latest WHO advice and recommendations on the COVID-19 infection prevention.
- Raise awareness and ensure that all workers (medical and non-medical staff) participate in trainings in mitigating the spread of COVID-19.
- Introduce and ensure that posters which describe respectful behavior are placed in the building. In case of any unwelcome conduct, the posters shall include a telephone number for reporting such incidents.
- Carry out health checks of workers to prevent COVID-19.
- Maintain records of recruitment and employment process of contracted workers.
- Communicate clearly job description and employment conditions to contracted workers and provide them with one copy of the employment contract.
- Develop, implement and maintain workers' grievance mechanism and address the grievance received from the contracted and sub-contracted workers.

- Have a system for regular review and reporting on labor, and occupational safety and health performance.
- Deliver regular work induction trainings including but not limited to OHS, HSE, social induction, SEA/SH prevention training to employees.
- Provide workers with relevant PPE equipment due to WHO recommendations and WB EHS Guidelines for HCFs.
- Establish and implement a procedure for documenting specific incidents such as project-related occupational injuries, illnesses, and lost time accidents. Maintain such records.
- In instances of medium, severe, fatal and mass accidents, inform the law enforcement bodies and Labor Inspectorate.
- Monitor, supervise, and report on health and safety issues relating to COVID-19 (COVID-19 focal point).

The Contractor will be obliged to comply with COVID-19 Prevention Measures provided in the Attachment 7.

7.1.1. Terms and Conditions of Employment

The terms and conditions of employment or engagement of the project workers must meet inter alia the following standards:

- The project workers shall have employment contracts in writing that contain a description of conditions of employment;
- The project workers shall be entitled to a regular salary, as well as to compensation of salary for periods from work or specific condition of work (nighttime work, overtime work, work with difficult working conditions, work during weekends and holidays);
- The project workers will work 8 or fewer hours a day, with payment for overtime;
- Any work longer than 8 hours is considered overtime work;
- The project workers shall be entitled to a weekly rest of at least 24 consecutive hours;
- The work hours are 40 hours per week.
- The overtime hours will be a maximum 10 hours per week.
- Overtime hours will be paid at the rate of at least 1.25 times of the base wage.
- The project workers shall be entitled to annual, sick, maternity and family leave, as required by the national legislation. Where the national legislation does not stipulate entitlement to leaves on any ground (i.e. temporary work), the contracted party will provide the project worker, at his/her request, with a reasonable period of leave taking into consideration all the circumstances;
- Project workers have the right to form or join union or other organizations of their choosing and to bargain collectively, in accordance with the national legislation. The employer (third party) will not interfere with the worker's right to choose the organization or opt for an

alternative mechanism to protect their rights regarding working conditions and terms of employment;

- The employer shall provide adequate PPE for project workers and organize OHS training, in line the latest WHO guidelines and recommendations;
- Provide that all wages earned, social security benefits, unused leave time, pension contributions and any other entitlements will be paid on or before termination of employment;
- These terms and conditions of employment will be in line, at minimum, with this labor management procedure, and national Labor Code;
- The project workers shall be able to raise their grievances using the grievance mechanism in the manner described in Chapter on Grievance Mechanism.

CWC is obliged to have and maintain internal GRM for workers harmonized with the GRM of the Emergency Covid-19 Response Project and is in line with the guidelines for the workers' GRM included in the Project LMP. Contracted workers can also submit grievances to the Tier 2 GRM at the MoILHSA/PIU level.

7.1.2. Workers' Grievance Mechanism - Resolution of Workers' Complaints

The complaints of CWC workers should be addressed at tier 1 of GRM, operating in contractor's/Sub-contractor's offices.

The workers grievance mechanism will include:

- a Grievance Form (Attachment 4)
- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline;
- stipulated timeframes to respond to grievances and to address cases;
- a register to record and track the timely resolution of grievances;
- a responsible department to receive, record, address and track resolution of grievances.

The workers grievance mechanism should be described in staff induction trainings, which to be provided to all project workers. The mechanism will be based on the following principles:

- The process will be transparent and allow workers to express their concerns and file grievances.
- There will be no discrimination against those who express grievances, and any grievances will be treated confidentially.
- Anonymous grievances will be treated equally as other grievances, whose origin is known.
- Management will treat grievances seriously and take timely and appropriate action in response.

Information about the existence of the grievance mechanism should be readily available to all project workers through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed.

The Supervision Consultant will monitor the contractors’ recording and resolution of grievances, and report these to PIU in their monthly progress reports. The process will be monitored by the GRM Focal Point, a Social Standards Specialist of PIU who will be responsible for the project GRM. If grievances would not be resolved at tire one, they should be addressed at PIU/MoLHSA level.

8. Information Disclosure and Stakeholder Engagement

Draft ESMP was submitted for review to the World Bank. Upon receipt of the Bank’s clearance for disclosure, draft ESMP was posted on the official web-site of the MoLHSA¹⁴ and public feedback was requested on the document. PIU organized a public consultation meeting and advertised it. In addition, invitations were sent to main stakeholders, including the beneficiary healthcare facilities, relevant departments and subordinated organizations of MoLHSA, and the Supervision Engineer hired by PIU for technical oversight on the upcoming civil works for the rehabilitation of the selected healthcare facilities within the frames of COVID-19 Emergency Response Project. Public consultation meeting on the draft ESMP was carried out on November 17, 2021. Taking into consideration the existing COVID-19 pandemic, the meeting was conducted in an online format, via Webex portal. The link and other details of the Webex meeting have shared in advance, along with the announcement of public consultation meeting on MoLHSA’s official website. Minutes of the meeting are annexed to the present ESMP (attachment 9).

After clearance of the present iteration of ESMP by the World Bank, MoLHSA will re-disclosed it in Georgian and English languages. PIU will ensure that the ESMP is incorporated in the bidding documents for construction works. Contracts with construction companies will have ESMP attached. Construction Contractors will be bound to respect the requirements of this plan when carrying out the works.

The ESCUAC and CWC will designate persons responsible for communication with the public and within the scope of their authority. Provide on time and understandable information to the stakeholders.

9. Main Stakeholders

In general, any project stakeholders can be classified into the following main categories:

- **Project-affected parties** - Individuals, groups, and others involved in the project who are directly (actually or potentially) affected by the project and/or who have been identified as most sensitive to project-related changes, and who are expecting to actively participate in

¹⁴ <https://www.moh.gov.ge/en/announcements/606/Public-Consultation-on-Environmental-and-Social-Management-Plans-%28ESMP%29-of-Health-Care-Facilities%E2%80%99-Rehabilitation-Projects>

determining the impact and significance of the project, as well as in deciding on mitigation and management measures.

- **Other stakeholders** - Individuals/groups/organizations that may not be directly affected by the project but believe or consider that the project is affecting their interests, and/or individuals/groups/organizations that may have some influence on the project and its implementation.

9.1. Project Stakeholders

The following parties are involved in the rehabilitation of infrastructure of ESCUAC Kutaisi:

- ESCUAC;
- MoIHLSA;
- Emergency COVID-19 Response PIU overseen by MoILHSA;
- Kutaisi City Hall and the Infrastructure and Supervision Office of Kutaisi City Hall;
- Medical and Pharmaceutical Regulatory State Agency;
- Department of Environmental Supervision of the Ministry of Environmental Protection and Agriculture of Georgia.

9.2. Project-Affected Parties

Project-affected parties comprise local residents, community members, and others who may be directly affected by the project. Specifically, this category includes the following individuals and groups:

- Local communities;
- ESCUAC Kutaisi staff and individuals with potential employment opportunities;
- Citizens of Kutaisi and surrounding smaller cities, towns and villages
- CWC performing minor repairs or installing equipment on the territory of the ESCUAC Kutaisi facility.

10. Other Stakeholders

Project stakeholders also include individuals not directly belonging to the affected communities, such as:

- General public;
- Community organizations, community groups, and nongovernmental organizations;
- Suppliers of goods and services involved in the broader project supply chain;
- Central and local governments (Government of Georgia, MoILHSA and its subordinate agencies, Ministry of Finance, local municipalities, etc.);
- Media and other stakeholders, including social media;
- National healthcare and professional organizations/associations and academies (health care universities and other academic institutions);
- Public Ombudsman and other human rights defenders/organizations interested in protecting the rights of project-affected parties.

11. Grievance Redress Mechanism

The main objective of a Grievance Redress Mechanism (GRM) is to assist to resolve complaints and grievances in a timely, effective and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates mitigation measures. Specifically, the GRM:

- Provides project-affected people with avenues for making a complaint or resolving any dispute that may arise during the course of the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants;
- Supports accessibility, anonymity, confidentiality and transparency in handling complaints and grievances;
- Avoids the need to resort to judicial proceedings (at least at first).

The GRM was developed as part of the Emergency Covid-19 Response Project. Since this project includes rehabilitation of ESCUAC Kutaisi facility the grievance procedure should follow the grievance mechanism outlined below.

11.1. Redress of Stakeholder Grievances by the Civil Works Company

CWC is required to receive and promptly address all complaints and grievances related to its activities. CWC is responsible for assigning of dedicated Environmental, Social, Health and Safety (ESHS) staff, including the person serving as a Grievance Focal Point for receiving and resolving all complaints and grievances arising from environmental and social impacts on site as a result of construction / repair works, who ensures that all interested and responsible parties are involved in the review process and resolves the issue on the spot.

Interested parties may lodge complaints and grievances in writing at the office of the CWC either by email (to be determined after the Contractor is selected), or verbally by phone. The contact information of Grievance Focal Points and Units shall be available to the interested parties and community, which shall be shared with them from the very beginning of the project activities. The relevant information shall be posted on visible locations at the project site.

If complainants do not wish to disclose their name, they shall be given the opportunity to file a complaint anonymously. In particular, a complaints box and an information board shall be available at project site, where both the grievance and its response information can be posted. Anonymous complaints, like other forms of complaints, are subject to be raised and addressed.

The CWC reviews and resolves the complaints received within a maximum of 15 days. If the issue cannot be solved within 15 days, or addressing the issue is beyond the competence of the CWC, they shall pass the complaint to the Ministry and the Project Implementation Unit for the further review and response.

The CWC records information on complaints filed, reviewed, resolved, and unresolved, and submits it to the PIU under MoILHSA. The progress report shall include the following:

- Name and contact details of complaining party;
- Details of the nature of the grievance;
- Details of how the grievance was received (in writing or verbally);
- Dates when complaint was received, responded to and closed out.

The MoILHSA through the PIU under it constantly monitors the CWC to resolve complaints in a timely manner and ensure compliance with the environmental and social requirements of the project.

11.2. Redress of Stakeholder Grievances by the Beneficiary Healthcare Facility

The ESCUAC shall assign a dedicated Grievance Focal Point who will review and deal with the resolution of all complaints and grievances related to ESCUAC Kutaisi operations in a timely manner. Grievance Focal Point shall use all possible means to resolve the challenges promptly, but if the issue cannot be settled within 15 days, or addressing the case is beyond their competence, the ESCUAC Kutaisi shall refer the complaint to the MoILHSA and the PIU for the further review.

ESCUAC Kutaisi is responsible for maintaining the database on received and resolved complaints and reporting to the MOILHSA and the PIU on all complaints and actions taken for addressing them on the place.

11.3. Redress of Stakeholder Grievances by MoILHSA / PIU

Grievances directly filed to the Ministry, either submitted by the CWC and the ESCUAC Kutaisi are handled by the relevant parties/staff (including the complainant, CWC representatives, health facility representatives, consultants of project implementation team, etc.) in accordance with the procedures established by the National Legislation and Grievance Redress Mechanism included in Stakeholder Engagement Plan prepared of the Project, which is available on the official website of the Ministry: <https://www.moh.gov.ge/ka/announcements/558/dainteresebuli-mxareebis-CarTulobis-gegma>

To address the complaints and grievances directly at the Tier 2 (PIU/Ministry level) of level 1 of GRM, is possible in written form by submitting a statement to MoILHSA office on the following address: 144 Ak. Tsereteli Ave. Tbilisi 0119, Georgia or sent electronically through the following email - info@moh.gov.ge In addition, for the facilitation of the channels to file complaints to MoILHSA, the e-mail PIU@moh.gov.ge was created. Each case, depending on its nature will be followed up including directing the issue to the appropriate person within MoILHSA and the PIU.

If the complainant is not satisfied with the decision made, he/she has right appeal to a court.

Sexual Exploitation, Abuse and Sexual Harassment (SEA/SH) Sensitive GRM

The SEA/SH sensitive GRM is part of the existing complaint redress mechanism developed for the Project (poster with short information on SEA/SH aspect of the Project is provided in Attachment 5). However, due to the sensitive nature of allegations of sexual misconduct, the special measures and procedures were put in place and PIU staff additionally trained to handle SEA/SH complaints in a safe, confidential and ethical manner following the survivor-centered approach. Therefore, responsible staff at all levels are expected to *respect dignity, rights, wishes and choices of victims and survivors and strictly observe confidentiality principle at all stages of the process*. The SEA/SH sensitive GRM includes the following steps:

Step 1 - Submission of complaints: Safe and confidential allegation intake channels operate at all levels (PIU/MoILHSA, ESCUAC, contractors and sub-contractors) enabling submission of complaints via phone, e-mail, letter or in person. Any facts and suspicion of **sexual exploitation and abuse** are reported to ESCUAC or PIU/MoILHSA. Allegation of **work related sexual harassment** are first reported to an employer, responsible for the creation and maintenance of an enabling working environment and if not resolved, then reported to PIU/MoILHSA. In concrete, complaints can be submitted to:

- ✓ **PIU/MoILHSA** via the trustline (call, (032) 2510026 (0506)) call SMS, WhatsApp/Viber at confidential mobile (+995) 511177994; at confidential e-mail (sea@moh.gov.ge), mail (address: 144 Akaki Tsereteli Ave. Tbilisi 0119) or communicated directly to social specialist(s) at PIU that regularly visit the project facilities;
- ✓ **ESCUAC** via their trust-lines, confidential e-mails or directly to the designated staff/departments authorized to *receive work and service-related sexual harassment allegations*
- ✓ **Contractors and sub-contractors** via their trust-lines, confidential e-mails or directly to the designated staff/departments authorized to *receive work-related sexual harassment allegations*;

Responsible staff at all levels record complaints in a standardized intake format and obtain consent (Consent Form is provided in Attachment 6) from alleged survivors to process complaints internally and refer survivors to external services. Staff in-taking complaints have no mandate to investigate / further gather evidence/information on possible facts of SEA/SH.

Step 2 – Recording allegations, referring survivors to the specialized assistance, linking allegations with the national legal system and processing for internal enquiry: SEA/SH allegations are recorded in a *separate, password protected, unified, electronic GRM Log maintained by the PIU/MoILHSA*. Staff mandated to intake complaints at all levels/institutions have access to the GRM Log limited to the registration function and are responsible for adhering to the confidentiality principle. The GRM Operator (PIU Social Standards Specialist) placed at the PIU/MoILHSA is in charge of sorting, processing, and monitoring grievances.

Before registering an allegation, a complainant is provided with the information on: (a) mandatory reporting obligations to the law enforcement agencies; (b) what to expect from the SEA/SH sensitive GRM including its limitations, and (c) available survivor support services. This enables a

survivor to make an informed choice whether to launch or not a formal complaint through the Project GRM.

After registering an allegation:

- a) survivor is promptly referred for specialized assistance to the GBV services (e.g. health care, legal aid, psychological and social assistance, etc.) in accordance to the needs and choices of a survivor following her/his written consent. In case of a child (persons under 18 years of age) survivor, a consent of her/his parent/guardian *is required*.
- b) information on an alleged incident is communicated to the Police for investigation as unlike other types of grievances, SEA/SH sensitive GRM is not mandated to conduct investigation, make any announcements, or make judgments about the veracity of an allegation. This action requires consent of a survivor unless reporting to the law enforcement bodies is obligatory under the Georgian legislation.
- c) As long as the PIU determines the allegation is related to the project, the complaint is passed to the SEA/SH Committee which will be established by the MoILHSA on case by case basis. The composition of the Committee will include senior management of the Ministry, include a curator Deputy Minister and heads of relevant departments. Due to conclusions of a case review, the SEA/SH Committee will determine if allegation is related to the Project and indicate to an employer whether disciplinary action should be taken against an alleged perpetrator.

Complaints related to other forms of GBV are not registered in the SEA/SH database. However, the Project GRM also ensures that all GBV survivors are promptly referred to specialized services regardless of whether the perpetrator is known to be associated with the project or not.

Step 3 – determining relation of an allegation to the project. The GRM Operator sends an allegation to the SEA/SH Committee established under the PIU/MoILHSA to determine *if the project associated staff was involved in possible sexual misconduct. The committee is composed of the representatives from PIU/MoILHSA, ESCUAC and the Agency for State Care and Assistance for Victims of Human Trafficking (ATIPFUND), with the representatives of contractor(s) and sub-contractor(s) being invited to participate on case by case bases.*

The SEA/SH Committee promptly considers an allegation but not later than within 5 days upon its receipt. Once the SEA/SH Committee establishes a linkage of an allegation to the project associated employees, MoILHSA directly or through the PIU ensures that the responsible employer takes disciplinary action against the perpetrator in accordance with the Georgian legislation (including criminal, administrative and labor law), employment contract, and the code of conduct.

Step 4 – Closing SEA/SH cases and providing feedback: The GRM Operator closes a SEA/SH case if: (a) survivor, upon her/his consent, was referred to the relevant GBV service provider organization(s), no longer requires support and appropriate corrective action was taken against a perpetrator; or (b) survivor does not wish to submit an official grievance with the employer; or (c) in case of an allegation of sexual harassment reconciliation with the perpetrator was achieved with the survivor's decision.

The SEA/SH sensitive GRM Operator provides feedback to a complainant throughout the process. A complainant is informed on an outcome of the enquiry by SEA/SH Committee before the conclusion is communicated to an alleged perpetrator. This helps a survivor to assess her/his safety in due time, especially in the circumstances when an employer plans to undertake disciplinary actions against a perpetrator.

The GRM operator with the consent of a survivor reports the anonymized SEA/SH incident, as soon as it becomes known, to the MoLHSA/PIU *senior management*, and they, in turn inform on an allegation the World Bank office in Tbilisi. PIU/MoLHSA also includes SEA/SH related statistics in reports sent to the MoLHSA *and the WB on a quarterly basis*.

11.4. World Bank's Grievance Redress Service

Communities and individuals who believe that they are adversely affected by World Bank supported project may submit complaints to existing project-level GRM or the World Bank's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns. Project affected communities and individuals may submit their complaint to the World Bank's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. Information on how to submit complaints to the World Bank's corporate GRS is available at: <http://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>. Additional information on how to submit complaints to the World Bank Inspection Panel is available at: www.inspectionpanel.org

12. Monitoring and Reporting

ESCUAC, together with the PIU, will be responsible for environmental and social monitoring of all physical works financed under the project. PIU will undertake this function using its in-house capacity supplemented with individual environmental and/or social consultants and using services of an external technical supervision consultant. TOR of Technical Supervisor includes, among other things, oversight compliance with the requirements of environmental and social policies. This will imply monthly field visits to all active work sites and development of monthly field environmental monitoring reports using the standard checklist (attachment 8). Completed checklists shall be supplemented with photo material. If a significant incompliance with the ESMP is recorded or tangible damage to the natural and social environment is noted by the Technical Supervisor, recommendation on the corrective action should be immediately delivered by the Supervisor to the management of the Center. The World Bank should also be promptly informed. Staff of ESCUAC and the Technical Supervisor of works recruited by the PIU will follow-up on the implementation of the corrective actions and document their outcome. Each project progress report produced by the ESCUAC shall carry a chapter on environmental and social safeguard compliance. This chapter should provide an analytical summary of environmental and social monitoring results over the

reporting period, including information of the issue encountered, recommendations and guidance provided to contractors, status of corrective actions initiated in the previous report period and quality assessment of the environmental and social monitoring performed by the Technical Supervisor.

MoILHSA, through PIU, is obligated to report about OHS accidents/incidents to the World Bank within 48 hours after learning about them. Information about accidents/incidents must be communicated to the PIU by CWC and Technical Supervisor of works immediately. First prompt communication shall indicate nature of the accident/incident, who was involved in it, what kind of damage was inflicted, and what immediate actions were taken. More comprehensive, verified data and supporting documentation may be provided afterwards as part of Root Cause Analysis (RCA) of the accident/incident produced by PIU. CWC and Technical Supervisor shall cooperate with PIU in the course of RCA. If systemic shortfalls are found to be a reason for an accident/incident, a corrective action plan will be developed in cooperation of PIU and the Technical Supervisor, to be followed through by CWC.

13. Institutional Arrangements and Responsibilities for the Implementation of ESMP

MoILHSA, in the capacity of the Emergency COVID-19 Response Project, carries responsibility for the development, disclosure, public consultation, and implementation of site-specific ESMP as documented in the Environmental and Social Commitment Plan of this Project. PIU, performing Project administration, works with the Project beneficiary clinics to develop ESMP, discloses them through MoILHSA webpage in Georgian and English languages, holds public consultation on the draft ESMP, finalizes them with due incorporation of public feedback as relevant, reflects mitigation measures included in the ESMPs into the environmental and social requirements of bidding documents while tendering construction works, oversees implementation of ESMP and reports on CWC's adherence to ESMP to the MoILHSA and the World Bank.

Technical Supervisor hired by PIU guides and assists CWC in the application of mitigation measures provided in the ESMP, documents incompliances, and reports to PIU on the environmental and social performance of CWC on monthly basis. For adequate implementation of ESMP, both CWC and Technical Supervisor shall have environmental, OHS, and social specialist(s) in the team.

PIU's environmental and social specialists receive information on the ESMP implementation from CWC and Technical Supervisor, ensure quality of their reporting on environmental performance, and undertake spot checks of received information by undertaking scheduled and ad hoc visits to the construction sites.

Table 1 - Environmental and Social Risks and Mitigation Measures during Planning and Design Stage

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Identify the exact volume and scope of required repair works	Omission of necessary architectural and engineering elements from the design and structural drawings	<p>Review the design and structural drawings with ESCUAC Kutaisi managers and functional heads</p> <p>Evaluate the presence of the architectural and MEP elements and other important functional links in the design and structural drawings necessary for the operation of laundry, medical waste storage area, ventilation ducts, all-access, life and fire safety requirements in accordance with the WBG EHS guidelines on life and fire safety for public access buildings, and identify and rectify shortcomings, if any</p>	<p>Project Implementation Unit (PIU)</p> <p>Design company hired by PIU</p> <p>Technical Supervisor hired by PIU</p> <p>Head office of ESCUAC, Environmental Manager and Epidemiologist</p>	September 2021	0

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Identify the availability of infrastructure and sources of supply necessary for construction	Construction delays due to lack of infrastructure and sources of supply.	Locate access roads to the building for construction machinery/equipment location for stockpiling of construction material on-site, source of technical and potable water to be supplied to worksite, source of electricity, sanitary facilities for the use by workers and, in case of their absence or inconsistency, make necessary arrangements	Technical Supervisor, Civil Works Contractor (CWC)	March 2022	0
Identify presence of any unofficial structures and informally stockpiled items inside the building of ESCUAC Kutaisi, and/or its registered land plot	Hindrances facing in the construction activities, delays, and disputes.	Identify any unofficial use of the building of the ESCUAC Kutaisi and/or its registered land plot, and address in compliance with the requirements of ESS 5 and the national legislation	Head office of ESCUAC	September 2021	0

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
<p>Identify needs for on-site storing and out-transporting of construction and demolition waste</p> <p>Assess volume and types of historic waste dumped in the territory of Kutaisi ESCUAC, develop a plan of its safe packaging and removal from site, make arrangements with Solid Waste Management Company of Georgia for organized delivery and handover of waste for permanent disposal at Terjola municipal landfill.</p>	<p>Non-compliance of construction works with the Waste Management Code of Georgia and the requirements of the World Bank, resulting in work performance delays and sanctions imposed on the contractor.</p>	<p>Find temporary storage sites for different types of waste at the construction yard,</p> <p>Clarify the existing capacity for the disposal of household waste produced during the construction activities,</p> <p>Sign an agreement for the disposal of non-hazardous construction waste to the municipality landfill,</p> <p>Sign an agreement to hand over hazardous construction waste to a licensed company for further deactivation, recycling, disposal, or safe storage of it,</p> <p>Coordinate the route of waste removal with the Supervision Office of Kutaisi City Hall, so as not to block the access road to the ESCUAC Kutaisi and avoid disturbance of people residing in the vicinity of the facility.</p>	<p>CWC, Head office of ESCUAC and Environmental Manager, Kutaisi City Hall Solid Waste Management Company of Georgia under the Ministry of Regional Development and Infrastructure</p>	<p>March 2022</p>	<p>Cost included in the Supervising Engineer's contract</p>
<p>Verify that the structural elements necessary to manage various types of waste generated by ESCUAC Kutaisi are</p>	<p>Challenges in waste management, unsanitary conditions, and the spread of internal infections</p>	<p>Share the description of various waste streams generated and handled in ESCUAC with Technical Supervisor,</p>	<p>Head office of ESCUAC, Environmental Manager and Epidemiologist</p>	<p>March 2022</p>	<p>0</p>

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
present in the existing facility infrastructure or included the repair design documents	during the operation of ESCUAC Kutaisi	Identify the consistency of the existing structural components of the building with the needs for managing the described streams of waste, If there are any gaps, consider the layout/arrangements of the necessary structural elements in the design of repair works.	Technical Supervisor		
Provide design elements for thermal insulation of ESCUAC buildings	Inadequate engineering solutions and/or inadequate selection of materials for insulation of buildings	Provide maximal thermal insulation in the buildings of the ESCUAC Kutaisi to increase energy efficiency	Technical Supervisor	December 2021	0
Provide design elements for universal access to ESCUAC premises	No or inadequate universal access provided to the building	Ensure that universal access is already provided to ESCUAC premises or include it into architectural and engineering designs prepared for rehabilitation works	Technical Supervisor	December 2021	0
Provide design elements for life and fire safety of ESCUAC premises	Human and material loss due to inadequately designed fire alarm, suppression, and evacuation elements of the building	Ensure that the design includes fire alarm system covering territory of the entire building, Ensure that staircases, fire exits, and ladders are designed sufficiently for prompt evacuation from all parts of the building,	Technical Supervisor	December 2021	0

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		Ensure that doors and/or other blocking devices are designed to allow concealing levels and individual sections of the building to prevent spread of fire and smoke.			
Get formal approval of the design for rehabilitation works	Incompliance with the established norms and standards of design, including structural integrity, seismic and fire safety of the building	Undertake geologic survey, check structural integrity of the building, include seismic and fire safety retrofitting elements into the design of rehabilitation works and obtain formal approval from the municipal authority	Technical Supervisor Kutaisi City Hall	February 2022	0
Mobilize the workforce required for the repairs and the Employer formalize employment with the workers	Disputes between the Contractor and the labor, Delayed payment of medical care and/or compensation for injuries and deaths of workers, Irresponsible behavior-based environmental and social attitude of employees.	Identify and provide the number of labor necessary to perform rehabilitation works and the needs of labor with particular skills/experience, Sign an employment contract with all employees and provide them with full coverage health/life insurance policies, Introduce the Environmental and Social Code of Conduct to all employees, which are confirmed by their signature	Construction Company	March 2022	The amount will be incorporated in the construction works contract

Table 2 - Environmental and Social Risks and Mitigation Measures during Construction Stage

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Protect vegetative cover from excessive damage	<p>Damage to grass cover on and around the construction site due to unorganized movement of construction machinery and vehicles,</p> <p>Excessive cutting or damage to trees and plants growing on the construction site due to careless and haphazard movement of construction machinery and vehicles.</p>	<p>Define the construction machinery and vehicles traffic and the path and parking spaces on the construction site and restrict their movement beyond their boundaries,</p> <p>Protect perennial trees on the territory of the facility from unnecessary cutting; and protect crown and root systems from damage,</p> <p>In coordination with City Hall of Kutaisi Municipality, carry out compensatory planting when trees need to be removed or they are accidentally damaged</p>	Head office of ESCUAC, Environmental Manager, Technical Supervisor, CWC	2022-2023	If compensation planting is needed, the necessary funds will be provided by the construction company
Supply of construction materials	<p>Purchase of poor quality and substandard construction materials resulting in failure to meet repair work requirements,</p> <p>Traffic congestion in the city,</p>	<p>Procure construction materials only from officially licensed suppliers,</p> <p>Transport the construction materials by covered vehicles which are in standard technical condition,</p> <p>Transport the construction materials at various times rather</p>	Head office of ESCUAC, CWC	2022-2023	The amount will be incorporated in the construction works contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
	Nuisance to the city residents caused by vibration, dust, and noise.	than rush hours and on less busy routes			
Generation of construction waste	<p>Overfilling the construction site with waste, making it difficult to move around while work and increasing the risk of injuries,</p> <p>Pollution of the construction site, the adjacent area, and the environment as a result of unsystematic waste storage and its irregular removal,</p> <p>Lose the aesthetic value of the landscape in the case of unorganized and informal dumping of waste.</p>	<p>Segregate construction waste and store different types of waste adequately to allow recycling of as feasible,</p> <p>Allocate proper and safe places for temporary storage of construction waste on site and keep various types of waste in appropriate places,</p> <p>Remove non-hazardous construction waste only to a legal municipal landfill based on a written agreement with the Solid Waste Management Company of Georgia,</p> <p>Collect household waste in municipal containers in the vicinity of the construction territory,</p> <p>Remove excavated soil, stone, and waste from similar inert materials in those areas designated (in writing) by the City Hall of Kutaisi Municipality, where such waste will not harm</p>	<p>Construction Company</p> <p>Head office of ESCUAC, and Environmental Manager</p> <p>Kutaisi City Hall</p> <p>Solid Waste Management Company of Georgia</p>	2022-2023	The cost of waste removal from the construction site will be included in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		<p>the ecosystem or degrade the aesthetic value of the environment,</p> <p>Hand over hazardous construction waste to licensed companies for recycling, reuse, or safe long-term storage.</p>			
Disposal of the historic waste piled in the territory of ESCUAC	<p>Health damage to workers packing and loading waste</p> <p>Environmental pollution in case of unsafe disposal of waste</p>	<p>Pack waste into adequate sacks as specified in the Waste Management Code,</p> <p>Transport waste under cover,</p> <p>Conclude formal agreement with the Solid Waste Management Company on the disposal of waste at Terjola municipal landfill,</p> <p>Brief workers on the OHS risks associated with handling waste and ensure disciplined use of personal protective equipment</p>	<p>Head office of ESCUAC, and Environmental Manager</p> <p>Solid Waste Management Company of Georgia</p>	2022-2023	The amount will be included in the construction contract
Transportation of construction waste	<p>Soil and air pollution with dust,</p> <p>Traffic congestion in the city,</p> <p>Nuisance to city residents caused by dust and noise</p>	<p>Transport the construction waste by covered vehicles which are in standard technical condition,</p> <p>Enforce adherence to speed limits by drivers on main and inner roads,</p>	<p>Head office of ESCUAC, and Environmental Manager, CWC</p>	2022-2023	The amount will be incorporated in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		Transport the construction waste outside rush hours and use less congested routes.			
Use of natural construction material for construction work	Excessive damage to the environment due to unsustainable use of resources	Procure natural construction materials only in the necessary quantities defined by a preliminary calculation and from a licensed supplier, Disconnect water supply timely at the water intake point to prevent unintentional water spillage/waste, Unplug the construction equipment and appliances, as well as electric lights when not in use, to avoid energy waste, Segregate metal, wood, cellulose and other recyclable natural waste and delivery to relevant centers for recycle.	Head office of ESCUAC, and Environmental Manager, CWC	2022-2023	0
Dust-emitting works	Air pollution with generated dust causing nuisance and health damage to workers, and ESCUAC Kutaisi staff.	Water the territory while performing the dust-producing activities, use construction dust screens, where applicable, Prohibit the discharge of construction debris from building floors and use the debris (closed) chute/construction waste pipe.	Head office of ESCUAC, and Environmental Manager, CWC	2022-2023	The amount will be incorporated in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Works generating noise	Disturbance to ESCUAC Kutaisi staff, and people residing in the vicinity of the ESCUAC Kutaisi with the noise.	Conduct works generating noise only during the working hours, Inform the ESCUAC Kutaisi administration Office in advance about particularly noisy activities.	Head office of ESCUAC, and Environmental Manager CWC	2022-2023	The amount will be incorporated in the construction contract
Operation of construction machinery and vehicles	Air pollution with the exhaust, Contamination of soil with leaked fuel and lubricants, Injuries suffered by operators of the machinery or the people nearby, Worksite incidents.	Keep the construction machinery and vehicles in good working conditions, shut off engine timely at the end of operation of machinery and vehicles, Supply machinery and vehicles with standard fuel, Wash and refuel machinery and vehicles away from the construction site, use specially designated areas for these purposes, Admit only qualified personnel as machinery operators and vehicle drivers and, if necessary, provide additional training, Rigorously comply with machinery operating rules and safety standards, Strictly adhere to traffic rules.	Head office of ESCUAC, and Environmental Manager CWC, Traffic Police	2022-2023	The amount will be incorporated in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
General construction activities	Injuries due to people entering the construction site and adjacent area without permission, and lack of information about expected hazards, and lack of safe access.	<p>Delineate, mark and, if necessary, block repair areas on the territory of the ESCUAC Kutaisi to disallow unauthorized entry,</p> <p>Install warning and regulatory signs at the construction site and in the vicinity,</p> <p>Leave driveways and parking spaces in and around the ESCUAC Kutaisi for ambulances, ESCUAC Kutaisi service vehicles, civilian vehicles, and pedestrians, or arrange a temporary back-up space, mark it out in a competent manner and ensure complete safety inside.</p>	Head office of ESCUAC, Technical Supervisor CWC	2022-2023	The amount will be incorporated in the construction contract
General construction activities	Occupational health and safety incidents, Injuries among construction workers in the workplace, Damage to property and the environment as a result of technological disaster.	<p>CWC develop OHS plan satisfactory to PIU and its Technical Supervisor, and implement it through completion of works,</p> <p>Engage qualified personnel to perform all types of technological processes/operations,</p> <p>Conduct regular training sessions on occupational health</p>	CWC, Technical Supervisor, Head office of ESCUAC, Epidemiologist and Environmental Manager	2022-2023	The amount will be incorporated in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		<p>and safety for personnel during the contractor's mobilization to the construction site and throughout construction activities,</p> <p>Designate the specific person(s) responsible for occupational health and safety on the contractor's team and ensure his/her presence at all times during the work,</p> <p>Equip workers with Personal Protective Equipment (PPE) and ensure reasonable use of it,</p> <p>Provide employees with safe drinking (potable) water, toilets for women and men, sinks and hand sanitizers,</p> <p>Create a safe workplace by installing informational and warning signs, providing adequate lighting, rails and barriers, and suitable working at height platforms,</p> <p>Keep construction machinery and vehicles in good working condition and strictly adhere to the rules of their operation,</p>			

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		<p>Keep first medical aid and fire-fighting kit at the workplace and constantly monitor their suitability/useful life,</p> <p>Prevent the spread of Covid-19 infection among contractor personnel by having and consistently following Infection Prevention and Response Action Plan developed in accordance with national regulations and World Health Organization guidelines, which are approved by the Technical Supervisor,</p> <p>Regularly monitor health of CWC employees, thermal screening and registration of contractor personnel and other authorized persons entering the construction site, educate contractor personnel about the symptoms of Covid-19 disease and importance of social distancing and overall accountability under pandemic conditions,</p> <p>Restrict excessive overtime work; arrange breaks during the</p>			

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		<p>day; allow time and make suitable arrangements for lunch,</p> <p>In the event of a work-related /occupational injury, provide emergency medical care straight on site, if necessary, transport him or her to a hospital in timely manner;</p> <p>Cover the costs of treatment and pay the compensation for the injury, as needed</p>			
General construction activities	<p>Disturbance of ESCUAC Kutaisi staff with the vibration, dust and noise related to repair works,</p> <p>Damage to health of ESCUAC Kutaisi staff due to rehabilitation works,</p>	<p>Separate that part of the ESCUAC Kutaisi under rehabilitation from the operating area of the treatment facility,</p> <p>Prior to the commencement of works, remove the departments operating in the rehabilitation area of the ESCUAC Kutaisi to an alternate territory in the same building,</p> <p>Reduce dust, noise, and vibration as much as possible with additional mufflers/silencers,</p> <p>Frequently and regularly remove construction waste from the interior of the building.</p>	CWC, Technical Supervisor, Head office of ESCUAC, and Environmental Manager	2022-2023	The amount will be incorporated in the construction contract

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
General construction activities	Disregard of questions and complaints pertaining ongoing rehabilitation works from CWC staff, ESCUAC Kutaisi staff, or people residing around the ESCUAC Kutaisi	Create and maintain an effective system to file and administer complaints of employees addressed to CWC, CWC administration create an information channel to receive questions and complaints from the public, posting the contact information on visible locations, and ensuring the effective operation of the channel, PIU, Kutaisi City Hall, and ESCUAC Kutaisi administration create a system for receiving and responding to questions and grievances related to the progress of the works and ensure its efficient operation	CWC, PIU, Kutaisi City Hall, Head office of ESCUAC	2022-2023	0
General construction activities	Cases of Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA)	Implement an effective mechanism for receiving and responding to the incidence of GBV, SEA at all tiers of GRM	CWC, PIU, Kutaisi City Hall Head office of ESCUAC	2022-2023	0
Completion of construction works and contractor demobilization	Residual construction and household waste scattered on and around the construction site,	Before demobilization of the CWC, remove waste from the construction site and adjacent territory; level and smooth the soil surface, in case of damage,	Head office of ESCUAC, and Environmental Manager, Technical Supervisor,	2023	Cost will be included in the construction contract cost

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
	Excavated trenches, soil or asphalt surfaces damaged with parking/operation of heavy equipment left behind on the territory of the ESCUAC Kutaisi	completely restore asphalt and / or other paved areas. In case of damage to vegetation - in consultation with the administration of the ESCUAC Kutaisi and, if necessary, in coordination with the City Hall of Kutaisi Municipality, conduct planting activities or create favorable conditions for the natural regeneration of the grass cover	CWC.		

Table 3 - Environmental and Social Risks and Mitigation Measures during Operational Stage

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Provision the ESCUAC Kutaisi with equipment and supplies	Increase of generated waste volume with obsolete supplies and equipment, Excessive consumption of resources and excessive emissions.	Procure equipment and supplies from licensed suppliers with a preference for energy efficient electrical appliances and excluding refrigeration equipment containing ozone depleting substances, Procure the required amounts of supplies and medications to minimize the disposal of expired goods, Identify and use opportunities of turning in replaced equipment to its manufacturer.	Head office of ESCUAC	Recurrent	0
ESCUAC Kutaisi housekeeping	Excessive use of energy resources due to low energy efficiency of the buildings.	Provide quality thermal insulation in the buildings of the ESCUAC Kutaisi according to design for increasing energy efficiency, Keep the heating and cooling systems in good working condition, Keep water supply system in good working condition on the territory of the ESCUAC Kutaisi.	Head office of ESCUAC	Recurrent	Cost is an integral part of the ESCUAC Kutaisi's annual budget

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
Waste management	<p>Pollution of the environment due to uncontrolled and improper waste disposal,</p> <p>Harm public health due to formation of foci of infection in places of improper waste disposal,</p> <p>Spread of internal infections on the ESCUAC Kutaisi territory.</p>	<p>Develop, adopt, update periodically, and strictly follow Infection Control and Waste Management Plan</p> <p>Have and strictly follow Waste Separation Plan,</p> <p>Constantly provide the ESCUAC Kutaisi with the containers necessary for separate removal of different types of waste and regularly clean the reusable containers,</p> <p>Rehabilitate the waste storage room for the collection and temporary on-site storage of medical waste collected from ambulances,</p> <p>Conclude and retain contracts with the licensed service providers and waste collection centers for the disposal of various types of waste from the ESCUAC Kutaisi.</p>	Head office of ESCUAC, and Environmental Manager	Recurrent	<p>Cost of waste disposal on the ESCUAC Kutaisi territory is an integral part of the ESCUAC Kutaisi's annual budget.</p> <p>Cost of waste disposal from the territory of the ESCUAC Kutaisi is negotiable between the ESCUAC Kutaisi's administrative office and the service providers</p>
Emergency response	<p>Accidental leakage / release of substances,</p> <p>Occupational exposure to infectious disease,</p> <p>Exposure to radiation,</p>	<p>Introduce Emergency Response Plan to all employees and update it periodically, as deemed necessary,</p> <p>Include into Emergency Response Plan a fire emergency</p>	Head office of ESCUAC	Recurrent	0

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
	<p>Accidental release of pathogens to the environment,</p> <p>Emergency utility (electricity, water supply, gas) shutdown,</p> <p>Medical equipment failures,</p> <p>Floods, quakes, and fires.</p>	<p>response mechanism specifying systems of notification and evacuation, fire isolation and suppression, contacts of national emergency response service.</p> <p>Regularly inspect fire alarm devices, fire extinguisher kits, and evacuation passages; undertake periodic fire drills for staff to refresh knowledge and understanding of roles, responsibilities, and due action in case of emergency.</p> <p>Post evacuation floor plan on each floor of the ESCUAC Kutaisi buildings, displaying the location of the main and emergency stairs and fire extinguishers,</p> <p>Conduct periodic training sessions for all ESCUAC Kutaisi staff so they are prepared to deal with emergencies.</p>			
Occupational health safety of the ESCUAC Kutaisi staff	Damage to health and loss of life of the ESCUAC Kutaisi staff due to exposure to worksite hazards.	<p>Equip staff with PPE and monitor reasonable use of it,</p> <p>Provide ESCUAC Kutaisi staff with full coverage health/life insurance policies,</p>	Head office of ESCUAC	Recurrent	Cost is an integral part of the ESCUAC Kutaisi's annual budget

Key Activities	Potential E&S Risks and Impacts	Proposed Mitigation Measures	Responsibilities	Timeline	Budget
		<p>Implement a periodic immunization program for ESCUAC Kutaisi staff,</p> <p>Follow the manual of safe handling of substances/supply manuals and provide appropriate training/guidelines to employees.</p>			
Nosocomial infection control	ESCUAC Kutaisi staff contracting infectious diseases on the ESCUAC Kutaisi premises	<p>Have Infection Control and Waste Management Plan, update it periodically, and strictly follow it,</p> <p>Maintain standard level of sanitary and hygienic conditions (toilets, showers, sanitary facilities, laundry, waste storage area, etc.) on the ESCUAC Kutaisi premises in accordance with World Health Organization guidelines (Recommendations to Member States to Improve Hygiene Practice),</p> <p>Strictly observe sanitary control rules,</p> <p>Provide and control over the use of PPE,</p> <p>Provide cleaning staff with adequate cleaning equipment, materials, and disinfectants.</p>	Head office of ESCUAC, and Epidemiologist	Recurrent	Cost is an integral part of the ESCUAC Kutaisi's annual budget

Attachments

Attachment 1: Extract from the Public Registry proving ownership of land plot under the ESCUAC Kutaisi



მისის (უძრავი ქონების) საკატესტრო კოდი **N 03.01.22.085**

ამონაწერი საჯარო რეგისტრდან

განცხადების რეგისტრაცია
N 882015537543 - 22/09/2015 10:54:49

მომზადების თარიღი
23/09/2015 11:02:29

საკუთრების განყოფილება

ზონა ქუთაისი	სექტორი აგლომერაცია	კვარტალი	ნაკვეთი	ნაკვეთის საკუთრების გიჟი: საკუთრება ნაკვეთის დანიშნულება: არასასოფლო სამეურნეო დამუსჯებელი ფართობი: 5304.00 კვ.მ. ნაკვეთის წინა ნომერი: 03.01.02.110 ; შენიშვნა-ნაგებობის ჩამონათვალი: შენობა N1 - 848.88 კვმ, შენობა N2 - 363.84 კვმ, შენობა N3 - ხან. კვანძი - 10.87 კვმ, შენობა N4 - 10.2 კვმ, შენობა N5 - 10.72 კვმ, შენობა N6 - 60.0 კვმ, შენობა N7 - 58.0 კვმ, შენობა N8 - ელ.ჯახური - 4.0 კვმ
03	01	22	085	

მისამართი: ქალაქი ქუთაისი , ქუჩა ბუხაიძე , N 12

მესაკუთრის განყოფილება

განცხადების რეგისტრაცია : ნომერი 882014271688 , თარიღი 28/05/2014 11:16:19
უფლების რეგისტრაცია: თარიღი 03/06/2014

უფლების დამადასტურებელი დოკუმენტი:

- მომართვა N7/18599 , დამოწმების თარიღი: 27/05/2014 , სახელმწიფო ქონების ეროვნული სააგენტო
- ბრძანება N1/1-913 , დამოწმების თარიღი: 22/05/2014 , სახელმწიფო ქონების ეროვნული სააგენტო

მესაკუთრები:
სახელმწიფო

მესაკუთრე:
სახელმწიფო

აღწერა:

იპოთეკა

საგადასახადო გირავნობა:

რეგისტრირებული არ არის

სარგებლობა

განცხადების
რეგისტრაცია
ნომერი
882014364479
თარიღი 10/07/2014
17:06:17

უფლების
რეგისტრაცია: თარიღი
16/07/2014

მოსარგებლე: სსიპ "სასწრაფო სამედიცინო დახმარების ცენტრი";

მესაკუთრე: სახელმწიფო;

საგანი: მიწა 5304.00 კვ.მ. და შენობა N1 - 848.88 კვმ, შენობა N2 - 363.84 კვმ, შენობა N3 -
სან. კვანძი - 10.87 კვმ, შენობა N4 - 10.2 კვმ, შენობა N5 - 10.72 კვმ, შენობა N6 - 60.0 კვმ,
შენობა N7 - 58.0 კვმ, შენობა N8 - ელ. ვახურა - 4.0 კვმ;
ვება - არსებობის ვადით;

წერილი, რეგისტრის ნომერი N13/25687, დამოწმების თარიღი 09/07/2014, სახელმწიფო
ქონების ეროვნული სააგენტო

ვაღიანებულება

ყაღაღა/აკრძალა:

რეგისტრირებული არ არის

მოვალა რეგისტრირებული არ არის

რეგისტრირებული არ არის

"ფიზიკური პირის მიერ 2 წლამდე ვადით საკუთრებაში არსებული მატერიალური აქტივის რეალიზაციას, აგრეთვე საგადასახადო წლის განმავლობაში 1000 ლარის ან მეტი ღირებულების ქონების ხანგრძლივ მფლობელობის სამქონსოვლი გადასახადი გადახდას ექვემდებარება სასტრატეგიო წლის მომდევნო წლის 1 აპრილამდე, რის შესახებაც აღნიშნული ფიზიკური პირი ისავე ვადაში წარუდგენს დეკლარაციას საგადასახადო თარგის. აღნიშნული ვადას დასრულების შემთხვევაში წარმოადგენს საგადასახადო სამართლებრივ დავას, რაც იწვევს პასუხისმგებლობის საქართველოს საგადასახადო კოდექსის XVIII თავის მიხედვით."

- დოკუმენტის ნაშლის ნაშლის განმარტება შესაძლებელია საჯარო რეგისტრის ეროვნული სააგენტოს ოფიციალურ ვებ-გვერდზე www.napr.gov.ge;
- ამონაწერის მფლობელობა შესაძლებელია ვებ-გვერდზე www.napr.gov.ge, ნებისმიერ გერბორობულ სარეგისტრაციო სამსახურში, იუსტიციის სახლებისა და სააგენტოს ავტორიზებულ პირებში;
- ამონაწერში გვეხიკური ხარვეზის აღმოჩენის შემთხვევაში დაგვიკავშირდით: 2 405405 ან პირადად შეგიხიკო განაიხადი ვებ-გვერდზე;
- კონსულტაციის მფლობელობა შესაძლებელია იუსტიციის სახლის ცხელ ხაზზე 2 405405;
- საჯარო რეგისტრის თანამშრომელია მზადან უკანონო ქმედების შემთხვევაში დაგვიკავშირდით ცხელ ხაზზე: 08 009 009 09
- თქვენი თვის საინტერესო ნებისმიერ საკითხთან დაკავშირებით მოგვეწერეთ ელ-ფოსტით: info@napr.gov.ge

Attachment 2: Site Map



Attachment 3: Environmental and Social Code of Conduct for the Use by Civil Works Contractors

1. Introduction

The Contractor [enter the name] under the contract with the Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs of Georgia (MoILHSA) on the implementation of rehabilitation works/supervision of [enter the name of contract subject] under the Georgian Emergency Covid-19 Project is obliged to address environmental and social risks related to the Works/services, including the risks of sexual exploitation and abuse and gender-based violence.

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

This Code of Conduct identifies the behavior that the Contractor [enter the name] requires from all Contractor’s Personnel to ensure that it’s workplace is an environment where unsafe, offensive, abusive or violent behavior will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

2. Required conduct

Contractor’s Personnel shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable national laws of Georgia, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor’s Personnel and any other person;
3. maintain a safe working environment including by:
 - a. ensuring that workplaces, machinery, equipment and processes under each person’s control are safe and without risk to health;
 - b. wearing required personal protective equipment
 - c. using appropriate measures relating to chemical physical and biological substances and agents; and
 - d. following applicable emergency operating procedures.

4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate¹⁵ against specific groups such as women, people with disabilities, ethnic or religious minorities, children and other vulnerable individuals.
6. not engage in any form of sexual harassment including¹⁶ unwelcome sexual advances, requests for sexual favors, and other unwanted verbal, non-verbal or physical conduct of a sexual nature with other Contractor's or Employer's Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of the position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. In Bank-financed projects/operations, sexual exploitation occurs when access to or benefit from Bank-financed Goods, Works, Consulting or Non-consulting services is used to extract sexual gain;
8. not engage in Rape, sexual assault or any other violent acts of sexual nature. Such violent acts committed under the threat of violence or by abusing a helpless condition of a person affected will leads to criminal liability¹⁷;
9. not engage in any form of sexual activity with individuals under the age of 18 years, except in cases of pre-existing marriages. Mistaken belief in the age of a person shall not be regarded as an excuse;
10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, Sexual Harassment, Sexual Exploitation and Sexual Abuse;
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of the Project Grievance Mechanism.

¹⁵ Article 1 of the Georgian Law on Elimination of All Forms of Discrimination ensures equal rights of every person 'irrespective of race, skin color, language, sex, age, citizenship, origin, place of birth or residence, property or social status, religion or belief, national, ethnic or social origin, profession, marital status, health, disability, sexual orientation, gender identity and expression, political or other opinion or other characteristics'.

¹⁶ Article 166¹ of the Administrative Offences Code of Georgia envisions fine for the amount of 300 GEL for sexual harassment of a person in a public place, 500 GEL or 1 month of corrective works in case the offense was repeated during one year. The punishment increases to 500 - 800 GEL if committed against a juvenile (or in front of a juvenile), pregnant women, person with disabilities or someone in helpless situation and to 800 - 1000 GEL, 1 month of corrective works or 10 days of administrative arrest if repeated during one year. According to the Articles 77(1) and 78 of the Labour Code of Georgia, sexual harassment at workplace can result into warning or a fine with increased scale of punishment if repeated within one year.

¹⁷ Chapter 22 of the Criminal Code of Georgia envisions punishment from 6 to 20 years of imprisonment for different crimes against sexual freedom and sexual inviolability including rape of a person.

3. Reporting Complaints or Concerns

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done through the SEA/SH sensitive Grievance Mechanism (GM) established by the MoILHSA for the Georgian Emergency Covid-19 Response Project. Complainant should use any of the reporting channels available under the GM (e.g. email: Telephone, hotline).

For filing the complaints, the following ways may be used:

- a) Contact [enter name of the Contractor's Social Specialist with relevant experience in handling gender-based violence, or if such person is not required under the Contract, another individual designated by the Contractor to handle these matters] in writing at this address [] or by telephone at [] or in person at [];
- b) Call [] to reach the Contractor's hotline (if any) and leave a message.
- c) Contact MoILHSA PIU, if complaint cannot be resolved by the contractor. PIU can be communicated in writing at the address 144 Akaki Tsereteli Ave. Tbilisi 0119, Georgia or by email: piu@moh.gov.ge, by telephone at number (032) 2 51 00 26 (0506) or by MoILHSA hotline calling at 1505.

The person's identity will be kept confidential, unless reporting of allegations is mandatory by the Georgian legislation including the obligation to report on serious or especially serious crimes, or violence against children. Anonymous complaints or allegations may also be submitted and will be given due and appropriate consideration. The Contractor [insert the name of the company] will take all necessary measures to ensure investigation, appropriate disciplinary action against perpetrators and prompt referrals of the survivor to the specialized services for needed assistance.

There will be no retaliation against any person who raises concerns in a good faith about any behavior prohibited by this Code of Conduct. Such retaliation would be a violation of this Code of Conduct.

4. Role of Manager(s)

Managers have the responsibility to create and maintain a working environment, providing equal employment opportunity to men and women and preventing physical and sexual exploitation, sexual abuse and sexual harassment. They are expected to monitor their work environment and create an atmosphere in which the staff feels free to express concerns about inappropriate behaviors.

Avoid employment of persons previously noticed in unpleasant relationship with coworkers, in facts of ***physical or Sexual Exploitation and Abuse and/or Sexual Harassment or similar actions***

In case of receiving a complaint, managers should assist the complainant to process an application through the Grievance Mechanism (GM) and if applicable urge the complainant to

report to the national authorities for criminal investigation of the case. Managers should also inform the complainant on their obligation to report allegations of misconduct and take further action.

Managers should make every effort to ensure that individuals who bring concerns forward do not suffer retaliation and are protected.

5. Consequences of Violating the Code of Conduct

Any violation of this Code of Conduct by Contractor's Personnel may result in serious consequences including disciplinary sanctions (e.g. informal and/or formal warning, additional training, fine, termination of employment) and reporting to the police or other authorities as warranted.

For Contractor's Personnel:

I, the undersigned, hereby declare that I received a copy of this Code of Conduct in a language that I comprehend. I understand that it is my responsibility to adhere to it and that any violation of the Code of Conduct will result in disciplinary action.

Name of the Contractor's personnel: [insert the name]

Signature: _____

Date (day/month/year): _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date: (day month year): _____

Annex 1 to the Code of Conduct
BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND
BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)

Definitions

Gender Based Violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially ascribed (that is, gender) differences between male and female individuals. GBV includes acts that inflict physical, mental, or sexual harm or suffering, threats of such acts, and coercion and other deprivations of liberty, whether occurring in public or in private life. Likewise, the Georgian legislation defines **violence against women** (including female minors under the age of 18 years) as involving "all actions in the public or private life that are characteristic to violence against women committed on the grounds of sex, which entail or may entail physical, mental or sexual abuse of women, and which cause or may cause economic damage to women, including the threat of committing such actions, coercion of women, or unauthorized deprivation of liberty of women."¹⁸

Sexual Exploitation and Abuse (SEA)¹⁹ refers to particular acts of violence committed by all Company's Personnel (including sub-contractors and day workers) against the project beneficiaries or members of project-affected communities. **Sexual exploitation** is defined as any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. **Sexual abuse** is further defined as the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions (for example abusing a position of power to exploit an individual through the exchange of money, employment, goods, or services for sex, including sexual favours or other forms of humiliating, degrading behaviour)²⁰.

Sexual Harassment (SH) is defined by the Georgian legislation as "a conduct of a sexual nature towards a person, with the purpose and/or effect of violating the dignity of the person concerned and creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her".²¹ In this context a conduct of a sexual nature includes "uttering and/or addressing a person with phrases of a sexual nature, displaying genitals, and/or any other non-verbal physical conduct of a sexual nature"²². Sexual Harassment is a form of discrimination prohibited both at workplace and in public space in Georgia.

¹⁸ Article 3¹ of the Law of Georgia on the Elimination of Violence Against Women and/or Domestic Violence, and the Protection and Support of Victims of Such Violence.

¹⁹ As defined in the UN Secretary's bulletin – Special Measures for protection from sexual exploitation and abuse October 9, 2003 ST/SGB/2003/13.

²⁰ Chapter 22 of the Criminal Code of Georgia prohibits various forms of sexual violence including some forms of SEA, available at: <https://matsne.gov.ge/document/view/16426?publication=208>

²¹ Georgian Law on Elimination of All Forms of Discrimination, Article 3², available at: <https://matsne.gov.ge/ka/document/view/2339687?publication=3>; Labor Code of Georgia, Article 4(6), available at: <https://matsne.gov.ge/en/document/view/1155567?publication=18>.

²² Georgian Labor Code, Article 4(6).

Child is anyone under the age of 18.

Consent is the choice behind a person's voluntary, free, informed decision for action and is based upon a clear appreciation and understanding of the facts, implications, and future consequences of an action. Consent cannot be given by anyone under the **age of 18**, regardless of the age of consent locally. Mistaken belief regarding the age and consent of a minor is not an acceptable defense in such cases.

Retaliation is any direct or indirect detrimental action recommended, threatened, or taken because an individual reported misconduct in a good faith. When established, retaliation is a misconduct. Georgian Labor Code forbids termination of employment and/or negatively treat or otherwise influence a person that complaint against discrimination or cooperated with the relevant investigative bodies in order to protect himself/herself from discrimination.²³

Non-exhaustive list intended to illustrate types of prohibited behaviors:

a) Examples of sexual exploitation and abuse include, but are not limited to:

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

b) Examples of sexual harassment in a work context

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

²³ Georgian Labor Code, Article 4/7

Attachment 4: Grievance Form

Select the issue the complaint is addressed to	<input type="checkbox"/> Social Assistance <input type="checkbox"/> Unemployment Assistance <input type="checkbox"/> Healthcare Facilities <input type="checkbox"/> Quarantine Facilities <input type="checkbox"/> Rehabilitation of Healthcare Facilities	
Full Name, Surname		
Contact Information Please, fill in how you want to be contacted (post, telephone, e-mail)	<input type="checkbox"/> Post: please indicate your postal address: _____ _____ _____ <input type="checkbox"/> Telephone: _____ <input type="checkbox"/> E-mail: _____	
Preferred contact language	<input type="checkbox"/> Georgian <input type="checkbox"/> English <input type="checkbox"/> Russian	
Description of Grievance/ Claim:	What happened? What you claim? What is the reason of your claim?	
Attachements:		
Signature: _____ Date: _____		

Attachment 5: Poster on SEA/SH

Protection from Sexual Exploitation, Abuse and Sexual Harassment under the Georgia Emergency COVID-19 Response Project

WHAT YOU NEED TO KNOW

If you think you are experiencing **Sexual Exploitation or Abuse or Sexual Harassment** at COVID-19 treatment Health Care Facilities, Quarantine Facilities or during the immunization against COVID-19 contact the Project Implementation Unit at the Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs of Georgia

- ✓ Telephone: +995 511 177 994
- ✓ Confidential E-mail: sea@moh.gov.ge
- ✓ For specialized assistance contact ATIPFUND trust-line: 116006
- ✓ Or National Emergency helpline: 112

If you have been subject to **sexual harassment at the workplace**, at abovementioned facilities, contact the designated Focal Point at your company and/or the PIU

What is Sexual Exploitation and Abuse, and Sexual Harassment?

The term Sexual Exploitation and Abuse (SEA) refers to acts committed by anybody associated with the implementation of the “Georgia Emergency COVID-19 Response project” against project beneficiaries. Sexual harassment, on the other hand, focuses on acts committed by project staff (or anyone associated with the implementation) of the project against co-workers.

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

Sexual Abuse: The actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions

Sexual Harassment: is a conduct of a sexual nature against a person, with the purpose and/or effect of violating the dignity of the person concerned and creating an intimidating, hostile, degrading, humiliating or offensive environment for him/her” (*Georgian Law on Elimination of All Forms of Discrimination, Art. 3²*).

What to expect while reporting sexual misconduct?



- Prompt access to:
 - Information on your rights and available support
 - Referral to the specialized assistance by GBV service provider organizations
 - Referral to the Police for investigation of the incident
- Your complaint will be considered in the independent team established by the Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs of Georgia that will determine whether the project related worker was involved in the incident. Response will be provided to complainant in **5 working days**.
- If found guilty by the law enforcement agencies and the court the perpetrator will be subject to **disciplinary sanctions** by an employer
- The fact of sexual exploitation and abuse is subject to criminal liability of the perpetrator.

We do not tolerate anyone involved in project implementation that brings harm to colleagues or our beneficiaries

Attachment 6: Consent Form for Service Provider and Internal Investigation

CONFIDENTIAL

Consent for Release of Information

This form should be read to the complainant (if other than the alleged survivor) in her/his first language and clearly explained to her/him that she/he has the right to choose between the given options.

I, _____, give my permission to the Ministry of Internally Displaced People from the Occupied Territories, Labor, Health and Social Affairs (MoILHSA) represented by the Project Implementation Unit, to share information about the incident I have reported with the victim assistance service provider organization(s) of my choice, so that I can receive help from them for my safety, health, psychosocial, and/or legal needs.

I understand that the shared information will be treated with confidentiality and respect, and that it will be shared only as needed to provide the assistance I request.

At any point, I have the right to change my mind about sharing information with the designated agency / focal point listed below. I would like information released to the following: (*Tick all that apply*):

Yes No

Police: _____

ATIPFUND _____

Health/Medical Services (specify) _____

Psychological aid (specify): _____

Shelter (specify): _____

Legal Aid (specify): _____

Other (specify type of service and name of agency): _____

1. Authorization to be marked by complainant: Yes No
(or parent/guardian if client is under 18)

Furthermore, I give my permission to share information about the incident I have reported with the Project SEA/SH Commission/Committee to determine if the case relates to the project.

2. Authorization to be marked by complainant: Yes No
(or parent/guardian if client is under 18)

I have been informed and understand that some non-identifiable information may also be shared for reporting. Any information shared will not be specific to me or the incident. There will be no way for someone to identify me based on the information that is shared. I understand that shared information will be treated with confidentiality and respect.

3. Authorization to be marked by complainant: Yes No
(or parent/guardian if client is under 18)

Signature of complainant: _____

Name of caregiver if client is minor: _____

Contact Number: _____

Address: _____

SEA/SH Complaint intake focal Point Code: _____ **Date:** _____

Attachment 7: COVID-19 Prevention Measures

(a) ASSESSING WORKFORCE CHARACTERISTICS

- The Contractor should prepare a detailed profile of the project work force, key work activities, schedule for carrying out such activities, different durations of contract and rotations (e.g. 4 weeks on, 4 weeks off).
- This should include a breakdown of workers who reside at home (i.e. workers from the community), workers who lodge within the local community and workers in on-site accommodation. Where possible, it should also identify workers that may be more at risk from COVID-19, those with underlying health issues or who may be otherwise at risk.
- Consideration should be given to ways in which to minimize movement in and out of site. This could include lengthening the term of existing contracts, to avoid workers returning home to affected areas, or returning to site from affected areas.
- Workers accommodated on site should be required to minimize contact with people near the site, and in certain cases be prohibited from leaving the site for the duration of their contract, so that contact with local communities is avoided.
- Consideration should be given to requiring workers lodging in the local community to move to site accommodation (subject to availability) where they would be subject to the same restrictions.
- Workers from local communities, who return home daily, weekly or monthly, will be more difficult to manage. They should be subject to health checks at entry to the site (as set out above) and at some point, circumstances may make it necessary to require them to either use accommodation on site or not to come to work.

(b) ENTRY/EXIT TO THE WORK SITE AND CHECKS ON COMMENCEMENT OF WORK

Entry/exit to the work site should be controlled and documented for both workers and other parties, including support staff and suppliers. Possible measures may include:

- Establishing a system for controlling entry/exit to the site, securing the boundaries of the site, and establishing designating entry/exit points (if they do not already exist). Entry/exit to the site should be documented.
- Training security staff on the (enhanced) system that has been put in place for securing the site and controlling entry and exit, the behaviors required of them in enforcing such system and any COVID -19 specific considerations.
- Training staff who will be monitoring entry to the site, providing them with the resources they need to document entry of workers, conducting temperature checks and recording details of any worker that is denied entry.
- Confirming that workers are fit for work before they enter the site or start work. While procedures should already be in place for this, special attention should be paid to workers with underlying health issues or who may be otherwise at risk. Consideration should be given to demobilization of staff with underlying health issues.

- Checking and recording temperatures of workers and other people entering the site or requiring self-reporting prior to or on entering the site.
- Providing daily briefings to workers prior to commencing work, focusing on COVID-19 specific considerations including cough etiquette, hand hygiene and distancing measures, using demonstrations and participatory methods.
- During the daily briefings, reminding workers to self-monitor for possible symptoms (fever, cough) and to report to their supervisor or the COVID-19 focal point if they have symptoms or are feeling unwell.
- Preventing a worker from an affected area or who has been in contact with an infected person from returning to the site for 12 days or (if that is not possible) isolating such worker for 12 days.
- Preventing a sick worker from entering the site, referring them to local health facilities if necessary or requiring them to isolate at home for 12 days.

(c) GENERAL HYGIENE

Requirements on general hygiene should be communicated and monitored, to include:

- Training workers and staff on site on the signs and symptoms of COVID-19, how it is spread, how to protect themselves (including regular handwashing and social distancing) and what to do if they or other people have symptoms (for further information see WHO COVID-19 advice for the public).
- Placing posters and signs around the site, with images and text in local languages.
- Ensuring handwashing facilities supplied with soap, disposable paper towels and closed waste bins exist at key places throughout site, including at entrances/exits to work areas; where there is a toilet, canteen or food distribution, or provision of drinking water; in worker accommodation; at waste stations; at stores; and in common spaces. Where handwashing facilities do not exist or are not adequate, arrangements should be made to set them up. Alcohol based sanitizer (if available, 60-95% alcohol) can also be used.
- Review worker accommodations, and assess them in light of the requirements set out in [IFC/EBRD guidance on Workers' Accommodation: processes and standards](#), which provides valuable guidance as to good practice for accommodation.
- Setting aside part of worker accommodation for precautionary self-quarantine as well as more formal isolation of staff who may be infected (see paragraph (f)).

(d) CLEANING AND WASTE DISPOSAL

Conduct regular and thorough cleaning of all site facilities, including offices, accommodation, canteens, common spaces. Review cleaning protocols for key construction equipment (particularly if it is being operated by different workers). This should include:

- Providing cleaning staff with adequate cleaning equipment, materials and disinfectant.
- Review general cleaning systems, training cleaning staff on appropriate cleaning procedures and appropriate frequency in high use or high-risk areas.

- Where it is anticipated that cleaners will be required to clean areas that have been or are suspected to have been contaminated with COVID-19, providing them with appropriate PPE: gowns or aprons, gloves, eye protection (masks, goggles or face screens) and boots or closed work shoes. If appropriate PPE is not available, cleaners should be provided with best available alternatives.
- Training cleaners in proper hygiene (including handwashing) prior to, during and after conducting cleaning activities; how to safely use PPE (where required); in waste control (including for used PPE and cleaning materials).
- Any medical waste produced during the care of ill workers should be collected safely in designated containers or bags and treated and disposed of following relevant requirements (e.g., national, WHO). If open burning and incineration of medical wastes is necessary, this should be for as limited a duration as possible. Waste should be reduced and segregated, so that only the smallest amount of waste is incinerated (for further information [see WHO interim guidance on water, sanitation and waste management for COVID-19](#)).

(e) ADJUSTING WORK PRACTICES

Consider changes to work processes and timings to reduce or minimize contact between workers, recognizing that this is likely to impact the project schedule. Such measures could include:

- Decreasing the size of work teams.
- Limiting the number of workers on site at any one time.
- Changing to a 24-hour work rotation.
- Adapting or redesigning work processes for specific work activities and tasks to enable social distancing, and training workers on these processes.
- Continuing with the usual safety trainings, adding COVID-19 specific considerations. Training should include proper use of normal PPE. While as of the date of this note, general advice is that construction workers do not require COVID-19 specific PPE, this should be kept under review (for further information see [WHO interim guidance on rational use of personal protective equipment \(PPE\) for COVID-19](#)).
- Reviewing work methods to reduce use of construction PPE, in case supplies become scarce or the PPE is needed for medical workers or cleaners. This could include, e.g. trying to reduce the need for dust masks by checking that water sprinkling systems are in good working order and are maintained or reducing the speed limit for haul trucks.
- Arranging (where possible) for work breaks to be taken in outdoor areas within the site.
- Consider changing canteen layouts and phasing mealtimes to allow for social distancing and phasing access to and/or temporarily restricting access to leisure facilities that may exist on site, including gyms.
- At some point, it may be necessary to review the overall project schedule, to assess the extent to which it needs to be adjusted (or work stopped completely) to reflect prudent work practices, potential exposure of both workers and the community and availability of supplies, taking into account Government advice and instructions.

(f) PROJECT MEDICAL SERVICES

Consider whether existing project medical services are adequate, taking into account existing infrastructure (size of clinic/medical post, number of beds, isolation facilities), medical staff, equipment and supplies, procedures and training. Where these are not adequate, consider upgrading services where possible, including:

- Expanding medical infrastructure and preparing areas where patients can be isolated. Guidance on setting up isolation facilities is set out in [WHO interim guidance on considerations for quarantine of individuals in the context of containment for COVID-19](#). Isolation facilities should be located away from worker accommodation and ongoing work activities. Where possible, workers should be provided with a single well-ventilated room (open windows and door). Where this is not possible, isolation facilities should allow at least 1 meter between workers in the same room, separating workers with curtains, if possible. Sick workers should limit their movements, avoiding common areas and facilities and not be allowed visitors until they have been clear of symptoms for 14 days. If they need to use common areas and facilities (e.g. kitchens or canteens), they should only do so when unaffected workers are not present, and the area/facilities should be cleaned prior to and after such use.
- Training medical staff, which should include current WHO advice on COVID-19 and recommendations on the specifics of COVID-19. Where COVID-19 infection is suspected, medical providers on site should follow [WHO interim guidance on infection prevention and control during health care when novel coronavirus \(nCoV\) infection is suspected](#).
- Training medical staff in testing, if testing is available.
- Assessing the current stock of equipment, supplies and medicines on site, and obtaining additional stock, where required and possible. This shall include medical PPE, such as gowns, aprons, medical masks, gloves, and eye protection. Refer to WHO guidance as to what is advised (for further information see [WHO interim guidance on rational use of personal protective equipment \(PPE\) for COVID-19](#)).
- If PPE items are unavailable due to world-wide shortages, medical staff on the project should agree on alternatives and try to procure them. Alternatives that may commonly be found on construction sites include dust masks, construction gloves and eye goggles. While these items are not recommended, they should be used as a last resort if no medical PPE is available.
- Ventilators will not normally be available on work sites, and in any event, intubation should only be conducted by experienced medical staff. If a worker is extremely ill and unable to breathe properly on his or her own, they should be referred immediately to the local hospital (see (g) below).
- Review existing methods for dealing with medical waste, including systems for storage and disposal (for further information see [WHO interim guidance on water, sanitation and waste management for COVID-19](#), and [WHO guidance on safe management of wastes from health-care activities](#)).

(g) LOCAL MEDICAL AND OTHER SERVICES

Given the limited scope of project medical services, the project may need to refer sick workers to local medical services. Preparation for this includes:

- Obtaining information as to the resources and capacity of local medical services (e.g. number of beds, availability of trained staff and essential supplies).
- Conducting preliminary discussions with specific medical facilities, to agree what should be done in the event of ill workers needing to be referred.
- Considering ways in which the project may be able to support local medical services in preparing for members of the community becoming ill, recognizing that the elderly or those with pre-existing medical conditions require additional support to access appropriate treatment if they become ill.
- Clarifying the way in which an ill worker will be transported to the medical facility and checking availability of such transportation.
- Establishing an agreed protocol for communications with local emergency/medical services.
- Agreeing with the local medical services/specific medical facilities the scope of services to be provided, the procedure for in-take of patients and (where relevant) any costs or payments that may be involved.
- Develop procedure for the measures to be taken if a worker infected with COVID-19 dies.

While normal project procedures will continue to apply, COVID-19 may raise other issues because of the infectious nature of the disease. The project should liaise with the relevant local authorities to coordinate what should be done, including any reporting or other requirements under national law.

(h) INSTANCES OR SPREAD OF THE VIRUS

WHO provides detailed advice on what should be done to treat a person who becomes sick or displays symptoms that could be associated with the COVID-19 virus (for further information see [WHO interim guidance on infection prevention and control during health care when novel coronavirus \(nCoV\) infection is suspected](#)). The project should set out risk-based procedures to be followed, with differentiated approaches based on case severity (mild, moderate, severe, critical) and risk factors (such as age, hypertension, diabetes) (for further information see [WHO interim guidance on operational considerations for case management of COVID-19 in health facility and community](#)). These may include the following:

- If a worker has symptoms of COVID-19 (e.g. fever, dry cough, fatigue) the worker should be removed immediately from work activities and isolated on site.
- If testing is available on site, the worker should be tested on site. If a test is not available at site, the worker should be transported to the local health facilities to be tested (if testing is available).
- If the test is positive for COVID-19 or no testing is available, the worker should continue to be isolated.
- Extensive cleaning procedures with high-alcohol content disinfectant should be undertaken in the area where the worker was present, prior to any further work being undertaken in that area. Tools used by the worker should be cleaned using disinfectant and PPE disposed of.

- Co-workers (i.e. workers with whom the sick worker was in close contact) should be required to stop work, and be required to quarantine themselves for 14 days, even if they have no symptoms.
- Family and other close contacts of the worker should be required to quarantine themselves for 14 days, even if they have no symptoms.
- If a case of COVID-19 is confirmed in a worker on the site, visitors should be restricted from entering the site and worker groups should be isolated from each other as much as possible.
- If workers live at home and has a family member who has a confirmed or suspected case of COVID-19, the worker should quarantine themselves and not be allowed on the project site for 14 days, even if they have no symptoms.
- Workers should continue to be paid throughout periods of illness, isolation or quarantine, or if they are required to stop work, in accordance with national law.
- Medical care (whether on site or in a local hospital or clinic) required by a worker should be paid for by the employer.

(i) CONTINUITY OF SUPPLIES AND PROJECT ACTIVITIES

Where COVID-19 occurs, either in the project site or the community, access to the project site may be restricted, and movement of supplies may be affected.

- Identify back-up individuals, in case key people within the project management team (PIU, Supervising Engineer, Contractor, sub-contractors) become ill, and communicate who these are so that people are aware of the arrangements that have been put in place.
- Document procedures, so that people know what they are, and are not reliant on one person's knowledge.
- Understand the supply chain for necessary supplies of energy, water, food, medical supplies and cleaning equipment, consider how it could be impacted, and what alternatives are available. Early pro-active review of international, regional and national supply chains, especially for those supplies that are critical for the project, is important (e.g. fuel, food, medical, cleaning and other essential supplies). Planning for a 1-2 months interruption of critical goods may be appropriate for projects in more remote areas.
- Place orders for/procure critical supplies. If not available, consider alternatives (where feasible).
- Consider existing security arrangements, and whether these will be adequate in the event of interruption to normal project operations.
- Consider at what point it may become necessary for the project to significantly reduce activities or to stop work completely, and what should be done to prepare for this, and to re-start work when it becomes possible or feasible.

(j) TRAINING AND COMMUNICATION WITH WORKERS

Workers need to be provided with regular opportunities to understand their situation, and how they can best protect themselves, their families and the community. They should be made aware of the

procedures that have been put in place by the project, and their own responsibilities in implementing them.

- It is important to be aware that in communities close to the site and amongst workers without access to project management, social media is likely to be a major source of information. This raises the importance of regular information and engagement with workers (e.g. through training, town halls, toolboxes) that emphasizes what management is doing to deal with the risks of COVID-19. Allaying fear is an important aspect of work force peace of mind and business continuity. Workers should be given an opportunity to ask questions, express their concerns, and make suggestions.
- Training of workers should be conducted regularly, as discussed in the sections above, providing workers with a clear understanding of how they are expected to behave and carry out their work duties.
- Training should address issues of discrimination or prejudice if a worker becomes ill and provide an understanding of the trajectory of the virus, where workers return to work.
- Training should cover all issues that would normally be required on the work site, including use of safety procedures, use of construction PPE, occupational health and safety issues, and code of conduct, taking into account that work practices may have been adjusted.
- Communications should be clear, based on fact and designed to be easily understood by workers, for example by displaying posters on handwashing and social distancing, and what to do if a worker displays symptoms.

(k) COMMUNICATION AND CONTACT WITH THE COMMUNITY

Relations with the community should be carefully managed, with a focus on measures that are being implemented to safeguard both workers and the community. The community may be concerned about the presence of non-local workers, or the risks posed to the community by local workers presence on the project site. The project should set out risk-based procedures to be followed, which may reflect WHO guidance (for further information see [WHO Risk Communication and Community Engagement \(RCCE\) Action Plan Guidance COVID-19 Preparedness and Response](#)). The following good practice should be considered:

- Communications should be clear, regular, based on fact and designed to be easily understood by community members.
- Communications should utilize available means. In most cases, face-to-face meetings with the community or community representatives will not be possible. Other forms of communication should be used; posters, pamphlets, radio, text message, electronic meetings. The means used should take into account the ability of different members of the community to access them, to make sure that communication reaches these groups.
- The community should be made aware of procedures put in place at site to address issues related to COVID-19. This should include all measures being implemented to limit or prohibit contact between workers and the community. These need to be communicated clearly, as some measures will have financial implications for the community (e.g. if workers are paying for lodging or using local facilities). The community should be made aware of the procedure for

entry/exit to the site, the training being given to workers and the procedure that will be followed by the project if a worker becomes sick.

- If project representatives, contractors or workers are interacting with the community, they should practice social distancing and follow other COVID-19 guidance issued by relevant authorities, both national and international (e.g. WHO).

Attachment 8: Monthly Field Environmental and Social Monitoring Checklist

Site location (name of healthcare facility and its address)					
Name of civil works contractor					
Name of PIU monitor visiting the site					
Date of site visit					
Status of civil works (briefly describe types of works underway in the report period)					
Number of contracted workers on site during the report period					
Number of workers grievances received in reporting period / number of open workers grievances at the moment /number of workers closed grievances at the moment					
Number of community grievances received in reporting period/number of open community grievances at the moment/number of closed community grievances at the moment					
Documents and activities to be examined	Status				Comments
	Yes	Partially	No	N/A	
Contractor holds license for extraction of natural construction materials					
Contractor holds permit for operating concrete/asphalt plant					
Contractor holds agreement for final disposal of construction waste					
Contractor holds agreement with service provider for removal of household waste from site					
Work site is fenced, and adequate warning signs installed					

Works do not impede pedestrian access and motor traffic, or temporary alternative access is provided					
Working hours are observed					
Works to not disrupt or cause nuisance to operation of the healthcare facility within which they are undertaken					
Construction machinery and equipment is in standard technical condition (no excessive exhaust and noise, no leakage of fuels and lubricants)					
Construction materials and waste are transported under the covered hood					
Adequate dust control measures are applied					
Contractor's camp or work base is fenced; sites for temporary storage of waste and for vehicle/equipment servicing are designated					
Contractor's camp is supplied with water and sanitation is provided					
Contractor's camp or work base is equipped with first medical aid and fire-fighting kits					
Workers wear uniforms and protective gear adequate for technological processes (gloves, helmets, respirators, eyeglasses, etc.)					
Construction waste is being disposed exclusively in the designated locations					
Upon completion of physical activity on site, the site and contractor's camp/base cleared of any remaining left-over from works and harmonized with surrounding landscape					
All contracted workers have an employment contract or engagement agreement in writing					
All contracted workers are paid at least once a month					

No contracted workers worked over 8 hours a day, 40 hours a week without an overtime pay					
All contracted workers had a regular daily and weekly rest					
OHS-related training program conducted for contracted workers within the report period.					
Contracted workers involved in accidents at work resulting in injuries or fatalities.					
Contracted workers reported on cases of discrimination, harassment, sexual harassment or non-compliance with law					
Medical facility within which works are being undertaken holds ICWMP satisfactory to the World Bank					
Physical items (equipment, devices, containers, supplies, tec.) required for the implementation of ICWMP are in place at the medical facility					
Based on the evidence present at the medical facility by the time of monitoring visit, ICWMP is being implemented at the medical facility					

Attachment 9: Minutes of Stakeholder Consultation on the Draft ESMP

Project	Georgia Emergency COVID-19 Response Project
Sub-projects (SPs)	1. Infrastructure Rehabilitation for Kutaisi Regional Division of LELP Emergency Situations Coordination and Urgent Assistance Center 2. Infrastructure Rehabilitation for Kutaisi O. Chkhobadze Multidisciplinary Clinic of Regional Healthcare Center LLC
Topic	Review of the draft Environmental and Social Management Plans (ESMPs) of the Sub-project
Time and Date	15:00-16:00, November 17, 2021
Location	MoILHSA Meeting Room F8, #144 A. Tsereteli Av. 0159 Tbilisi
Meeting Format	Online, Webex: https://mohge.webex.com/mohge/j.php?MTID=m2c21227fd3e8b0fce5bffc4de537557e
Invitees	The invitations were sent to main stakeholders, including the beneficiary healthcare facilities, departments of MoILHSA, agencies subordinated to MoILHSA, Construction Supervision Engineer hired by PIU. The link and other details of the Webex meeting were disclosed in announcement of public consultation meeting on MoILHSA official website
Materials:	Power Point (PP) of ESMPs
Attendees:	<u>Representatives of:</u> <ul style="list-style-type: none"> • PIU • Regional Healthcare Center LLC • LELP Emergency Situations Coordination and Urgent Assistance Center • Industria LLC (Supervision Engineer)
Presenters:	<ul style="list-style-type: none"> • Ms. Nino Kvernadze, Project Manager, PIU • Mr. Giorgi Kobaladze, Environmental Standards Consultant, PIU • Ms. Nino Patarashvili, Social Standards Consultant, PIU

Minutes of Meeting:

Nino Kvernadze opened the meeting and overviewed objectives of the meeting, She discussed importance of the rehabilitation activities of the HCFs envisaged by the SPs. She informed participants briefly, that the project is being implemented with WB support and accordingly, documents subject to the public consultations are developed and information disclosure and public engagement procedures are planned and implemented according to the Bank's requirements. She explained the objectives and the scope of the SPs, and importance of environmental and social management of the projects during planning, implementation and operation phases.

Giorgi Kobaladze presented information about environmental and social risks of the SPs and key types of risks associated to the rehabilitation activities. He briefly explained the nature of ESMPs and ESS instruments applicable to the project, also requirements of local environmental legislations, regulations and requirements. Within the presentation, he briefed main environmental and social risks that may arise during implementation of the rehabilitation and discussed mitigation measures, which will be applied to avoid and mitigates expected impacts.

Nino Patarashvili made an overview of responsibilities for management of social aspects related to the SPs implementation. The presentation involved following topics:

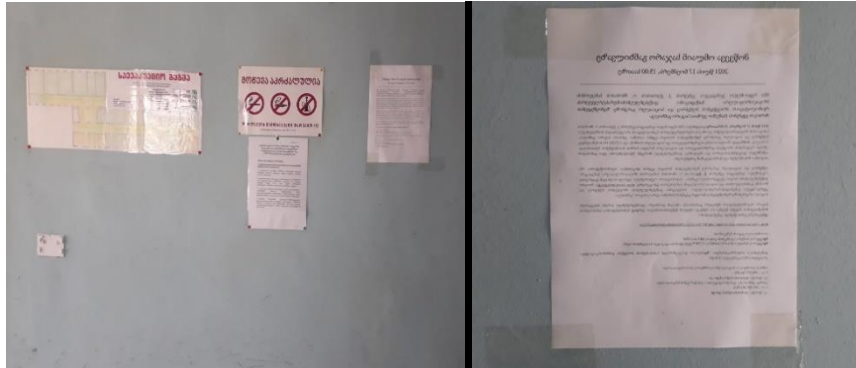
- Expected impact on the social environment and their mitigation measures
- Project working conditions management procedures, requirements of LMP and importance of Code of Conduct
- GRM: internal and external
- Risks of sexual exploitation, violence and sexual harassment during project implementation and measures to avoid them.
- Complaints on Sexual Exploitation, Violence and Sexual Harassment and their management.
- Parties involved in the implementation of ESMPs and reporting responsibilities

After the presentation, participants were given time for questions and comments

Questions / Comments	Answers
When will the Project start?	The designs and tender documents are already completed and prepared for tendering. After ESMPs finalizations, as they should be included in the bidding documents, the tenders for rehabilitation works will be announced and competitive contractor selected that will require approximately 2 months.
Numeration of the buildings intending to rehabilitate within RHC LLC project is not correct	Noted. Will be corrected in final version of ESMP.

At the end of the meeting, participants were told that ESMPs after finalization and WB approval would be posted and publicly available on the MoILHSA web page.

Annex 1 to the Minutes of Consultation: Photo illustration of advertisements made on the upcoming meeting posted in the Project beneficiary healthcare facilities



Annex 2 to the Minutes of Consultation: Photo illustrations of the virtual meeting

