

HSSP PBF - DENNERY HOSPITAL RENOVATION WORKS

Environmental and Social Code of Practice (ESCoP)



Saint Lucia Health System Strengthening Project
(P166783)

September 2024

Acronyms and Abbreviations

CARPHA	Caribbean Public Health Agency
CERC	Contingent Emergency Response Component
C-ESMP	Contractor's Environmental and Social Management Plan
CoC	Code of Conduct
EHD	Environmental Health Department
EHS	Environment, Health and Safety Guideline
EPHS	Essential Package of Health Services
ESMF	Environmental and Social Management Framework
ESCoP	Environmental and Social Code of Practice
ESCoP	Environmental and Social Management Plan
ESHS	Environmental Social Health and Safety
E&S	Environmental and Social
GBV	Gender Based Violence
GCC	General Contract Condition
GM	Grievance Mechanism
GoSL	Government of St. Lucia
H&S	Health and Safety
HSSP	Health System Strengthening Project
MoHW PIU	Ministry of Health Wellness Project Implementation Unit
OSH	Occupational Safety and Health
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment
SLSWMA	St. Lucia Solid Waste Management Authority
PBF	Performance Based Financing
PIU	Project Implementation Unit
PPD	Physical Planning Department
PPE	Personal Protective Equipment
RSLPF	Royal St. Lucia Police Force
SH	Sexual Harassment
SEA	Sexual Abuse and Exploitation
TOR	Terms of Reference
USD	United States Dollars
WBG	World Bank Group

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1.0 Background

The Health System Strengthening Project (HSSP) is one of the most recent initiatives forged out of a partnership with the Government of Saint Lucia and the World Bank Group. The aim of the project is to improve the accessibility, efficiency, and responsiveness of healthcare delivery in Saint Lucia to its population. Improvement of the island's healthcare sector has been a long-standing priority for the Government of Saint Lucia (GoSL), however the high prevalence of non-communicable diseases coupled with the continuing threat of highly infectious diseases such as Coronavirus (COVID-19) and dengue have highlighted the demand for a heightened momentum to this commitment.

Within the HSSP there is a focus on four (4) major components which are as follows: Design and Implementation of an Essential Package of Health Services (EPHS); Strengthening of the Health sector's service delivery in support of the essential Package of Health Services (EPHS); Institutional Capacity building, Project Management and Coordination; and Contingent Emergency Response Component (CERC).

The first phase of HSSP implementation comprises the component of the Design and Implementation of the Essential Package of Health Services.

The aim of the second component is to strengthen the healthcare service delivery in support of the Essential Package of Health Services. The improvement of healthcare service delivery will be facilitated by the implementation of a Performance-Based Financing (PBF) system, the strengthening of the supply of healthcare services, and the improvement of public health emergency preparedness and response. To further execute the second component, steps will be taken to strengthen the supply of services at the primary health facilities and build capacity of the staff within the Department of Health and Wellness. The HSSP will support the Ministry of Health & Wellness (MoHW) in identifying and addressing gaps in service provision inclusive of infrastructure, equipment, supplies and training of the healthcare sector workers and health facilities to ensure the necessary conditions and skills to provide the services.

The HSSP is managed by a stand-alone Project Implementation Unit (PIU), located within the Ministry of Health and Wellness. The PIU is responsible for the execution of the project components which includes oversight of refurbishment projects, compliance with local safeguards and local permit requirements during refurbishments/rehabilitations.

2.0 Introduction

The HSSP will be financed under Component 2, Strengthening of the Health sector's service delivery in support of the essential Package of Health Services (EPHS). The environmental and social impacts related to these renovation works are expected to be minor, temporary, localized and readily managed by industry standard and typical mitigation measures. Negative impacts expected during renovation are related to: air pollution caused by dust generated from cleaning of the old walls; noise; construction traffic movements; pollution from construction waste; working in confined spaces at height, and with electrical circuits; and undertaking the construction works within an operational hospital. Reflecting the nature and small scale of the proposed renovation work under the project, this Environmental and Social Codes of Practice (ESCoPs) describes the mitigation measures to be applied by the contractor to ensure that the environmental, social and health and safety risks are minimized. The

mitigation measures are identified by reference to the General Conditions of Contract (GCC) of the World Bank's Small Works Standard Procurement Document that will be used to procure the Contractor undertaking the works. Where necessary, the ESCOP identifies E&S Specifications that are to be added to the procurement document to supplement the GCC, and ESCOPs that set out the detailed actions that the Works Contractor must undertake to deliver works to the agreed standard.

2.1 Purpose of the ESCOP

This ESCOP describe the avoidance, mitigation and/or management measures need to address the potential adverse E&S risks and impacts associated with activities during the renovation of the Dennerly Hospital, clearly identifying where the provisions of the Standard Procurement Document are adequate or where addition E&S Specifications are needed. Where delivery of good environmental, social, and health and safety practices require specific actions to be taken by the contractor, these have been described in sufficient detail for the Contractor to be able to implement without further planning.

This ESCoP therefore not only identifies the potential risks and impacts that may arise from the hospital refurbishment works, but also indicates what controls need to be integrated into the procurement process to ensure that the Contractor delivers the works in compliance with project requirements.

3.0 Scope of Refurbishment Works

The works are mainly minor rehabilitation works to include:

- (i) Repair of perimeter fence and replacement of gate
- (ii) Treatment and repair of burglar bars
- (iii) Construction of a sterilization room
- (iv) Demolition of old water tank and carting away of waste
- (v) Preparation of concrete tank base as new water tank base
- (vi) Repairing of sewer manholes
- (vii) Repairing septic tank (Replacement of upper slabs) and replumb tank to manholes
- (viii) Construction of new soakaway
- (ix) Repairing damaged rainwater guttering
- (x) Replacement of all waste water pipes
- (xi) Replumbing 4 waste water tanks and installation of water pump
- (xii) Assessment and repairing of generator and the addition of surge protectors to ATS
- (xiii) Installing smoke detectors in all rooms
- (xiv) Repairing and repainting wooden railings
- (xv) Installation of one metal back door
- (xvi) Installation of Emergency drop off sign
- (xvii) Fabrication of waiting benches
- (xviii) Termite and rodent treatment
- (xix) Pressure washing of external concrete surfaces, water tanks and generators.

4.0 Applicable National Environmental Policy and Legal framework

The Physical Planning and Development Act (No. 29 of 2001) Revised 2021, makes provisions for the development of land, the assessment of the environmental impacts of development, the grant of permission to develop land and for other powers to regulate the use of land, and for related matters in Saint Lucia. The objects and purpose of the Act of is to maintain and improve the standard of building construction so as to secure human health and safety. Section 17 Subsection (1) (a) Uses and Operations Constituting and not Constituting Development, states that: the carrying out of works for the maintenance, improvement or other alteration of any building, if the works affect only the interior of the building or do not materially affect the external appearance of the building shall not be deemed for the purposes of this Act to involve the development of land and therefore does not require planning permission or Development Control Authority (DCA) approval. Given the small scale of the project works, and the nature of the works planning permission and DCA approval are not required. Nevertheless, all pertinent regulations for the protection of the environment and the safety of workers, including the Labour Code and applicable regulations will be adhered to during the construction activity.

5.0 World Bank Safeguard Policies Triggered

OP/BP 4.01 Environmental Assessment is triggered for this project. There are likely to be some concerns relating to inconvenience or nuisance (e.g., dust, noise, and construction waste) to surrounding areas during construction. These potential impacts are regarded as minor, site-specific, and reversible in nature, and for which mitigation measures can be readily identified. Given the small scale and nature of these rehabilitation works it is considered appropriate to prepare an ESCoP to address any potential adverse environmental and social impacts. No other environmental safeguard policies are triggered. Specifically, OP/BP 4.04 Natural Habitats is not triggered since civil works will occur at existing facilities, and as such will not cause any degradation of natural habitats. Similarly, the project will not degrade critical forest areas as defined under OP/BP 4.36 Forests. While the project will involve procurement and use of pesticides, OP 4.09 Pest Management was not triggered because the project Environmental and Social Management Framework (ESMF) specifies that only licensed, registered service providers will be used for termite and rodent treatment, for which a specification has been developed. No significant impacts on physical cultural resources are anticipated as defined under OP/BP 4.11 Physical Cultural Resources.

6.0 Site Specific Potential Environmental Risks and Impacts

The project will undertake the renovation of the existing Dennery Hospital. The Dennery Hospital is located in a central location in the district of Dennery on the eastern coast of the island serving residents of Dennery Village and neighbouring communities. Dennery has an estimated population of 12,599 (2010 Census) with approximately one quarter of the population residing in the village. The Hospital's operational hours are 6:00 am to 12:00 pm and the services include, emergency care, health clinics, dental, and pharmacy services. It is anticipated that the Hospital will continue operations during the works consequently, internal

construction activities will be undertaken mainly at night, but external activities a safe distance from the main Hospital thoroughfares can be scheduled during the day.

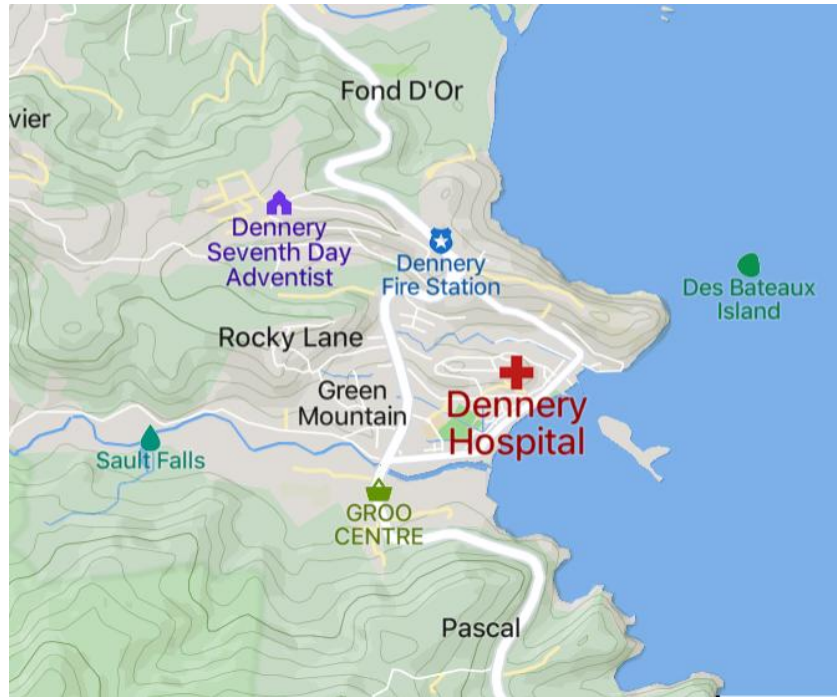
The potential environmental and social impacts associated with civil works at the facility may include:

- impacts to contractors' personnel health and safety;
- Impacts on community health and safety particularly for patients and staff of the facility as works will be ongoing while the facility remains operational;
- issues arising from air pollution caused by dust and other air emissions;
- noise and vibration generated by construction equipment and trucks;
- damage caused by concrete wash water / pressure washing runoff and earth works;
- risks associated with the lack of and inconsistent use of personal protective equipment (PPE) by the contractor's personnel;
- hazards related to construction traffic;
- hazards from construction waste generation and disposal;
- risks associated with handling hazardous materials such as paints, fuels, oils, and pesticides;
- hazards from handling biomedical waste;
- unearthing items of historical or archaeological significance;
- personnel involved in construction activities will be exposed to typical risks associated with undertaking construction activities including the chance of injury from falls, burns, abrasions and electrocution and becoming adversely affected by exposure to chemicals and strong chemical odours;
- exposure to infectious / communicable diseases;
- disturbance to the normal operations of the hospital;
- workplace discrimination.

It is anticipated that the potential negative environmental and social impacts will be minor, short-term and site-specific. These risks will be mitigated mainly through construction worker training and site management procedures. In the event of an onsite incident, investigation and response plans will be executed to mitigate their impact on individuals and on the wider community.

The fact that work will be ongoing while the hospital is still operational may pose further social and environmental risks which will require close monitoring of the ongoing works to identify areas requiring immediate remedial actions, to protect the health and safety of the patients and staff of the facility.

The positive impacts of this activity are expected to be, better public health outcomes as a result of an improved healthcare facility in the medium- long term, and in the short term increased economic activity related to the renovation works being undertaken at the wellness centre. This may include the employment of persons from the community and increased revenue for truckers and other service providers.



Location of the Dennery Hospital



6.1 Mitigation of the Associated Risks

The identified risks are readily manageable through standard operating procedures and good construction practices and the mitigation measures, monitoring and supervision responsibilities will be included in the contracts for the works.

Taking into consideration the type, location, sensitivity and scale of the planned works and the characteristics and size of potential impacts, preparation of the ESCoP is considered the most appropriate environmental safeguard instrument for this project. In preparing the ESCoP, references were made to applicable national environmental legal framework, World Bank

operational policies and procedures, the project ESMF,¹ World Bank Group Environment Health and Safety Guidelines (EHSGs), and local construction guidelines.²

Rigorous application of the ESCoP will ensure that any adverse impacts caused by the works are avoided or minimized. Contractor specifications will address environmental issues, including construction dust and noise control, waste management and disposal, site management, and occupational and community health and safety measures covered in the ESCoP. These contractor specifications will be included in contractor bidding documents and/or in guidance provided by the Engineer to the contractor carrying out the works. Compliance is to be monitored throughout construction and the responsibilities, as detailed below, along with the corresponding General Contract Conditions (GCCs) to which the contractor must adhere.

¹ The project ESMF can be found at the following website:

<https://documents.worldbank.org/en/publication/documents-reports/documentdetail/217921528453817811/environmental-and-social-management-framework>

² The relevant EHSGs can be found at the following websites:

<https://documents1.worldbank.org/curated/en/157871484635724258/pdf/112110-WP-Final-General-EHS-Guidelines.pdf> and

<https://documents1.worldbank.org/curated/en/118311496115696454/pdf/115328-WP-ENGLISH-Health-Care-Facilities-PUBLIC.pdf>

6.2 Table of Impacts & Mitigation Measures

Table 6.2 Construction Phase Impacts and Mitigation Measures

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
Environmental Quality Control	Dust / air quality Moderate	<ul style="list-style-type: none"> – Keep roads and paths free of debris to minimize dust. – Cover construction materials storage areas. – Suppress dust around construction site through regular water spraying and/or installation of dust screen enclosures. – Do not permit open burning of construction and other waste materials on site. – Regularly maintain construction vehicles and machinery to minimize air emissions. – Discourage excessive idling of construction vehicles on site. – Cover materials while being moved in construction vehicles off site. 	Throughout Construction	Contractor	PIU	<i>GCC 18.3 (b)</i> covers this requirement.
	Noise	<ul style="list-style-type: none"> – Choose construction machinery and equipment with low noise levels if utilizing. – During operations generators, air compressors and other powered mechanical equipment should be shielded, and equipment placed as far away from residential areas as possible. – Regularly maintain construction vehicles and machinery to avoid noise emissions. – Minimize construction vehicle speeds and use of 	Throughout Construction	Contractor	PIU	<p><i>GCC 18.3 Protection of the environment</i></p> <p><i>(a) The Contractor shall take all necessary measures to: protect the environment (both on and off the Site); and</i></p> <p><i>(b) limit damage and nuisance to people and property resulting from pollution, noise and other results of the Contractor’s operations and/or activities.</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
		horns especially at night.				
	Water Pollution and Liquid Waste Management	<ul style="list-style-type: none"> – Construction-related liquid wastes must not be allowed to accumulate on or off-site, and flow uncontrollably off the site. – Runoff control measures such as hay bales and/or silt fences must be utilized to prevent damage to the ground from waste water, concrete wash water/ pressure washing runoff 	Throughout Construction	Contractor	PIU	<i>GCC 18.3 covers this requirement.</i>
	Sanitary facilities during construction	<ul style="list-style-type: none"> – Construction sites must be equipped with a toilet for workers. 	Throughout Construction	Contractor	PIU	<i>18.2 and 18.3 covers this requirement. As the renovation works will be undertaken while the hospital remains operational, separate toilets for the workers may not be required, however, a specification will be included to ensure that the Contractor maintains any washrooms utilized by staff in a safe and sanitary condition, to not disrupt the hospital's operations</i>
	Solid Waste Management During Construction	<ul style="list-style-type: none"> – Construction wastes should be separated into general refuse, organic, liquid and chemical wastes by on-site sorting and stored in appropriate containers. – Contractors should minimize waste generation. – Construction waste should be collected and disposed properly off site to the approved landfill. – Records of waste disposal should be maintained as proof of proper management. – Whenever feasible contractors should reuse and recycle appropriate and viable materials. 	Throughout Construction	Contractor	PIU	<i>GCC18.3 – Protection of the environment covers this requirement.</i>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
Safety and Security	<p data-bbox="405 472 604 529">Traffic and Pedestrian Safety</p> <p data-bbox="405 1312 559 1369">Access Management</p>	<ul style="list-style-type: none"> <li data-bbox="631 472 1239 586">– Contractors should put in place a traffic management system and conduct worker training to ensure safe public passage and to minimize traffic disruption by construction vehicles. <li data-bbox="631 594 1239 716">– Where reasonably practicable all loading and unloading of construction vehicles should be within the site boundary. No parking or stockpiling of materials will be allowed along the public roadway. <li data-bbox="631 724 1239 846">– No materials shall be stored so that they encroach on, or in any way adversely affect operation of, sections of roadway which are in use by the public or result in siltation or blockage of drains. <li data-bbox="631 854 1239 911">– Deliveries and collections should be scheduled to coincide with normal working hours. <li data-bbox="631 919 1239 1000">– Access to and from construction sites should be organized to allow vehicles to enter and leave the site in a forward gear. <li data-bbox="631 1008 1239 1065">– Adequate lighting must be provided onsite particularly if work is to proceed after hours. <li data-bbox="631 1073 1239 1097">– Installation of proper signage and instructions. <li data-bbox="631 1105 1239 1162">– Onsite personnel should wear high-visibility clothes and reflective vests. <li data-bbox="631 1170 1239 1252">– Compliance with all guidelines and protocols established by the Department of Transport and Royal St. Lucia Police Force (RSLPF). <li data-bbox="631 1292 1239 1349">– Construction sites should be fully enclosed to protect the public and deter unauthorized entry. <li data-bbox="631 1357 1239 1406">– Temporary safety fences should be appropriately high above ground level. 	Throughout Construction	Contractor	PIU	<p data-bbox="1897 472 2427 570"><i>GCC 9.3 sets out the requirement for the contractor to put in place everything necessary for safe use of roads.</i></p> <p data-bbox="1897 659 2427 781"><i>The bidding document and contract will reference and/or incorporate the ESHS Specifications annexed to this ESCOP document, to which the Contractor will be bound.</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
		<ul style="list-style-type: none"> – When necessary, a gate marshal should be deployed to ensure the safety of pedestrians using adjacent public footpaths. – Working hours should be adjusted to take into account local traffic patterns, avoiding major transport activities during busy periods. – Contractors should ensure safe and continuous access to the hospital and residences. 				
Occupational and Community Health and Safety	Worker safety	<p>The bidding document and contract will require that the content of the Health and Safety Manual as required by the GCC shall only be the ESHS Specifications annexed to this ESCOP document, unless otherwise instructed by the Supervising Engineer. In addition:</p> <ul style="list-style-type: none"> – Skilled personnel should be engaged. – Appropriate sign-posting of construction sites should inform workers of rules and regulations to be followed. – Occupational health and safety training should be conducted regularly and reinforced by supervisory staff at construction sites. – Workers’ PPE should comply with industry good practice (i.e., always hard hats and safety shoes, and as needed protective masks, safety glasses, hearing protection, and harnesses). – Contractors should adopt low noise equipment and reduce mechanical noise at construction sites. – All staff on site will receive training on reducing the risk of slippage and falls. 	Throughout Construction	Contractor	PIU	<p><i>GCC 18.2 – sets out the safety requirements that the contractor will comply with. GCC 18.1, 9.4.2, 30.3 and 30.4 and contract Appendix B (Environmental and Social (E&S) Metrics for Progress Reports) are also applicable.</i></p> <p><i>As per GCC 9,1 qualified personnel must be engaged.</i></p> <p><i>As a minimum the Contractor will ensure that all workers participate in the general induction: General Induction for Construction Workers: Safety, Health and the Environment to be found here, https://www.wbgkggtf.org/node/3823 shall be provided as training to all Contractor’s Personnel. Each Contractor’s Personnel shall receive the general induction prior to their start of any Works activity on site, and at least midway through the work period.</i></p> <p><i>Records of the general induction training provided shall be kept. The record shall include a</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
	<p>Slippage and Falling, Working at Heights</p> <p>Working with Hazardous Substances</p>	<ul style="list-style-type: none"> – Personnel will be required to wear appropriate PPE at all times. – Scaffolding and harnesses will be utilized for working at heights. – Staff are to be provided with adequate PPE and training for interactions with medical waste, fuels and other hazardous materials, including pesticides. 				<p><i>copy of the induction given and as a minimum the following details:</i></p> <ul style="list-style-type: none"> • <i>Name and signature (or mark) of trainee</i> • <i>Employer/ organization they work for</i> <i>Date of induction training attended</i> <p><i>ESHS Specification No. 3 requires the Contractor to perform measures to handle specific risks associated with the performance of tasks at heights.</i></p> <p><i>ESHS Specification No. 2 requires the Contractor to follow measures to handle specific risks associated with the performance of tasks particularly tasks which may involve the handling of hazardous wastes. The specification also mandates that the Contractor adhere to National, Regional and International regulations regarding the use of pesticides and not use banned or prohibited pesticides during the works as well as to purchase pesticides from an approved supplier and use a registered licensed pest control service company.</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
	<p>Exposure to VOCs</p> <p>Exposure to infectious / communicable diseases</p> <p>Working with Biomedical Waste</p>	<p>Painting and the use of chemicals with strong odours can have an adverse effect on the construction team and users of the facility. The following are therefore required:</p> <ul style="list-style-type: none"> - Proper Use of PPE - Scheduling painting for periods when the facility will be closed - Use of water-based paints where possible <p>Although COVID-19 is no longer a public health emergency, staff may also encounter other workers onsite who may present with infectious diseases including those of a respiratory nature. Accordingly:</p> <ul style="list-style-type: none"> – The Contractor must ensure that persons presenting with symptoms of respiratory illness should remain off the project site until they recover. – Alternatively based on the recommendation of the worker’s healthcare provider, the worker may be allowed to work onsite while maintaining strict social distancing and wearing appropriate PPE. <p>Onsite staff may encounter medical waste during renovation. In such cases:</p> <ul style="list-style-type: none"> – The Contractor will follow the National Guidelines 				<p><i>GCC 18.2 – sets out the safety requirements that the contractor will comply with.</i></p> <p><i>GCC 18.3 protection of the environment is also relevant</i></p> <p><i>A specification will be included to ensure that paints and other chemicals with strong odours are utilised outside of the hospital’s operating hours.</i></p> <p><i>GCC 18.2 is relevant</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
		<p>for the handling and disposal of bio- medical waste</p> <ul style="list-style-type: none"> – The contractor will provide employees with adequate PPE and training for interactions with medical waste and other hazardous materials. 				
	Security of public	<p>The use of signage to inform the public of the ongoing works. The sign should include relevant information on the contractor, client, funding agency and the timeframe.</p> <p>The use of lights, guards, fencing etc. for protection of the works and for the safety and convenience of the public.</p> <ul style="list-style-type: none"> – The contractor should procure the requisite insurances. – Undertake a public awareness campaign to inform the public of the works and the need to be vigilant and to adhere to security measures that are in place at the site. – Publicize the grievance mechanism at stakeholder engagements and during the public awareness campaign. 				<p><i>GCC 18.2 and 29 set out the safety requirements that the contractor will comply with.</i></p> <p><i>The bidding document and contract will reference and/or incorporate the ESHS Specifications annexed to this ESCOP document, to which the Contractor will be bound.</i></p> <p><i>The PIU will undertake the communication with the public.</i></p>
	Risk of Social Conflict with the Contractor's personnel and the wider public.	<ul style="list-style-type: none"> – Any conflict between the onsite personnel and members of the public should be reported to the PIU and the relevant authorities. – The Contractor should assign responsibility for dealing with complaints from the general public to the site foreman or supervisor. Reports will also be 	Throughout Construction	Contractor	PIU	<p><i>GCC 9.4.1 and contract Appendix C cover this requirement.</i></p> <p><i>The COC in section IV (bidding Forms) will apply.</i></p>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
	Stakeholder Engagement	<p>accepted during consultations with stakeholders and the wider public.</p> <ul style="list-style-type: none"> – The Contractor should establish a Grievance Redress Mechanism (GRM) for the communities and workers which sets out the relevant dates, details of the complainant, the nature of the complaint, action taken, and other relevant details. – The contractor should take appropriate measures to ensure protection against discrimination. – The Contractor will maintain a CoC for all personnel, including the sub-contractors for site activities. The CoC will form part of the workers’ and sub-contractor contracts. Worker training shall include sensitization on the CoC and interactions with the general public. – The CoC will prohibit all forms of sexual exploitation and abuse and sexual harassment (SEA/SH). – Ensure protection against discrimination. – The GRM will have a channel for the uptake of grievances related to SEA/SH and gender-based violence (GBV). <p>The Contractor shall:</p> <ul style="list-style-type: none"> – Promote the GRM through ongoing community outreach and consultation. – Ensure that there is adequate stakeholder consultation. – Provide relevant contract-related information, as the Employer and/or Project Manager may 				GCC 26.1 covers this requirement.

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
		<p>reasonably request to conduct Stakeholder engagements.</p> <ul style="list-style-type: none"> – Directly participate in Stakeholder engagements, as the Employer and/or Project Manager may reasonably request. 				
Excavation	<p>Collapse or cave - in</p> <p>Falls into the trench</p>	<ul style="list-style-type: none"> – The Contractor will use measures to prevent cave-ins or collapses. – The Contractor will use barriers to prevent falls into any excavated areas. – Additional precautions will be taken at night to prevent falls. 	During excavation	Contractor	PIU	<i>GCC 29.1, 27.3, 18.1, 18.2 covers this requirement. A specification will be included to ensure that the Contractor puts measures such as sturdy wire mesh, fencing, barricades, or other similar type of fencing in place to prevent persons falling into any trenches.</i>
Physical Cultural and Historical Resources	Damage to chance finds or cultural heritage	<ul style="list-style-type: none"> – The Contractor shall not damage archaeological sites, protected areas and cultural heritage. – If items of cultural or historical significance are unearthed or discovered, works must stop immediately, and the Supervision team must be informed. The Contractor will also notify the National Trust Department and other relevant agencies upon encountering any artefacts, remains or other notable objects immediately. – The Contractor shall follow the Chance Find Procedures and ensure that training is provided to all project workers on the Chance Find Procedures. 				<i>GCC 19.1 is applicable to this section.</i>

Area	Potential Impacts / Issues	Mitigation Measures	Monitoring Requirements	Responsibility for Mitigation	Responsibility for Monitoring and Supervision	Comments / Relevant GCC
		<ul style="list-style-type: none"> <li data-bbox="628 472 1239 565">– If human remains are unearthed, work must stop immediately and the Contractor must notify the Supervising Consultant who will inform the PIU. <li data-bbox="628 570 1239 691">– The PIU will report the finding to the Police and the site will remain closed until an investigation is conducted and the all clear is given to resume work. 				

6.3 Management Strategies and Implementation Plans (MSIPs)

The contractor will need to provide Management Strategies and Implementation Plans (MSIPs) to address key risks or impacts identified, some of which are outlined within the mitigative measures highlighted in table 6.2. These plans must offer comprehensive and concise details outlining means and methods to address the respective risk areas. Specific MSIPs are required for key ESHS risks due to the potential for impacts on the community and the hospital's operations. In addition to adhering to the mitigation measures in the table above, the Contractor will be required to prepare an MSIP for the following:

Traffic and Road Network Management: The safety of the community, hospital staff, particularly ambulance operators, and the contractor's workforce on the narrow community roads is crucial. Proper traffic management procedures are essential to prevent vehicular and pedestrian conflicts and ensure road safety, particularly during transportation of construction materials and equipment and when construction activities take place at night.

7.0 Implementation Arrangements / Responsibilities

The MoHW PIU and the Contractor are the key entities responsible for implementation of the ESCoP.

Key responsibilities of the Supervising Consultant, MoHW PIU and the Contractor are as follows:

(a) MOHWEA & Project Implementation Unit (PIU) will be responsible for:

- Ultimately ensuring proper management of the environmental and social risks and impacts by ensuring that the Supervising Consultant is providing adequate oversight and reporting on ESHS issues.
- Engagement with project-affected peoples and other stakeholders.
- Evaluate the monitoring and supervision of project activities and ex-post evaluations.
- Publicising the Grievance Redress Mechanism and Grievance Redress Management.
- Systematically documenting evidence of its activities and outcomes and providing information to the World Bank team as needed.
- Informing promptly the WB if incidents or accidents of the types listed in Appendix A occur.

(b) The Supervising Consultant (SC) will be responsible for:

- Addressing potential construction and operational ESHS risks.
- Final review of ESHS aspects of designs to ensure that they form a sound and comprehensive basis for addressing potential construction and operational ESHS.
- Preparation of ESHS Specifications for inclusion in the tender document and the subsequent works contract.
- Supervision of the contractor's compliance with contractual obligations.
- Reviewing and approving the Method Statements and MSIPs (collectively the C-ESMP), and requiring revisions and updates as needed.
- Ensuring that contractors are properly briefed in relation to the importance of ESHS matters during construction.
- Thereby ensuring that the requirements of this Environmental and Social Management Plan, including in relation to Health and Safety and the GRM requirements associated with the design and construction process are satisfactorily implemented.

(c) The Contractor

- The Contractor must assign a qualified, competent individual to serve as E&S Officer to be present on site as required and to ensure compliance with mitigation measures provided in the ESCoP and fulfill the corresponding conditions in the contract. Additionally, the Contractor must provide an Accident Prevention Officer or HS Manager as required by the GCC.
- Contractor is required to obey other national relevant legal regulations and laws.

Annex 1: ESHS Specifications for the Key Specific Risks.

The list of ESHS Specifications prepared for the Project is listed below.

ESHS Specification 1: Waste Management

ESHS Specification 2: Fuels and Hazardous Materials Management

ESHS Specification 3: Safety at Heights

ESHS Specification 4: Safety on Existing Roads

ESHS Specification 5: Site and Access Management

ESHS Specification 6: Stormwater Runoff Management

ESHS Specification 7: Working with Electrically Charged Equipment

ESHS Specification 8: Site Layout and Management

ESHS Specification 9: Occupational Health and Safety

ESHS Specification 1: Waste Management

Project Activity/ Impact Source	Environmental Impacts	Typical Measures / Management Strategies
General Waste	Soil and water pollution from the improper management of wastes and excess materials from the construction sites.	<p>The Contractor will:</p> <p>Adhere to good management practice as per GCC 18.2 for various specific waste streams (e.g., reusable waste, flammable waste, construction debris, food waste etc.) The Contractor shall abide by the provisions of the Waste Management Act of 2004, the Litter Act of 1983 and its amendments (1985 and 1993), and the Public Health Act of 1975 and its Regulations. and follow the guidelines of the St. Lucia Solid Waste Management Authority (SLSWMA³)</p> <p>Organize disposal of all wastes generated during construction in the designated disposal sites approved by the Project.</p> <p>Minimize the production of waste materials by using the 3Rs (Reduce, Recycle and Reuse) approach.</p> <p>Segregate and reuse or recycle all the wastes, wherever practical.</p> <p>Cover vehicles transporting solid waste with tarps or nets to prevent spilling waste along the route.</p> <p>Train and instruct all personnel in waste management practices and procedures as a component of the environmental induction process.</p> <p>Provide refuse containers at each worksite. Three (3) lidded containers will be positioned near the entrance to the site and clearly labelled for the collection of different types of wastes.</p> <p>One container will be illustrated and/or labelled to collect oily rags, filters, paints, chemicals etc., a second will be labelled 'wood', and the third 'all other forms of waste'.</p>

³ <https://www.sluswma.org/wp-content/uploads/2020/03/Waste-Management-Plans-for-Developments-Rev-Sep2013.pdf>

		<p>Personnel will pick up litter and sweep up working areas at the end of each shift, disposing of the wastes in the appropriate bin.</p> <p>Arrangements for each bin to be collected regularly (such that it is not overflowing at any time) for off-site disposal. 'All other wastes' shall be taken by registered carriers to the landfill site at Deglos.</p> <p>'Oily rags will be dried and disposed of at the approved site.</p> <p>The Contractor will supply one refillable container suitable to hold 1.5 litres of drinking water to each worker, and supply a bulk/20 litre container of potable water from which workers can refill them.</p> <p>Where the option is available, the Contractor will request suppliers provide materials on a loose tip basis, to reduce the amount of waste generated at site.</p> <p>Request suppliers to minimize packaging where practicable.</p> <p>Place a high emphasis on good housekeeping practices and ensure that all areas are cleaned at the end of every work period to allow for the continued operations of the Hospital.</p> <p>Maintain all construction sites in a cleaner, tidy and safe condition and provide and maintain appropriate facilities as temporary storage of all wastes before transportation and final disposal.</p> <p>Potable water will be supplied in bulk containers to reduce the quantity of plastic waste (plastic bottles). Plastic bag use will be avoided.</p>
<p>Hazardous and Biomedical waste Management</p>	<p>Health hazards and environmental impacts due to improper waste management practices</p>	<p>The Contractor will:</p> <p>Store all chemical wastes in sealed containers, appropriately labelled for safe transport to an approved chemical waste depot in keeping with the National Bio Medical Waste Management Plan⁴</p> <p>Store, transport, and handle all chemicals, avoiding potential environmental pollution.</p> <p>Store all hazardous wastes appropriately in banded areas.</p> <p>Make available Material Safety Data Sheets (MSDS) for hazardous materials on-site during construction.</p> <p>Collect hydrocarbon wastes, including lube oils, for safe transport off-site for reuse, recycling, treatment or disposal at approved locations in keeping with the guidelines provided by the SLSWMA</p>

⁴ https://nemo.gov.lc/Portals/0/Documents/National_Plan/BioMedWasteManPlan.pdf?ver=2017-09-15-161118-000

		Store, handle and dispose of biomedical waste in compliance with the National Medical Waste and Other Bio-Hazardous Waste Management Plan.
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ESHS Specification 2: Fuels and Hazardous Materials Management

Project Activity/ Impact Source	Environmental Impacts	Typical Measures / Management Strategies
Fuels and hazardous materials.	Materials used in construction have the potential to be a source of contamination. Improper storage and handling of fuels, lubricants, chemicals (pesticides) and hazardous goods/materials on-site and potential spills from these goods may harm the environment or the health of construction workers.	<p>Prepare spill control procedures and submit them for approval.</p> <p>Train the relevant construction personnel in the handling of fuels and spill control procedures.</p> <p>Store dangerous goods in bunded areas on top of a sealed plastic sheet.</p> <p>Store and use fuels in accordance with material safety data sheets (MSDS). Make available MSDS for chemicals and dangerous goods on-site.</p> <p>Transport waste of dangerous goods, which cannot be recycled, to a designated disposal site.</p> <p>Provide absorbent and containment material (e.g., absorbent matting) where hazardous materials are used and stored, and ensure personnel are trained in their correct use.</p> <p>Make sure all containers, drums, and tanks that are used for storage are in good condition and are labelled with the expiry date. Any container, drum, or tank that is dented, cracked, or rusted might eventually leak. Check for leakage regularly to identify potential problems before they occur.</p> <p>Store and use fuels in accordance with material safety data sheets (MSDSs).</p> <p>Store all liquid fuels in fully bunded storage containers with appropriate volumes, a roof, a collection point and an appropriate filling/decanting point.</p> <p>Store hazardous materials above flood level considered for construction purposes</p> <p>Put containers and drums in temporary storage in clearly marked areas where they will not be run over by vehicles or heavy</p>

		<p>machinery. The area shall slope or drain to an impermeable and safe collection area in the event of a spill.</p> <p>Take all precautionary measures when handling and storing pesticides, fuels and lubricants, avoiding environmental pollution.</p> <p>Avoid the use of materials with greater potential for contamination by substituting them with more environmentally friendly materials.</p>
<p>Pesticide Management</p>		<p>Focus on careful selection of the type of pesticides and management of their use (timing, dose, mode of application etc) to reduce the environmental risks to acceptable levels;</p> <p>Allow only qualified, registered professionals to handle and apply pesticides;</p> <p>Ensure that pesticides selected and applied should be specific for the target pest;</p> <p>Purchase pesticide services from authorized dealers which are permitted under the country's regulations and WHO and PAHO recommended classification of pesticides by hazards;</p> <p>Create awareness among workers on aspects such as safe usage, handling and disposal of pesticides;</p> <p>Ensure that pesticides are stored in the original container with a legible label and according to label directions;</p> <p>Ensure that pesticides are not used just prior to pressure washing or activities that will result in water runoff.</p> <p>Provide safety equipment and PPE such as masks, gloves, coveralls and eye protection during the application of pesticides.</p>

ESHS Specification 3: Safety at Heights

Project Activity/ Impact Source	Environmental Impacts	Typical Measures / Management Strategies
Working at heights	Increased risk of falls	<p>Working at height remains one of the biggest causes of fatalities and major injuries on construction sites. Common cases include falls from roofs, ladders, and through fragile surfaces. 'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury (for example a fall through a fragile roof down an unprotected lift shaft, stairwells).</p> <p>To reduce the inherent risks associated with working at heights the Contractor shall adopt the guidelines in the OECS Building Code⁵ and adhere to the following:</p> <p>LADDERS</p> <p>All ladders, when in use, shall be set up in a manner to be secure and to prevent slipping; and ladders, except stepladders or other self-supporting ladders, shall be securely fastened to a permanent support at the top, and if necessary, at the bottom, and braced to prevent swaying, bending or shaking.</p> <p>Ladders, leading to floors, stagings or platforms, shall extend at last three feet above the level of such floors, stagings or platforms.</p> <p>No single ladder shall exceed 6m (20 feet) in length. When greater heights are to be reached, intermediate platforms shall be erected. Ladder landings shall be at least 1.2m (4 feet) square and equipped with handrails and toe boards.</p> <p>Ladder rungs shall be spaced uniformly as near to 300mm (12 inches) as is practicable.</p> <p>When used temporarily, in place of stairways or runways, ladders serving traffic in both directions simultaneously shall be at least 1m wide. If separate ladders are provided for going up and coming down, they shall be marked "UP" and "DOWN" respectively at each floor and platform level.</p>

⁵ <https://oecs.int/en/our-work/knowledge/library/sustainable-energy/oecs-building-codes?start=36>

		<p>Ladders, other than sectional or extension ladders, shall not be extended by joining two or more together.</p> <p>SCAFFOLDS</p> <p>Properly constructed scaffolds shall be provided for all work which cannot be done safely by workmen standing on permanent or solid construction, except when such work can be done safely from ladders. All such scaffolds shall be substantially constructed, to support at least four times the maximum load and shall be secured to prevent swaying.</p> <p>Planks used in the construction of stationary scaffolds shall be not less than 50mm (2 inches) nominal thickness. Where such planks overlap at the ends, the overlap shall be not less than 150mm (6 inches).</p> <p>Planks shall be so placed that they cannot tip under the weight of the worker at any point. Nails used in the construction of scaffolds shall be of ample size and length to carry the loads they are intended to support, and all nails shall be driven full length. No nails shall be subject to direct pull.</p> <p>Ropes, cables and blocks used in the support of swinging scaffolds shall be of sufficient size and strength to sustain at least six times the maximum loads to which they will be subject. Where acids are likely to come into contact with them, ropes shall not be used in the support of scaffolds, but steel cables properly protected by grease or oil or other effective method shall be used instead.</p> <p>Every scaffold, the platform level of which is more than 1.8m (6 feet) above the ground or above a permanent or temporary floor, other than iron workers' scaffolds and carpenters' bracket scaffolds, shall be provided with guard rails and toe board extending the full length of the scaffold and along the ends except where ramps or runways connect with them, unless otherwise enclosed or guarded. On suspended, swinging and pole scaffolds, the space between guard rails and toe boards shall be fitted with wire mesh screens securely attached.</p> <p>Where objects are likely to fall on a scaffold from above, a substantial overhead protection shall be provided. Not more than 3m (10 feet) above the scaffold platform, and at doorways, passageways or other points where workers must pass under scaffolds, a substantial overhead protection shall be provided. No materials or equipment, other than required by the workers, shall be placed on scaffold platforms.</p>
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		<p>Fit all fall protection equipment properly to the workers' bodies.</p> <p>Carry out a dynamic risk assessment prior to undertaking work at heights.</p> <p>Employees with medical conditions such as seizures or vertigo not allowed to work at heights as the condition may impair their ability to work safely.</p>
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Project Activity/ Impact Source	Environmental Impacts	Typical Measures / Management Strategies
Construction vehicular traffic	Increased use of the road by construction vehicles will affect the movement of normal road traffic and the road users' safety.	<p>The Contractor will:</p> <p>Prepare a Traffic Management Plan for approval by the Supervising Engineer.</p> <p>Follow all road traffic laws and regulations in keeping with the Motor Vehicles and Road Traffic Act of St. Lucia⁶.</p> <p>Use the existing roads and access routes for the operations that are approved by the Supervising Engineer.</p> <p>Keep such roads in a clean and safe condition and any damage reinstated on the day that it occurs and on completion of the Works as directed by the Supervising Engineer.</p> <p>Supply, erect, maintain, and remove on completion of the Works all road signs and warnings as necessary for the safety of all.</p>

⁶ <https://attorneygeneralchambers.com/laws-of-saint-lucia/motor-vehicles-and-road-traffic-act>

ESHS Specification 5: Site and Access Management

Project Activity / Impact Source	Impacts/Concerns	Typical Measures / Management Strategies
All construction activities	Unauthorised entry into the site	<p>Provide and erect one (1) suitable notice board as detailed by the Supervising Engineer not less than 2.4 meters wide by 1.2 meters high mounted on suitable posts at a location to be advised by the Supervising Engineer. Colours, text and size of lettering shall be to the approval of the Supervising Engineer. Each sign shall give the following information:</p> <ul style="list-style-type: none"> (a) Project Title (b) Name and logo of Employer (c) Name and contact information of Consultants / Supervising Engineer (d) Name and contact information of Contractor (e) Name and logo of Funding Agency <p>Place sign prominently so that it can be seen and read easily from each frontage of the parcel of land on where the building work is taking place.</p> <p>Do not erect any other notice boards or signs of any description unless directed or approved.</p> <p>Identify an employee who will have responsibility for controlling access of employees and other authorized personnel and authorized vehicles unto the site.</p> <p>Set out the site so that it supports good housekeeping such as designated delivery and storage areas, waste management, walkways and vehicle parking.</p> <p>Provide, furnish, equip, maintain and clean a site office as detailed for the use of the Supervising Engineer. The office(s) shall be ready for use and occupation within 7 days of the Date of Commencement of the Works and fully serviced within 14 days of that date.</p>

ESHS Specification 6: Stormwater Runoff Management

Project Activity / Impact Source	Impacts / Concerns	Typical Measures / Management Strategies
Heavy Rainfall during the works	Damage to materials, equipment, and the works; and, runoff of sediment to sensitive marine environments .	<p>The contractor will:</p> <p>Implement appropriate measures for the site to ensure that stormwater runoff may leave the site without carrying pollutants, debris, or sediment.</p> <p>The following measures will be utilized:</p> <ul style="list-style-type: none"> - Site entrance cleaning: Clean tires and other equipment of site contamination before leaving the site. - On-going training: Keep employees educated on runoff, pollution, and the local ordinances to follow. - Use of silt fencing, sediment pits, haybales, screens or filters, to prevent the off-site transport of silt, sediment, debris, or pollutants to streets, drains, ditches, or canals. -

ESHS Specification 7: Working with Electrically Charged Equipment

Project Activity/ Impact Source	Impacts/Concerns	Typical Measures / Management Strategies
Electrical works	Electrocution resulting in serious injury or death.	<p>A Safe Attitude towards Electricity may Save life and property.</p> <p>Advise LUCELEC of any anticipated dramatic increase in electricity consumption. Overloading the system may result in problems on the site and neighbouring communities.</p> <p>Do not tamper with any meters, as this can result in damage to property, and increase the risk of fatal injury to workers.</p> <p>If there is need to cut large trees near power lines, inform LUCELEC which will assist by lowering the lines so that the danger to life and property is reduced.</p> <p>Always dry hands before handling plugs or switches.</p> <p>Do not substitute the fuse in panels with ordinary wire or anything else. This can cause a fire and can even be deadly.</p> <p>Only proper plugs must be inserted into sockets. Avoid using loose wires.</p> <p>Do not break off an earth pin to fit a plug into a different socket.</p> <p>Do not clean equipment while they are still plugged in.</p> <p>Do not put electrical equipment off by pulling the cord out of the outlet. This will damage the equipment or could cause a fire.</p> <p>Know the wattage of all equipment. Never plug too many pieces of equipment into the same outlet, as this poses a serious fire risk. Two or three plugs is the maximum; have additional sockets fitted. Too many pieces of electrical equipment on the same circuit can lead to overloading which leads to</p>

		<p>overheating and may consequently lead to an electrical fire.</p> <p>Extension cords should be only for temporary use.</p> <p>Only use tools that are properly insulated and carry essential marks of safety and integrity compliance: British Standard Kitemark (BSI) the American Underwriters Limited mark (UL) or the European IEC approval on any electrical equipment.</p> <p>Do not drill holes into walls without ascertaining the location of buried electrical wires.</p> <p>Do not climb power poles and transmission towers.</p> <p>Keep ladders and scaffolds away from power lines.</p> <p>Perform a Risk Assessment to identify the hazards, the risks arising from those hazards, and the control measures you should use.</p> <p>Add a lock-out system to avoid anyone working with charged equipment unknowingly.</p> <p>Check that the electrical equipment is suitable for the work and way in which it is going to be used.</p> <p>Check that the electrical equipment is in good condition.</p> <p>Check that the equipment is suitable for the electrical supply with which it is going to be used, and the electrical supply is safe.</p> <p>It is often beneficial to use a Residual Current Device (RCD) between the electrical supply and the equipment.</p> <p>Make sure that the user of the equipment is trained to use it safely.</p> <p>Make sure the user knows which personal protective equipment to wear, how to use it, and make sure they do.</p>
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ESHS Specification 8: Site Layout and Management

Project Activity / Impact Source	Impact / Concerns	Typical Measures / Management Strategies
All construction activities	Unsafe site conditions posing a risk to Employee health and safety.	<p>Provide hygienic and weatherproof meal and shelter facilities in an area accessible to the building under construction at the earliest opportunity.</p> <p>These facilities should include:</p> <ul style="list-style-type: none"> • adequate seating which could include a board across two trestles and other alternatives to chairs. • a clean surface upon which to place food. • a rubbish bin with a lid or appropriate alternatives for the hygienic disposal of food scraps <p>Provide access to conveniently located toilet facilities. For an acceptable standard of hygiene and privacy, the toilet must be:</p> <ul style="list-style-type: none"> • kept clean • well-lit and well ventilated, either naturally or artificially • provided with a hinged seat and lid • provided with a door which can be locked from inside • provided with a plentiful supply of toilet paper <p>Provide hand washing facilities within or adjacent to each toilet or urinal, and provide clean water and soap for the purposes of washing.</p> <p>The Contractor shall provide a constant supply at least 1.5 litres per person per day and a 5-gallon refill of clean potable water suitable for human consumption.</p> <p>Have available accessible consultation sheets for review in case of contingency or emergency situations. These should have</p>

		phone numbers for police, fire-fighters, Red Cross, personal supervisor or project leader. Have a fire extinguisher available on site and employees trained to use the extinguisher.
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ESHS Specification 9: Occupational Health and Safety

Project Activity / Impact Source	Impact / Concerns	Typical Measures / Management Strategies
All construction activities	Work activities impacting the health and safety of workers	<p>The Contractor will have full regard for the safety of all persons entitled to be on the site and manage the site and works in an orderly manner appropriate to avoidance of dangers.</p> <p>The standards and guidelines regarding health and safety, namely the St. Lucia Labour Code, The Factories Regulations (Cap 106 of 1948), and Employees (Occupational Health and Safety) Act (No. 10 of 1985), as well as relevant sections of the OECS Building Code, will be adhered to.</p> <p>The Contractor will:</p> <p>Provide workers with PPE that comply with industry good practice. Provide protective clothing, safety boots, helmets, masks, gloves, and goggles, to the construction personnel, appropriate to the materials in use.⁷</p> <p>Designate a qualified senior member of the site staff to serve as Health and Safety Officer with the responsibility to ensure that all workforce health and safety matters are properly and fully addressed.</p> <p>Carry the requisite insurances.</p>

⁷ The appropriate PPE needs to be identified and in place before starting work, used and maintained regularly, and its use and maintenance monitored;

- Eye and face protection for flying particles, molten metal, liquid chemicals, gases or vapours, light radiation: safety glasses with side-shields, protective shades.
- Head protection for falling objects, inadequate height clearance, and overhead power cords: plastic helmets with top and side impact protection.
- Hearing protection for noise: ear plugs or ear muffs.
- Foot protection for falling or rolling objects, pointed objects, corrosive or hot liquids: safety shoes and boots.
- Hand protection for hazardous materials, cuts or lacerations, vibrations, extreme temperatures: gloves made of rubber or synthetic materials (Neoprene), leather, steel, insulating materials.
- Respiratory protection for dust, fogs, fumes, mists, gases, smokes, vapours: facemasks with appropriate filters for dust removal and air purification.

		<p>Provide adequate on-site first aid facilities with qualified first-aiders, together with evacuation plans/and procedures for seriously injured persons.</p> <p>Conduct regular health and safety training and convene regular health and safety meetings with workforce to emphasize safe work practices and expectations.⁸</p> <p>Engage persons who are skilled and qualified for the tasks to which they are assigned, in accordance with the other ESHS Specifications in this ESCoP.</p> <p>Ensure that extinguishers and adequate water for firefighting are available at the entrance to the site.</p> <p>Ensure safety around excavations, pits, or trenches, by installing temporary barriers such as wire fencing, netting and road pins, chestnut paling fencing, or similar.</p> <p>Report accidents and incidents to the Supervising Engineer and Labour Department within 24 hours, and follow subsequent reporting and follow-up procedures as directed by the Supervising Engineer.</p>
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⁸ As a minimum the Contractor will ensure that all workers participate in the general induction: *General Induction for Construction Workers: Safety, Health and the Environment* to be found here, <https://www.wbgkggtf.org/node/3823> shall be provided as training to all Contractor's Personnel. Each Contractor's Personnel shall receive the general induction prior to their start of any Works activity on site, and at least midway through the work period. Records of the general induction training provided shall be kept. The record shall include a copy of the induction given and as a minimum the following details: Name and signature (or mark) of trainee; Employer/ organization they work for; Date of induction training attended.

Annex 2: List of GBV Service Providers in St. Lucia

St. Lucia GBV Service Providers

Service Providers	Service Provided	Address	Telephone	Other
Attorney General	Case Management	2 nd Floor Francis Compton Building, Waterfront, Castries	468-3202	
Office of the Director of Public Prosecution	Case Management		452-3636 468-3185 468-3017	slucps@gmail.com
Family Court	Case Management	Peynier Street, Castries	468-3308	familycourt.slu@gmail.com
Criminal Investigations Department	Case Management	Castries Vieux Fort	456-3770 456-3817 456-3926	
Vulnerable Persons Unit	Case Management Investigates sexual offences against minors, women and men.	Vulnerable Persons Team South North	456-3908 456-4050 4051 4052	
St. Lucia Against Human Trafficking	Provides human trafficking victims and survivors with access to critical support and services to get help and stay safe.	Ministry of Home Affairs, Justice and National Security 1 st Floor Sir Stanislaus Bldg. Waterfront Castries	468-3754	police@antitraffickingslu.org
Department of Gender Affairs	Psychosocial Support Livelihood Support	Ground Floor Georgian Court Bldg. John Compton Highway, Castries	716-3123	gender.relations@govt.lc
Abuse Hotline	Psychosocial Support		202	
St. Lucia Crisis Centre	Psychological Support Livelihood Support Assistance with basic needs such as food and shelter	107 Chausse Road, Castries	453-1521 712-7574	stluciacrisis@gmail.com

Service Providers	Service Provided	Address	Telephone	Other
Women's Support Centre	Legal Aid Psychological Support Livelihood Support Assistance with basic needs such as food and shelter		458-4470	WSCCENTER2001@GMAIL.COM
Raise your Voice St. Lucia Inc	Psychological Support Livelihood Support	Manoel Street, Castries	726-0473 487-2329	raiseyourvoiceslu@gmail.com https://ryvslu.org/
Positive Reactions Over Secrets And Fears (PROSAF)	Psychological Support	PO Box 973 Castries	724-9991	info@prosafe.org https://prosaf.org
United and Strong	Assistance for LGBTI persons	P.O. BOX 772 Castries,	450-0976	unitedandstrongstlucia@yahoo.com www.facebook.com/Unitedandstrongstlucia/
St. Lucia Planned Parenthood Association	Sex education counselling, Sexual and reproductive health services	52 John Compton Highway	452-4335 Hotline: 459-7933 Whatsapp 722-1234	slppa758@gmail.com
OKEU Hospital	Medical Health Services	Castries	458-6500	
St. Jude Hospital	Medical Health Services	Vieux Fort	454- 6041	
Castries Health Centre	Medical Health Services	Chaussee Road Castries	452-4416	
Gros Islet Polyclinic	Medical Health Services	Gros Islet	450-9661	
National Mental Wellness Centre	Psychological Support	Castries	458-2713 453-0069	

Annex 3: Incident / Accidents to be reported to the World Bank

The following are incident types to be reported using the environmental and social incident response process:

Fatality: Death of a person(s) that occurs within one year of an accident/incident, including from occupational disease/illness (e.g., from exposure to chemicals/toxins).

Lost Time Injury: Injury or occupational disease/illness (e.g., from exposure to chemicals/toxins) that results in a worker requiring 3 or more days off work, or an injury or release of substance (e.g., chemicals/toxins) that results in a member of the community needing medical treatment.

Acts of Violence/Protest: Any intentional use of physical force, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, deprivation to workers or project beneficiaries, or negatively affects the safe operation of a project worksite.

Disease Outbreaks: The occurrence of a disease in excess of normal expectancy of number of cases. Disease may be communicable or may be the result of unknown etiology.

Displacement Without Due Process: The permanent or temporary displacement against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection and/or in a manner that does not comply with an approved resettlement action plan.

Child Labor: An incident of child labor occurs: (i) when a child under the age of 14 (or a higher age for employment specified by national law) is employed or engaged in connection with a project, and/or (ii) when a child over the minimum age specified in (i) and under the age of 18 is employed or engaged in connection with a project in a manner that is likely to be hazardous or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

Forced Labor: An incident of forced labor occurs when any work or service not voluntarily performed is exacted from an individual under threat of force or penalty in connection with a project, including any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements. This also includes incidents when trafficked persons are employed in connection with a project.

Unexpected Impacts on heritage resources: An impact that occurs to a legally protected and/or internationally recognized area of cultural heritage or archaeological value, including world heritage sites or nationally protected areas not foreseen or predicted as part of project design or the environmental or social assessment.

Unexpected impacts on biodiversity resources: An impact that occurs to a legally protected and/or internationally recognized area of high biodiversity value, to a Critical Habitat, or to a Critically Endangered or Endangered species (as listed in IUCN Red List of threatened species or equivalent national approaches) that was not foreseen or predicted as part of the project design or the environmental and social assessment. This includes poaching or trafficking of Critically Endangered or Endangered species.

Environmental pollution incident: Exceedances of emission standards to land, water, or air (e.g., from chemicals/toxins) that have persisted for more than 24 hrs or have resulted in harm to the environment.

Dam failure: A sudden, rapid, and uncontrolled release of impounded water or material through overtopping or breakthrough of dam structures.

Other: Any other incident or accident that may have a significant adverse effect on the environment, the affected communities, the public, or the workers, irrespective of whether harm had occurred on that occasion. Any repeated non-compliance or recurrent minor incidents which suggest systematic failures that the task team deems needing the attention of Bank management.

Annex 4: Code of Conduct for Contractor's Personnel (ES) Form

Note to the Employer:

The following minimum requirements shall not be modified. The Employer may add additional requirements to address identified issues, informed by relevant environmental and social assessment.

The types of issues identified could include risks associated with: labor influx, spread of communicable diseases, and Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) etc.

Delete this Box prior to issuance of the bidding documents.

This document is also included as part of the Request for Bids Small Works Standard Procurement Document.

CODE OF CONDUCT FOR CONTRACTOR'S PERSONNEL

We are the Contractor, [enter name of Contractor]. We have signed a contract with [enter name of Employer] for [enter description of the Works]. These Works will be carried out at [enter the Site and other locations where the Works will be carried out]. Our contract requires us to implement measures to address environmental and social risks related to the Works, including the risks of sexual exploitation, sexual abuse and sexual harassment.

This Code of Conduct is part of our measures to deal with environmental and social risks related

Note to the Bidder:

The minimum content of the Code of Conduct form as set out by the Employer shall not be substantially modified. However, the Bidder may add requirements as appropriate, including to take into account Contract-specific issues/risks.

The Bidder shall initial and submit the Code of Conduct form as part of its bid.

to the Works. It applies to all our staff, laborers and other employees at the Works Site or other places where the Works are being carried out. It also applies to the personnel of each subcontractor and any other personnel assisting us in the execution of the Works. All such persons are referred to as "**Contractor's Personnel**" and are subject to this Code of Conduct.

This Code of Conduct identifies the behaviour that we require from all Contractor's Personnel.

Our workplace is an environment where unsafe, offensive, abusive or violent behaviour will not be tolerated and where all persons should feel comfortable raising issues or concerns without fear of retaliation.

REQUIRED CONDUCT

Contractor's Personnel shall:

1. carry out their duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, 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 their life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favours, and other 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 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;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
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, and Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
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 grievance mechanism for Contractor's Personnel or the project's Grievance Redress Mechanism.

RAISING 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 in either of the following ways:

1. Contact [*enter name of the Contractor's Social Expert 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 []; or
2. Call [] to reach the Contractor's hotline (*if any*) and leave a message.

The person's identity will be kept confidential, unless reporting of allegations is mandated by the country law. Anonymous complaints or allegations may also be submitted and will be given all due and appropriate consideration. We take seriously all reports of possible misconduct and will investigate and take appropriate action. We will provide warm referrals to service providers that may help support the person who experienced the alleged incident, as appropriate.

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

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor's Personnel may result in serious consequences, up to and including termination and possible referral to legal authorities.

FOR CONTRACTOR'S PERSONNEL:

I have received a copy of this Code of Conduct written in a language that I comprehend. I understand that if I have any questions about this Code of Conduct, I can contact [*enter name of Contractor's contact person with relevant experience*] requesting an explanation.

Name of Contractor's Personnel: [insert name]

Signature: _____

Date: (day month year): _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date: (day month year): _____

ATTACHMENT 1: Behaviours constituting Sexual Exploitation and Abuse (SEA) and behaviours constituting Sexual Harassment (SH)

ATTACHMENT 1 TO THE CODE OF CONDUCT FORM

**BEHAVIORS CONSTITUTING SEXUAL EXPLOITATION AND ABUSE (SEA) AND
BEHAVIORS CONSTITUTING SEXUAL HARASSMENT (SH)**

The following non-exhaustive list is intended to illustrate types of prohibited behaviours:

(1) 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 favour.
- 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.

(2) 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 their 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.

Annex 5: Project Environmental And Social Safeguards Inspection Weekly Checklist

(This weekly checklist when filed in the Project Environmental and Social Safeguards File constitutes a Register of Environmental and Social Safeguards Effects).

This form is to be completed by the Contractor's Nominated person(s) **weekly** from the start of major construction work on site. Completed forms are to be kept readily available in the Project Environmental and Social Safeguards File for the duration of construction works during which time they can be inspected by the Supervising Officer or representatives of the Government of St Lucia.

Sub-Project Contract: _____

Construction Phase: _____

Contractor: _____

Recording Officer: _____

Designation of Recording Officer: _____

Date: _____

Any environmental actions identified are to be brought to the urgent attention of the appropriate personnel as soon as possible. A copy of this completed form is to be issued to the Supervising Engineer within two days of the date of inspection.

Environmental Issue to be considered in site inspection	YES	NO	N/A	If <u>YES</u> add an explanatory comment and mitigation measure
<p>Issue: Loss of soil through soil erosion</p> <ul style="list-style-type: none"> - Has any natural vegetation outside the working width of the construction work area been removed? - Are there any visible signs of soil erosion? - Are excavated areas properly maintained to prevent soil erosion? - If any sediment traps have been installed, have they become clogged and not functional? 				

<ul style="list-style-type: none"> - Are any soil retention/slope stabilisation measures required or being implemented? 				
<p>Issue: Soil Contamination</p> <ul style="list-style-type: none"> - Are there any signs of soil that has been contaminated due to spillage (Petrochemical, cleaning products)? 				
<p>Issue: Pollution of water courses/bodies/source through soil erosion, entry of liquid construction waste or chemicals or entry of solid construction waste into the water course/body</p> <ul style="list-style-type: none"> - Are there visible signs of increased sediment immediately downstream of construction works in any rivers, in the well or in the nearby marine environment within the project area? - Have there been any complaints from residents or third parties regarding pollution of water sources/courses/bodies? - Has any construction spoil been disposed of into or adjacent to a water source/course/body? - Are any construction related fuels and chemicals stored within 10m of a water source/course/body? - Has any fuel or chemical leaked during storage, transport to site, use on site or refuelling? - Has any construction related solid or liquid waste entered a water source/course/body within the general project area (including construction site office)? <p>Issue: Prevention of negative landscape and visual impacts.</p>				

<ul style="list-style-type: none"> - Have any construction compounds, materials dumps, or waste disposal sites in use not been discussed and agreed with the Supervising Officer (and, if necessary, appropriately licensed with the Government of St Vincent?)? - Are there any visible signs of scarring from excavation works that require restoration? 				
<p><i>Issue: Management and disposal of solid and liquid construction wastes.</i></p> <ul style="list-style-type: none"> - Has any construction related packaging (especially cement bags) been disposed of on the side of the road, in vacant land, along river embankments or in the river channel, or at any unofficial waste disposal site along the route? - Has any contaminated/hazardous material been found during construction? - Is any sub-contractor's waste being disposed of along the roadside or at an unlicensed waste disposal site along the route? - - Has any construction waste of any kind been dumped by the side of the road or along the river embankment? - Are any liquid wastes being discharged to water courses? - Has any liquid waste, liquid contaminant leaked unto the site, into any neighbouring lands or water source/course/body? - Is water discharge/pumping in progress? - Is there any Hazardous waste by products on site? 				
<p><i>Issue: Management of construction noise and vibration.</i></p>				

<ul style="list-style-type: none"> - Is any noisy stationary plant being operated adjacent to housing? (If so are they screened to reduce disturbance?) - Are any noisy activities taking place before 7:00 a.m. or after 5:00 p.m. between Monday to Friday? (If so has this working been discussed and agreed with the Supervising Engineer/Client?) - Have there been any noise or vibration related complaints during the last week? 				
<p>Issue: Dust nuisance prevention.</p> <ul style="list-style-type: none"> - Are there any houses adjacent to the construction sites being affected adversely by dust? - Are any crops adjacent to the construction works covered with dust? - Is there any quarry material stored on site that is uncovered or does not have hoarding and subject to dispersal by the wind? - Are any trucks, carrying quarry materials to or from the site, transporting this material uncovered? - Is adequate water available to damp down any dusty operations ongoing on site? - Have there been any dust related complaints during the last week? 				
<p>Issue: Air Pollution (Fumes)</p> <ul style="list-style-type: none"> - Are there any signs of high levels of exhaust/ fumes/ malodors? - Have there been any fumes nuisance related complaints during the last week? 				
<p>Issue: Dealing with archaeological finds.</p> <ul style="list-style-type: none"> - Have any potential historic artefacts been found during construction? (If so, note how these have been dealt with). 				

<p>Issue: Construction traffic management.</p> <ul style="list-style-type: none"> - Is there adequate signage to inform motorists of the construction activities ahead? - Have there been any complaints about construction traffic impacts (noise, dust, congestion)? - Is there a designated turning/ loading/ offloading area? (If so, is there adequate signage or are a traffic management system being implemented?) - Have there been any traffic accidents/incidents during the last week due to the construction activity on this site? (If so, state how many and severity) 				
<p>Issue: Dealing with hazardous substances.</p> <ul style="list-style-type: none"> - Have any: old drums or containers, oily sheen, materials with a strong smell or unusual colouration been exposed/damaged during construction excavations? - Are drums containing hazardous material properly stored and adequately labelled on the site? - Has there been any spillage during the last week? (If so, how many, what was spilled, how much and how was it managed?) 				
<p>Issue: Environmental Incidents and Corrective Actions.</p> <ul style="list-style-type: none"> - Have complaints been received from the public or other third party during the last week? (If so, how many? Attach a copy of the reports) - Has any incident leading to a threat of human health or life occurred during the last week? 				

(If so, how many? Describe severity and attach copy of incident report)				
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Completed by:

Designation: Contractor's Representative

Signed

Print Name:

Date:

Designation: Client's Supervising Officer

Action completed:

Signed

Print Name:

Date:

ENVIRONMENTAL INSPECTION AND SOCIAL SAFEGUARDS REGISTER – ADDITIONAL COMMENTS

If required, provide supporting comments relating to the specified environmental checks or on any site environmental or social safeguards matter worthy of note

Continuation Sheet No. Pages:

Annex 6: Monthly Employer’s Environmental and Social Safeguards Review Checklist

Month in Review: _____

This form is to be completed by the Employer’s Nominated person(s) **monthly**. Completed forms are to be kept on file in the Project Co-ordination Unit offices. A copy should be passed to the Supervising Officer for information within 48 hours.

Subproject: _____

Contractor: _____

Recording Officer: _____

Recording Officer Designation: _____

Date: _____

The purpose of this review is to check monthly that the Project Environmental and Social Safeguards File is being kept up to date.

Issue to be considered in the review	Yes	No	Comments and detail of any corrective actions requested
Q - Looking at the file is there evidence that the Contractor is undertaking the weekly Environmental Inspections and filing the completed Inspection Checklist?			
Q – Looking at the file and the completed weekly Environmental Inspection, has the Supervising Engineer signed the completed checklists?			
Q – Looking at the file is there evidence that the Contractor is maintaining the log of environmental incidents/complaints? <u>(It is possible that there may be very few or no complaints of this project so this form may in reality not be used. If there are no</u>			

<u>complaints at the time of review write this in the comments box.)</u>			
Q – Looking at the file, is there evidence that any Corrective Action Requests (CAR) which have been issued have been signed off as completed by the originator of that CAR?			
Q – Looking at the file, is there evidence that any Social Safeguards or Grievances have been recorded?			

MONTHLY EMPLOYER’S ENVIRONMENTAL AND SOCIAL SAFEGUARDS REGISTER REVIEW – ADDITIONAL COMMENTS	
<i>If required, provide supporting comments relating to specific points above.</i>	
	Continuation Sheet No. Pages:

Review completed by:

Designation: Employer’s Representative

Signed

Print Name:

Date:

Designation: Contractor’s Representative

Signed

Print Name:

Date:

Complaints Form Template

CONFIDENTIAL COMPLAINTS FORM

**DO NOT FILL IN IF SEA/SH SURVIVOR
DOES NOT CONSENT**

**OECS Regional Health Project and Saint
Lucia Health System Strengthening Project**

Please complete this form to report a problem or file a complaint with the OECS Regional Health Project and Saint Lucia Health System Strengthening Project. After you fill the form, tear off and keep the receipt at the bottom and put the form in the complaints box.

Program

1. What program are you complaining about? Please tick the correct box.

- OECS Regional Health Project (explain project activities briefly)
- Saint Lucia Health System Strengthening Project (explain project activities briefly)
- Other

Details of Complaint

- 2. Today's date: Day _____ Month _____ Year _____
- 3. Parish: _____
- 4. Sex of person complaining (M/F): _____
- 5. Age of person complaining: _____

Please tell us about your complaint so the program can investigate. Please include as much information as possible.

Personal Details (Optional) PLEASE NOTE THAT YOU HAVE THE RIGHT TO REMAIN ANONYMOUS AND NOT PROVIDE PERSONAL DETAILS.

If you would like to receive a response from the program about your complaint, please fill in your details below. If you do not fill in these details, you will remain unknown and the program will not be able to contact you.

6. First Name: _____ 7. Last Name: _____

DO NOT FILL IN IN THE CASE OF SEA/SH GRIEVANCES

8. Parish: _____ 9. Mobile number: _____

10. Mediator for affected person: _____

11. Civil organization / Service Organization: _____



Receipt:

Complaint Number: [Same number as above]

Date received: _____

Person receiving the complaint: _____

Grievance Registers

DO NOT FILL IN IN THE CASE OF SEA/SH GRIEVANCES

Page Number: [Number]

OECS Regional Health Project Saint Lucia Health System Strengthening Project										
IDENTIFICATION OF PERSON / ENTITY				NATURE OF THE REQUEST / COMPLAINT			REQUEST/ COMPLAINT PROCESSING			
Log #	Name (and age) of the complainant	Contact Details	Incident date	Information request / complaint	Received by	Response provided / action taken	Date of request / incident response	Action Taken (under review, investigation, closed)	Date Closed	

FILL IN ONLY FOR SEA/SH INCIDENTS

OECS Regional Health Project Saint Lucia Health System Strengthening Project			
Nature of the allegation(what the complainant says in her/his own words without direct questioning)	Was the alleged perpetrator was/is, to the survivor's best knowledge, associated with the project (yes/no)	Survivor's age and/or sex (if disclosed)	Was the survivor referred to services?

Meeting Record Format

Subproject: Community: Location:

Date of the Meeting: Complaint Register No:

..... Venue of meeting:

Details of Participants:

Complainant	Project/Government

Summary of Grievance:

.....

.....

Notes on Discussion:

.....

.....

.....

Decisions taken / Recommendations:

.....

.....

.....

Issue Solved / Unsolved _____ Signature of Chairperson of the meeting:

Name of Chairperson: Signature :.....

Date: (DD/MM/YYYY)

Grievance Closure Form

Subproject: Community:..... Location:

Result of Grievance Redressal

1. Registration No.:
2. Name of Complainant:
3. Date of Complaint:
4. Summary of the Complaint:
5. Summary of Resolution:
6. Date of Redressal of the Grievance: (dd- mm – yyyy)

Signature of the Complainant in acceptance of the Solution to his /her Grievance

Name:.....

National ID number:

Signature of Permanent Secretary or Project Manager:

Name:

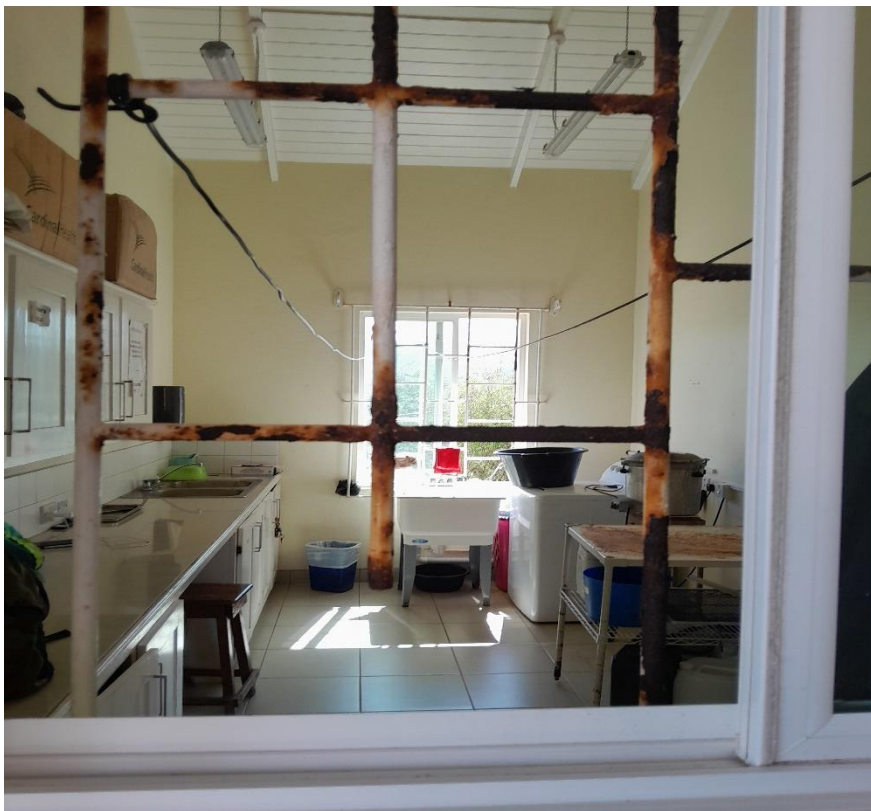
Place:

Date:(dd –mm – yyyy):

Annex 8: Photos



Eastern boundary of site showing proximity to marine environment



Burglar bars for treatment and repair



Existing water tank



Drain from existing water tank