

Strengthening Digital Governance for Service Delivery in Kosovo

Draft **ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN (ESCP)**

November 2022

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Government of Kosovo (GoK) will implement the Project on STRENGTHENING DIGITAL GOVERNANCE FOR SERVICE DELIVERY (P178162), with the involvement of the Agency for Information Society (AIS) in the Ministry of Internal Affairs (MIA). The INTERNATIONAL DEVELOPMENT ASSOCIATION (IDA) has agreed to provide financing for the Project.
2. The GoK shall implement concrete measures and actions so that the Project is implemented in accordance with the Environmental and Social Standards (**ESSs**). This Environmental and Social Commitment Plan (**ESCP**) sets out material measures and actions, any specific documents or plans, as well as the timing for each of these.
3. GoK will also comply with the provisions of any other Environmental and Social (E&S) documents required under the ESSs and referred to in this ESCP, such as the Generic Environmental and Social Management Plan (ESMP), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), this ESCP, POM and the timelines specified in those E&S documents.
4. The Government of Kosovo is responsible for compliance with all requirements of the ESCP even when implementation of specific measures and actions is conducted by the AIS referenced in point 1. Above, or another entity, such as its contractors and sub-Contractors.
5. Implementation of the material measures and actions set out in this ESCP will be monitored and reported to the Bank by GoK as required by the ESCP and the conditions of the legal agreement, and the Bank will monitor and assess progress and completion of the material measures and actions throughout implementation of the Project.
6. As agreed by the Bank and the Government of Kosovo (GK), this ESCP may be revised from time to time during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance conducted under the ESCP itself. In such circumstances, the AIS on behalf of the Government of Kosovo will agree to the changes with the Bank and will update the ESCP to reflect such changes. Agreement on changes to the ESCP will be documented through the exchange of letters signed between the Bank and AIS on behalf of the Government of Kosovo. AIS will promptly disclose the updated ESCP.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, the GoK shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts, which may include environmental, labor, and health, and safety risks.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
MONITORING AND REPORTING			
A	<p>REGULAR REPORTING: Prepare and submit to the Bank regular monitoring reports on the environmental, social, health and safety (ESHS) performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&S documents required under the ESCP, stakeholder engagement activities, functioning of the grievance mechanism(s).</p>	Submit to the Bank semi annual progress report throughout Project, commencing after the Project's Effective Date.	<i>Agency for Information Society (AIS) through PIU</i>
B	<p>INCIDENTS AND ACCIDENTS: Promptly notify the Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents. Provide sufficient detail regarding the incident or accident, indicating immediate measures taken or that are planned to be taken to address it, and any information provided by any contractor and/or supervising firm, as appropriate. Subsequently, at the Bank's request, prepare a report on the incident or accident and propose any measures to address it and prevent its recurrence.</p>	Notify the Bank of any incident or accident no later than 48 hours after becoming aware of the incident or accident, followed by detailed reports on the incident within the timeframe established by the Bank following the initial notification.	<i>Project Director of PIU within AIS</i>
	<p>CONTRACTORS MONTHLY REPORTS: AIS through PIU will require all contractors to provide monthly monitoring reports on generic ESMP, labor management procedure, occupational health and safety and GRM implementation. These reports shall be submitted by the contractors to PIU within AIS and by PIU/AIS to the World Bank. Suppliers and service providers shall be required to provide monthly monitoring reports to the PIU that address both technical and ESHS activities.</p>	Monthly reports to the WB within 5 days of receipt from contractors	<i>AIS through PIU</i>
ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.1	<p>ORGANIZATIONAL STRUCTURE: Establish an organizational structure within the Project Implementation Unit housed within AIS with qualified staff to support the management of ESHS risks of the Project). This will include as a minimum; An environmental specialist and a social specialist with qualifications and experience acceptable to the Bank. Other specialist as Project Director, Project Coordinator, procurement specialist, financial management (FM), environmental and social, monitoring and evaluation, and communications specialists will also be part of the PIU.</p>	<p>The environmental and social specialist will be contracted or appointed no later than 30 days after the Project Effectiveness Date. It must be maintained throughout the implementation of the Project An estimate of up to 5 staff weeks (SWs) for E&S specialists is foreseen for the implementation support, funded as part of overall project management cost</p>	<i>PIU/AIS</i>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>1.2 ENVIRONMENTAL AND SOCIAL ASSESSMENT Borrower has prepared A Generic ESMP checklist to identify, address and mitigate the environmental and social risks and effects of the Project from; small scale civil works (rooms for equipment), establishment and installation of equipment’s in the disaster recovery center in accordance with the WBG Environmental Health and Safety (EHS) Guidelines for Telecommunications and for the impacts related to accumulation over the years of e-wastes during operation phase. This Generic ESMP shall be consulted, adopted, disclosed and implemented throughout the project implementation.</p>	<p>ESMP Checklist to be prepared, finalized, consulted upon, adopted and disclosed , by appraisal and implemented thereafter throughout the Project implementation</p>	<p><i>PIU/AIS</i></p>
<p>1.3 MANAGEMENT TOOLS AND INSTRUMENTS: Update, adopt, and implement the following management tools in compliance with the requirements of the applicable Environmental and Social Standards, such as: Generic ESMP, SEP, LPM, this ESCP.</p> <p>Prepare, adopt and implement a POM outline relevant E&S risk management identification/screening processes, including the implementing arrangements and responsibilities and the GRM in a manner acceptable to the Bank.</p>	<p>Generic ESMP, LMP, SEP and ESCP shall be submitted to the WB for approval prior to project appraisal. Once approved, the instruments are carried out throughout Project implementation POM will be prepared before effectiveness of the Project. All amendments to the POM will be agreed with the World Bank. POM will be implemented throughout the Project implementation</p>	<p><i>PIU/ AIS</i></p> <p><i>AIS</i></p>
<p>1.4 MANAGEMENT OF CONTRACTORS: The Borrower shall establish and implement management procedures for suppliers, service providers and their contractors. The Borrower through the PIU shall ensure that consultants' TORs and tendering Documents (call for bids/contract of any contractors and suppliers of IT equipment as well as consultants to be mobilized for various consulting services) incorporate relevant aspects of the ESCP, including relevant E&S documents, that of the Labor Management Procedures, into the ESHS specifications (and the code of conduct) of the procurement documents. Then, the Borrower through the PIU shall ensure that contractors, suppliers/service providers comply with the ESHS specifications of their respective contracts. The Borrower through the PIU shall also ensure that contractors prepare and implement the site specific ESMPs in accordance with the specifications to be prepared , consulted upon, adopted and disclosed.</p>	<p>Before preparing the tendering Documents and respective contracts. Maintain procedures throughout Project implementation</p>	<p><i>PIU with support of Procurement Specialist/ AIS</i></p>
<p>1.5 ENVIRONMENTAL AND SOCIAL MONITORING: PIU in AIS is responsible to monitor and report on implementation of the ESCP and Monitoring reports will be sent as part of the project Implementation Progress reports.</p>	<p>Annually, quarterly</p>	<p><i>PIU/AIS with support of E&S specialists</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	Environmental and Social (E&S) Consultant hired by AIS will monitor implementation of ESCP		
ESS 2: LABOR AND WORKING CONDITIONS			
2.1	<p>LABOR MANAGEMENT PROCEDURES: Finalize, update, adopt, and implement the Labor Management Procedures (LMP) including, inter alia, occupational, health and safety (OHS) measures that have been developed for the Project, in accordance with the applicable requirements of ESS2, the applicable national legislation and in a manner acceptable to the Bank. Relevant provisions of Labor management procedures should be Incorporated into the bidding documents.</p> <p>The principles of these procedures shall also apply to any contractors, in accordance with ESS2. Contractors will develop and implement Codes of Conduct which will include provisions relating to SEA/SH prevention, deliver regular work induction trainings for employees including but not limited to OHS, HSE, SEA/SH prevention The Project shall establish and maintain a workers’ GRM. Overall Project labor management procedures shall be integrated in the Project Operational Manual.</p>	<p>Finalize the LMP prior to project effectiveness date. These procedures shall be applied throughout the Project implementation.</p> <p>Development of Code of Conduct and establishment of workers GRM prior to engagement of project workers and contractors and maintained throughout Project implementation.</p>	<p><i>PIU/AIS</i></p> <p><i>Contractors</i></p>
2.2	<p>GRIEVANCE REDRESS MECHANISM FOR PROJECT WORKERS: The PIU/AIS shall develop, maintain, and operate a grievance redress mechanism, available for all Project workers as defined in the Labor Management Plan (LMP) and in the generic ESMP and in accordance with ESS2. It will ensure addressing all issues related to the Project, including conditions of employment; non-discrimination and equal opportunities; workers' organizations/unions; child labor; forced labor; harassment (sexual or else); sexual exploitation and abuse and sexual harassment (SEA/SH) and other complaints as relevant. PIU/AIS shall also verify that all other contracted consultants have workers’ GM in place prior to their engagement.</p>	<p>The GRM shall be operational before the recruitment of Project workers. The mechanism shall be maintained throughout Project implementation.</p>	<p><i>PIU/AIS</i> <i>Contractors</i></p>
2.3	<p>OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES: Develop and implement adequate occupational health and safety measures (including emergency preparedness and response measures) in line with ESS2 and as specified in Generic ESMP. These OHS measures will also be incorporated to the Project operational manual (POM) prior to initiating work for the installation of digital infrastructure and maintained throughout Project implementation.</p>	<p>OHS measures specified in generic ESMP and Project operational manual prior to initiating work for the installation of digital infrastructure and maintained throughout Project implementation. Funded as part of overall project management cost.</p>	<p><i>PIU/AIS</i></p>
ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT			
3.1	<p>WASTE AND HAZARDOUS MATERIALS MANAGEMENT: Include, adopt, disclose and implement measures and actions to manage waste and hazardous materials. These measures must be specified in the generic ESMP in accordance with ESS3 and the regulatory provisions of the law of Kosovo on</p>	<p>Generic ESMP submitted to the Bank for approval prior to project appraisal.</p>	<p><i>PIU/AIS</i></p>

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
	Environmental protection. Particular attention shall be paid to the collection, packaging, transport, disposal/destruction and/or recycling of electronic waste (e-waste) in accordance with regulatory provisions. The generic ESMP shall identify the main E&S risks and impacts associated with the installation of IT equipment and associated waste, (ii) define mitigation measures, and (iii) define provisions for handling, transport and disposal of electronic waste resulting from the installation of equipment. e-waste should be disposed of in accordance with GIIP (e.g. EU WEEE Directive).	Measures and actions shall be maintained throughout Project implementation.	
3.2	RESOURCES EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT: Resource efficiency and pollution prevention and management measures have been covered under the prepared generic ESMP. The borrower will also prepare POM which will specify e-waste procedures and measures for efficient use of resources	Before the start of relevant work. These measures and actions shall be maintained throughout Project implementation.	<i>PIU/AIS with the support of the contractors hired for the works</i>
ESS 4: COMMUNITY HEALTH AND SAFETY			
4.1	COMMUNITY HEALTH AND SAFETY: The project will not develop or finance activities that support major civil works and which may cause significant risk to community safety. The proposed refurbishing activities, installation of ICT equipment's will be done within the existing premises. The Project also can result in an increased amount of e-waste which could pose a risk to community health and safety if not managed properly especially with unsafe working conditions for vulnerable populations (i.e. women and Roma). Therefore the Borrower shall develop and implement measures and actions to assess and manage potential Project-related risks and effects for local communities. The generic ESMP will provide provisions for health and safety, noise and dust management, adequate management of waste/e-waste, , adequate fencing of dump sites as well as prohibition of child and forced labor. E-waste procedures and measures will also be outlined in the POM.	Measures and procedures to be included in Generic ESMP and specified in the POM and shall be implemented throughout Project implementation	<i>PIU/AIS</i>
4.2	GBV AND SEA/SH RISKS DURING PROJECT IMPLEMENTATION: The Borrower shall develop and implement measures and actions to assess and manage the GBV and SEA risks, including ensuring that the project's grievance mechanism is adequately equipped to receive, register, and facilitate the resolution of SEA/SH complaints. These measures shall be specified in the generic ESMP.	Before starting works. These measures and actions shall be maintained throughout Project implementation	<i>PIU/AIS</i>
4.3	COMMUNITY SENSITIZATION: Raise public awareness of the Project, the risks involved, especially on E-waste collection, transport, and disposal and recycling through stakeholder engagements, public hearings, radio talk shows and community meetings in accordance with ESS4 and ESS10.	Prior and throughout Project implementation	<i>PIU/AIS</i>
ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT			

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY
This standard is not relevant for the suggested project interventions. The Project does not contemplate any land acquisition/restriction on land use/involuntary resettlement.			
ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES			
This standard is not relevant since the project is not expected to develop activities that could cause risk and negative impacts on biodiversity, therefore there is no need to implement measures and actions to assess such risk and impacts.			
ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
There are no indigenous people present as covered by ESS7 residing in Kosovo. Thus, this standard is not applicable.			
ESS 8: CULTURAL HERITAGE			
This standard is not relevant since the project intervention will not have any impact on cultural heritage. The project will take all measures to identify cultural heritage resources and develop the necessary mitigation plans in the event that they are impacted. The project will ensure that buildings defined for refurbishment are not of cultural heritage and if they are that the refurbishment will not make any change in the structure of the buildings.			
ESS 9: FINANCIAL INTERMEDIARIES			
This standard is not relevant for this project.			
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION: Prepare, disclose, adopt, and implement a Stakeholder Engagement Plan (SEP) consistent with ESS10. SEP will identify the key stakeholders and include specific measures to allow continuous engagement with a wide range of public agencies, private sector entities and citizens and adequate communication strategy throughout Project implementation, as well as submitting grievances. The SEP shall be proportional to the nature and scale of the Project and the associated risks and impacts. The SEP shall describe the different forms of engagement to be undertaken with all project stakeholders or potential users of e-government, including vulnerable groups (such as elderly, women, roma, people with disabilities etc).	SEP to be prepared, consulted upon, adopted and disclosed before Appraisal and implemented throughout the Project implementation. SEP to be updated periodically, as required, throughout the life of project.	PIU/AIS
10.2	PROJECT GRIEVANCE MECHANISM: The Borrower shall develop and implement the arrangements for the grievance redress mechanism as described in the SEP and in accordance with ESS10. Accessible grievance arrangements shall be made publicly available to receive and facilitate the resolution of concerns and grievances in relation to the project. A communication plan will be developed and this has to ensure the grievance mechanism is accessible to all.	Before the start of project activities and throughout the implementation of the project	PIU/AIS
CAPACITY SUPPORT (TRAINING)			
CS1	Trainings will be provided for Relevant Ministry Staff, PIU, PIT, Implementing Agencies and institutes as well as relevant stakeholders on: <ul style="list-style-type: none"> Stakeholder mapping and engagement Development and implementation of the Stakeholder Engagement Plan (SEP) and its monitoring & evaluation, (ii) the development and implementation of the Labor 	Training will start prior to commencement of project activities and continue throughout project implementation, as needed.	<i>The World Bank E&S Team PIU/individual Consultants Contractors</i>

MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY
<p>Management Procedures; (iii) Development and implementation of ESCP; (iv) implementation of generic ESMP</p> <ul style="list-style-type: none"> • Familiarization with the WB’s ESF, • Specific aspects of generic ESMP implementation; • Training and dialogue on progress report mechanisms; • Information on World Bank’s Safeguards Incidents Reporting requirements • Training on preparation of the Project Operational Manual, annual work plan, procurement plan, and disbursement projections; • GBV and SEA 		
<p>CS2 Project workers: Project workers will be trained on occupational health and safety issues, SEA/SH prevention, preparedness and response to emergency situations, reporting of work accidents and any other required trainings.</p>	<p>After recruitment</p>	<p><i>PIU Contractors</i></p>