



**REPUBLIC OF KOSOVO**

**Strengthening Digital Governance for Service Delivery Project  
(P178162)**

**GENERIC ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN  
(ESMP)**

*Draft Version*

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## Acronyms and Abbreviations

AI	Administrative Instruction
AIS	Agency for Information Society
CPF	Country Partnership Framework
DRC	Disaster Recovery Center
EIA	Environmental Impact Assessment
EMF	Environmental Management Framework
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
EU	European Commission
GDP	Gross Domestic Product
GoK	Government of Kosovo
GRM	Grievance Redress Mechanism
IDA	International Development Association
ICT	Information and Communication Technology
IEC	Information, education and communications
ILO	International Labor Organization
ISC	Integrated Service Center
KAS	Kosovo Agency of Statistics
LMP	Labor Management Procedure
MEP	Municipal Environmental Permit
MESP	Ministry of Environment and Spatial Planning
MIA	Ministry of Internal Affairs
MFLT	Ministry of Finance, Labor and Transfers
MSW	Municipal Solid Waste
MIET	Ministry of Industry, Entrepreneurship and Trade
NGO	Non Governmental Organization
KEPA	Kosovo Environmental Protection Agency
KPIs	Key performance indicators
CRA	Civil Registration Agency
OECD	Organization for Economic Cooperation and Development
OHS	Occupational Health and Safety
OGP	Open Government Partnership
PAD	Program Appraisal Document
PDO	Program Development Objective
PIU	Project Implementation Unit
PMC	Project Management Committee
POM	Project Operational Manual
PPE	Personal protective equipment
PwD	People with Disabilities
SCD	Systematic Country Diagnostic
SDC	State data center
SEA/SH	Sexual Exploitation abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
WEEE	Waste from Electrical and Electronic Equipment

## EXECUTIVE SUMMARY

Kosovo Strengthening Digital Governance Project is a five-year investment operation financed by the World Bank- International Development Association (IDA) and implemented by Agency for Information Society (AIS) within the Ministry of Internal Affairs (MIA). Project development objective is to improve the quality of and user access to selected public administrative services by reflecting in this way the objectives of the 2021-2025 Government Program and its ongoing work on development of a comprehensive digital governance strategy. The proposed Project is expected to support Focus Area 2 of the CPF for the Republic of Kosovo for the Period FY17-21 – *Strengthening Public Service Delivery and Macro Fiscal Management*. The Project will also contribute to:

- development of processes and foundational government service delivery infrastructure that will support Kosovo’s capacity for climate change adaptation and mitigation through transition towards cloud storage solutions, strengthening of the disaster recovery center (DRC), and service digitalization
- finance investments for the digital transformation of internal government operations and downstream public service delivery aimed at improving citizens’ universal access to services and their interaction with the Government
- mainstream certain gender-based mechanisms into the design of citizen engagement tools
- engage similar targeted CivicTech tools as well as a multi-channel delivery approach to raise awareness, increase digital skills and improve accessibility to digital public services of most need for these communities.

The proposed Project is also expected to support Kosovo’s recovery from the COVID-19 pandemic in the medium- to long term, and contributes to *Pillar 4: Strengthening policies, institutions and investments for rebuilding better* of the WB Global Crisis Response Framework.

This Generic Environmental and Social Management Plan (ESMP) will provide an analysis of environmental and social impacts associated with the Project activities and identify appropriate mitigation measures in accordance with the World Bank’s Environmental and Social Framework and the relevant Environmental and Social Standards (ESS) therein. Environmental and social screening at the Environmental and Social Review Summary Concept Stage identified the following ESS’s as relevant:

- ESS1 Assessment and Management of Environmental and Social Risks and Impacts
- ESS2 Labour and Working Conditions
- ESS3 Resource Efficiency and Pollution Prevention and Management
- ESS4 Community Health and Safety
- ESS10 Stakeholder Engagement and Information Disclosure

The ESMP will be finalized during project implementation on completion of design and prior to commencement of the procurement process for civil works. Environmental and Social Risks and Management.

### Environmental and Social Risks and Management

Initial Environmental and social screening did not identified any irreversible potential risks and/or impacts. Potential impacts are minor, mostly site specific and reversible; and can be effectively managed through mitigation strategies outlined in this ESMP. Project risks are classified as **Moderate**.

The following key environmental and social risks are summarized together with the proposed mitigation measures and according to ESS applied for activities considered:

*Labour and Working Conditions* - the overall labor risks are expected to be low and manageable. Risks associated with probability of the incidence of child labor or forced labor and SEA/SH risks are minimal/negligible and are managed through national legislation and provisions included in the LMP. Additionally, those employers contracted for installing hardware and critical equipment in the DRC, for refurbishment needs and additional investments in hardware and software, for the Contact Center and the Integrated Service Center (ISC) are faced with low level of Electrical works and OHS risks. No significant fire hazards are expected during implementation and operation of the disaster recovery center. However, All workers will be employed in accordance with provisions in the Labour Management Procedures (LMP). Documented evidence for consultancy firms hired for activities under the project in relation to their working conditions will be reflected in the POM, LMP, bidding documents and the actual contracts between the PIU and its providers. All categories of workers may be involved in activities that raise COVID-19 exposure concerns. To mitigate the risk, the project will overall follow applicable national guidance and WHO guidelines, and the relevant Bank's policies.

*Resource Efficiency and Pollution Prevention and Management* - Adverse environmental risks and such as dust, air pollution, waste generation, due to typical offices' renovation will be addressed by applying measures specified in this generic ESMP. Indirect impacts related to the increased amount of e-waste, increase in energy use from the use of backup power generators, and the use of cooling and fire suppression systems will be addressed through application of appropriate e-waste procedures and measures for efficient use of resources as included in this ESMP. The e-waste generated under the Project will be managed under the existing national waste processing system and exported for recycling.

*Community Health and Safety* – there is a low risk for community health and safety, especially for vulnerable populations<sup>1</sup> and associated with non proper management of e-waste. This will be managed by including provisions for adequate management of waste/e-waste, including management of dump sites access/fencing. Issues related to cyber crime, data loss/missus will be managed under provisions of Kosovo legislation for adequate management.

*Stakeholder Engagement and Information Disclosure* - the requirements for ensuring timely and precise stakeholder identification and a systematic approach to stakeholder engagement, will be undertaken in accordance with the Stakeholder Engagement Plan (SEP) prepared for the Project.

The Project Implementation Unit (PIU) will be responsible to ensure that this generic ESMP is fully integrated throughout implementation. The ESMP shall form part of any bid documentation, TOR or contractual agreement for refurbishment works, equipment and hardware installations. It will be fully integrated within the Project to ensure all required measures are fully understood and adhered to by all responsible parties leading to successful implementation.

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<sup>1</sup> The roma and the poor) engaged in collection of recyclable waste (plastics, metals, paper and cardboard, batteries and WEEE, etc.) and for some companies staff from the formal collection services which are also involved in these activities

# 1 INTRODUCTION

## 1.1 Project Context

Since the adoption of the country's first e-Governance Strategy (2009-2015), over the last decade, GoK has taken action to support sustained economic growth and improve public service delivery by prioritizing public administration reforms to transform its public sector into a more modern, efficient, and citizen-centric administration and supporting development of a GovTech approach to service delivery. GoK has made important advances in expanding broadband connectivity with support from the Kosovo Digital Economy (KODE) Project. However, in spite of the high level of connectivity in Kosovo, survey results point to limited use of online services provided by government institutions and dissatisfaction with service delivery.

While developments to date represent some important advances in term of digital reform, Kosovo still faces a number of challenges in its development of digital services, with implications for the quality and accessibility of services. A primary reason for the uneven access and poor quality of services, despite improvements in digital connectivity, has been the piecemeal approach to digitalization, which has resulted in the fragmentation of information and communication technology (ICT) systems. Interoperability and the State Service Portal are also at an early stage of development. Progress in ensuring that eKosovo portal becomes the main window for providing public services has been slow. Where services are available online, most are provided through individual agency portals, making data transfers across agencies difficult and causing service provision to be organized around the administrative structure responsible. The Government of Kosovo (GoK) does not have the essential ICT infrastructure of an intranet or digital platform for GoK leadership to effectively communicate to its employees or a place where the public servants can connect, share, and collaborate. The country lacks a dedicated data governance body and there is a need to develop national interoperability standards and protocols in line with the new E-government Strategy 2023-2027 and the European Commission's new European Interoperability Framework. Additionally, the Government has not yet established a unit responsible for issuing digital certificates, crucial for the implementation and enforcement of e-signature laws.

To address these challenges, the GoK intend to develop the Project on 'Strengthening Digital Governance for Service Delivery Project'. It recognize the successful digitalization of services as an important implications for the Government's efforts to combat corruption, and as an important element of the country's efforts to adapt to climate change. The proposed Project is expected to support Focus Area 2 of the CPF for the Republic of Kosovo for the Period FY17-21 – *Strengthening Public Service Delivery and Macro Fiscal Management*. It also aim to address key areas of the 2021 Systematic Country Diagnostic (SCD).

The Project will primarily finance investments for the digital transformation of internal government operations and downstream public service delivery aimed at improving citizens' universal access to services and their interaction with the Government. Project design prioritizes public services with a recognized need to make them more equitable, with digital services being especially targeted to improve access for vulnerable social groups (i.e., poor, women, Roma). It will mainstream certain gender-based mechanisms into the design of citizen engagement tools and engage similar targeted CivicTech tools as well as a multi-channel delivery approach to raise awareness, increase digital skills and improve accessibility to digital public services of most need for these communities.

The implementing agency for the Project is the Agency for Information Society. Other major stakeholders are; Ministry of Internal Affairs (MIA); Office of the Prime Minister, Ministry of Industry, Entrepreneurship and Trade (MIET), and other ministries and agencies.

## 2 ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

This document is a Generic Environmental and Social Management Plan (ESMP), that assesses Project environmental and social risks, provides an analysis of Project impacts and identifies appropriate mitigation measures, including who is responsible for implementation. The methodology for preparing this ESMP included desk review based on secondary information, findings from previous Kosovo Digital project (KODE Project), and other World Bank documents and consultations with key stakeholders. An Environmental and Social Commitment Plan (ESCP) is referenced in the legal agreement between the Bank and the Government of Kosovo and defines key actions and responsibilities for Project implementation.

### 2.1 Purpose and Scope of ESMP

Pursuant to the WB Environmental and Social Framework (ESF), an environmental and social assessment is required to assess the environmental and social risks and impacts of the project throughout the project life cycle. The assessment must be proportionate to the risks and impacts of the project and address all relevant direct, indirect and cumulative environmental and social risks and impacts throughout the project life cycle. The ESA is required to address the requirements of the Environmental and Social Standards (ESSs) to achieve environmental and social outcomes consistent with those described in the ESF.

Initial environmental and social risk screening indicates the Project has a moderate environmental and social risk rating. The project activities are not expected to account for irreversible environmental impacts, but predominantly short-term, local, and reversible environmental impacts are likely to be encountered and include typical renovation-related disturbances such as dust, air pollution, waste generation, and health and safety risks, etc. From a social perspective, the project is assessed as low risk due to potential adverse impacts that digitalization of services can, usually have as regards to exclusion of vulnerable groups such as elderly, poor and Roma (who have limited access to IT services); any risk related to data loss and/or data misuse due to digitalization process; impacts related to labor working conditions (workers health and safety) and SEA/SH risks; and community health and safety risks (especially vulnerable population) in case of not properly management of e-waste.

Additionally, no involuntary land acquisition or physical displacement to formal or informal occupants will be required as activities for the installation of hardware and critical equipment in the DRC will be performed in existing underutilized facilities, as well as furnishing and refurbishment needs and additional investments in hardware and software, for the Contact Center and the ISC in Pristina will rely on existing government locations.

Given this context, this Generic ESMP sets out the mitigation measures, monitoring, and institutional responsibilities required to eliminate, offset or reduce adverse environmental and social impacts to acceptable levels in line with relevant Kosovo laws and regulations, the World Bank Environmental and Social Framework, and best practice.

### 2.2 Integration of ESMP

It is the responsibility of the Project Implementation Unit (PIU) to ensure that this generic ESMP is fully integrated throughout implementation. The ESMP shall form part of any bid documentation, TOR or partnership agreement for physical works, and it shall be the PIU's responsibility to ensure that all procurement documents, partnership agreements and contractual specifications is subject to review against this ESMP and the requirements in the Procurement Regulations document for IPF Borrowers: Goods, Works, Non-Consulting Services and Consulting Services dated July 1, 2016, last revision November 2020. The ESMP will also be used for risk management of the social aspects of the project.



## 2.3 Disclosure

The ESMP is to be publicly disclosed by the AIS as the agency responsible for project implementation. A public advertisement through newspaper/radio and/or social media post on AIS Facebook pages and on the Office of the Prime Minister website (once AIS website becomes available) will alert the public to the disclosure of the instruments. Likewise, AIS will ensure that several copies of all prepared E&S risk management instruments are available locally at the AIS office and easily accessible to affected groups and local Non-Governmental Organizations (NGOs). The ESMP will be reviewed after detailed work activities will be completed and finalized and re-approved by the Government of Kosovo and World Bank prior to the commencement of the bidding process for any physical works. For each approved updated version of this ESMP, the PIU will be responsible for disclosure through the above channels.

## 3 PROJECT DESCRIPTION

### 3.1 Project Development Objectives and Indicators

The proposed project development objective (PDO) is to improve the quality of and user access to selected public administrative services, by reflecting in this way the objectives of the 2021-2025 Government Program and its ongoing work on the development of a comprehensive eGovernment Strategy 2023-2027.

Project progress will be measured against the following PDO - level results indicators:

- Number of transactions completed through e-Kosova per month (access)
- Percentage of women accessing public services through e-Kosova (access)
- Percentage of targeted vulnerable groups accessing public services through e-Kosova (i.e., poor, RAE, individuals with disabilities) (access)
- Compliance with “service standards” for services under pilot life event categories (quality)

### 3.2 Number of web services automating secure and reliable data exchange via the Government Gateway (GG) (or Government Service Bus) (quality) **Project Component**

Project funding will prioritize ICT infrastructure investments plus the technical assistance required for the delivery of the identified results under three interlinked components, structured as follows;

- **Component 1: Digital transformation of government**

**This component will support initiatives to establish the “whole of government”<sup>2</sup> architecture and shared platforms necessary for the digital transformation of the government and the facilitation of citizen centric public service delivery.** This includes improving the interoperability of government systems, disaster recovery/business continuity solutions, and shared platforms (e.g., Government Gateway, SDC/DRC arrangements, Whole of Government platform). In particular, the component will support the following areas:

#### **Subcomponent 1.1: Developing interoperability standards and protocols, and appropriate infrastructure.**

This subcomponent aims to strengthen the foundation for digital service provision through the development of interoperability standards and appropriate associated infrastructure. It will include: (i) Development and implementation of a National Interoperability Framework in line with the new European Interoperability Framework (EIF); (ii) enhancement of the National Open Data Portal<sup>3</sup> through the development of processes to enable more frequent updates and of additional Application Programming Interface (API) capabilities, (iii) assessment and enhancement of the Government Gateway (GG) to automate secure data exchange for key government systems as well as the G2G and G2C/G2B services provided through e-Kosova portal, and expand its use, including energy efficient hardware as needed; (iv) improvements to the interoperability of base registries and selected core public entities; and (v) associated capacity building and change management activities.

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<sup>2</sup>The *whole-of-government* approach emphasizes integration in terms of joint activities, plans, and platforms across government units instead of fragmentation and departmentalism. GovTech envisions a whole-of-government approach with interoperable government systems, seamlessly connected e-service solutions, and citizen service centers providing access to all public services and fostering easily accessible, efficient, and transparent government with citizens at the center of reforms.

<sup>3</sup>[Open Data Republic of Kosovo](#)

### **Subcomponent 1.2: Strengthening the SDC/DRC arrangements and transition towards a government cloud platform.**

The objective of this subcomponent is to strengthen the state data center (SDC) and disaster recovery center (DRC) arrangements and support a transition to cloud computing, in order to enhance the resilience of government business operations to disruptions from, inter alia, climate change natural disasters and other events, in Kosovo. It will include:

- (i) Support for the establishment of a shared DRC for short-term needs to host selected government critical information systems requiring near zero downtime or data loss in the event of primary data center disruption;
- (ii) development of a Cloud Computing Transition Plan providing a roadmap for transitioning to a hybrid government cloud platform and ensuring data and information systems confidentiality, integrity, and availability, in addition to ensuring security and portability; a migration plan for the public sector; and support to the preparation of associated policies aimed at ensuring the cloud readiness and cloud awareness of all new information systems; and
- (iii) acquisition of energy efficient critical equipment for the SDC/DRC, as needed, to safeguard the information stored and maintained in the Government's registries.

### **Subcomponent 1.3: Developing a "Whole of government" platform.**

The objective of this subcomponent is to develop a whole-of-government platform that will serve as a go-to hub for public servants and improve internal processes, communication, and collaboration. It will include:

- (a) Design, development and phased deployment of a whole-of-government platform aimed at improving communication, collaboration, and engagement between public servants, as well as monitoring the implementation of the National Development Strategy 2030 and other government policies, including inter alia, functional areas related to organization and human resources, collaboration, resource management, news, workflow/case management (including linkages with the document management system and national electronic signature tools), e-archiving, and monitoring and performance management tools; and associated capacity building and change management activities.
- (b) Assessment of government network (GovNet) infrastructure needs and support for the expansion of GovNet infrastructure, including energy efficient equipment as needed.

- **Component 2: Digital transformation of public service delivery**

**This component will support the expansion of government e-services through an upgraded e-Kosova and pilot an innovative approach to proactive citizen-centric service delivery organized around life events.** In parallel to supporting enhancements to the e-Kosova platform and an expanded number of services available, the Project will support activities that help Kosovo to transition to citizen-centric services through adopting a multichannel approach to delivering services and advancing an innovative approach of clustering services around life events to proactively engage with citizens/users. Project support will be structured around four subcomponents.

#### **Subcomponent 2.1. Enhancement and upgrade of the e-Kosova platform and base registries**

The objective of this subcomponent is to support the expansion of government digital services in an upgraded e-Kosova portal and support the interconnection of base registries, especially the civil registry. In particular, it will include:

- (a) Technical enhancements to the e-Kosova platform that improve availability, scalability, performance, security and accessibility, and the inclusion of services already available as e-services or in the process of being digitalized<sup>4</sup>.
- (b) Improvements in accessibility through an upgraded e-Kosova application design to improve the user interface including for users with special needs, meeting WCAG 2.0 or later standards for individuals with disabilities; and development of an upgraded e-Kosova mobile application;
- (c) Further interconnection of key base registries, particularly of the Kosovo Civil Registration Agency (CRA) database, with e-Kosova and use by other organizations to promote integrated services through, inter alia: (i) creation of an electronic file archive of all key individual identification documents issued in Kosovo during the former Yugoslavia and later during the occupation of Kosovo that allows links to other relevant registers of CRA and interconnection with other base registries, databases; (ii) development of a centralized, electronic open data platform for the CRA that helps other interested organizations and citizens link to updated, real time data from the CRA system; (iii) the advancement and maintenance of the driver's license system; (d) support the interconnection of CRA databases and other government electronic systems; and (e) acquisition of energy efficient equipment as needed.
- (d) Strengthening of the dedicated AIS teams that are responsible for managing the e-Kosova platform as well as an increased focus on data analytics and user research, including setting up key performance indicators (KPIs) and service-level agreements (SLAs) for any selected service that is accessed on e-Kosova, developing a performance dashboard, monitoring reports, and quality enhancement recommendations based on the information generated.

## **Subcomponent 2.2. Increasing Multichannel Access to Citizen-Centric Digital Services**

The objective of this subcomponent is to operationalize multichannel access to services, including a communications campaign to mobilize citizens as service users and a modernized customer service architecture. In particular, it will include:

- (a) Design and upgrading of a new, multi-channel, digitalized e-Kosova Contact Center within AIS, including, inter alia: (i) development of integrated Help-Line software which is connected to e-Kosova and other relevant systems; (ii) deployment of customer relationship management (CRM) software to support troubleshooting of digital service use, including ticket management, real-time monitoring, a text and voice virtual assistant to filter user service queries; and collection of user feedback through text messaging; (iii) acquisition of associated energy efficient hardware and network equipment, as well as furnishing needed for the e-Kosova Contact Center; (iv) analysis of user data, including data drawing upon new exit surveys for individual users who have accessed an e-service; and (v) additional identified training needs of the Contact Center workforce.
- (b) Establishment of a pilot Integrated Service Center (ISC) in Pristina within an existing government location, including, inter alia, (i) financing for a feasibility study, and a competition for the design and area master plan; (ii) support minor refurbishment needs and additional investments in energy efficient hardware and software to make the new ISC operational and maximize its energy efficiency; and (iii) a communication campaign to raise awareness about the Pristina ISC, and linked to activity 2.2(c).

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<sup>4</sup>Although the project's main focus for the digitalization of services would be on the identified life event categories under subcomponent 2.3, if feasible the project will also support the necessary software enhancements for services that are in the process of being digitalized or available as e-services to become available in e-Kosova. For example, e-procurement services with the national procurement agency, planned services related to the judiciary, licenses and permits provided by the Ministry of Environment and services by the Ministry of Agriculture in addition to the few services (information and grant-related) already on e-Kosova.

(c) Development and deployment of an active information, education and communications (IEC) outreach communications campaign to increase awareness and mobilize citizens on the multi-channels of access to e-services, including, inter alia, (i) a survey in the first year that targets the vulnerable groups (senior citizens, women, RAE communities) to better design an IEC-outreach program; (ii) additional surveys designed and implemented at project mid-term and subsequently (Y4, Y5) to monitor and improve the impact of the IEC-outreach program and targeted mobilization efforts to especially reach the identified vulnerable groups.

### **Subcomponent 2.3. Piloting Citizen-Centric Digital Services with a life event approach**

This subcomponent aims to support the development of citizen-centric service delivery by piloting a life event approach<sup>5</sup> as an important demonstration effect of innovations to providing proactive integrated services that are resilient to disruptions in physical access to government buildings. In particular, it will include:

(a) Analysis of global experience in using a life event approach and the finalization of the services to be selected for support under the Project; clustering of existing digital services associated with the selected life event on the e-Kosova portal (see Annex 2, Table 1 for an initial application within the Kosovo context around the two categories of life events related to Housing and Family);

(b) Reengineering of services around two priority life event related category of services (based on agreed criteria with the Government, including readiness of the e-service; service importance and user demand for impact; and gender and overall inclusion considerations<sup>6</sup>), such that the package of services clustered around the life event is delivered in a proactive manner once the triggering event is verified. For each life event category, selected associated services will undergo, where needed: (i) ICT and automation upgrades to increase proactivity, including where relevant integration of machine-learning methods and artificial intelligence to improve user pathways, provide user-context suggestions, detect user behavior anomalies, and predict high-loads; (ii) administrative rationalization and simplification; and (iii) support to necessary regulatory and legal amendments.

### **Subcomponent 2.4. Innovation.**

The subcomponent will support the Government's aim to establish an innovation cell within AIS to leverage innovative digital transformation solutions for improving access to and the quality of public services. In particular it will provide support to:

(a) the establishment of an innovation cell within Government as the responsible authority to engage with interested developers and to harness additional donor financing for innovative solutions that currently exist. Possible areas could include: climate resilience, innovation in procurement of digital goods and services, innovations in citizen engagement and service delivery tools; and

(b) Selected activities that will contribute to strengthening the innovation ecosystem by tapping into the capacity of the private sector and the diaspora, and promote a culture of innovation within

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<sup>5</sup>The most advanced digital governments (incl., Estonia, Denmark, UK, Singapore, Australia, New Zealand) have, in recent years, transitioned to delivering services that are proactive and integrated around a citizen or user reporting a life event, such as getting married, becoming a new parent, buying a new home etc.

<sup>6</sup>Criteria for selection: (i) those life events that are most "ready" in terms of e-service organization, institutional ownership, level of automation and policy/legal readiness, (ii) those life events that touch a significant number of users and, (iii) those life events that impact the project's target vulnerable groups, such as women and the disabled.

Government, such as, inter alia, (i) use of frontier technologies (satellite-based technology, AI, machine learning, big data); (ii) crowdsourcing of ideas about public policies and strategies, and (iii) private sector involvement to address public sector challenges (start-ups).

- **Component 3: Institutional strengthening, change management, and project management**

This component aims to provide targeted technical assistance to support institutional strengthening and change management activities required for the successful implementation of the Project and achievement of results. It includes three subcomponents:

**Subcomponent 3.1. Institutional strengthening.** This subcomponent aims to provide specialized technical assistance to strengthen the data governance policy and institutional framework necessary for driving the digital transformation of government and services and foster a culture of trust and collaboration among public entities. This will include, inter alia:

(a) Strengthening of the data governance institutional and legal framework through, inter alia, (i) the establishment of a data governance body<sup>7</sup> responsible for the development and implementation of a data governance strategy; (ii) development of a data-classification methodology, standards, and protocols as well as improvements in the legal and organizational framework, (iii) revisions to the legal framework to enhance compliance with relevant EU regulations; (iv) devising privacy and security measures, and other legal safeguards and enablers; (v) strengthening the Information and Privacy Agency; and (vi) designing and implementing incentives for better ICT investment management such as spending controls policy; and

(b) Strengthening of the institutional and coordination structure envisioned in the e-Government strategy 2023-2027 (including the establishment of a Digital Transformation Unit within the Prime Minister's Office).

**Subcomponent 3.2. Change management.** This subcomponent aims to support the change management and capacity building processes important for ensuring the success of digital government reforms. In particular, it will:

(a) Identify targeted change management and capacity building support related to (i) leadership level skills to plan and implement reforms in a timebound manner (e.g., applicability of rapid results approaches); (ii) managerial skills (non-IT or non-specialized) to support prioritization of reforms and selection of services to be digitized being primarily responsive to user needs; and (iii) broader technical (including IT-related) skills that need to be in place within key ministries, departments and agencies to provide a catalyst for wider adoption of the new IT-systems and whole of government platform supported through the project.

**Subcomponent 3.3 Project management.** This subcomponent aims to strengthen the capacity of the Agency for Information Society to manage the Project. In particular, it will include: staffing of the PIU (including, inter alia, expertise on M&E, technical coordination, project planning, procurement and contracts management, and financial management).

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<sup>7</sup> The data governance body could be a new institution or an existing one that undertakes such responsibility.

## 4 ACTIVITY LOCATION

The implementation of the Project on Strengthening Digital Governance for Service Delivery will provide digital government services to the entire population in Kosovo territory.

The Project activities includes mainly goods and consultancy services. The project does not envisage major civil works but will be limited to some refurbishment works of existing facilities (rooms for the equipment, etc.) which will take place only in Pristina and Decan. Small scale physical works under the Project will involve: establishment of a shared disaster recovery center (DRC) as a short-term solution to host limited or select government critical information systems. The backup facility will be established in Decan, using an existing underutilized facility, operated by the Ministry of Internal Affairs and it may need some refurbishment works. The short-term disaster recovery, data, and information systems (applications and utilities) will require additional hardware for storage and compute resource. Installation of hardware, software, network equipment and furnishing will also be necessary for the e-Kosova Contact Center and ISC which will be set up in an existing government building in Pristina. The exact locations of the DRC and ISC will be determined during Project implementation. No new construction will be necessary for the Project.

The Project's operations phase will involve the provision of Government services via digital methods. The DRC operations will be largely passive with ongoing monitoring and maintenance as required by Government technical staff. In the event of a power outage the DRC's back-up generator (diesel-powered) will start-up automatically to ensure connectivity is maintained at all times. A fire suppression system will be part of the DRC to secure data in any case of fire. After the establishment, the ISC and Contact Center will be maintained in perpetuity. There will be a need to replace components as they reach the end of their serviceable life.

## 5 ENVIRONMENTAL AND SOCIAL BASELINE

### 5.1 Environmental Baseline

Kosovo is Europe's youngest country. After its experience as part of the former Yugoslavia, Kosovo became a separate territory under United Nations (UN) administration in 1999, and, in 2008, it declared independence. Located in the center of Southeast Europe, Kosovo borders Albania in south-west, Montenegro in northwest, Serbia to the north-east and Macedonia in the south. It has a total area of 10 905.25 km<sup>2</sup>. The territory of the Republic of Kosovo is characterized by different heights above sea level. The lowest point of Kosovo is located in the valley of the river Drini i Bardhe on the border with Albania and reaches up to 270 m above sea level, the higher point is in western Kosovo - Gjeravica - 2.656 m.

In *hydrographic terms*, Kosovo is divided into four river basins: the Drini i Bardhe, Ibri, Morava Binçes and Lepeneci. Kosovo river's flows into three different sea: the Black Sea, Adriatic Sea and the Aegean Sea. Kosovo provides a catchment for water flowing to neighboring countries, but because of its elevated topography, does not receive water from outside its borders. There is only one major dam in Kosovo that was constructed to generate hydroelectricity, but neighboring countries have constructed dams on rivers downstream of Kosovo. Many stretches of rivers have been severely disrupted by sand and gravel mining and attempts to control river flooding with artificial levees<sup>8</sup>.

*Kosovo's climate* is influenced by its proximity to the Adriatic and Aegean Seas as well as the continental European landmass to the north. In most part of the Country, the climate is continental, resulting in warm summers and cold winters, with Mediterranean and continental influences. Average temperature within the country range from +30° C in summer, at -10° C in winter. However, due to unequal elevations in certain parts of the country, there are changes in temperature and rainfall distribution. Total average annual rainfall in Kosovo in 2021 was 809.1 mm / year, while in 2020 it was 663.3 mm / year<sup>9</sup>, but in the mountains the average annual rainfall in Kosovo can reach more than 1,000 mm. The varied elevations, climatic influences, and soils within Kosovo provide a wide diversity of microhabitats to which plant and animal species are adapted.

Kosovo is prone to a wide variety of *natural hazards*--including floods, landslides, droughts, earthquakes, and wildfires--that could pose serious damages to the economy, fiscal balances and well-being of vulnerable populations. Flash floods are common in mountainous areas (where average annual precipitation is as much as 1,750 mm per year) which result in mudslides in some areas. Kosovo is also exposed to landslides, particularly in the areas of Mitrovica, Pristina, Peja and Strpce. Many of these climatic related hazards are expected to magnify with future climate change. At least one quarter of the communities are vulnerable to landslides/rock falls with an incidence rate probability of 1% (10% over 10 years). While plains are affected by riverine floods cloud outburst is another phenomenon that threatens Pristine, Mitrovica, Podujevo and Dakovica, due to the structural vulnerability of dams. In some highly exposed rivers basins (such as Drini River in the western half of the country) floods occur every 2-3 years<sup>10</sup>. These climate and disaster risks can seriously impact productive sectors of the economy, such as agriculture, infrastructure, energy, water resources, and communities and households. Natural disasters and climate change can also hamper reforms and add pressure on the fiscal position, exacerbate existing expenditure pressures, redirecting public resources away from long-run development plans and limiting a country's ability to build cushions for development programs and future needs. They can also divert scarce government administrative capacity toward emergency operations<sup>11</sup>.

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<sup>8</sup> Kosovo Digital Economy Project

<sup>9</sup> "Water Statistics in Kosovo" for the years 2020-2021, Kosovo Agency of Statistics (KAS)

<sup>10</sup> Drr Research Report On Legislation And Responsibilities Of Stakeholders In Kosovo, 2018

<sup>11</sup> Republic of Kosovo, Systematic Country Diagnostic, January 2017 – World Bank



## ***Major environmental concerns***

Kosovo struggles from a number of environmental risks, per below;

*Air pollution* is a significant problem in Kosovo's urban areas and a moderate problem for the country as a whole. Urban ambient air quality is poor particularly in Pristina, the Obiliq area, the Drenas area, and in Mitrovica. The principal sources of pollution include; burning of wood and lignite for household/building heating purposes; smoke and emissions from large industrial complexes; landfills of urban and industrial waste which tend to have more specific local impacts; and vehicular emissions. The average greenhouse gas emissions in Kosovo are about 9.5 million tons of CO<sub>2</sub> equivalent. The main source of greenhouse gas emissions is the energy sector with a share of 88% of total emissions. The second sector is the agriculture with 7%<sup>12</sup>.

*Water Quality.* The pollution of drinking water is generally associated with bacterial rather than chemical contamination. Much of this bacterial (fecal) contamination occurs in the water supply systems of small cities and rural areas where a large proportion of wells and springs are thought to be contaminated. There is also a lack of operating wastewater treatment plants in Kosovo.

*Untreated Hazardous and Municipal Waste.* Historical and current industrial waste has remained—for long periods of time—in production sites, storage areas, and industrial hot spots. At present, there is a near-total lack of proper waste management in Kosovo for all waste types—domestic, industrial, health care, and hazardous waste—as well as for legacy pollution from historical contamination. Current waste management practice, if left unchanged, will lead to high levels of pollution of groundwater and air (for example, through methane or landfill gas), but also dioxins and fine particles when burned.

*Forest resources* are under pressure since 1990 with a majority of illegally harvested timber used for firewood and occurrence of heavy harvesting for rebuilding houses after the war. In addition, lack of financial resources for proper silviculture treatment, especially precommercial thinning in the young stage of forest development is required to bring the forests back into the desired management and growth.

### **5.1.1 *Waste Management***

Despite the progress made, the waste management system in Kosovo is underfinanced. Only few landfills request gate fees, which only cover the basic cost of managing the landfill, without making provisions for any aftercare. For waste collection, no 'pay as you throw' system is in place; households pay a fixed monthly fee for the waste collection and disposal service. Municipalities and licensed companies are responsible for organizing municipal waste collection. In urban areas the waste is collected through common collection points, while in rural areas the collection is done door to door. Significant progress has been made on expanding the coverage of collection services, which is reported to be over 80 % of the population since 2019. There is no official system for separate collection in place. EU funds were used to develop four new sanitary landfills and a transfer station, while an additional two landfills were built using other donor funds. All of the four new landfills were financed by the European Agency for Development. Nonetheless, at the times of construction four of the disposal sites of Kosovo did not possess nor were eligible to obtain an integrated environmental permit by the government, because they were not constructed in accordance with standards and initially not advised by MESP<sup>13</sup>. Landfill in Mirash, which is one of the largest in Kosovo, is the worst in terms of its conditions, holding substantial amount of water and large number of waste dumping, which poses a great threat to the environment and human's health.

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<sup>12</sup> Kosovo Climate Change Strategy 2019- 2028 And Action Plan On Climate Change 2019- 2021. MESP 2018

<sup>13</sup> Waste Management in Kosovo; Identifying Challenges in the Sector, May 2018 Institute for Development Policy

Currently, almost all municipal solid waste (MSW) collected in Kosovo is landfilled, either at one of the growing number of illegal dumpsites (about 10 %) or at officially designated non-sanitary sites (50 %). Kosovo is dangerously close to exhausting the capacity of its landfills. In addition, existing landfills are not managed in full compliance with the requirements of the EU Landfill Directive. There is a need for improvements in the management infrastructure, to consolidate public companies, to contract economic operators, to raise awareness and to stimulate recycling<sup>14</sup>. Inspections are not sufficient because of a lack of financial resources and trained staff. In terms of treatment, there is not much to present. All municipal waste ends up in a sanitary landfill without prior separation and treatment. Separation and collection of different waste streams, like WEE, batteries, plastic, metal and paper is conducted by the private sector from the containers and in landfills by scavengers.

Management of hazardous wastes is problematic. Kosovo is not a party to the Basel Convention and given its lack of suitable treatment/disposal facilities, there is a need to export hazardous waste. Its status in the Convention makes this more burdensome than would otherwise be the case, and most likely, entrenches the resort to inadequate storage for an indefinite period. An IPA funded project is underway for the construction of hazardous waste storage / management capacity, but the facility is not yet developed.

**E-waste.** Kosovo has five licensed companies for the collection and processing of waste from electrical and electronic equipment (WEEE). Currently, there are no collection schemes, centers or facilities for dismantling and there is no data on the types and quantities of WEEE. The various WEEE streams are manually dismantled to varying degrees. Operations are steered by the manual effort of single dismantling operations, and the material value of certain fractions (e.g. steel, aluminum, and copper)<sup>15</sup>. WEEE constitute an important waste stream that must be managed professionally. Many waste electronic devices contain hazardous materials that require specialized management. Currently, an administrative instruction has been approved to start one extended producer responsibility (EPR) scheme for WEEEs. There are no official dedicated separate collection in place for any of waste streams like WEEE, batteries and end-of -life vehicles.

Only one company is licensed for collecting batteries, while six for accumulators. There is currently no labeling and marking system or any database for imported quantities. There are no gathering centers and there is no evidence for the quantities or economic instruments in use. According to Kosovo's Law on Waste, Batteries should be processed and treated only by licensed persons. However, there is no special facility for the treatment of batteries in the country. Most of the batteries end up in MSW containers from where the waste pickers collect, and sell them to scrap collectors (not licensed) around Kosovo. There are also some sellers where citizens can bring old batteries and enjoy rebates for new batteries.

### ***Social aspects of waste management***

Informal waste pickers play an important role in the collection of recyclable waste; it is estimated that around 2 000 individuals could be individually engaged in informal collection throughout Kosovo, but there are no data or official measurements to assess the level of activity. These waste pickers are usually poor people, from various marginalized communities and the Roma. They collect plastics, metals, paper and cardboard, batteries and WEEE, etc., and sell them to small and medium-sized licensed companies, usually for export. Most likely, staff from the formal collection services are also involved in these activities. Some waste pickers also enter the landfill premises to collect waste to sell it to waste traders. Over time, the informal sector has changed its way of working. Today it is organized in groups that collect waste and separate it into waste fractions and then

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<sup>14</sup> The Strategy (2021-2030) and Action Plan (2021-2023) on Integrated Waste Management in Kosovo, approved 05.2021

<sup>15</sup> [https://ec.europa.eu/environment/enlarg/pdf/pilot%20waste/Kosovo\\_en.pdf](https://ec.europa.eu/environment/enlarg/pdf/pilot%20waste/Kosovo_en.pdf)

sell it to other processors or traders. Limited initiatives aiming to integrate the informal waste pickers into the existing waste management system have not been successful so far<sup>16</sup>.

## 5.2 Social Baseline

According to administrative division, Kosovo consist of 38 municipalities with 1,469 settlements organized by the laws of the country. According to the Kosovo Agency of Statistics (KAS) estimates, the resident population in Kosovo is about 1.78 million people. After the period of 1990, Kosovo struggled with the issue of migration which had an impact both in population structure and in its growing rate. Free and uncontrolled movement of population changed the ratio between urban and rural population. According to population census that was conducted in April 2011, 61% of the population lives in rural areas. In 2020 there was 365.627 households around Kosovo. Average size of was 4,92. In 2020 (according to data of KAS) the average population density of Kosovo stands around 164,90 people per km<sup>2</sup>. The highest population concentration is in the capital city of Pristina about 218.782 residents (data of KAS, 2020), followed by Prizren - 194.581 residents. Approximately 91%<sup>17</sup> of Kosovo's population are ethnic Albanian, the Albanian language is recognized as an official language along with Serbian (3.4 % of the population are Serbian). Other languages including Turkish, Romani, and Bosnian are also spoken by about 5.6 percent of the population which is represented by Bosniaks, Turks, Ashkali, Egyptians, Gorani, and Roma.

Emigration to Western Europe remains an important demographic characteristic of Kosovo's population. The official figure, which is based on 2011 census data, put stocks at around 550 000 Kosovars living abroad, over 35% of which resided in Germany, followed by Switzerland (around 23%), Italy, Austria and Sweden. Socioeconomic conditions, weak employment opportunities and political instability seem to be the main factors driving migration.

Kosovo is currently Europe's youngest country. Approximately, 40 percent of the population belong to the age group 24 or younger and only 7 percent to the older than 65. The population thus represents an enormous promise and resource for future prosperity. The average age of the population is 30.2 years<sup>18</sup>. The gender ratio of the population for 2019 is 95.3 females per 100 males.

Kosovo ranks around 85<sup>th</sup> on the United Nations Development Programme (UNDP) Human Development Index, among the lowest in the Western Balkans region. It has lower middle-income status<sup>19</sup>. Life expectancy increased from 67 to 72 years between 1999 and 2017 and the poverty rate is 29.7%. Kosovo has introduced some reforms since 2008, yet significant barriers to development remain. Informality, growing state capture and corruption are major constraints on public spending. Further challenges are a large infrastructure gap; an unreliable, coal-based energy supply; and low labour-force participation and high unemployment, particularly among young workers.

### 5.2.1 Vulnerable Groups

Kosovo remains one of the poorest places in Europe, with an estimated approximately 23 per cent of the population living in poverty and several vulnerable groups are at a growing risk of social exclusion and poverty. Despite legal provisions and measures in place to ensure equal opportunities and access to the labour market,

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<sup>16</sup> Municipal waste management in Western Balkan countries — Country profile, November 2021, European Environmental Agency

<sup>17</sup> Census data 2011-Kosovo Population by ethnicity

<sup>18</sup> <https://ask.rks-gov.net/media/6118/women-and-man-2018-2019.pdf>

<sup>19</sup> OECD Development Co-operation Peer Reviews: 2020, <https://www.oecd-ilibrary.org/sites/c3aef350-en/index.html?itemId=/content/component/c3aef350-en>

equal access is not attained for groups such as women, elderly and youth, persons with special needs and members of the Roma, Ashkali and Egyptian communities.

Based on the data of the Household Budget Survey (HBS) 2017<sup>20</sup>, it is estimated that 18.0 percent of Kosovo's population lives below the poverty line (€1.85 per day), with 5.1 percent of the population below the extreme poverty line. The rates of extreme poverty and poverty are higher in rural settlements. During the entire period of 2012-2017, inequality decreased slightly. Inequality in urban areas was higher than in rural areas. Some reductions in inequality were observed in rural areas, but this was compensated by rising inequality in urban areas. About 11.8 percent of the poor report social assistance income as the main source of income in the household.

There is a clear relationship between education and poverty incidence in Kosovo. Less educated individuals tend to be poorer than more educated ones. Most of the poor have only completed primary education or less (55.5 percent). In 2017, the highest rates of poverty are found among unemployed individuals and those employed occasionally, 25.5 and 19.6 percent, respectively. From 2016 to 2017, the poverty rate among pensioners and unemployed individuals was increased. Women are underrepresented in the labour market, both in the private and public sector. In 2017, 18.9 percent of women in Kosovo lives in poverty in comparison to 17.2 percent of men, nearly a two-percentage point difference; Persons with disabilities have barriers to employment and the same applies to members of ethnic minorities, particularly members of the Roma, Egyptian and Ashkali communities. According to the Strategy for Inclusion of Roma and Ashkali communities 2017-2021 the employment rate and quality of jobs of Roma and Ashkali community members is well below the average.

Most of the members of Roma, Ashkali and Egyptian communities live in conditions of extreme poverty by facing difficulties in meeting their feeding and other basic needs. Despite the social welfare schemes serving to mitigate the poverty level in Kosovo, only 8% of the Roma and Ashkali people benefited from social assistance in 2015<sup>21</sup>.

### 5.2.2 *Economy*

In the decade leading up to the pandemic (2010-2019), Kosovo grew by an average of 4.6 percent a year which translated into an almost 50 percent increase in per capita income and a 35 percent reduction in the poverty rate. The economic growth was mostly consumption driven. Amidst the pandemic, gross domestic product (GDP) contracted by 5.3 percent in 2020, leading to the country's first recession since independence, reversing hard-won gains in poverty reduction, and putting the country's fiscal position under strain. The pandemic left lasting scars in educational attainment and strained the healthcare system.

The economy is dominated by services. As of 2021, services accounted for close to half of GDP, followed by industry and construction (19 per cent and 8 per cent, respectively). The structure of GDP remained largely unchanged from 2009 to 2021, except for agriculture. The manufacturing sector is concentrated in low-value-added industries, with a few prominent industries such as processed food and beverages and metals. In recent years, furniture production has emerged as a new driver of manufacturing output and exports.

A strong rebound took place in 2021 thanks to a supportive external sector. The GDP grew 10.5 per cent in 2021<sup>22</sup>. Strong support from the diaspora in the form of remittances, tourism, compensation of seasonal migrants and real-estate investment gave a significant boost to economic activity. Remittance inflows from

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<sup>20</sup> Kosovo Agency of Statistics. <https://ask.rks-gov.net/en/kosovo-agency-of-statistics/add-news/poverty-statistics-2012-2017>

<sup>21</sup> STRATEGY FOR INCLUSION OF ROMA AND ASHKALI COMMUNITIES IN THE KOSOVO SOCIETY 2017-2021, Republic of Kosovo 2017

<sup>22</sup> Kosovo country diagnostic: Private investment challenges and opportunities 2022, European Bank for Reconstruction and Development (EBRD)

abroad amounted to 14.6 per cent of GDP in 2021, supporting household incomes and consumption. While high remittances from the country's large diaspora help support consumption growth and finance the trade deficit, they also keep reservation wages high, thus contributing to low employment. Exports of services nearly doubled in 2021 from 2020 on the back of diaspora visits. Still relatively small, at 9.6 per cent of GDP in 2021, albeit increasing (from 5.8 per cent of GDP in 2016), goods exports posted strongly positive annual growth rates of 24 per cent in 2020 and 58 per cent in 2021. While the first few months of 2022 were characterized by the continuation of strong credit growth and remittances, this was balanced against strong inflationary pressures, exacerbated by the economic impact of the war on Ukraine. The main risks to the outlook relate to growing geopolitical uncertainties, rising commodity prices, persistent weaknesses in the area of public investment management and potential weaknesses in the external sector.

### 5.2.3 Education

The education system in Kosovo is organized according to 5 main levels: Preschool Education; Primary Education; Lower Secondary Education; Upper Secondary Education; Higher Education (Bachelor level, Master level and Doctoral level).

Based on Kosovo Education Statistics 2020/21<sup>23</sup>, it turns out that about 320 thousand children/students are involved in pre-university education in Kosovo, over 95% of which attend education/school in 1,052 public Educational and Training Institutions (ETI); whereas 16,424 children/students attend education/school in licensed private ETIs. The rate of inclusion of children in pre-primary education is 88.1%, while in secondary education 91.2%. In the academic year 2020/21, 95,335 students attend their studies in accredited institutions of higher education in Kosovo (57.4% in the public sector, 42.6% in the private sector), of whom 58.5% female students. Female student participation in higher education is at a satisfactory level.

Serbian language schools in Kosovo continue to operate outside the Kosovo education system, despite the fact that the current legislation offers great opportunities to accommodate the specific needs of the Serb community.

Although in recent years the participation of girls in education is almost the same with the boys, the level of education among women aged 15-64 is significantly lower than that of men, negatively affecting their likelihood for employment.

Distance learning during Covid 19 widened the knowledge gap between children at advantage and those from vulnerable groups, including children with low socio-economic status, children with special educational needs and children from Roma, Ashkali and Egyptian communities who for various reasons<sup>24</sup> failed to involve into distance education. The participation of Ashkali and Egyptian communities at all levels of pre-university education, remains low compared to the national average. In preschool education about 7.6% of children of these communities receive services, while in the upper secondary level only 31%. Learning Centres have been established in various municipalities in Kosovo where Roma, Ashkali and Egyptian communities live, in order to include the children of these communities in the education system.

The inclusion of students with disabilities remains a major challenge at the national level, with approximately 2.1% of such students included in school. It is estimated that 38,000 children with disabilities in Kosovo do not attend school. Most educational facilities (at all levels) do not provide appropriate physical infrastructure for

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<sup>23</sup> Draft Education Strategy 2022-2026, Kosovo Ministry of Education, Science, Technology and Innovation

<sup>24</sup> lack of technological equipment and internet access, parental commitment and education, suitable learning environment etc.

students. In addition, there is lack of learning materials for students with visual and hearing disabilities, such as a lack of digitalized or recorded lectures in Albanian and learning materials in braille<sup>25</sup>.

Quality of education remains a pressing challenge for Kosovo. According to the 2018 OECD Programme for International Student Assessment (PISA) results, 79% of Kosovo students failed in reaching a minimum level skills in reading, compared to the 23% of students in OECD economies; 77% failed to reach minimum levels in math's compared to the 24 in OECD economies, and 77% failed in sciences compared to the 22% in OECD economies.

#### 5.2.4 *Health and Health care service*

Health services in Kosovo is offered through a range of health institutions organized at three levels: primary health care, secondary health care and tertiary health care. Health care services are provided in public and private health institutions. Throughout the country, there are seven regional public hospitals and one university hospital located in Pristina. The public network of Primary Health Care consists of a total of 429 institutions, of which each municipality of Kosovo has the Main Center of Family Medicine as the main unit, with its component units: Family Medicine Centers and Family Medicine Ambulances. Tertiary health care includes advanced health care, hospital, outpatient and public health care as well as consular services at the tertiary level of health care. In addition to public health institutions, health care in Kosovo is also provided by licensed private health institutions. In the primary sector, except for vulnerable population groups that are exempt by law, patients pay user fees (co-payment) of EUR 1. Secondary and tertiary care fees depend on the type of treatment and the medical institution. It is estimated that 18% of the population does not seek services even in case of illness, due to economic reasons<sup>26</sup>. Morbidity rate in Kosovo is the lowest with a total of 422 cases per 100,000 inhabitants in 2011 compared to the EU with 663 cases per 100,000 inhabitants. The most frequent diseases for Kosovo population are; diseases of the respiratory tract, digestive system, blood circulation and musculoskeletal system. As regards to the risk factors of health status, the main problems in Kosovo are smoking, drug use, the environment and traffic accidents. 127,449 (7374.5/100,000 inhabitants) cases of communicable diseases were reported in Kosovo in 2015, which are a permanent threat to the population. Waterborne and foodborne diseases continue to lead with the highest number of cases.

#### 5.2.5 *Gender Equality*

Political representation (legislative assemblies or decision-making positions) of women in Kosovo remains lower compared to men's representation. Often, social, cultural and economic inequalities affect the enjoyment of rights in reality. In community-based meetings in rural areas, the participation of women is estimated to be around 5 to 10% compared to 90 to 95% participation of men. The poverty rate for women-headed households is higher, namely 23.7 per cent respectively, compared to 17 per cent of men-headed households. Women are in unfavorable position, compared to men, in accessing the labour market. KAS data of the Q2, 2022 indicate that women's participation rate in labour market is significantly lower than men's (44.0% of males of working age were employed compared to 16.0% of females of working age). For 40 per cent of women, care and family responsibilities are the main reasons for non-activity. Mainly due to family obligations, part-time employment is more pronounced among women. In 2016, only 11 per cent of women were owners of houses/flats while according to data from agriculture census in 2014, only 4.9 per cent of agricultural land was owned by women.

Kosovo society continues to affirm or tolerate violence as a way on controlling and keeping women in their social position. 80% of people during 2016-2017 who reported violence were women. Despite the fact that sexual

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<sup>25</sup> Performance Of Western Balkan Economies Regarding The European Pillar Of Social Rights, 2021 Review On Kosovo, Regional Cooperation Council

<sup>26</sup> Performance Of Western Balkan Economies Regarding The European Pillar Of Social Rights, 2021 Review On Kosovo, Regional Cooperation Council

harassment has been defined in the new Criminal Code, the identification and treatment of cases of sexual harassment remains a challenge. Although there are still no official records regularly collected and reported, research led by the nongovernmental sector shows that around 64% of women and girls have experienced some form of sexual harassment during their lifetime<sup>27</sup>.

### 5.2.6 Access to and Use of Digital Services

Overall, levels of internet access are high in Kosovo; the country is currently ranked 40<sup>th</sup> in the world in terms of internet penetration and literacy. As per recent reports<sup>28</sup>, in 2021 96.1% of households had internet access from home or dwelling compared to 2020 which was 96.4%, while 2.1% of households declared that they did not have Internet access. Out of 96.1%, 94% of the households were served through the fixed connection. Kosovo has made important advances in expanding broadband connectivity with support from the Kosovo Digital Economy (KODE) Project. About 79 percent of individuals used a mobile phone to access the internet in 2019, albeit with a small gap in use by gender (80 percent of males aged 16 to 74 versus 77 percent of females). According to data of UNDP Digital Household Survey in 2021, access in the internet in rural areas was at the level 99.31% (connection with Wifi 100%, LTE 3G/4G-37.5%), and 99.86% in urban areas. Women are more likely than men to consider laptops to not be affordable (33.3 percent of women versus 24 percent of men). The internet usage is highest among the age group of 35-44 with 19.5%<sup>29</sup>; while there is an increase of 0.9% among the age group 65+ to 10.1% in 2020 compared to 9.2% in 2019. Although a steady improvement of the percentage of people over 65 years using the Internet at home has been registered, this group largely remains excluded from the digital society due to their level on digital skills. As regards to e-Kosovo portal accessibility, 75% of people in urban area have ever used eKosova platform, compared to 65% of those in rural area (UNDP survey). 99% of those with university/higher education use the internet, while only 76% of those with below primary school does (Kosovo ICT Association and KANTAR Index Kosovo, 2019). The percentage of individuals with basic digital skills in Kosovo ranks the lowest among the WB economies with 13% in 2019. The percentage of individuals with above basic digital skills is on average for the Western Balkan economies – 14% of individuals in Kosovo belonged to this category in 2019. Individuals classified as having low digital skills accounted for 59% in 2019, compared to the EU average of 29%, and this is the highest percentage among the Western Balkans<sup>30</sup>.

The internet coverage for Roma and Ashkali community is about 88%, slightly lower than the national data, their possession of a laptop of 27% as well as their usage of eKosova platform of only 21% is significantly lower. About 94.6 % of Roma, Ashkali and Egyptian Communities in Kosovo poses a mobile phone<sup>31</sup>. Many Roma and Ashkali people live in poverty and face extensive exclusion which, amongst others, presents difficulties with civil registration procedures. It is said that up to a third of Roma are not registered at birth and are unable to exercise their rights and freedoms because of a lack of civil registration. This situation affects the community considerably in several domains, such as the non-enrolment of children in school, the failure to benefit from social welfare programs, healthcare services, employment opportunities, and pension entitlements. Most members of these communities have low educational attainment<sup>32</sup> and may lack awareness of what digital service can deliver and how to proceed it. Roma who do not speak Albanian, can face language barriers in accessing Kosovo services, due to the inadequate implementation of the Law on the Use of Languages.<sup>33</sup>

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<sup>27</sup> KOSOVO PROGRAM FOR GENDER EQUALITY 2020-2024, Prime Minister Office, Gender Equality Agency

<sup>28</sup> Results of the Usage of Information and Communication Technology, 2021 of the Kosovo Agency of Statistics

<sup>29</sup> The report on the Usage of Information and Communication Technology in the households 2020

<sup>30</sup> DIGITAL SKILLS NEEDS AND GAPS IN THE WESTERN BALKANS, Regional Cooperation Council 2021

<sup>31</sup> Kosovo\* (UNSCR 1244) Multiple Indicator Cluster Survey and Roma, Ashkali and Egyptian Communities in Kosovo Multiple Indicator Cluster Survey, Global MICS Programme

<sup>32</sup> ROMA, ASHKALI AND EGYPTIAN COMMUNITY OVERVIEW OF KOSOVO OSCE 2020

<sup>33</sup> Perspectives of Roma, Ashkali and Egyptian youth on decent work opportunities and challenges in Kosovo, Internal Labor Organization 2019

## 6 POLICY, LEGAL AND REGULATORY FRAMEWORK

### 6.1 Introduction

This section describes the following legal and regulatory instruments relevant in the context of evaluating and managing environmental and social impacts of the project:

- Country specific policy, legal and administrative frameworks relevant to the project;
- World Bank environmental and social standards (ESS) relevant to the project;
- World Bank Group Environmental, Health and Safety Guidelines (EHS Guidelines) relevant to the project; and
- Other relevant international and regional conventions that are adopted by the Borrower, such as Stockholm Convention for Persistent Organic Pollutants, Basel Convention for hazardous wastes and disposal.

### 6.2 Country specific policy, legal and administrative frameworks relevant to the project

#### 6.2.1 Environmental Legislation

Two main institutions draft, enforce, and oversee implementation of environmental legislature and regulations in Kosovo: the Ministry of Environment and Spatial Planning (MESP) and Kosovo Environmental Protection Agency (KEPA). MESP is a central executive body tasked with the creation and implementation of general management legislation in the field of environment, water, housing spatial planning and construction.

KEPA is a government institution that engages, through integrated environmental monitoring, efficient system of environmental information and continuous reporting on the environmental situation, to maintain quality of air, water, soil and biodiversity, promote use of renewable energy sources and sustainable use of natural resources in order to ensure a healthy environment for present and future generations in harmony with the progress of economic and social developments.

*The Law on Environmental Protection 2002/8 as amended by the law no. 03/L-025.* The purpose of the law is to promote the establishment of healthy environment for population of Kosovo by bringing gradually the standards for environment of European Union<sup>34</sup>. The law aim; rational use of natural resources and limitation of pollution discharge on environment; prevention of damage; rehabilitation and improvement of environmental conditions in correlation with life quality and protection of human health; saving and maintenance of natural resources, those renewable and un renewable as well as its sustainable management; and coordination of national activities for fulfilling of request concerning to environmental protection. Environmental pollution is subject to penalty by this law. The law tasks MESP with responsibility to draft administrative measures and ensure environmental sustainability in Kosovo. It also tasks municipalities with applying the basic principles of environmental protection. According to article 29 of the Law Project aims at technology changes, reconstruction, capacities expansion or interruption of work, and that may cause environmental or danger to human health should conduct an Environmental Impact Assessment (EIA) and to file with MESP a report summarizing the findings of that EIA Report, if such a project or work has a significant potential for causing Environmental Damage. As regards to Kosovo Digital Project, project **activities are not expected to account for irreversible environmental impacts as the project does not envisage major civil works but could finance some refurbishment of existing facilities (rooms for the equipment etc.), installment of software and none of its**

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<sup>34</sup> <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2631>



**activities are projected to possess such potential for causing environmental damage, nor they are listed in the Annexes I and II of the Law for which EIA would be mandatory or optionally required.**

*Law on Environmental Impact Assessment (No. 03/L-214 dated 2010)* aims to prevent or mitigate the adverse impacts of proposed projects, and regulates procedures for identification, assessment, reporting, and administration of the environmental impacts of a proposed project, in order that during decision making process by the MESP for issuing the Environmental Consent, to provide all relevant information regarding the environment. An environmental consent is required for all public or private project listed in Annex I or Annex II of this Law which are likely to have significant effects on the environment by virtue. All projects which are listed in Annex I shall be obliged to undergo EIA. Meanwhile projects listed in Annex II shall be examined, case by case and in accordance with the screening criteria set out in Annex III (Characteristics of the projects; Location of projects; characteristics of potential impacts), in order to determine whether they must undergo EIA. **For the type of activities planned under this Project it is unlikely that an EIA is required under the national legislation.**

Kosovo is not party to the Aarhus Convention on Access to Information, Public Participation in Decision-making and Access to Justice in Environmental Matters (1998). However, most of principles of the Convention are implemented in the national legislation.

*The Law on the Inspectorate of Environment, Waters, Nature, Spatial Planning And Construction (04/L-175)* regulates the principles, organization and inspection supervision, coordination of surveillance inspection, rights, duties, powers of inspectors, rights, obligations and supervision entities, the procedure for performing inspection and other important issues dealing with inspection supervision. The scope of this Law deals with the duties and powers of inspectors under the supervision of environmental fields, water, nature, urban planning and construction within the bodies of local and central level including Municipal Inspectorate for Construction and Municipal Inspectorate for Environmental Protection.

The Strategy on Environmental Protection 2013 – 2022, aim to improve the current state of the environment and for future generations and to increase awareness of reducing the pressures placed on natural resources and the environment, such as: air, water, soil, natural and cultural heritage and so on. It recommends an integration of environmental management and protection in all sectors of Kosovo. Its objectives are;

- Completion of legislation and harmonization with EU acquis and its implementation;
- Integration of environmental protection in all sectors, so that it is part of general development policies and programs (of sector development);
- Gradual reduction of air, water, land pollution;
- Raising the level of waste and water management;
- Sustainable use of natural resources, protection of biodiversity and natural landscapes;
- Raising knowledge and awareness of environmental issues;

The purpose of the *Law on Noise Protection No. 02/L-102* is to avoid, prevent or reduce on prioritized bases, the harmful effects, including annoyance, due to exposure to noise, in the environment. This piece of legislature provides a basis for developing measures to reduce noise emitted by the major sources, in particular road and rail traffic aircraft, outdoor and industrial equipment, mobile machinery and for other sources of environmental noise pollution and annoyance.

*Administrative Instruction (AI) MESP/01/2017 on release of the Municipal Environmental Permit (MEP)*. All Projects listed in the Annex of this AI should be subject for MEP. **Only refurbishment works are proposed and none of the activities proposed for the project fall under the Annex of mentioned AI/MESP/01/2017.**

The Law on Construction No. 2004/2015 determines the main requirements for design, construction, and use of construction materials, professional supervision, as well as procedures for construction permits, use permits and building inspection. The provisions of this Law regulate the design and building conditions regarding the public safety and protection of environment in Kosovo, and they are also applicable to other building objects, unless provided otherwise by this Law or by administrative instruction.

*Administrative Instruction No. 08/2013 On Construction for Which Construction Permits are not Required* – According to this AI no construction permit is required in case of renovation that fall within the framework of the law on construction, article 3, paragraph 1.11 - without including changing of retaining walls, replacement or displacement of water pipes or sewers, electrical installations that include the modification of public networks, any change in the color of the type of material or masonry used.

## 6.2.2 Waste Management

The main national body with responsibility for the country's waste management sector is the MESP. At the local level, municipalities also have important responsibilities in respect of waste management. The responsibilities in respect of waste collection have, however, been transferred from municipalities to 'regional waste collection companies'. MESP issues waste management permits, permits for export, import, and transit of waste, and manages hazardous waste. As far as licenses for waste landfill management are concerned, one or more municipalities, by agreement, may determine and use the location on their territory for the construction of waste management facilities and equipment. If municipalities cannot reach agreement for setting a common site for waste management, the decision will be taken by the MESP on the basis that conditions have been fulfilled, according to this Law. Local government (municipalities) are responsible for issuance of local plans on waste management, determination of location for the municipal waste management needs etc., according to the spatial plan, and determination of fees for collection and disposal of municipal waste. By the Law, they are also responsible for selecting licensed persons (through the application of procurement procedures) for collection, gathering, storage and transportation of solid waste, municipal, voluminous wastes, from construction and demolition of buildings and commercial buildings within their territory. Hazardous waste is managed according to the provisions of the Law on Waste, i.e. MESP is mandated to manage the hazardous waste, in cooperation with respective Ministry.

Waste management in Kosovo is governed by the *Law on Waste (Law No.04/L-060, 2012)* and more than 26 Administrative Instructions<sup>35</sup> that regulate specific waste streams and waste management activities. The Law on Waste covers technical, operational, regulatory and environmental aspects of integrated waste management in Kosovo. The law govern the management of communal waste, hazardous waste within Kosovo and also the management of specific waste such as; used oils and wastes with oils; batteries and spent accumulators; waste of labeling and packaging waste; waste from electrical and electronic equipment; waste containing PCB and PCT; waste from demolition and construction of building facilities between other. The waste management activities governed by this Law include activities of waste collection, transport, treatment, processing, storage, final disposal, import and export.

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<sup>35</sup> Between other; the AI no. 03/2021 on Management Of Hazardous Waste -which defines the rules of collection, separation, storage, transportation, treatment, storage and packaging of hazardous waste (hw), the Obligations of the manufacturer, owner, transporter of hw, as well as requirements for activities during treatment of hw; AI no 25/2014 on waste management of electrical and electronic equipment's and restrictions on use of hazardous substances in electrical and electronic equipment which define the necessary provision, obligations, requirements, and conditions for collection, storage, processing, transportation, reuse, treatment and disposal of WEEE; AI no.08/2017 on Waste Landfills Management; AI no.10/2011 for Preventing Quantity Accidents Involving Hazardous Waste; AI no.09/2010 on Waste Management License; AI No.05/2007 on Wastes from Construction and Demolition of Buildings; AI no.02/07 on Waste from Battery and Expended Accumulators;

*A National Strategy (2021-2030) and Action Plan (2021-2023) for Integrated Waste Management in Kosovo* (approved in 05/2021) is in place. Between 4 objectives of the strategy, the Specific Objective no. 4.3 aim the establishment of systems for reuse and recycling and is based on the concept of extended producer responsibility. According to this objective a network of recycling centers throughout Kosovo will be established. For specific waste fractions, such as packaging, tires, old vehicles, batteries and other types of electronic waste (WEEE), the principle that "producers" will be involved in the organization and financing of the necessary systems for reuse, recycling and management of post-consumer materials will be applied. An Administrative Instruction is in place to commence an Extended Producer Responsibility Scheme (EPR) for WEEE with targets for collection increasing incrementally over the coming years. Despite the fact Kosovo has not ratified the Basel, Rotterdam and Stockholm Conventions, GoK is committed to implement the provisions of the Conventions, including fulfilling the reporting requirements of the Secretariat of these conventions.

The Administrative Instruction MESP 22/2015, define that all the waste containing asbestos should be removed in compliance with this AI.

### **6.2.3 Labor Legislation**

The legal framework of Kosovo governing the employment relationship consist on *Labor Law No. 03/L-212*. Labor law regulates the rights and obligations from employment relationship. It provides special protection for employees in the private and public sectors. It also protects foreign employees and persons without citizenship who are employed in the territory of the Republic of Kosovo. The Law accords special protection to employed, pregnant and/or breastfeeding women, employees under the age of 18, as well as employees with disabilities.

*Law No. 04/ L-161 on safety and health at work* follows most of the EU Framework Directive 89/391/EEC requirements. It sets out measures for improving the level of safety and health of employees at work. Provisions of this Law are applied in public, private and public-private sector and in state administration sector at central and local level. Provisions of this Law are applied for interns, pupils and students carrying out practical work during their schooling, persons serving sentences engaged in work, visitors, business partners, users of services and persons attending vocational training and re-training with employer and to all domestic and foreign employers regardless of their size and their employment status. The law contains general principles for prevention of occupational hazards, elimination of hazardous and accidents factors, information, consultation, balanced participation in improving the level of safety and health at work, treatment of employees, their representatives and general guidelines for implementing such principles, and also defines employer. The Law will be fully applied in during implementation of proposed activities.

Kosovo laws and policies on labor (terms and conditions) and occupational health and safety are aligned with the international standards, namely ILO Conventions and EU Directives, and the terms, conditions and instruments proposed in the international conventions and directives are incorporated into the national labor legislation. The main Occupational Health and Safety (OHS) responsibilities are given to the Ministry of Finance, Labor and Transfer (MFLT) and the Labour Inspectorate.

### **6.2.4 Information and Communications Technology Governance**

In recent years, the Government of Kosovo (GoK) has prioritized public administration reforms to transform its public sector into a more modern, efficient, and citizen-centric administration, and supported the use of Information Technologies (IT) in public service delivery. In collaboration with the EU, the GoK adopted the Public Administration Reform Strategy (2015-2020) which provided the main strategic orientation of the Government in this area.

The new E-government Strategy 2023-2027 highlights the importance of digital infrastructure investments and digital governance to improve connectivity within government and to improve government-to-citizen service delivery, as well as to better support government-to-business interactions.

Adoption of National Cybersecurity Strategy (NCS) 2016-2019 and establishment of a National Cybersecurity Council (NCSC) and a national cyber-incident response unit of Kosovo (KOS-CERT) were major advancements during the last five years.

Kosovo draft Digital Agenda 2030 defines priorities of Kosovo in the context of continuous digital transformation of the economy and society, influenced by innovative technologies and global digital trends.

A comprehensive set of laws and regulations are adopted by Kosovo related to electronic documentation, electronic signature, data protection, cybersecurity for personal data in line with international standards and EU regulations. These include:

- the Law on the Information Society Services (Law No. 04/L-094, Chapter 1, Article 1. March 15, 2012), which recognizes electronic documents as legally equivalent to paper based documents,
- the Law on Electronic Identification and Trust Services in Electronic Transactions (Law No. 08/L -022, December 6, 2021), which applies to electronic identification schemes and to trusted service providers for electronic transactions;
- Law on Protection of Personal Data (Law No. 06/L-082<sup>36</sup>, January 30, 2019), which covers all of the main areas of data protection, including comprehensive cybersecurity requirements-and is in line with the EU 2016/679 Regulation for protection of natural persons regarding processing of their personal data and free circulation of these data;
- Law on Access to Public Documents<sup>37</sup>;
- Law on Electronic Communication no. 04/L-109 <sup>38</sup>;
- Regulation for Minimal Standards of Public Consultation<sup>39</sup>

Due to status-related issues, Kosovo is not party to the major international instrument for fighting against cybercrime– the Convention on Cybercrime of the Council of Europe (CETS No. 185), but has transposed relevant provisions. All core components of the Budapest Convention have been codified into Kosovo’s cybercrime legislation<sup>40</sup>, which is generally in line with the EU acquis.

On September 14, 2022 the Government of Kosovo approved the draft law on Cyber Security through which the Cyber Security Agency was established. The law aims to define the principles of cyber security for institutions that develop and implement cyber security policy, responsibilities of authorities in the field of cyber security, the duties of subjects, inter-institutional cooperation and measures to prevent cyber attacks in the Republic of Kosovo.

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<sup>36</sup> <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=18616>

<sup>37</sup> <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=20505>

<sup>38</sup> <https://gzk.rks-gov.net/ActDetail.aspx?ActID=2851>

<sup>39</sup> <https://gzk.rks-gov.net/ActDocumentDetail.aspx?ActID=15036>

<sup>40</sup> Law no. 03/L-166, 2010 on the Prevention and Fight of Cybercrime

## 6.3 World Bank Environmental and Social Standards and Policies

### 6.3.1 ESF Standards Relevant to the Project

Using the WB ESS, overall project risks are classified as Moderate<sup>41</sup>. Five of the ten Environmental and Social Standards (ESSs) of the World Bank’s ESF have been screened as relevant. They are assessed in Table 6-1 below.

The other considered not relevant, include: ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement, ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources, ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities, ESS8 Cultural Heritage and ESS9 on Financial Intermediaries.

Table 6-1 Required Project Environmental and Social Standard Actions

Environmental and Social Standards	Required Measures and Actions
<b>ESS1 Assessment and Management of Environmental and Social Risks and Impacts</b>	<p><b>Relevant</b></p> <p>The project is expected to improve citizens’ access to services and their interaction with government through investments for the digital transformation of government and the digital transformation of public services. Project activities may also present moderate adverse environmental, social, health and safety risks from small scale civil works (refurbishing of existing facilities, rooms for the equipment) the generation of waste (including construction waste and e-waste during operation related to accumulation over the years of e-wastes.), the consumption of energy, the inequity in access to digital services, especially for vulnerable groups and risk of data loss and/or data misuse. This generic Environmental and Social Management Plan (ESMP) addresses the requirements of ESS1 and is subject for consultation with Government and Non-Government stakeholders during preparation following the SEP prepared for the Project. The GoK will assess and manage environmental and social risks and impacts associated with proposed Project activities in a manner proportionally to the significance of the potential risks and impacts, and which utilizes a mitigation hierarchy approach during Project preparation.</p>
<b>ESS2 Labor and Working Conditions</b>	<p><b>Relevant</b></p> <p>The project will have direct employees, contractors ((employees in consulting companies hired for Technical Assistance 4 and possibly construction workers for potential minor rehabilitation works), government civil servants (existing and new civil servants) and primary suppliers workers (for electrical and electronic devices supply). ESS2 requirements will be mandated through the project ESMP, bid documents, contracts and agreement. The project will implement the Labor Management Procedures (LMP) which set out the ways in which project workers will be managed and measures to minimize potential labor risks arising during implementation. The project LMP also establishes requirements, standards, policies and procedures, and includes functional grievance mechanism for labor grievances, drawing on national laws and regulations, as well as ESS2 to manage employment-related complaints. LMP will include provisions to insure all contractors have a Code of Conduct that addresses SEA/SH in place.</p>
<b>ESS3 Resource Efficiency and Pollution Prevention and Management</b>	<p><b>Relevant</b></p> <p>The project may result in minor pollution risks from small scale construction works, lead to an increase in the e-waste stream, and increase in energy use from the use of backup power generators, and the use of cooling and fire suppression systems. Typical to offices’ renovation-related impacts such as dust,</p>

<sup>41</sup> As set out in the Concept Environmental and Social Review Summary (ESRS).

	air pollution, waste generation, and workers health and safety risks will be addressed by applying measures specified in the project ESMP. The generic ESMP will include appropriate e-waste procedures and measures for efficient use of resources.
<b>ESS4 Community Health and Safety</b>	<b>Relevant</b> The ESMP includes provisions for adequate management of waste/e-waste, including management of dump sites potentially used by the Project, fencing of dump sites as well as prohibition of child and forced labor. Community exposure to noise and dust will be negligible as the proposed refurbishing activities will be done within the existing premises and no community health and safety risks from these activities are envisaged. Digital Government access issues will be managed through identification of groups at risk during project preparation and effective stakeholder engagement during implementation. Design of privacy and security measure will follow best practices.
<b>ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement</b>	<b>Not relevant</b>
<b>ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources</b>	<b>Not relevant</b>
<b>ESS7 Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities</b>	<b>Not relevant</b>
<b>ESS8 Cultural Heritage</b>	<b>Not relevant</b>
<b>ESS9 Financial Intermediaries</b>	<b>Not relevant</b>
<b>ESS10 Stakeholder Engagement and Information Disclosure</b>	<b>Relevant</b> A SEP and Project Grievance Mechanism (GM) have been prepared as set out in this ESMP. AIS will disclose, and adopt the SEP prior to project appraisal and implement the SEP throughout the Project implementation period. AIS shall develop and implement the Grievance Redress Mechanism (GRM) before start of Project activities or within 30 days of the Effective Date and thereafter implement it throughout Project Implementation.

### 6.3.2 World Bank Group Environmental, Health and Safety Guidelines (EHS Guidelines)

The World Bank Group's EHS Guidelines represent good international practice for managing environmental, social, and community/occupational health and safety risks in project design and implementation. EHS Guidelines also outline performance levels and measures for facility development, construction and decommissioning and use of latest technologies at reasonable cost.

When host country regulations differ from the levels and measures presented in the EHS Guidelines, projects are expected to achieve whichever is more stringent.

#### General EHS Guidelines

#### Guideline 1.0 - Environmental

The General Environmental EHS Guideline provides methods and approaches for the management of wastewater, noise and dust during construction, water conservation and solid waste management.

### **Guideline 2.0 - Occupational Health and Safety**

The fundamental premise for OHS under the EHS Guidelines is that *“Employers and supervisors are obliged to implement all reasonable precautions to protect the health and safety of workers”* and that *“Companies should hire contractors that have the technical capability to manage the occupational health and safety issues of their employee”*.

The EHS Guidelines also require that prevention and control measures to minimize occupational hazards should be based on comprehensive job safety analyses (JSA). If necessary, the CIU Safeguards Advisor will assist the contractor in undertaking the JSA and preparing its Health and Safety Management Plan based on the following mitigation hierarchy principles:

- Eliminating the hazard by removing the activity from the work process;
- Controlling the hazard at its source through use of engineering controls
- Minimizing the hazard through design of safe work systems and administrative or institutional control measures; and
- Providing appropriate personal protective equipment (PPE) in conjunction with training, use, and maintenance of the PPE.

### **Guideline 3.0 - Community Health and Safety**

This guideline provides approaches and methods for drinking water quality, life and fire safety for building design and structural design of buildings. Some guidance may be useful for new building construction and renovation, relating to traffic safety (transport of materials) and communicable disease control from imported labour.

### **Guideline 4.0 - Construction and Decommissioning**

The Construction and Decommissioning EHS Guideline provides guidance for specific community and occupational health and safety and environmental issues relating to new buildings or building renovation.

### ***EHS Guidelines for Telecommunications***

The WB EHS Guidelines for Telecommunications are applicable to telecommunications infrastructure such as fixed line and wireless voice and data transmission infrastructure, including long distance terrestrial and submarine cables (e.g., fiber optic cables), as well as radio and television broadcasting, and associated

telecommunications and broadcasting installations and equipment. The following table sets out an evaluation of the WB EHS Guidelines for Telecommunications against the activities proposed under the Kosovo Digital Governance Project.

*Table 6-2 Project evaluation against WB Telecommunications EHS Guideline*

Element from Telecommunications Guidelines	WB EHS	Relevance to Kosovo Digital Government Project
Environment		

<ul style="list-style-type: none"> <li>• Terrestrial habitat alteration</li> <li>• Avian collisions</li> <li>• Aquatic habitat alteration</li> <li>• Marine Habitat alteration</li> <li>• Visual Impacts</li> </ul>	<p>Project will not finance rehabilitation or construction of new infrastructure. The Backup facility (DRC center) will be established in Decan using an existing underutilized facility, and ISC Pristina will be sited in an existing government location. No adverse impact on terrestrial marine or aquatic habitats or avian behavior and visual impacts are anticipated</p>
<ul style="list-style-type: none"> <li>• Hazardous materials and waste</li> </ul>	<p>The proposed activities will not involve use of hazardous materials (only small quantities of fuel for the use of backup power generators)</p> <p>Operation and maintenance activities will have the potential for generation of electronic wastes (e.g. nickel-cadmium batteries and printed circuit boards from computer and other electronic equipment as well as backup power batteries). The operation of backup generators may also result in the generation of waste oils and used filters.</p>
<ul style="list-style-type: none"> <li>• Electric and magnetic fields (EMF)</li> </ul>	<p>Fiber-optic equipment does not emit EMF. The evidence for adverse health risks from EMF from 4G and other mobile technology is weak.</p>
<ul style="list-style-type: none"> <li>• Emissions to air</li> </ul>	<p>Emissions from telecommunications projects may be primarily associated with the operation of vehicle fleets, the use of back-up power generators, and the use of cooling and fire suppression systems. These matters are not relevant to the scale and extent of Project activities.</p>
<ul style="list-style-type: none"> <li>• Noise</li> </ul>	<p>The principal source of noise in telecommunications facilities is associated with the operation of back-up power generators. Kosovo Digital Project activities (refurbishment works) will take place inside existing buildings and rely on existing infrastructure and the back up power generators will only be used intermittently and have a relatively low noise emission in an urban context.</p>
<p><b>Occupational Health and Safety</b></p> <ul style="list-style-type: none"> <li>• Electrical safety</li> <li>• Construction</li> </ul>	<p><b>Addressed in Section 8 of this ESMP</b></p>
<p><b>Community Health and Safety</b></p>	<p><b>Addressed in Section 8 of this ESMP</b></p>



## 7 POTENTIAL ENVIRONMENTAL AND SOCIAL IMPACTS

### 7.1 Planning/design

Small scale civil works, particularly the establishment of DRC and ISC will take place within the existing government facilities/locations. No involuntary land acquisition and land access will be necessary; Installation or upgrade of network equipment's to improve service will take place on buildings already used or operated by the government.

#### 7.1.1 *Health and Safety in Design*

Effective management of health and safety issues requires the inclusion of health and safety considerations during design processes in an organized, hierarchical manner that includes the following steps:

- identifying project health and safety hazards and associated risks as early as possible in the project cycle including the incorporation of health and safety considerations into the worksite selection process and construction methodologies;
- involving health and safety professionals who have the experience, competence, and training necessary to assess and manage health and safety risks;
- understanding the likelihood and magnitude of health and safety risks, based on:
  - the nature of the project activities, such as whether the project will involve hazardous materials or processes;
  - the potential consequences to workers if hazards are not adequately managed;
  - designing and implementing risk management strategies with the objective of reducing the risk to human health;
  - prioritizing strategies that eliminate the cause of the hazard at its source by selecting less hazardous materials or processes that avoid the need for health and safety controls;
  - when impact avoidance is not feasible, incorporating engineering and management controls to reduce or minimize the possibility and magnitude of undesired consequences;
  - preparing workers and nearby communities to respond to accidents, including providing technical resources to effectively and safely control such events; and
  - Improving health and safety performance through a combination of ongoing monitoring of facility performance and effective accountability.

Given the vast networks of cabling and electronic equipment used in the DRC, there is a potential risk for electrical fires. Datacenter fires could significantly disrupt communications service and effect immeasurable negative impact on consumer confidence in your service, as it could end up losing all data. Even when data are stored in other cloud locations, replacing damaged hardware and other infrastructure at a data center affected by a fire can be very expensive.

Before deciding on the type of system required to protect a data center, it's important to conduct a risk analysis to understand the needs of the organization, the environment and the main risks. There are different considerations for establishing and managing data centers and for employees' safety and ways to protect data center from fire, such as; Clean Agent Fire Suppression and Water Mist Fire Suppression<sup>42</sup>. The first type of fire suppression system includes environmentally friendly clean agent, such as inert gases which are already naturally a part of the atmosphere and do not contribute to ozone layer depletion. Water mist system uses atomized

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<sup>42</sup> <https://dataspan.com/blog/everything-you-need-to-know-about-data-center-fire-suppression/>

water droplets extinguish fires due to their cooling and radiant heat block effect, evaporate faster by resulting in much less water necessary to extinguish a fire than traditional sprinkler or low-pressure water mist systems.

## 7.2 Construction

### 7.2.1 Environmental Risks

Environmental risks are associated with small scale civil works envisioned under subcomponent 1.2 and subcomponent 2.2 due to refurbishment of existing facilities (rooms for the equipment etc.) for the establishment of DRC, ISC and Contact Center. These activities could potentially result in short-term, local, and reversible impacts, such as;

- Dust and noise emissions from transport carrying workers and materials, uploading and unloading materials, plasters, insulation, and other construction elements
- Waste generation - small amount of construction waste will be generated mostly during renovation/refurbishment of rooms the.
- Impact to soil will be very limited, however, some spills and leakages of fuel, oils, paint etc. are possible

In addition to refurbishment works, new network and associated hardware will likely generate e-waste from redundant ICT components, which could have environmental impacts due to increased amount of e-waste generation. Non proper management of e-wastes may affect the environment for a long period due to such as releases of acids and heavy metals from batteries). These may reach the surface and groundwater and affect humans, animals, crops etc.

### 7.2.2 Social Risks

#### **Occupational Health and Safety**

Establishment of the DRC, ISC and the Contact Center will pose low safety risks for workers both from handling with electrical works, and accordingly low risk of Electrocutions and arc fault burns due to installation of hardware, network equipment. Completion of small scale civil works due to refurbishment works within existing building may result in low health and safety hazards for workers, however adequate occupational health and safety measures will be implemented. Those workers handling with the transportation of equipment for the DRC may face risk for accidents/injuries when handling heavy equipment. Electrical connections must be undertaken by a qualified electrician. OHS risks will be managed by following strict procedures for de-energizing and checking of electrical equipment to minimize the hazardous effects. Also, safety guidelines including; electricity safety standards for equipment and staff; arc flash safety standards; physical boundaries for work on electrical systems; fire and environmental storage standards for rechargeable batteries; fire suppression system standards should be in place and implemented. Workers exposure in e-waste separation and dismounting, may be affected seriously if not safety measures will be implemented. There is a small possibility that asbestos containing material could be encountered during installations/ works in Government buildings<sup>43</sup> leading to OHS risks and small quantities of asbestos containing waste.

#### **Community health and safety risks**

Community health and safety impacts both from the completion of minor civil works (e.g., dust, noise,) will be negligible as works will be performed inside the existing buildings.

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<sup>43</sup> According to the document on Safety from asbestos exposure in Kosovo 2016 most of industrial complexes and buildings in Kosovo constructed 50-60 years ago contained high range of asbestos material

The probability of the incidence of child labor or forced labor is also minimal, negligible and are managed through national legislation. The project requires technical staff with skills that require experience and education, which will not be possible for children or those below the age of 18 y.o. The project is expected to have negligible negative impacts related to SEA/SH during construction since no major civil works are envisaged and low number of construction workers will be needed. The small scale civil works will take place within existing premises and in urban areas of Pristina and Decan town where access to health and specialist support are greatest. However, the LMP include provisions to insure all contractors (those engaged to install equipment or carry out maintenance and others contracted for refurbishment works) have a Code of Conduct before effectiveness and all workers will be informed on the Project Code of Conduct before contract sign. Channels for reporting any suspected abuse are also outlined in the LMP. Contractor ESMP will include suitable management measures and mitigations.

Despite, active COVID-19 cases are rare (1 to 7 new cases for November in Kosovo), project activities will be completed in accordance with national COVID safety regulations and guidelines and the World Bank COVID- 19 guidance for construction and civil works to prevent the spread of COVID-19.

## 7.3 Operations

### 7.3.1 *Environmental Benefits*

Kosovo Digital Project and ICT development will have environmental benefits with indirect effects and include the following;

- Reduce over-exploitation of natural resource for energy use by technologies of paper production, transport,
- reduce CO2 emissions (reduce generation of CO2 technologies of paper production, transport etc)
- reduction of deforestation as people will lower the dependency on paper by using soft copies and information transfer through internet
- reduction in GHG emissions and cost optimization while using green ICT equipment and hence contributing to climate change mitigation.

### 7.3.2 *Environmental Risks*

During operation phase there might be impacts related to accumulation over the years of e-wastes from mainly end-of-life backup power batteries and e-waste generation from institutions that will be connected to digital platforms. Also, poor e-waste management could lead to air, soil, and water pollution and affect biodiversity human health due to release of toxic chemicals. A range of heavy metals are compounds of parts of computers, printers, etc. Contamination in the air occurs when e-waste is informally disposed by dismantling, shredding or melting the materials, releasing dust particles or toxins, such as dioxins, into the environment that cause air pollution and damage respiratory ways. The negative effects on air from non proper e-waste recycling are most dangerous for those handling with the process, but the pollution also can extend in surrounding sites. Improper disposal of e-waste in regular landfills or in places where it is dumped illegally can seep directly into the soil, causing contamination of groundwater with heavy metals (such as mercury, lithium, lead and barium) and contamination of crops that may be planted nearby or in the area in the future. Such toxic components (heavy metals) may cause acidification and toxicity in the water, which will be dangerous to animals, plants and human health.

The back-up power system is expected to be a diesel-powered generator which will generate a small quantity of emissions (air and noise pollution) as it will be used intermittently.

The project may also result in a slight increase in energy use due to additional ICT equipment, and the use of cooling and fire suppression systems. It should be considered the installation of solar panels to provide power for the server operations to reduce non-renewable energy consumption. Sufficient solar panels could be installed on the roof of the existing facility in Decan that will be used for establishment of DRC.

Also, appropriate e-waste procedures and measures for efficient use of resources are included in this generic ESMP and specified in the POM. Overall, the POM provisions will encourage reducing digital environmental footprint via responsible purchasing, optimizing equipment rate and re- using or recycling hardware; promote eco-design best practices for software applications, data and hardware; and explore innovative ways how IT can support the environment.

### 7.3.3 Social Benefits

The project will significantly contribute sustainable development by improving public sector efficiency and public service delivery through the use of digital tools. It is expected to bring significant economic and social benefits by supporting investment in climate resilient digital infrastructure, and by mobilizing investments to increase user access to selected administrative services and the quality of the services. Project activities will also improve their interaction with the government, which would have positive impacts on all citizens of Kosovo. Digitalization is also expected to contribute to the Government's achievement of priorities related to gender.

The social benefits expected to accrue through Kosovo digital governance for Service Delivery Project include:

- *reduced time for citizens and businesses accessing Government services* thanks to access to an increased number of e-services and digital access to previously physical archives and registries
- *access to e-signature and legalized digital seal, and improved quality and users' access to administrative services* through technological solutions by promoting a user-centric approach, focusing initially on a few life-event related services that are both (i) most familiar to users, and (ii) from an administrative perspective, less complex, with the limited involvement of different stakeholder
- *reduced administrative costs for the Government* thanks to administrative simplification, process re-engineering, and other advances that speed up reduced use of paper as a result of digitalization.
- *rationalization of ICT investments and savings* generated by improvements in the interoperability of core government systems (e.g., FMIS, HRMIS, payroll) and the adoption of shared cloud services which has been associated with financial benefits in other contexts
- *reduced loss from fraud and corruption* as the space for discretion is reduced by digitalization of service delivery and strengthened functions for user feedback through new CivicTech innovations support increased accountability; and providing opportunities for greater transparency and accountability
- *expanded access to services by citizens, including vulnerable groups and addressing gender gap* by engaging targeted CivicTech tools as well as a multi-channel delivery approach to raise awareness, increase digital skills and improve accessibility to digital public services
- *lifetime increases in the earnings of people benefitting from opportunities to strengthen their digital skills and increased digital innovation among others.*
- *adapt to climate change* by bringing the delivery of more administrative services online, strengthening the DRC and transitioning to cloud infrastructure represent important opportunities to strengthen disaster resilience by bolstering the underlying infrastructure for service delivery.

### 7.3.4 Social Risks

#### ***Inequality in access digital services***

Although the project design ensured that digital services are being especially targeted to improve access for vulnerable groups and includes targeted CivicTech tools as well as a multi-channel delivery approach to raise awareness, increase digital skills and improve accessibility to digital public services of most need for vulnerable groups, there is a low potential for some groups/individuals to raise concerns regarding inequality in access and benefits from improved ICT services interventions under the Project. These groups/individuals may lack the ICT skills, are illiterate, lack resources, face challenges to access the services and includes; the elderly with limited IT access or skills, illiterate population or with limited literacy<sup>44</sup>, Roma, Ashkali and Egyptian communities, PwD, people leaving below the poverty line and people living in rural areas/peripheral with limited IT/broadband access. The risk is assessed as low considering the intervention proposed by the Project and also due high levels of internet penetration in Kosovo,<sup>45</sup>; high level access of Kosovo residents to ICT means (smart Phone use is also high)and the very young population in Kosovo<sup>46</sup>. The Project will monitor and improve the impact of the IEC-outreach program to determine if additional support is required to ensure benefits for such groups (Roma, elderly with limited IT access or skills, poor etc.).

### ***Data loss and or data misuse***

Although the Project envisages a Data Management subcomponent, no activities under the Project envisage direct data Processing but only establishment of methodologies, procedures and guidelines for the collection, storage, management, and use of data; and support for digitalization of paper-based documentation of key registries. However, the digitalization process does carry a risk of data loss and/or data misuse. Therefore, systems established under the project will include considerations of digital data protection and security. Furthermore, provisions that will ensure the security of personal data, as well as that collected data is used only for the intended purposes and kept only for the minimum required time, will be set out in the Project POM and will be managed by provisions set on the Government legislation.

### ***Community Health and Safety/Occupational Health and Safety risks***

Increased amount of e-waste over the years could pose risk for community health and safety (impacts as described above (at sub section on environmental risks during construction) if not managed properly. There is a potential risk especially with unsafe working conditions for vulnerable populations which are engaged in informal collection of waste. Around 2 000 individuals, usually poor people from various marginalized communities (such as Roma community) are engaged in informal waste collection throughout Kosovo. They collect plastics, metals, paper and cardboard, batteries and WEEE, etc., and sell them to small and medium-sized licensed companies, usually for export. Most likely, staff from the formal collection services are also involved in these activities. Some waste pickers also enter the landfill premises to collect waste to sell it to waste traders.<sup>47</sup>

This ESMP include adequate provisions for management of e-waste, including management of dump sites potentially used by the Project, as given in the following Chapter 8.

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<sup>44</sup> Illiteracy rate of the population of the age 10 and more in 2011 was 3.85%. Percentage of the population without formal education who have not completed the level of literacy education was 5, 7% (<https://ask.rks-gov.net/media/6118/women-and-man-2018-2019.pdf>)

<sup>45</sup> in 2021, 96 percent of households had access to the internet, and in 2020, more than 90 percent of individuals aged 16 to 74 reported using the internet daily

<sup>46</sup> with 40 percent of the population being 24 or younger and only 7 percent being older than 65

<sup>47</sup> Municipal waste management in Western Balkan countries — Country profile, November 2021, European Environmental Agency

# 8 MITIGATION

## 8.1 Environmental and Social Mitigation Measures

The following table addresses potential environmental and social impacts and propose mitigation measures and responsibilities associated with the Project impacts assessed in chapter 7.

Table 8-1 Proposed Environmental and Social Mitigation Measures

Project Phase	Environmental and Social Impacts	Mitigation Measures	Estimated costs	Implementation Responsibilities	Monitoring
Planning/design Phase	Health and safety risks for workers	Adopt Health and Safety principles in Design: <ul style="list-style-type: none"> <li>ensure that DRC fire suppression system design is suited for Kosovo conditions;</li> <li>Occupational health and Safety measures defined in the POM</li> </ul>	Part of design cost	DRC supplier AIS	Health and safety considerations included in design documents
	Energy efficiency	Consider energy efficiency measures in relation to; <ul style="list-style-type: none"> <li>Information technology (modern servers with features that can save energy, but they have to be activated)</li> <li>Power Infrastructure (New technologies for improved resource use efficiency UPS systems to become more efficient and create less heat)</li> <li>Air flow management</li> </ul>	Part of design cost	AIS	Energy efficiency measures included in design documents
Construction Phase	Dust and noise generation from small scale civil works, transport (workers and materials, etc)	<ul style="list-style-type: none"> <li>Notify adjacent landowners on construction works</li> <li>Local construction and environmental inspectorates are informed of works before the start</li> <li>Employ dust control measures where necessary (eg. spraying of sands and working places, storage of construction materials in appropriate places to minimize dust)</li> <li>Restrict hours in which noisy activities may be completed (construction work will not be permitted during the nights, operations restricted from 7.00h to 19.00h)</li> </ul>	Negligible	AIS Contractor	Site inspection
	Worker safety	<ul style="list-style-type: none"> <li>LMP provisions incorporated into contract documents</li> <li>Apply all protection measures for health and safety of workers, required by Kosovo Legislation</li> <li>Ensure that safety guidelines including; electricity safety standards for equipment and staff; arc flash safety standards; physical boundaries for work on electrical systems; fire and environmental storage standards for rechargeable batteries; fire suppression system standards are in place and implemented</li> <li>All work will be carried out in safe and disciplined manner;</li> </ul>	Included in contract price	Contractor AIS (PIU)	Health and Safety measures implemented LMP provisions incorporated into contract documents Site inspection

Project Phase	Environmental and Social Impacts	Mitigation Measures	Estimated costs	Implementation Responsibilities	Monitoring
		<ul style="list-style-type: none"> <li>• Purchased equipment will be installed and used respecting all safety measures prescribed by the producer of equipment and best practices.</li> <li>• Provide health and safety orientation training to all new employees</li> <li>• Identification and provision of appropriate PPE that offers adequate protection to the worker</li> <li>• Underground service (eg electricity) identification prior to commencement of works</li> <li>• All electrical installations should be performed by certified personnel</li> <li>• Strict procedures for de-energizing and checking of electrical equipment should be in place before any maintenance work is conducted.</li> <li>• If suspected asbestos containing material is discovered during works stop works, notify responsible authorities and follow requirements of AI 22/2015</li> <li>• Maintain effective and accessible worker Grievance Mechanism</li> </ul>			
	<p>Community health and safety</p> <p>SEA/SH</p>	<ul style="list-style-type: none"> <li>• LMP provisions incorporated into contractor contract documents</li> <li>• Timely inform users of premises and neighboring communities of upcoming works.</li> <li>• Ensure safety of building users e.g. provide safe passages and adequate fencing to prevent access.</li> <li>• Deploy traffic control measures if necessary</li> <li>• Ensure all workers engaged by the Project sign a Code of Conduct</li> <li>• Maintain effective and accessible Grievance Mechanism and ensure people in all areas where project works is taking place are aware of the GRM. GRM will be SEA/SH sensitized allowing everyone to raise such grievances</li> <li>• All project workers will have to sign the code of conduct sensitized to SEA/SH issues.</li> </ul>	Include in contract price	AIS Contractor (PIU)	<p>Project workers sign Code of Conduct</p> <p>Monitoring of GRM</p> <p>LMP provisions incorporated into contract documents</p> <p>Site inspection</p>



Project Phase	Environmental and Social Impacts	Mitigation Measures	Estimated costs	Implementation Responsibilities	Monitoring
	Pollution by increasing amount of solid waste due to refurbishment works with impacts in the already overburdened landfills add to the littering and pollution issues in Kosovo.; e-waste generation from redundant ICT components;	<ul style="list-style-type: none"> <li>Implement best practices for waste management as defined in the POM</li> <li>Containers for each identified waste category are provided in sufficient quantities and positioned conveniently.</li> <li>Identification of the different waste types that could be generated at the reconstruction site and its classification according to Law No.04/L-060 (The Law on Waste)</li> <li>All construction waste (from refurbishment works) will be collected and disposed properly by licensed collectors and to the licensed landfills (or licensing processing plant).</li> <li>Waste disposal site will be defined by the written approval from the Municipality or other competent authority (e.g. MESP).</li> <li>Hazardous wastes are placed in safe and secured place safe from spilling</li> <li>For management of hazardous wastes, instructions/guidelines from Ministry of Environmental Protection and Spatial Planning will be sought and followed</li> <li>The records of waste disposal will be regularly updated and kept as proof for proper management, as designed.</li> <li>E-waste from obsolete IT equipment collected from licensed entities and then exported for recycling</li> <li>Consider financing export of stockpiled e-waste under the project</li> <li>Train the workers which deal with e-waste selection and their dismounting on health and safety</li> </ul>	Included in contract Price	Contractor AIS (PIU)	POM implemented Waste management in accordance with Law No.04/L-060  Site inspection  Interview with workers
Operation	Energy consumption	<ul style="list-style-type: none"> <li>Power DRC with solar power via panels installed in building roof</li> <li>Provide energy-efficiency awareness training</li> </ul>	Included in contract price	AIS (PIU)	Solar panels installed Training
	Water pollution	<ul style="list-style-type: none"> <li>There will be no storing a large amount of fuel at the site, other than in generator fuel tank</li> <li>Chemicals and hazardous wastes are placed in safe and secured place safe from spilling</li> </ul>	Included in contract price	Contractor AIS (PIU)	No storage of large amount of fuel

Project Phase	Environmental and Social Impacts	Mitigation Measures	Estimated costs	Implementation Responsibilities	Monitoring
	<p>Management of e-Waste</p> <p>Management of dump sites</p>	<ul style="list-style-type: none"> <li>E-waste from obsolete IT equipment collected from licensed entities and then exported for recycling</li> <li>Weight and report the amount of e-wastes exported</li> <li>Train the workers which deal with e-waste selection and their dismantling on health and safety and ensure they use appropriate protection clothes, masks etc.</li> <li>Restricting access to landfill site, through a combination of institutional and administrative controls, including fencing, signage, and communication of risks to the local community, especially to vulnerable</li> <li>Prepare and implement 'e-waste' drives, public awareness on collection points, disposal pathways for obsolete or redundant consumer items (phones, faxes, laptops, batteries, etc.).</li> </ul>	<p>Included in contract price of Licensed entities on e-wastes export</p> <p>TBD</p>	<p>Contractor</p> <p>AIS in coordination with MESP</p>	<p>Amount of wastes exported</p> <p>Awareness raised</p>
	Data loss or misuse, Cyber crime	<ul style="list-style-type: none"> <li>National Cybersecurity Strategy (NCS) 2016-2019 and the new Kosovo's Law No. 06/L-082, dated 2019 on Protection of Personal</li> <li>Privacy data collected only for the intended purposes as defined in POM</li> <li>Maintain effective and accessible stakeholder GRM</li> </ul>		AIS	Monitoring GRM
	Potential exclusion of disadvantaged and vulnerable groups from digital services	<ul style="list-style-type: none"> <li>Engage CSOs for the information, education and communications (IEC) campaign to especially reach the identified vulnerable groups (elderly, women, Roma Egyptian community).</li> <li>Engagement with Government agencies and NGOs (which supports vulnerable groups) to provide information about usage of eKosova multichannel access and support provided from e-Kosova Contact Center and seeking feedback on use of digital services and obstacles to use. Surveys in the first year and at project mid-term and subsequently (Y4, Y5) to monitor and improve the impact of the IEC-outreach program and targeted mobilization efforts to especially reach the identified vulnerable groups.</li> <li>Maintain effective and accessible stakeholder Grievance Mechanisms</li> </ul>		<p>AIS/PIU</p> <p>NGOs</p> <p>Other Government agencies</p>	<p>Obstacles of Vulnerable groups identified</p> <p>IEC campaign successfully implemented</p> <p>Monitor GRM</p>

## 9 IMPLEMENTATION

The following main bodies will constitute the governance arrangements under the project;

The key implementing Agency for the Project is the Agency for Information Society (AIS).

PIU, which will be established by government order within AIS in the Ministry of Internal Affairs, will be responsible for overseeing day-to-day project management, including the timely preparation and execution of annual work plans and budgets; preparation, execution, and updating of procurement and implementation plans; performance of fiduciary functions; and preparation of financial and performance reports, including semi-annual progress reports. As per the government regulations, the PIU will be established and staffed after signature of the Financing Agreement.

AIS (via the PIU) will have overall responsibility for implementing the ESMP and ensuring contractor compliance during the construction phase. The PIU will hire, qualified and experienced staff, acceptable to the Bank to fill specific operational and advisory roles, including a full time Environmental and Social specialist whose activities would inter alia include, implementation of the prepared SEP, monitoring of the GRM, and supervision of labor contracts as per the prepared LMP and implementation of the prepared generic ESMP.

Environmental and social specialists within the World Bank task team will monitor and report on implementation and outcomes of the ESMP.

Project Management Committee (PMC) comprised of institutional representation from different agencies responsible for both coordination and technical implementation will be responsible for overall coordination and oversight of project implementation.

Relevant elements of this ESMP will be incorporated in bidding documents for the DRC/ISC establishment and compliance monitoring of implementation will be overseen by AIS (through PIU). If necessary, the ESMP will be updated to reflect emerging or unanticipated environmental and social risks.