



SOLOMON ISLANDS GOVERNMENT
MINISTRY OF HEALTH AND MEDICAL SERVICES
P. O. BOX 349, HONIARA, SOLOMON ISLANDS

Tulagi Hospital Renovations

Site Assessment
and
Code of Environmental
and Social Practice

February 2023

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Abbreviations

COC	Code of Conduct
CoESP	Code of Environmental and Social Practice
CSS	Contractor's Site Supervisor
E&S	Environmental and Social
EHS	Environmental Health and Safety
ESF	Environmental and Social Framework (World Bank)
ESH	Environmental, Social and Health
ESS	Environmental and Social Standard
GBV	Gender Based Violence
GRM	Grievance Redress Mechanism
GRS	Grievance Redress System
LUA	Land Use Agreement
MHMS	Ministry of Health and Medical Services
MLHS	Ministry of Lands, Housing and Survey
OHS	Occupation Health and Safety
PMU	Project Management Unit
POA	Plan of Action
PPE	Personal protective equipment
PS	Permanent Secretary
SIG	Solomon Islands Government
SWD	Social Welfare Department
TH	Tulagi Hospital
VAC	Violence Against Children
WB	World Bank

PART A Site Assessment

1. Introduction

1.1 Activity Name	Tulagi Hospital (TH) Renovation Project
1.2 Activity Location	Tulagi Island, Central Province (Figure 1)
1.3 Activity Description	This activity is part of the COVID-19 ERP Financing agreement component 2's Health System Strengthening which will involve renovating and improving the intensive care units at the Tulagi provincial hospital. The renovation work will cover the general ward, outpatient and inpatient, the isolation ward, the maternity ward, the children's ward, dental room, the malaria lab and the private ward. Figures 2 and 3 show details of the site and site plans
1.4 Estimated Start & Completion Date	The Renovation project is estimated to take 12 months from the 03/07/23 - 26/07/24. This includes design, approvals, tender and construction.
1.5 Site specific Environmental & Social Constraints	<ul style="list-style-type: none"> • There are existing services in the area (electricity, water) • UXO clearance, topographical surveys and geotechnical works are all completed • The current land where the TH is located is owned by the Solomon Islands Government and was allotted to the provincial hospital and is free from any disputes or land issues • The renovation will not trigger any re-allocation of property or clearing of vegetation • The hospital buildings are old and may contain asbestos, an assessment will be undertaken to assess the presence of asbestos. If asbestos is detected it will be removed appropriately according to OHS practises prior to the actual renovation work.
1.6 Consultation	<p>Three consultation activities have been undertaken to date by the PMU:</p> <ul style="list-style-type: none"> • The first one was carried out on 9th - 10th June 22 – by PMU E&S Officer and focused on the environmental screening. • A follow up mission was carried on 14th July 2022 by the Infrastructure Officer and E&S Officer on progress of the project and proposed activities. • A recent consultation was undertaken on 31st January 2023 by PMU team together with WB E&S staffs. <p>Additional site visits and information disclosure will be undertaken prior to and during construction</p>

Figure 1. Location of Tulagi Hospital

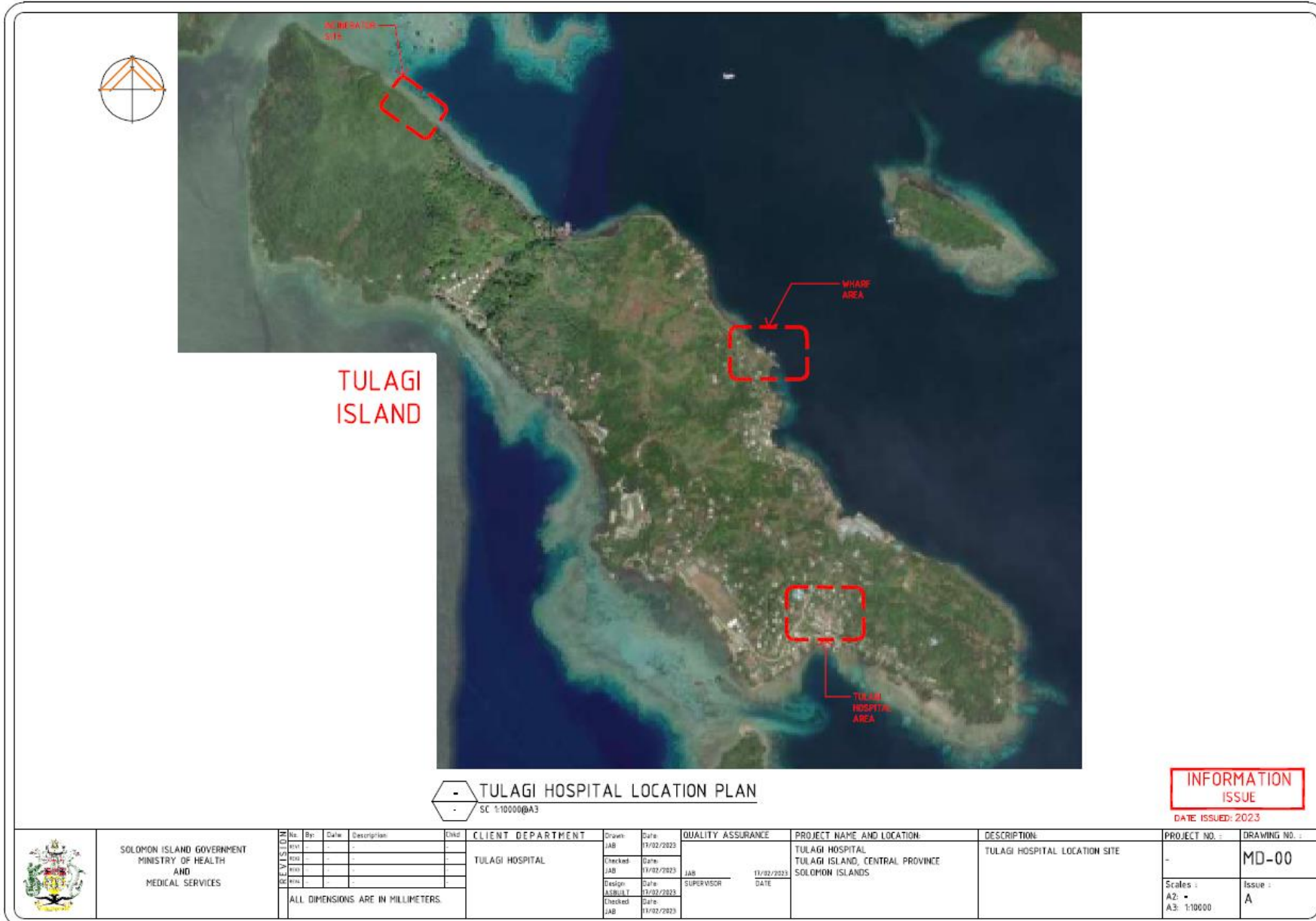
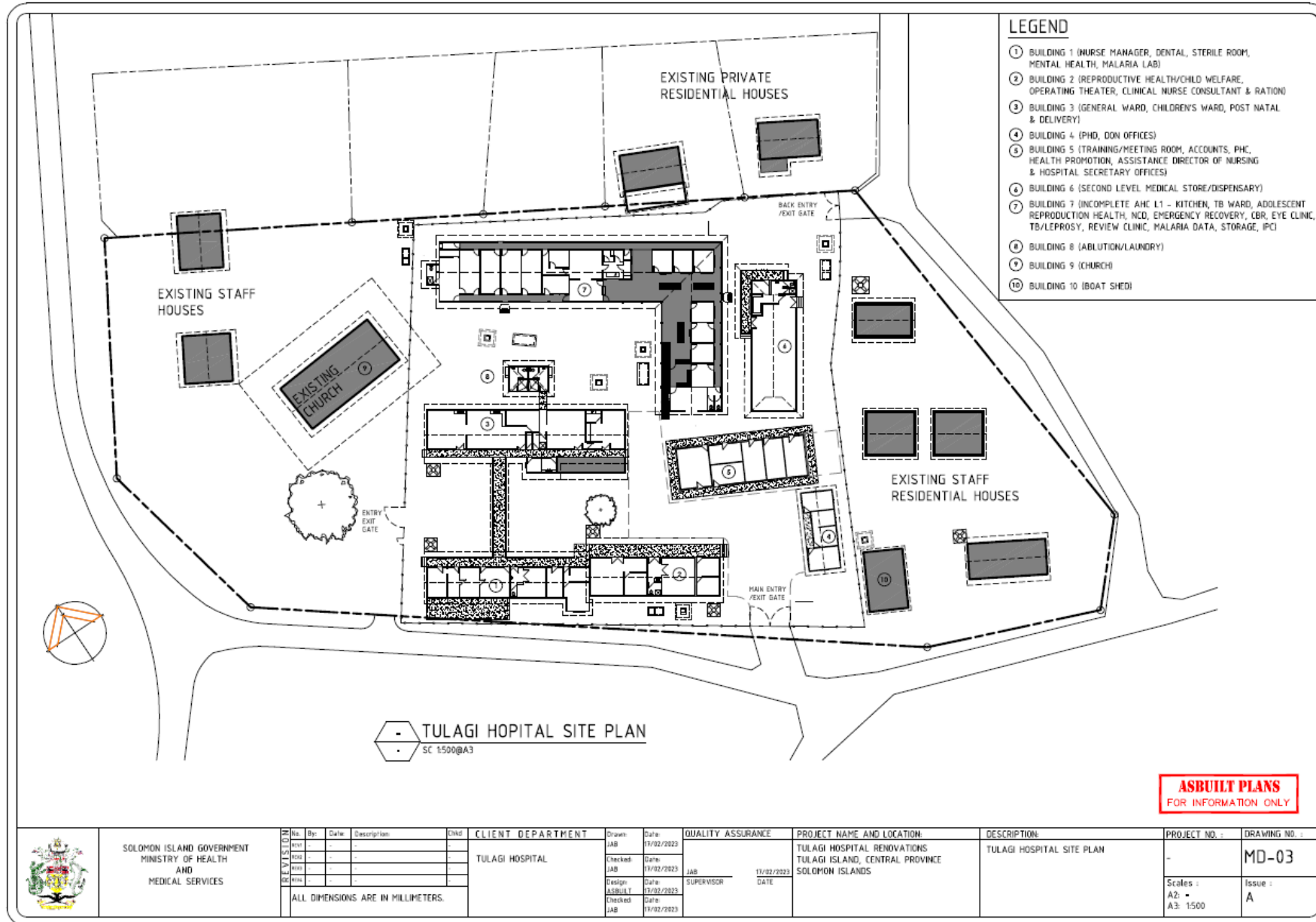


Figure 2 Existing site layout



Figure 3 Site Plan



2. Risk Assessment

Risk assessment that covers planning and design and operations are covered in the Solomon Islands COVID-19 Emergency Response Project, Environmental and Social Management Framework (March 2021), Table 8 – Assessment of key project risks/impacts and proposed mitigation methods. The following Section Part B – Code of Environmental and Social Practice (CoESP) covers the construction impacts and risks specific to this activity and provides mitigation strategies to be implemented to mitigate these impacts and risks.

This Site Assessment and CoESP Template will be included in the bidding documents. The CoESP will be completed by the selected contractor with the assistance of the Project Management Unit (PMU).

PART B Code of Environmental and Social Practice

1. Introduction

Generally, construction of small works poses limited environmental and social (E&S) impacts and risks, however it is still very important to take into consideration and implement the principles of best practice environmental and social risk management to facilitate outcomes that are harmonized with World Bank (WB) Environmental and Social Frameworks (ESF) Environmental and Social Standards (ESS) and to avoid any negative E&S impacts on local staff, workers and local communities.

2. Purpose of the Code of Environmental & Social Practice

The Code of Environmental and Social Practice (CoESP) is developed purposely to manage and guide the contractor in their management of environmental and social risks and impacts and the construction of WB projects. The contractor is obliged by the provisions of the contract to under the actions detailed in this CoESP which has been approved by the PMU. Should the contractor fail to comply with the provisions of this CoESP, the PMU shall withhold payment of invoices until the contractor resolves the issue(s).

3. Objectives

Key objectives of the CoESP are:

- To guide compliance with relevant Solomon Islands legislation and the CoESP conditions
- To describe the conditions and mitigation measures the contractor will undertake to manage the environmental and social impacts and risks including health and safety of workers
- To clearly define key personnel roles and responsibilities for the management, implementation, monitoring and reporting of the provisions within the CoESP
- To detail the contractor's responsibility for any training and internal communications, which ensures their workers, understand the risks and impacts associated with the project.

4. Scope of Works

Contractor to insert scope of works as detailed in their contract.

5. Contractor Obligations

The contractor will implement the E&S mitigation strategies detailed in **Table 5.1**, which have been taken from the Site Assessment. Mitigation of any additional risk or site specific actions should be included in **Table 5.1** by the contractor in consultation with the PMU.

Table 5.1 Potential construction impacts, risk and mitigation strategies

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
<p>Air quality, noise, and vibration generated from civil works</p>	<p>The contractor(s) is responsible for compliance with all relevant national legislation and international standards with respect to noise and vibration and ambient air quality.</p> <p>Noise and vibration</p> <p>The contractor(s) undertaking works shall implement the following at a minimum:</p> <ul style="list-style-type: none"> • Plan activities in consultation with communities so that noisiest activities are restricted to being undertaken during periods that will result in least disturbance • Noise levels should be maintained within the national permissible limits/standards • If necessary, use temporary noise-control methods such as fences, barriers or deflectors (such as muffling devices for combustion engines) and select equipment with lower sound power levels where possible • Minimize transportation of demolition waste and construction materials through community areas during regular working time • Maintain a buffer zone (such as open spaces, row of trees or vegetated areas) between the project site and surrounding areas if possible, to lessen the impact of noise. <p>Air Quality</p> <p>The contractor(s) undertaking works shall implement dust suppression measures (e.g. covering of material stockpiles & watering) as required. At a minimum the following is required:</p> <ul style="list-style-type: none"> • Materials used shall be covered and secured properly during transportation to prevent scattering of soil, sand, materials, or generating dust • Keep stockpiles of aggregate materials covered to avoid suspension or dispersal of fine soil particles during windy days or disturbance from stray animals • Minimize dust from exposed work sites and stockpiles by applying water on the ground regularly • No burning of site clearance debris (trees, undergrowth) or construction waste materials 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
	<ul style="list-style-type: none"> Hydrocarbons shall not be used as a method of dust control 	
Soil erosion and uncontrolled sediment causing negative impacts to surface or groundwater	<p>The contractor(s) undertaking works shall implement the following at a minimum:</p> <ul style="list-style-type: none"> Implement suitable project design (e.g., establish appropriate erosion and sediment control measures) to minimize soil erosion and identify and protect receiving water courses and bodies Scheduling to avoid heavy rainfall periods Use mulch, grasses or compacted soil to stabilize exposed areas promptly. 	
Resource efficiency issues, including materials supply and extraction of raw materials	<p>The contractor(s) undertaking works shall at a minimum:</p> <ul style="list-style-type: none"> Source raw materials and construction materials locally and from licenced/permitted facilities only Use recycled or renewable building materials (e.g. timber) where possible. 	
Impacts on local communities from traffic obstruction, congestion, and traffic and road safety	<p>The contractor(s) undertaking works shall implement the following at a minimum:</p> <ul style="list-style-type: none"> Construction and establishment of haul roads shall be kept to a minimum Communicate traffic management plans – including traffic volumes, schedules, road closures and community safety measures – to project stakeholders and local communities Minimise the extent of traffic and construction impacts on adjacent villages and other residential areas where possible All traffic signs used for the warning or direction of traffic at road works sites shall comply with appropriate traffic regulations. Homemade signs shall not be used Implement dust suppression measures if required. 	Contractor to detail site traffic management
Land and/or water pollution from waste generated by demolition debris, construction materials, and/or workers (solid,	<p>The contractor(s) undertaking works shall implement the following at a minimum:</p> <ul style="list-style-type: none"> Develop and follow site-specific waste management (separation of waste streams, storage, provision of bins, site clean-up, bin clean-out schedule, etc.). Implement the principles of the Waste Hierarchy (Reduce, Reuse, Recycle, and Residual Disposal) as outlined in the 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
hazardous, and wastewater)	<p>National Waste Management and Pollution Control Strategy 2017-2026. The following methods for waste reduction and recycling should be utilized:</p> <ul style="list-style-type: none"> ○ Minimise waste production by reusing existing structures; initially remove materials by hand e.g. wooden floorboards, to avoid damage and excess waste; separating materials (metal, timber etc.) and storing them in neat piles to avoid cross contamination; ensuring safe and dry storage of salvaged items; placing clear signage on all waste separation and collection areas ○ Recyclable materials such as packaging material etc., shall be segregated and collected on-site from other waste sources for reuse or recycle (sale) ○ Remove scrap metal, such as roofing materials and iron rebar from concrete, for reuse off-site or metal recycling where practicable. Steel off-cuts can be recovered and sold as scrap metal ○ Timber can be resold for utilisation as fuel (non-treated) or for repairing houses in villages or outer island communities (treated) ○ On-site and off-site transportation of waste should be conducted to prevent or minimize spills, releases, and exposures to employees and the public ● Use litter bins, containers and waste collection facilities at all places during works ● Store solid waste temporarily on site in a designated place prior to off-site transportation and disposal. ● Dispose of waste only at designated place identified and approved by local authority. Open burning or burial of solid waste on the construction site shall not be allowed. It is prohibited for the contractor(s) to dispose of any debris or construction material/paint in environmentally sensitive areas (including watercourses) ● Provide adequate sanitation facilities serving all workers at the construction sites 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
	<ul style="list-style-type: none"> • Ensure onsite worker sanitation facilities be properly operated and maintained to collect and dispose of wastewater • Minimize hazardous waste generation by ensuring hazardous waste is not co-mingled with non-hazardous waste. Collect, transport and disposal of hazardous waste to licenced/permitted hazardous waste sites only following good international industry practice (GIIP) for the waste being handled • Include in the induction training the segregation of waste. 	
<p>Land and/or water pollution from use and storage of hazardous substances e.g. minor spills from fuel, oils, lubricants</p>	<p>The contractor(s) undertaking works shall implement the following at a minimum in accordance with relevant Solomon Islands laws and GIIP such as the IFC EHS Guideline: Hazardous Materials Management:</p> <ul style="list-style-type: none"> • Using impervious surfaces for refuelling areas and other fluid transfer area • Ensure that refuelling and maintenance facilities are not located, or that activities do not take place, within 30m of a watercourse, or in ecologically sensitive areas. If a 30m limit is impracticable then a lesser limit may be adopted provided approval is obtained. On no account shall the limit be less than 10m • Providing adequate secondary containment for fuel storage tanks and for the temporary storage of other fluids such as lubricating oils and hydraulic fluids • Ensure that vehicles and plant are not stored within 30m of a watercourse, or in ecologically sensitive areas, overnight or when not in use • Regular checks for leaking oil or fuel from machinery undertaken. Any leaks are promptly repaired and/or parts replaced within two days as part of maintenance of vehicles and equipment • Training workers on the correct transfer and handling of fuels and chemicals and the response to spills • Spill kit, appropriate to the hazardous materials being used, to be kept on-site and workers to be trained in its deployment. 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
<p>Land and/or water pollution from hazardous waste such as asbestos, lead paints, ozone depleting substances (from old air conditioning units) and Polychlorinated biphenyls (PCBs) that may be present in demolition or refurbishment debris</p>	<p>The contractor(s) undertaking works shall be required to do the following at a minimum:</p> <ul style="list-style-type: none"> • Hazardous material management • Asbestos containing materials managed in accordance with GIIP such as World Bank guidelines on asbestos management. GIIP for asbestos includes: i) Requirements for contractors and stipulations of clauses in the tendering documents; ii) Risk assessment – determining the content of asbestos and risks of exposure incurred by workers, to assess them and to take the necessary precautions; iii) Notification to the occupational health and safety authority responsible for the work site; iv) Work plan with working instructions - lay down the technical and personal protective measures to be taken in the work plan; v) Training of project stakeholders and training of contractor and workers; vi) Transport, storage and disposal of asbestos (agreements with component bodies for transportation and disposal); • Safe removal of any asbestos-containing materials or other toxic substances shall be performed and disposed of by specially trained workers in line with the World Bank guidelines on asbestos management • Removal personnel will have proper training prior to removal or repair of asbestos containing materials; • All asbestos waste and products containing asbestos is to be buried at an appropriate landfill and not to be tampered or broken down to ensure no fibres are airborne. Disposal of waste containing asbestos should be agreed with ECD; and • No asbestos containing materials shall be used for construction works. 	<p>Contractor to add hazardous material management</p>
<p>Occupational Health and Safety (OHS) risks for workers from civil works</p>	<p>The contractor(s) undertaking works shall comply with all national and good practice regulations and GIIP regarding workers' safety, such as OHS section of the IFC EHS Guidelines on Construction and Decommissioning, and implement the following at a minimum:</p> <ul style="list-style-type: none"> • Develop and follow a site-specific health and safety (OHS) management strategies that deal with at a minimum those issues detailed in Table 5.2 	<p>Contractor to develop any site specific OHS measures</p>

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
	<ul style="list-style-type: none"> • Appoint a health and safety officer at site, who will have the authority to issue directives for the purpose of maintaining the health and safety of all personnel authorized to enter and or work on the site • Prepare and implement a simple action plan to cope with risk and emergency (e.g., fire, storm surge, cyclone, COVID-19 outbreak) • Have or receive minimum required training on occupational safety regulations and use of PPE • Undertake training of staff to meet standards for the proper operation and use of equipment • Training of workers in lifting and materials handling techniques in renovation / refurbishing projects, including the placement of weight limits above which mechanical assists or two-person lifts are necessary • Training and use of temporary fall prevention devices, such as rails or other barriers able to support a weight of 200 pounds, when working at heights equal or greater than two meters (e.g. on scaffolding) • Use of control zones and safety monitoring systems to warn workers of their proximity to fall hazard zones, as well as securing, marking, and labelling covers for openings in floors, roofs, or walking surfaces • Take protective measures to prevent accidents such as: <ul style="list-style-type: none"> ○ implementing good house-keeping practices, such as the sorting and placing loose construction materials or demolition debris in established areas away from foot paths ○ Locating electrical cords and ropes in common areas and marked corridors ○ Planning and segregating the location of vehicle traffic, machine operation, and walking areas, and controlling vehicle traffic through the use of one-way traffic routes, establishment of speed limits, and on-site trained flag-people wearing high-visibility vests or outer clothing covering to direct traffic 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
	<ul style="list-style-type: none"> ○ Ensuring moving equipment is outfitted with audible back-up alarms • Use of temporary fall protection measures in scaffolds and out edges of elevated work surfaces, such as handrails and toe boards to prevent materials from being dislodged. Provide PPE and other safety measures as appropriate during works such as safety glasses with side shields, face shields, hard hats, hi-vis vests and safety shoes with non-slip soles, first aid kits, restricted access zones, warning signs, overhead protection against falling debris • Refer any grievances received by the community or local businesses to the local PMU E&S Specialist who will coordinate the Grievance Redress Mechanism (detailed in the CoESP) • Provide project workers with accessible means to raise workplace concerns (refer to Project LMP, Annex VII). 	
<p>Issues related to inappropriate worker accommodations such as close working and poor living conditions which may create conditions for the easy transmission of COVID-19 and the infection of large numbers of people</p>	<p>The contractor(s) undertaking works shall comply with all national and good practice regulations regarding workers' safety and the LMP for the Project and implement the following at a minimum:</p> <ul style="list-style-type: none"> • Appoint a senior person, e.g. the health and safety officer, as the focal point to deal with COVID-19 issues • All construction facilities should follow the guidelines provided in Annex 2 or any MHMS directives • Accommodation maintained in clean and hygienic condition to minimize spread of infection; • If a worker is diagnosed with COVID-19, follow the Consolidated National Preparedness and Response Plan for COVID-19 • Undertaking health awareness and education initiatives with construction workers e.g. providing information on COVID-19 symptoms, transition paths, good hand hygiene, physical distancing etc. 	<p>Delete if worker accommodation not being used</p>
<p>Health and safety risks for community, health care workers, patients</p>	<p>The contractor(s) undertaking works shall implement the following at a minimum:</p> <ul style="list-style-type: none"> • Implement the minimum standards as outlined in Table 5.2 	<p>Contractor to add any specific site community OHS requirements</p>

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
and their relatives from civil works	<ul style="list-style-type: none"> • Implement traffic management as detailed above • Comply with all national and good practice regulations regarding workers' safety and the Project's LMP • Take protective measures to prevent accidents such as: <ul style="list-style-type: none"> ○ Barriers to prevent unauthorised access to worksites ○ Implementing good house-keeping practices to eliminate the hazard where possible, such as the sorting and placing loose construction materials or demolition debris in established areas away from foot paths ○ Planning and segregating the location of vehicle traffic, machine operation, and walking areas, and controlling vehicle traffic through the use of one-way traffic routes, establishment of speed limits, and on-site trained flag-people wearing high-visibility vests or outer clothing covering to direct traffic ○ Ensuring moving equipment is outfitted with audible back-up alarms. • Provide safe access routes and other safety measures as appropriate during works such first aid kits, restricted access zones, warning signs, covering openings to small confined spaces, overhead protection against falling debris and barricaded exclusion areas for drop zones (e.g. when working at heights), lighting system to protect community against construction risks • Communicate risks and community safety mitigation measures to project stakeholders and communities • Implement the Grievance Redress Mechanism (GRM) detailed in Annex 1 	
Increase in gender based violence (GBV), sexual exploitation and abuse (SEA) sexual harassment (SH)	<p>The Contractor(s) should at a minimum:</p> <ul style="list-style-type: none"> • Comply with all relevant national laws and legislations. • Include GBV/SEA/SH requirements in induction training and have all workers sign the COC • Provide separate facilities for female and male workers. 	

Potential Impacts & Risks	Mitigation as outlined in the Site Assessment	Additional Site Actions (contractor to add)
related to project workforce		
Underage workers	Child labour or forced labour is absolutely prohibited in the project	

5.1 Community Engagement

The PMU will develop community information to inform communities, groups and individuals of the project activities and responsibilities of the contractor. It is very important that the contractor is required to have the name and contact of a community leader/representative and work closely with the community leader/representative on activities regarding any noise, dust or inconvenience that may be caused to the local community during construction.

5.2 Worksite Induction

A site induction prior to start of work is very important and it must be undertaken for all site workers to ensure employees are aware of:

- The importance and purpose of the CoESP
- OHS onsite
- Any significant environmental hazards, actual or potential, that may be caused as a result of their activities or the project
- Roles and responsibilities in relation to this CoESP
- Any spill response and or emergency procedure
- Accident and incident reporting and methods of prevention
- Codes of Conduct including responsibilities around Gender based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH) and Violence against Children (VAC).

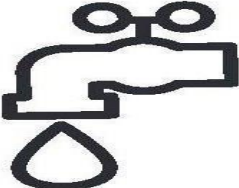
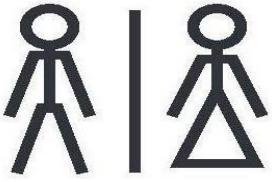





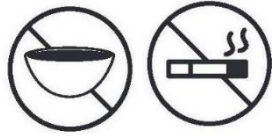
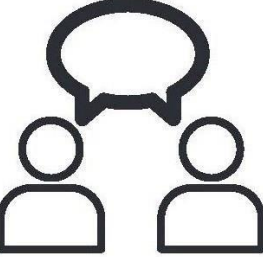
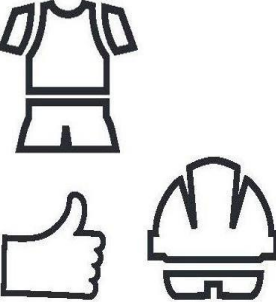
5.3 Roles and Responsibilities

The contractor has the responsibility to apply this CoESP during construction and to:

- Nominate an onsite supervisor/constructor's site supervisor (CSS):
 - To be the focal point for the PMU
 - To manage any public interaction
 - To be responsible for reporting any issues to the PMU
 - To ensure all individuals understand this CoESP and their obligations.

The PMU will be responsible for ensuring that the contractor complies with this CoESP with regular site visits and discussions with the nominated onsite manager.

Table 5.2. Minimum OHS provisions to be applied

	<p>Sufficient and clean drinking water to be on site at all times for workers.</p>		<p>Toilets on or near the site to be available for all workers.</p>
	<p>Suitable protection from rain and sun during rest breaks or weather stoppages to be made available.</p>		<p>Workers are not forced to work in extreme weather (heavy rain, strong winds, etc.) or other weather that is dangerous or impactful.</p>
	<p>Site Supervisors should be trained in basic first aid to be able to provide care.</p>		<p>The Site Supervisor should know where the nearest hospital/clinic is and where an ambulance or quick transport can be found/accessed.</p>
	<p>A first aid kit is to be kept up to date, and on site at all times in a visible, accessible location.</p>		<p>No alcoholic drinks or drugs to be taken before starting or during work (kwaso, bettlenut, kava, beer, marijuana). Workers should be not be affected by drugs or alcohol while on site at any time.</p>
	<p>Machinery operators must be properly trained to use the machine.</p>		<p>Protective clothing to be worn at all times:</p> <ul style="list-style-type: none"> • Safety boots. • Reflectorized yellow or orange-colored safety vests or harnesses. • Hats where there is strong sun. • Goggles/masks when working in dusty condition • Gloves when working in bush clearing and removal of obstructions, or mixing concrete/handling other toxic materials. • Hard hats/helmets when working on sites where there is a danger of falling objects, e.g., in deep drains, digging pit latrines, work in quarries, etc.

6. Company Acknowledgment of CoESP and Code of Conduct (COC)

The Contractor is committed to ensuring that the project is implemented in a way which minimizes any negative impacts on the local environment, communities, businesses, NMS staff and its workers. This will be done by respecting the environmental and social issues detailed in this CoESP, reporting and if appropriate, responding to issues that are unforeseen and ensuring appropriate OHS standards on-site. The company is also committed to creating and maintaining an environment in which they will not tolerate any breaches of the provisions within the CoESP by any employee, sub-contractor, supplier, associate, or representative of the company.

To ensure that all those engaged in the project are aware of their obligations, the contractor commits to the following core principles and minimum standards of behavior that will apply to all company employees, associates, and representatives, including sub-contractors and suppliers, without exception:

- The company and all employees, associates, representatives, sub-contractors and suppliers commits to complying with all relevant national laws, rules and regulations.
- The company commits to fully implementing this CoESP.
- The company commits to treating women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
- The company shall ensure that interactions with local community members are done with respect and non-discrimination.
- Demeaning, threatening, harassing, abusive, culturally inappropriate, or sexually provocative language and behavior are prohibited among all company employees, associates, and its representatives, including sub-contractors and suppliers.
- The company will follow all reasonable work instructions from the PMU (including those pertaining to environmental and social safeguards).
- The company will protect and ensure proper use of property (for example, to prohibit theft, carelessness or waste).
- The company will ensure that the project's OHS standards are effectively implemented by company staff, as well as sub-contractors and suppliers.
- The company will ensure that all people on-site wear prescribed and appropriate personal protective equipment (PPE), preventing avoidable accidents and reporting conditions or practices that pose a safety hazard or threaten the environment.

To ensure that the above principles are implemented effectively the company will:

- a) Prohibit the use of alcohol during or before work activities.
- b) Prohibit the use of narcotics or other substances which can impair faculties at all times.

- c) Provide adequate sanitation facilities on site and at any worker accommodation provided for those working on the project.
- a) Have all personnel on site sign the Code of Conduct (6.1) confirming their agreement to comply with the CoESP and OHS standards
- b) Provide copies of the Company and Codes of Conduct are translated into the appropriate language of use in the work site areas.
- c) Have employees attend an induction prior to commencing work on site to ensure they are familiar with the company's commitments within the CoESP and the OHS standards.

I do hereby acknowledge that I have read the abovementioned Code of Practice and Company Code of Conduct, and on behalf of the company agree to comply with the standards contained therein. I understand my role and responsibilities to support the CoESP and OH&S standards. I understand that any action inconsistent with this CoESP or failure to act mandated by this CoESP may result in disciplinary action.

Company name: **Insert company name**

Signature: _____

Printed Name: _____

Title: _____

Date: _____

6.1 Code of Conduct (COC)

The following Code of Conduct (COC) must be read and understood by all workers on site including any subcontractors (if required):

I, **individual's name**, acknowledge that adhering to the provisions as detailed in this COC and following any of the Project's Environmental, Social and Health (ESH) or Occupational Health and Safety (OHS) provisions is important.

The Client considers that failure to follow the COC, ESH or OHS standards, be it in an office, on a work site, office and work site surroundings, at workers' camps, in worker's homes, or the surrounding communities constitutes acts of gross misconduct and are therefore grounds for sanctions, penalties or potential termination of employment.

I agree that while working on the Project I will:

1. Attend and actively participate in any induction or training required for OHS, GBV/SEA/SH and VAC as requested by my employer.
2. Will wear my personal protective equipment (PPE) at all times when required.
3. Implement any OHS requirements
4. Comply with all laws of the Solomon Islands, regulations and other requirements, including protecting the health, safety and well-being of other Contractor's worker and any other persons.

5. Not drink alcohol or use narcotics or other substances which can impair faculties and potentially cause incidents, before or during work activities.
6. Consent to a Police background check if required.
7. Treat women, children (persons under the age of 18), and men with respect regardless of race, color, language, religion, political or other opinion, national, ethnic or social origin, property, disability, birth or other status.
8. Not use language or behavior towards women, children or men that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate.
9. Not engage in sexual harassment—for instance, making unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct, of a sexual nature, including subtle acts of such behavior (e.g., looking somebody up and down; kissing, howling or smacking sounds; hanging around somebody; whistling and catcalls; giving personal gifts; making comments about somebody's sex life; etc.).
10. Not engage in sexual favors—for instance, making promises or favorable treatment dependent on sexual acts—or other forms of humiliating, degrading or exploitative behavior.
11. Not participate in sexual contact or activity with children (persons under the age of 18) including grooming, or contact through digital media. Mistaken belief regarding the age of a child is not a defense. Consent from the child is also not a defense or excuse.
12. Unless there is the full consent by all parties involved, I will not have sexual interactions with members of the surrounding communities. This includes relationships involving the withholding or promise of actual provision of benefit (monetary or non-monetary) to community members in exchange for sex, such sexual activity is considered “non-consensual” within the scope of this COC.
13. Report to my manager any suspected or actual GBV/SEA/SH or VAC by a fellow worker, whether employed by my company or not, or any breaches of this COC.

With regard to children under the age of 18:

14. Wherever possible, ensure that another adult is present when in the proximity of children.
15. Not invite unaccompanied children unrelated to my family into my home, or the works site unless they are at immediate risk of injury or in physical danger.
16. Not use any computers, mobile phones, video and digital cameras or any other medium to exploit or harass children or to access child pornography.
17. Refrain from physical punishment or discipline of children.
18. Refrain from hiring children for domestic or other labor below the minimum age of 14 unless national law specifies a higher age, or which places them at significant risk of injury.
19. Comply with all relevant local legislation, including labor laws in relation to child labor and World Bank's safeguard policies on child labor and minimum age.

Sanctions

I understand that if I breach this COC, my employer will take disciplinary action which could include:

- a) Informal warning.
- b) Formal warning.
- c) Additional Training.
- d) Loss of up to one week's salary.
- e) Suspension of employment (without payment of salary), for a minimum period of 1 month up to a maximum of 6 months.
- f) Termination of employment.
- g) Report to the Police if warranted.

I do hereby acknowledge that I have read the foregoing Code of Conduct, have attended the induction training, I understand my role and responsibilities to support the project's CoESP, OHS, GBV/SEA/SH, VAC and any other E&S conditions determined by the Project or the World Bank. I understand that any action inconsistent with this COC may result in disciplinary action and may affect my ongoing employment.

- **I have read and understand the contents and of the COC and my responsibilities**
- **I have attended the induction training and understand my responsibilities with regards to OHS, GBV/SEA/SH and VAC**

Signature:

Printed Name:

Date:

Annex 1. Grievance Redress Mechanism (GRM)

The purpose of the GRM is to address and record any complaints that may arise during the implementation of the project. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the community and project level. Under the ESF, there are two GRMs: one specific to the project and one specific to the workers (workers GRM), details provided in the LMP.

The key objectives of the GRM are:

- Settle the grievances through consultation with all stakeholders including inform stakeholders of the solutions.
- Forward any unresolved cases to the relevant authority.
- Record, categorize and prioritize the grievances.

Community Level

Local communities in the Solomon Islands have existing traditional and cultural ways of resolving issues. It is expected that some disputes at the community level will be resolved using these mechanisms, without the involvement of the contractor(s), and or Government representatives at local and national level.

Project Level

Potential project related grievances, which are minor and site-specific, could be easily resolved on-site by the Contractor's Site Supervisor (CSS) or the PMU E&S officer. They usually revolve around nuisances generated during construction such as obstruction of access, noise, dust, vibration, workers' dispute's etc. On-site grievances that are easily resolved still need to be communicated to the PMU E&S officer for recording, including how the dispute came about and how it was resolved. However, some complaints are likely to unresolved on site. The CSS shall inform the PMU E&S officer and formal GRM will be activated.

For all projects the PMU E&S officer will request the complainant to fill out the grievance form and/or complainant may make a phone as PMU E&S officer contact will be provided on site and on receipt of each complaint, the PMU E&S officer will note the date, time, name and contact details of the complainant, and the nature of the complaint in the Complaints Register. The PMU E&S officer will inform the complainant of the formal receipt of the complaint utilizing a standard response letter and a timeframe for a response.

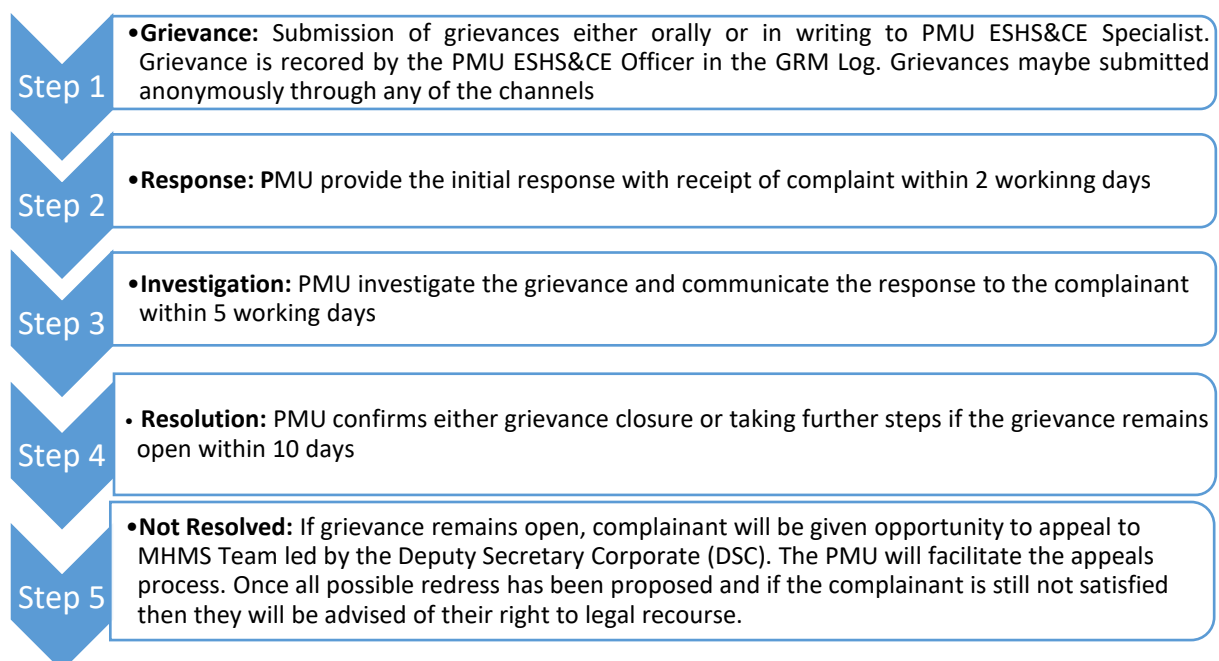
The PMU E&S officer will endeavor to address the issue with direct dialog with the complainant in the first stage of the GRM. If the PMU E&S officer is not able to resolve the complaint to the satisfaction of the affected person(s), it will then be forwarded to the PMU PM. The PMU PM and E&S officer will develop a Plan of Action (POA) to resolve the issue and communicate this back to the complainant for resolution. At all stages, the complainant must be kept informed about the course of action being taken within a period of four (4) weeks from the date that the complaint was received. If it is a land related issue,

the PMU PM will inform the MHMS to communicate with MLHS to provide relevant documents to develop best resolution.

If the complaint is not resolved by the PMU PM to the satisfaction of the complainant, it will then be referred to the Permanent Secretary (PS) MHMS. The PS MHMS will be supported by the PMU to inform and advice. The PS MHMS is required to address the concern within 1 month. The PMU E&S officer will draft a revised POA to resolve the issue based on the PS Health determination and take this POA to the complainant for resolution. In circumstances where measures outlined in the POA fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Ombudsman's Office for mediation and a decision by the Ombudsman. If the complainant does not accept any resolution at this stage, the GRM will not obstruct complainants' access to the legal system. At any time, the complainant may take the matter to the appropriate legal or judicial authority as per the laws of Solomon Islands. Complainants can also access the WB Grievance Redress System (GRS)¹.

Signs must be erected at the sites of all works providing the public with updated project information and summarizing the GRM process, including contact details of the PMU E&S officer. Anyone will be able to lodge a complaint through a number of methods (including the complaints form, in person, by telephone in either English or Solomon Islands Pidgin). The PMU must provide a GRM that makes every effort not inhibit the lodgment of a complaint. The PMU E&S officer, who will log the details, will maintain the Complaints Register. This information will be included in PMU progress reports to the WB.

GRM process and timeframes



¹ www.worldbank.org/grs

Gender Based Violence (GBV), Sexual Exploitation and Abuse, (SEA) Sexual Harassment (SH) and Violence against Children (VAC) Process

This process includes serious and minor incidents of Gender Based Violence (GBV)/SEA/SH and VAC and Sexual Exploitation and Abuse (SEA). Issues of minor sexual harassment on Project construction sites such as lewd remarks, wolf whistling or bad language should use the normal GRM.

For incidents that are more serious the complainant must be made aware they can make a complaint directly to the MHMS Social Welfare Department (SWD) and PMU E&S officer. The MHMS SWD may report the incident to the Police at the discretion of the complainant.

GBV/SEA/SH and VAC incidents related to a World Bank Project will include the following:

- Incidents of GBV/SEA/SH and VAC perpetrated by, or upon, a person directly contracted by a World Bank Project. This includes PMU staff and any direct workers and contracted workers as determined by the LMP
- Incidents of GBV/SEA/SH and VAC that have been perpetrated at a designated construction or project site funded by the World Bank
- Incidents of GBV/SEA/SH and VAC that are perpetrated by local civil works contractors and subcontractors and their staff as detailed in the LMP.