



Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery

**Environmental and Social Management Plan for the rehabilitation of Batch
I buildings Re_694, Re_710, Ac_726 and Re_679**

**Prepared by
UN-Habitat**

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Executive Summary

The Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery ([P176577](#))– BERYT project implemented by UN-Habitat aims to support the recovery of Beirut following the Port of Beirut explosion by rehabilitating severely and moderately damaged residential buildings of heritage value and providing emergency support to cultural creative entities and practitioners.

This Environmental and Social Management Plan (ESMP) was prepared for an activity under the first component of this project – the rehabilitation and / or reconstruction of building Batch 1 which includes four buildings (Ac_726, Re_694, Re_710, Re_679) in the Rmeil and Achrafieh cadasters, the latter were heavily affected by the explosion. Project's Component 1 aims at supporting the return of the displaced residents to the selected buildings.

The ESMP includes mitigation, monitoring, documentation and reporting, and institutional setup and capacity building plans primarily aiming at meeting the [World Bank's Environmental and Social Framework](#) (ESF) requirements and relevant national regulations.

National Legislation and Legal framework

According to the Environmental and Social Management Framework and labor management procedures ([ESMF-LMP](#)), developed for this project, the following World Bank Environmental and Social Safeguards (ESS) were triggered by the project: Assessment and Management of Environmental and Social Risks and Impact (ESS1), Labor and Working Conditions (ESS2), Resource efficiency and pollution prevention and management (ESS3), Community Health and Safety (ESS4), Cultural Heritage (ESS8), and Stakeholder Engagement and Information Disclosure (ESS10), in addition to the General Environmental, Health and Safety Guidelines (EHSGs) of the World Bank. In addition, the national environmental regulations such as Law 444 (Protection of the Environment) and EIA Decree 8633/2012, the Labor Law of 1946 and its amendments, health and safety guidelines and regulations related to Cultural Heritage are mostly relevant for the current project.

Stakeholder engagement

UN-Habitat and the implementing partner, Al Makassed philanthropic association, have identified and engaged with the project stakeholders through several means: stakeholder meetings, Technical Advisory Committee meetings, in-person interviews, commercial units surveys, unstructured interviews, etc. In-person meetings were conducted by Al-Makassed with the landlords/tenants and/or the legal representatives of the 14 buildings falling in the eligible category, among which 13 were selected by UN-Habitat for rehabilitation including batch 1 (Re_679, Re_710, Re_694 and Ach_726) which is targeted by the current ESMP report. In general, the project received positive feedback from the community and the stakeholders. The main concerns shared by the stakeholders were related to possible traffic, noise and dust exposure during rehabilitation and / or reconstruction works and any possible discontinuity of businesses in the study area due to the works. UN-Habitat has established several channels including a dedicated WhatsApp number and phone line: +961 81 582376, email: unhabitat-lb-gm@un.org; and website complaint: <https://unhabitat.org/project/beirut-housing-rehabilitation-and-cultural-and->

[creative-industries-recovery](#). It is also possible to submit complaints in person to Al Makassed. Complaint boxes will be installed at the building site.

Project description

The project started in December 2022 with a preparation phase where site and Environmental and Social (E&S) assessments and design activities were initiated by Leaders Chehab and Partners (LDRS). The rehabilitation and reconstruction activities will be undertaken by the selected contractor(s) following a call for tender. The works will include rubble removal and sorting works, excavation and foundation works, scaffolding system installation, restoring, dismantling and demolition works, masonry and wood works, concrete works, mechanical, electrical and plumbing works, roof works, wall, floor and ceiling finishes and adding the required equipment. Execution works for Batch 1 are expected to start in March 2023 and to be completed by January 2024.

Baseline assessment

The environmental and social baseline assessment conducted for this ESMP described the current conditions with respect to the physical, biological and socio-economic environments in the project area. The area falls in the very dense historic center of Beirut. A lot of reconstruction and rehabilitation works are already taking place in the area, thus relatively moderate to high background levels of dust and noise emissions. In fact, the Maroun Semaan Faculty of Engineering and Architecture (MSFEA) Air Pollution Observatory at the American University of Beirut (AUB) Campus monitors the airborne particles (PM_{2.5} and PM₁₀¹) and indicates that urban areas in Lebanon generally exceed associated World Health Organization (WHO) guidelines. Besides dust coming from nearby deserts, additional sources of dust in the area are anthropogenic and comprise the transport and energy sectors in addition to dust caused by the dumping of materials related to the rehabilitation activities taking place in the area. A noise testing campaign was conducted in December 2022 around the targeted buildings and showed levels ranging from 44.2 decibels (dBA) in a secluded area that can be accessed by foot only to up to 98.1 dBA in areas with surrounding traffic and construction activities.

Regarding the ecological conditions and given the location of the project, it can be considered that there is no biodiversity of significant value in the area.

With respect to socio-economic aspects, and according to UN-Habitat's [Beirut city profile](#), it is estimated that there are 1,291,280 residents from different nationalities in Beirut city (Beirut and its suburbs), with 23 percent Syrian and Palestinian refugees from Syria and Palestinian refugees from Lebanon. With the multi-faceted crisis Lebanon is facing and the rapid deterioration of households' livelihood, the poverty level has increased, with an estimated 28.9 percent of households in Beirut experiencing extreme poverty and 73 percent of households in Beirut experiencing multidimensional poverty. Key economic sectors include construction and real estate, tourism and services. With respect to cultural heritage, the targeted

¹ Particulate matter (PM) includes microscopic matter suspended in air or water. Airborne particles are called aerosols. PM₁₀ includes particles less than 10 µm in diameter, PM_{2.5} those less than 2.5 µm.

The toxicity of suspended particles is mainly due to particles with a diameter of less than 10µm. They can be emitted directly into the air from anthropogenic activities (industry, residential, agriculture, transport) and natural sources (forest fires, volcanic eruptions, etc.). Particles can also be formed directly in the atmosphere by physico-chemical reactions between pollutants already present in the atmosphere (definition according to the "Institut national de la statistique et des études économiques (Insee, France))

area is a crowded area and one of the most vibrant neighborhoods of Beirut with a mixed architecture of traditional buildings and high-rise modern buildings. An assessment of the heritage value of the targeted buildings was implemented and showed that they mostly date back to the Ottoman and colonial periods, with only one building being relatively more recent and made of concrete, however dating back to before 1967.

Environmental and social management plan

The ESMP for the project includes four main sections, namely the mitigation, monitoring, documentation and reporting and institutional setup and capacity building plans. It stresses that the contractor(s) should hire ESS and Occupational Health and Safety (OHS) experts who would follow up on the implementation of the various plans including reporting and record keeping activities and regular training of the workforce under the supervision of the supervision consultant. It equally stresses that the ESMP should be included in the tender documents of the contractor(s) so that they would take its requirements into account in their financial offers. Also, the agreement(s) with the contractor(s) should include the requirement of ESMP implementation as well as financial penalties in the event of non-compliance with its provisions.

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List of Abbreviations

3RF	Reform, Recovery and Reconstruction Framework
Ac	Achrafieh
AUB	American University of Beirut
BBHR	Beirut Built Heritage Rescue
BHI	Beirut Heritage Initiative
BoQ	Bill of Quantities
CoC	Code of Conduct
CDR	Council for Development and Reconstruction
CDW	Construction & Demolition Waste
CSO	Civil Society Organization
dBA	Decibels
DGA	Directorate General of Antiquities
EDL	Electricité du Liban
EIA	Environmental Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework of the World Bank
ESHS	Environmental, Social, Health and Safety requirements
EHSG	Environment, Health and Safety Guidelines of the World Bank Group
EHS	Environment, Health and Safety
EoI	Expression of Interest
ESIA	Environmental and Social Impact Assessment
ESA	Environmental and Social Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
CESMP	Construction Environmental and Social Management Plan
ESS	Environmental and Social Standard
FER	Forward Emergency Room
GAC	Grant Approval Committee
GBVIMS	Gender Based Violence Information Management System
GBV	Gender Based Violence
GHG	Greenhouse Gases
GIIP	Good International Industry Practice
GM	Grievance Mechanism
GM	Grievance Mechanism
IEE	Initial Environmental Examination
ILO	International Labor Organization
LCRP	Lebanon Crisis Response Plan
LDRS	Leaders Chehab and Partners
LMP	Labor Management Procedures
LGBTQI	Lesbian, Gay, Bisexual, Transgender, Queer and Intersex
LIBNOR	The Lebanese Standards Institution
Me	Medawar
MEP	Mechanical, Electrical and Plumbing
MoB	Municipality of Beirut
MoC	Ministry of Culture
MoE	Ministry of Environment

MoEW	Ministry of Energy and Water
MoI	Ministry of Industry
MoIM	Ministry of Interior and Municipalities
MoL	Ministry of Labor
MoSA	Ministry of Social Affairs
MSFEA	Maroun Semaan Faculty of Engineering and Architecture
NGO	Non-Government Organization
OEA	Order of Engineers and Architects
OHS	Occupational Health and Safety
PM	Particulate Matter
PIU	Project Implementation Unit
PM	Particle Matter
PPE	Personal Protective Equipment
PSEA	Protection from Sexual Exploitation and Abuse
Re	Rmeil
RHA	Risk Hazard Assessment
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SEL	Socio-Economic and Legal
SME	Small and Medium Enterprise
TAC	Technical Advisory Committee
TO	Task Order
UN	United Nations
UNDP	United Nations Development Program
UNESCO	United Nations Educational, Scientific and Cultural Organization
UN-Habitat	United Nations Human Settlements Programme
USD	United States dollar
WB	World Bank
WS	Work Stage
WHO	World Health Organization

1 Introduction

1.1 Background

On 4 August 2020, a massive explosion occurred at the Port of Beirut, killing 218 people, injuring around 7,000, displacing around 300,000 persons and causing widespread damage within a radius of 5 km from the explosion epicenter. Rmeil, Achrafieh, Medawar and Saifi cadasters located within a radius of 2 km were the most affected areas ([ReliefWeb, 2022²](#); [UN-Habitat, 2021³](#)).

Lebanon was already experiencing compounded crises – with the Syrian refugee crises, the political, economic and financial crisis and the COVID-19 pandemic.

In this context, the Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery ([P176577](#)) – BERYT project was launched in February 2022⁴. Implemented by UN-Habitat and funded by the World Bank and administered by the Lebanon Financing Facility (LFF), the project will support the reconstruction / rehabilitation of a number of severely damaged residential buildings of heritage value of the explosion-affected area, including 160 housing units and around 560 beneficiaries. It will also provide emergency support to affected creative entities and practitioners to sustain their livelihoods and recover the vibrancy and cultural identity of the area.

As the LFF is established by the World Bank, the reconstruction / rehabilitation process needs to be consistent with the requirements of the Environmental and Social Framework (ESF) of the World Bank as described in the project's [Environmental and Social Management Framework \(ESMF\)](#), [Labour Management Procedures \(LMP\)](#), [Environmental and Social Commitment Plan \(ESCP\)](#), and [Stakeholders Engagement Plan \(SEP\)](#). It would also need to be compliant with the relevant national regulations.

1.2 Objective of ESMP

The ESMF developed for the project covers all the project's components and will guide UN-Habitat and its partners in ensuring that all project activities meet the requirements of the World Bank's ESF, including the preparation and implementation of subproject, site specific Environmental and Social Management Plans (ESMPs). The ESMPs would need to take into consideration the requirements described in the project's ESMF including Labor Management Procedures (LMP), ESCP and SEP.

This ESMP was prepared to meet the requirements of the World Bank's ESF during the rehabilitation of a selection of damaged buildings among the list which will be targeted under Component 1 of the project. The buildings, which are referred to as building Batch 1 in the current report, are relatively proximal to each other and fall within the cadasters of Rmeil and Achrafieh.

The rehabilitation process will encompass a range of works with potential inherent environmental and social impacts. The ESMP will provide, for each identified impact, a set of mitigation and monitoring measures to ensure compliance with the World Bank's ESF and to reduce it to an acceptable level. The Environmental and Social Standards (ESSs) triggered under this project – and as developed in the ESMF – are: Assessment and Management of Environmental and Social Risks and Impact (ESS1), Labor and

² [Beirut Explosion: Two years on, Lebanon needs our support now more than ever - Lebanon | ReliefWeb](#)

³ https://unhabitat.org/sites/default/files/2022/01/p176577_esmf_imp-un-habitat_final_.pdf

⁴ Information regarding the project can be consulted on the project's website [Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery | UN-Habitat \(unhabitat.org\)](#)

Working Conditions (ESS2), Resource efficiency and pollution prevention and management (ESS3), Community Health and Safety (ESS4), Cultural Heritage (ESS8), and Stakeholder Engagement and Information Disclosure (ESS10), in addition to the General Environmental, Health and Safety Guidelines (EHSGs) of the World Bank.

1.3 Project Organizational Structure

The project's organizational structure is provided in Figure 1 below. In summary, the project is funded by the World Bank through the LFF and is implemented by UN-Habitat in partnership with UNESCO. The Project Implementation Unit (PIU) at UN-Habitat includes a multidisciplinary team of experts and engineers specialized in urban development, social development, environmental management, procurement, communication and outreach as well as legal issues.

Contractors and Non-Governmental Organizations (NGOs) will be involved in the implementation, Civil Society Organizations (CSOs) and NGOs will be involved in outreach activities. A technical advisory committee (TAC) has been formed for the project with the role of providing strategic level advice on project implementation to support integration and synergies among the activities and components. The committee includes representatives from the Municipality of Beirut (MoB), the Ministry of Culture/ Directorate General of Antiquities (DGA), the Ministry of Social Affairs/ Public Corporation for Housing (PCH), the Order of Engineers and Architects (OEA) in Beirut, the Forward Emergency Room (FER) of the Lebanese Armed Forces (LAF), UNESCO and two representatives of local CSO/NGOs. The members were selected after a Call for Expression of Interest – Beirut Heritage Initiative (BHI) and GAIA heritage. Also, a Grant Approval Committee (GAC) will be set up and chaired by UNESCO in close collaboration with the PIU and will comprise external members (on a pro-bono basis) who represent local cultural experts. The GAC role is to review and approve applications received from cultural practitioners and entities under project Component 2.

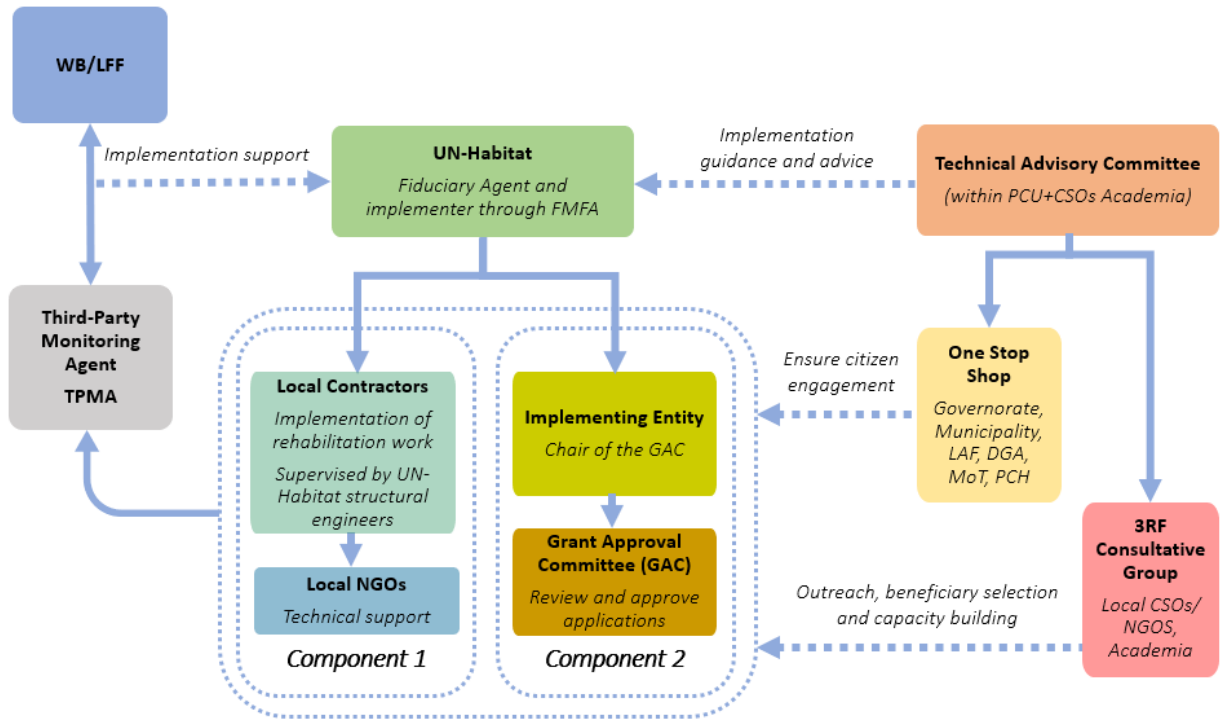


Figure 1: Project's organizational chart

1.4 ESMP team

This report has been prepared by a multidisciplinary group of expert consultants including the following:

- Haifa Allabadi, environmental and social economist, main author
- Paula Abou Harb, senior architect restorer
- Heba Al Hajj, senior architect, project manager
- Maroun Hoshaymeh, QA/QC senior architect restorer

This report has been reviewed by the UN-Habitat team.

2 Project Description

2.1 Project location

The buildings which are targeted by the current ESMP are located in Rmeil and Achrafieh cadasters within a 2 km radius from the Beirut Port explosion. They are located at the center of Beirut city and are surrounded by some of Beirut's most remarkable neighborhoods with a vibrant urban fabric rich in cultural domains and a built environment with many heritage buildings. In addition to being dense and residential (particularly Rmeil), the target area also hosts many of Lebanon's public and private services, with the *Electricite du Liban*, and a major hospital (Orthodox/ St. Georges hospital) that were heavily affected by the explosion.

2.2 Project duration and schedule

The project started in February 2022 with a launch event organized at the Grand Serail and is expected to end by December 2024. The *Residential buildings rehabilitation* subcomponent started with a study phase to select the buildings that will be rehabilitated, the recruitment of 1- the implementing NGO partner, Al Makassed responsible for the mobilization and outreach to targeted families, 2- the legal firm responsible for analyzing the legal situation of ownership and occupancy of each building under consideration, and 3- the consulting firm Leaders Chehab and Partners (LDRS) responsible for site assessments, design, rehabilitation permits, preparation of tender documents for contractors as well as preparation of ESMPs and implementation supervision.

Contractors will be hired through a tendering process to be launched by UN-Habitat, following site assessments and design studies currently being prepared by LDRS. Selected contractors are expected to start execution in March 2023 for Batch 1.

The project's execution schedule is provided in Annex 1 and shows the estimated timeline for project planning, design and implementation. For Batch 1, a consultant along with UN-Habitat engineers and the architect restorer of the project will supervise the rehabilitation and reconstruction activities which are expected to span a period of a minimum 8 months.

2.3 Project activities

A) Description of the buildings

Batch 1 includes the rehabilitation of four buildings damaged by the Beirut Port explosion: Re_694, Re_710, Ac_726 and Re_679 (Figures 2 and 3).



Re_694



Re_710



Ac_726



Re_679

Figure 2: Batch 1 buildings labeled based on the plot numbers where they are located (UN-Habitat, 2022)

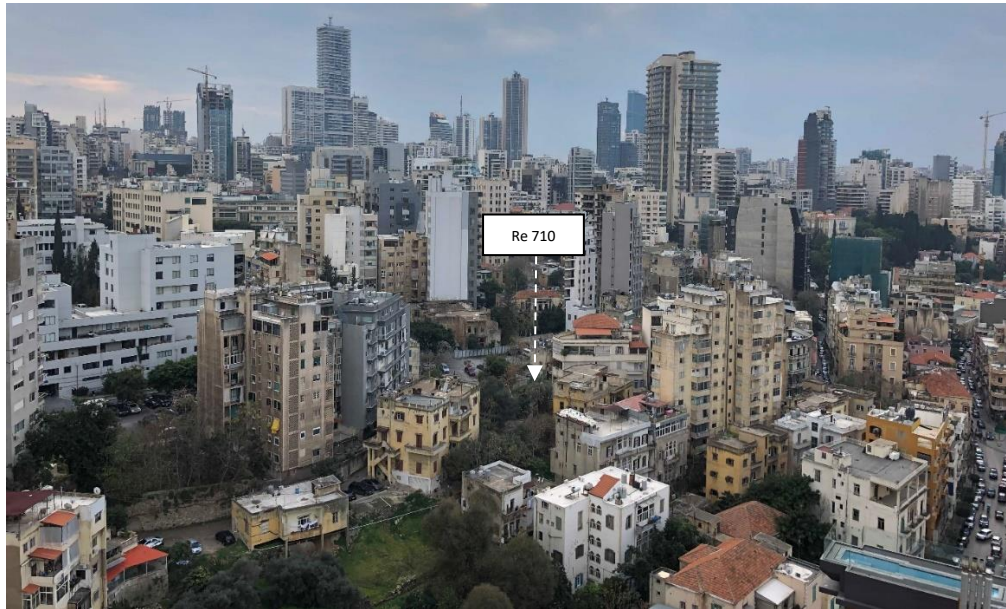


Figure 3: General Overview of the cluster taken from "Portside" with Re 710 showing, 2018-2019 (Dagher, Hanna & Partners)

Re_694 is a four-floor building built in the late Ottoman era (1850-1919) with three apartments and three commercial units. The building's main elevation is in direct relation with the main Armenia Street (which used to be called "An Nahr Street", and earlier to that, in the first half of the nineteenth century, "Tripoli Road"), as it used to connect Beirut to Tripoli. The back elevation (South) overlooks a small garden accessible by a gate on the western elevation of the building. It is interesting to note the context in which the house is located, which forms a homogeneous cluster with the adjoining buildings and the garden embracing them from behind. Re_694 has most of its external walls made of sandstones and plastered with lime, with a concrete extension on its Eastern and South-Eastern side.



Figure 4: Re_694 main elevation before the blast (BBHR, 2020)

Re_710 is a three-floor building that was built during the colonial period (1920-1935) and was completely destroyed by the explosion. The first clear images of the building can be traced back to the very late 20th

century and 2000s. It was made of three residential floors, one of which, the last, was modified, as can be seen in the later image, by changing and adding a visible modern intervention, surrounding the upper terrace with a curtain wall. Its pitched roof was also completely changed later by the owners. It was modernized through the use of steel truss, and its shape modified by adding another floor at the top and a recessed room, which leaves the roof covering only part of the building's surface.

Re_710 has its remaining external walls made of sandstones and plastered with lime. Some partition walls can be seen as well, made from brick. Natural sandstone is the main building material, lime plaster is used in the entire building, whether interior or exterior. The exterior was plastered entirely (and still widely remains), from all its facades. We can see the white colored lime plaster enveloping the house's facades in the old photos of Beirut in which the building appears.

In the case of Re_710, most of the building's parts are demolished, however, as seen from the collapsed materials, the remaining staircase details and wall elevations and the old photos, the building had wooden beams floors and wooden openings.

Ac_726 is a three-floor building of heritage value that was built in the late Ottoman period (between 1850 and 1919) with two residential units and commercial units. The building's main elevation is, today, in direct relation with a secondary road (parallel to the main Charles Malek Street). Ac_726 was located on the main access in 1876, but after 1936, with the evolution of the city's urban road networks, the building's street became secondary. The back elevation overlooks a small garden accessible by a gate on the eastern side. It is interesting to note the context in which the house is located, which forms a homogeneous cluster with the adjoining buildings. We can see the pitched roof present over the house and the staircase. This indicates that the original shape, levels and roof of the building are still the same in the present state.

Re_679 According to the available old Beirut documents, the building was present before 1967 and it is shown that the building construction method is stone, and it was reconstructed again and supported at the corners with reinforced concrete Elements. Accordingly, it is considered nowadays as a concrete building.

Based on data received from the landlords, the building was originally built with three levels having stone construction, two basement floors and the ground floor. At a later stage, the building construction was upgraded into concrete construction with a total of eight levels: two basement floors, ground floor and five typical floors. At a later stage, three additional levels were added to the building, sixth, seventh and eighth floors, so the total building's floor levels become 10 floors with the roof, with 13 residential units.



Figure 5: Re_726 Before the Explosion (After the Collapse of the Inner Vault - Web Source)

B) Rehabilitation and reconstruction activities

The project started with a site assessment phase including site visits, data collection, survey (photogrammetry, drone, laser scanning, manual measurements, topography, etc.), documentation of the actual situation of the buildings, production of historical and typological research and development of reports, production of recommendations on the site conditions and safety, digitization of survey and as-built drawings. Geotechnical and soil investigation tests were done where needed. Conceptual designs were also proposed. The structural integrity of the buildings is assessed and is mentioned in the site assessment report where needed.

With respect to actual project implementation, which is comprised of the rehabilitation and reconstruction activities, it will use a Build Back Better approach inspired by UN-Habitat extensive experience in this field. The activities will be supervised by UN-Habitat team and will include the below:

Preliminary activities

The activities at this phase shall include the contractor mobilization (the series of actions required to bring a contractors' people, equipment and materials to the work site), followed by the marking, site cleaning (sorting of materials) and hoarding installation. Banners shall also be prepared highlighting the project's title, components, funders and logos, as per UN Habitat's requirements. In this phase, all needed investigations, soundings and further verifications shall be conducted in order to complete any missing data.

Rehabilitation Works

Site construction activities shall include mobilization and all the necessary earthworks including excavation, filling, dismantling and demolition works. Due to the project location and conditions, this type of work shall be executed manually or using small equipment. It will include the transportation of materials and debris and their sorting and dumping. It will also include boring and jacking, and foundation and load-bearing elements' works. In Re_710, Re_694 and Ac_726 for instance, a lot of rubble, soil and

scattered stones can be found on the ground floor and in the gardens due to the collapse of the structures and/or the sorting of their elements. This will require sorting before and after cleaning. Unusable materials will then be transported to certified dumpsite by MoB (UN-Habitat is already supporting MoB in managing a construction & demolition waste [CDW] municipal site in Medawar cadaster[Karantina area specifically]), whereas reusable material shall be stored for later reuse in the restoration. Demolition work on the other hand, also generates a lot of debris. This will be the case in Re_694 where the South concrete structure is to be demolished and replaced. In Re_710, the contractor shall conduct boring, jacking and foundation works on a large part of the plot before proceeding with any construction works.

Shoring and propping activities shall include all necessary works to ensure the stability of the buildings along with the public safety. Most parts of all Batch 1 buildings (Re_679, Re_694, Re_710 and Ac_726) are accessible. However, they need to be further propped and additional emergency measures need to be taken for the dismantling or protection of particular areas, as specified in the technical report, in order to safeguard workers' and public safety.

Concrete works activities shall include all concrete related works from concrete forms and accessories, concrete reinforcement, cast-in-place concrete and concrete restoration and cleaning. Works shall include the use of heavy machinery such as concrete pumps and mixers. In this case, concrete shall mostly be used in Re_679 building as it is a relatively modern building built with concrete, and requires different interventions based on seismic requirements to ensure the building's structural stability, including sheer walls, walls and columns jacketing and concrete casting of structural elements. Concrete will also partially be used in Re_694, namely in the reconstruction of the demolished concrete element on the South Elevation. In Re_710, concrete re-creation is under debate and shall be further detailed in the upcoming reports.

Masonry works activities shall include all masonry related works, from stone preparation (stone cutting and carving) to masonry assemblies and masonry restoration and cleaning. This activity can be found in Re_694, Re_710 and Ac_726. Existing collapsed stones can be cleaned, manually cut, and reused in reconstructions. New stones can be prepared and carved according to shapes and designs, such as cornices, arches, corbels and others. The nature, color, finish, size, and shape of selected stones should match the existing building stones.

The main stone material used in these buildings is sandstone. It represents the main constituent of the masonry walls. Sandstone was extracted locally from quarries but is now becoming much rarer to find. It is sometimes sold as reused stones. However, it is important to note here that in some cases, illegally demolished buildings are the source of sandstones sold in the market. Special attention will therefore be paid to the source of the stone procurement. In other cases, sandstone can also be bought from Syria or other countries.

Limestone is also found in these buildings. Blocks which are similar in size, color and petrographic characteristics to the existing ones will be acquired. They can be purchased from local quarries.

Marble is largely used in tiles, columns or balconies. Elements which are similar in size, color and petrographic characteristics to the existing ones will be acquired. Marbles such as Carrara marble, Statuario or other, are imported blocks and can be bought from different factories in Lebanon.

Lime mortar is also needed for stone bonding. Usual materials are comprised of quicklime or natural hydraulic lime (NHL3.5), soil, aggregates, sand and sometimes fine plant fiber or straw.

The totality of these materials can be sourced locally at the exception of hydraulic lime (NHL 3.5) which is imported from France.

Metal works activities shall include all structural metal framing (ceiling beams), ornamental metal, and metal restoration and cleaning works (balustrades, fences...). Existing metal I-Beams found on site can be kept in place and restored, such as in Re_694 and Ac_726. New metal/wrought iron elements will also be needed. These can be found collapsed and stored aside, in which case they can be restored and re-installed. They can also be completely missing and will therefore need to be renewed using the traditional technique (such as in Re_694 and Re_710). The restoration of ironwork in the building involves the repair or re-instatement of corroded or damaged components. This work is to be carried out by skilled blacksmiths in order to 1- retain as much as possible the original work and only replace details that are beyond practical repair, 2- study and reproduce the personal style and working techniques of the original smith, and 3- protect and treat the ironwork to avoid future corrosion.

For the restoration and repair of the historic wrought iron work it may be possible to use old wrought iron salvaged from scrap metal, or to adapt modern alternatives, which include mild steel or pure iron heated and bent to shape. The raw materials are imported then produced, sized and sold locally.

Wood works activities shall include all rough and finished carpentry, architectural woodwork (roofs /ceilings / stairs), and wood restoration and cleaning works. These activities cover all the buildings of heritage value of Batch 1 (Re_694, Re_710 and Ac_726). Their wooden beams and ceilings have suffered severe damage and are either completely missing (like in Ac_726 and Re_710) or in bad condition (like in Re_694) and therefore require to be restored or replaced by new wooden beams, following the technical study presented. The wooden pitched roofs of Re_694 and Ac_726 also suffered from the explosion and the weathering, and would need to be re-levelled, restored and partially reconstructed.

The wooden timber is mostly made of wood cedar “Qotrani” of various sizes and dimensions or sometimes of pine wood. Similar wood should be used in the restoration, and these are usually imported from Turkey and sold in Lebanon.

The roof structures are covered with red brick tiles traditionally made in Marseille. New tiles can either be repurposed from old buildings to restore the roofs of these buildings, or new similar tiles can be locally bought (imported from France or Spain...).

Thermal and Moisture Protection works activities shall include all damp proofing and waterproofing works, thermal protection, roof tiles, and roof coverings. The flat roofs of all Batch 1 buildings require waterproofing works. The existing pitched roofs of Re_694 and Ac_726 require restoration and therefore the addition of thermal protection, roof tiles and draining system. The pitched roof of Re_710 will be made new and shall follow all thermal and moisture protection norms upon construction.

Waterproofing solutions include the following: Bituminous membrane, Polyurethane, Cementitious liquid products or others. Specialized providers can be found in Lebanon for material procurement and application.

Doors and windows work activities shall include all new fabrication and restoration of metal and wood doors and windows and all related glazing works. All of Batch 1 buildings are missing many of their windows and doors. Some can be found scattered on site such as in Re 694 and Ac 726 and will need to be sorted, restored and reused, while the rest need to be made new using the traditional technique whenever required. High quality, Iroko solid core wood or “Qotrani” wood can be used for new doors and windows, and any other areas using flat glass. They are imported from various sources and supplied locally.

Finishing works activities shall include all ceiling, flooring and wall finishes (internal and external) including new application and restoration works of plaster, tile, paints and coatings. Lime plaster will be used in all historical buildings (this excludes Re_679). In specific cases, such as in Re_694 and Ac_726, historic wall and ceiling painting and decoration restoration works shall be included. These activities shall require an external scaffolding system installation to complete the facades’ works. Lime plaster work requires the following: quicklime (Lime putty) or natural hydraulic lime (NHL3.5), sand and stone powder. The totality of these materials can be sourced locally except for NHL 3.5 which is imported from France.

Existing tiles will be kept, cleaned and restored, and missing tiles will be substituted with new tiles according to the restoration design documents and recommendations. This includes limestone/furni tiles (can be found in local stone factories), marble (imported and sold in Lebanon), terracotta (locally found), terrazzo (locally produced), cement (locally produced) or ceramic tiles (found in the local market).

Special construction activities shall include lightning protection which can be adopted in Re_679, and hazardous material remediation, if any are found. It is important to note here that in Batch 1, no hazardous material has been found so far. Possible lead-based paint may be found on walls or carpentry and only causes harm when scraped or cleaned. Therefore, workers involved in painting or paint scraping activities will be required to wear face masks with filters.

Mechanical/Plumbing works activities shall include all building piping, plumbing fixtures and equipment, heating, ventilating, and air conditioning equipment and testing, adjusting, and balancing works. This applies for all buildings in Batch 1. Mechanical and plumbing works in buildings of heritage value with special historic paint like Ac_726 and Re_694, and with their traditional facades overlooking the main streets, will have to be done with more care, and less surface damage, according to the design recommendations.

Electrical works activities shall include all wiring, power, low-voltage, lighting and testing works. This applies to all buildings in Batch 1. Electrical works in buildings with heritage value with special historic paint like Ac_726 and Re_694 will have to be done with more care, and less surface damage, according to design recommendations.

The project will end with a handover phase where all systems and components of the building will be tested to ensure it is meeting the operational requirements. Contractors will be demobilized, and the site will be handed over to the landlords.

3 National Legislation and World Bank Policies that Apply to the Project

As indicated earlier, the project would need to respect the national policy and legislative framework as well as the requirements of the World Bank's ESF. Below is a description of the applicable regulations and frameworks. The description is consistent with ESMF provisions and includes additional regulations published after ESMF development.

3.1 National legislation

This section details the applicable and relevant national legislations in Lebanon.

3.1.1 Environmental regulations

The key legal instruments which are relevant for the current project are the following:

- *Ministerial Decision 52/1 of 1996*: sets the environmental quality standards and criteria for air, noise, water and soil, and maximum allowed ambient and occupational noise levels.

Annex 10 of the Decision indicates the maximum permissible noise levels and time of occupational exposure according to the region type (commercial and administrative areas in town centers, residential areas with some construction sites, urban residential areas, etc.)

Annex 14 of the Decision indicates the maximum limits for the following outdoor pollutants: Sulphur dioxide, Nitrogen dioxide, Ozone, Carbon monoxide, Total suspended particles, PM₁₀, Lead (pb) and Benzene.

- *Ministerial Decision 8/1 of 2001*: sets the National Standards for Environmental Quality related to air pollutants and liquid waste emitted from classified establishments and wastewater treatment plants.
- *Law 444 of 2002*: represents the Environmental Protection Law and is composed of seven parts divided into 68 articles addressing: fundamental principles and public rules, organization of environmental protection, environmental information system and participation in the management and protection of the environment, environmental impact assessment, environment protection, responsibilities and fines, other regulations.
- *Decree 8633 of 2012*: represents the Environmental Impact Assessment (EIA) Decree. It requires that project proponents in the public or private sector carry out environmental assessment studies for any project which is likely to cause any negative impact on the environment. Projects are classified into three categories according to their environmental risks and sensitivity:
 - Projects which require a full EIA study (included in Annex 1 of the Decree)
 - Projects which require an Initial Environmental Examination (IEE) study (included in Annex 2 of the Decree)
 - Projects which do not require the preparation of an environmental assessment study

The proposed rehabilitation activities are not listed in the annexes of the EIA Decree. Therefore, EIAs and IEEs are not required.

- *Law 78 of 2018 and Decree 6212 of 2020*: respectively set the framework to protect ambient air quality and the national strategy for managing ambient air quality.
- *Decree 5606 of 2019*: provides the procedure for the integrated management of hazardous waste, including requirements related to generation, sorting, transport and disposal. More specifically, section 2/ chapter 1 defines the obligations related to the generation and transport of waste. Noting that asbestos might be found in the buildings, this decree is relevant to the project.
- *Decision 16/1 of 2022*: cancels Annexes 1 and 2 of Decision 8/1 and sets the new Environmental Limit Values for air emissions to the environment.

3.1.2 Building and construction

The Original Building Law in Lebanon was put into practice in 1919 and was officially written in 1940 during the French mandate. This law gave the full authority to the municipality to regulate and control the various aspects of construction, such as setbacks, building heights, plots and areas banned from construction, space between urban blocks and the building area with respect to the total plot area. In 1954, it was issued as Decree 6285. It divided Beirut into zones, along with setting height limits, exploitation ratios and dimensions of development parcels for each zone.

The Legislative Decree 148 of 1983 included amendments related to permits, insurance, parking spaces, and an increase in exemptions for exploitation ratios. Besides, it allowed side attachment of buildings, creating continuous barriers along the street, or “wall effect” taking place at both sides of the streets, preventing decent ventilation and reducing airflow.

Decree 444 of 2002 proposed to reserve half of leftover areas inside parcels as gardens and green areas but the latter has never been adopted.

The latest Construction Law (Law 646 of 2004) allows significant increase in building heights and resulted in the proliferation of high-rises buildings. Real estate developers – through the Building Promoters Federation of Lebanon – contributed to this Law (through influencing, pressuring the Lebanese State and politicians, and drafting the law in the best ways that suited their practices). One year later, the Enforcement Decree (No. 15874 of 2005) provided an increase of 25 percent of built-up area for high rises and building envelopes (i.e., all building components).

There are several steps needed to obtain a construction permit. However, following the Beirut Port explosion, the permitting process was simplified in order to expedite the rehabilitation process and includes now the following four stages:

- Approval of the Lebanese Army forces,
- DGA approval,
- MoB approval,
- OEA approval,

3.1.3 Earthquakes

Decree 14293 of 2005 regulates safety procedures in buildings, installations and elevators for protection against fires and earthquakes.

The Lebanese Standards Institution (LIBNOR) issued standards NL135 in 2012 – Protection from earthquakes: general rules, which defines the measures to address seismic risks when designing buildings in Lebanon.

3.1.4 Rent laws

The old Rent Law (Law 25/1941) is a rent control law introduced in 1941. It follows the French Civil Code and provides for the intervention of the State in the housing sector. The law defines a rent price cap, extends rental periods indefinitely, allowing the inheritance of rental contract, and sets very strict termination conditions of a lease contract along with a relatively generous compensation for the tenant. Before 1992, the State took few corrective actions to adjust rents following the sharp devaluation of the Lebanese currency in 1980, and existing contracts remained official with some tenants paying less than 5 percent of market value for their rental.

In 1992, the Law was revoked and Laws 159 of 1992 and 160 of 1992 aiming at releasing the rental market were adopted for all rental contracts signed after 1992.

In 2014, a new Rent Law (Rent Law 27 of 2014) was published aiming to progressively release the rental price of the remaining units leased prior to 1992. Over a period of nine years, the rental contracts will be progressively readjusted until the rental price reaches the corresponding market rate.

The implications of the rent-control laws have been severe, especially for the most vulnerable households, as the market rental rates have been steadily increasing due to the real estate boom and have reached at times rates which are unaffordable to the majority of the population. As some buildings targeted by this project are leased under the old Rent Law, discussions are currently taking place between UN-Habitat with the support of the legal consultant, the building owners and the tenants to ensure the return of tenants and occupants of residential units to their homes and the continuity of their right to housing under the same terms and conditions for three years at least from the date of completion of the rehabilitation works. A contract will then be signed by all parties to protect the tenants and occupants of those units.

3.1.5 Cultural heritage

Order 166/LR of 7 November 1933 on the regulation of antiquities serves as the document of reference for managing cultural heritage and defines what is considered antiques. It defines antiquities as the result of activity before 1700 on the one hand and defines a protection system per building rather than urban ensembles on the other hand.

In 1996, the Ministry of Culture provided a list of buildings to be protected in Beirut and ten of these buildings are located in the overall project's targeted area (Rmeil, Achrafieh, Medawar and Saifi); however, none of them is considered for the project.

A benchmark rehabilitation manual was published in 2004 by [Corpus Levant](#) and was adopted by the DGA. It details the different architectural styles and construction technologies, and proposes solutions to repair, restore and rehabilitate buildings of heritage value in order to respect the original architecture and guarantee the durability and integrity of the buildings.

Law 194 of 2020 was issued after the explosion of Beirut port. This law freezes real estate transactions for two years in the heritage districts of Port, Medawar, Achrafieh, Saifi and Rmeil. In 2022, it was extended for another two years.

Heritage value was one of the criteria considered by UN-Habitat during the building selection process.

3.1.6 Labor Law

The 1946 Labor Law and its amendments set the framework and rules governing the relationship between employers and employees and protect the employees from any sort of violations. It includes among others the following provisions:

- Minimum age of employment: 13 years (if the candidate is in good health); subject to yearly examination until the age of 18,
- Minimum age for employment in industrial workplaces and tedious tasks and works requiring substantial physical effort, or those posing health risks: 15 years,
- Minimum age for employment on tasks and works that pose risks or hazards to health and safety: 16 years,
- Employment record issued by the Ministry of Labor specific to every employee, comprising name, nationality, employer name, photograph, specialty, health consultations and date of joining and leaving each establishment,
- Working hours for employees under the age of 18: maximum 6 hours, including one-hour break following four continuous working hours. Working hours must exclude the period between 7:00 pm and 7:00 am,
- Adolescent employees must be given a resting period of at least 13 consecutive hours between two working shifts. Overtime work and work during breaks, on weekends and holidays are forbidden for adolescents,
- Minimum vacation days for adolescents: 21 days following employment for a complete year; 2/3 of which must be taken continuously,
- No gender discrimination is allowed in the workplace regarding work type, remuneration, employment, promotion, training and clothing. Employment of women in industrial settings and other tedious and risky works is forbidden,
- The right of women for a paid maternity leave (10 weeks according to the latest legislation),
- It is forbidden to fire women during their maternity leave,
- Maximum weekly working hours: 48 hours with a one-hour break (mid-day),
- Working hours can be reduced based on the level of physical effort required by the job,
- Right of employees to a continuous 9-hour resting period during a working day between shifts,
- Right of employees hired since at least one year to 15 days of vacation per year, without the right of employers to fire employees during their leave,

- Right of employees to a paid occupational sick leave in case of occupational accident, the duration of which varies based on the case.

Ministry of Labor Decision 49/1 of 1997 forbids employment of adolescents and children under 18 years old of age in non-industrial settings, unless a medical examination proves them apt to perform such work.

Decree 11802 of 2004 provides the general regulations for the prevention of occupational hazards and accidents, and the promotion of health and safety in all industrial establishments subject to the Labor Law. It namely covers prevention and safety measures, provision for healthy and protected work environment and provision of clean drinking water.

Decree 8987 of 2012 forbids the employment of adolescents and children under 18 years in jobs that pose a risk to their health, safety and behavior.

Decree 3791 of 2016 sets the minimum daily wage to 26,000 LBP, which is equivalent to 17 USD at the official rate of 1,507 LBP per USD. However, as the LBP has lost most of its value, the rate which is being used across the country reached more than 64,000 LBP per USD at the time of the preparation of this report.

Ministry of Labor Decision 29/1 of 2018 restricts a substantive number of jobs to Lebanese citizens, including tiling, plastering, gypsum board, iron, wood and aluminum profile installation and other decorative tasks. Engineering is also restricted to Lebanese citizens. In March 2018, the Ministry of Labor issued a letter that mentions that Syrians are allowed to occupy the jobs of the construction sector which are not restricted to the Lebanese. However, this does not provide Syrian workers with work permit or legal residency. According to the law, all foreigners must have legal residency and work permit to work in Lebanon officially.

3.1.7 Social Protection

The Law on the Protection of Women and Family members from Domestic Violence (Law 293 of 2014) advances women's rights and safety. It includes protection measures and related policing and court reforms but leaves women at risk of marital rape and other abuse.

Law 205 criminalizes sexual harassment. It targets sexual harassment in the workplace. Perpetrators can be sentenced to up to two years in prison and fined up to twenty times the value of the minimum wage (675,000 LBP). The punishment increases to between six months and two years in prison and a fine of between ten and twenty times the minimum wage if there is a relation of dependency or work between the perpetrator and the victim.

3.2 Applicable World Bank policies

The World Bank has classified the overall environmental and social risks of the Project as substantial. The World Bank's ESF sets out the World Bank's commitment to Sustainable Development. Only ESS1, ESS2, ESS3, ESS4, ESS8 and ESS10 (Environmental and Social Standards) are deemed relevant to the Project. The standards establish objectives and requirements to avoid, minimize, reduce, and mitigate environmental and social risks and impacts, and to compensate for or offset any residual impacts.

In the context of the Project, UN-Habitat shall address the project's environmental and social risks as part of the environmental and social assessment process in accordance with the requirements of all triggered ESS.

3.2.1 ESS 1 Assessment and Management of Environmental and Social Risks and Impacts

ESS1 applies to all projects for which bank investment project financing is sought. ESS1 establishes the borrower's responsibilities for assessing, managing and monitoring environmental and social risks and impact throughout the project life cycle.

3.2.2 ESS 2 Labor and Working Conditions

ESS2 sets out the borrower's responsibilities to promote sound worker management relationships and enhance the development benefits of a project by treating workers in the project fairly and providing safe and healthy working conditions. It applies to project workers, including full-time, part-time, temporary, seasonal and migrant workers.

3.2.3 ESS 3 Resource Efficiency and Pollution Prevention and Management

ESS3 sets out the requirement of the borrower to address resource efficiency, pollution prevention and GHG emissions reductions during the project's implementation.

3.2.4 ESS 4 Community Health and Safety

Project activities can increase community exposure to health, safety and security risks and impacts. ESS4 sets out the responsibility of the borrowers to avoid or minimize the related risks and impacts, with attention to vulnerable groups.

To note that, occupational risks and safety requirements for workers are mentioned in the ESS2.

3.2.5 ESS 8 Cultural Heritage

ESS8 sets out measures designed to protect cultural heritage throughout the project life cycle. ESS8 recognizes that cultural heritage provides continuity in tangible and intangible forms between the past, present and future. People identify with cultural heritage as a reflection and expression of their constantly evolving values, beliefs, knowledge and traditions. Cultural heritage, in its many manifestations, is important as a source of valuable scientific and historical information, as an economic and social asset for development, and as an integral part of people's cultural identity and practice.

3.2.6 ESS 10 Stakeholder Engagement and Information Disclosure

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

3.2.7 World Bank EHS Guidelines

The ESF also requires that borrowers apply the relevant requirements of the World Bank Group Environmental, Health and Safety Guidelines (EHSGs), especially the General Guidelines. These are technical reference documents, with general and industry specific examples of [Good International Industry Practice \(GIIP\)](#). They cover the following chapters describing binding general requirements for borrowers and clients:

- Environmental: air emissions and ambient air quality, energy conservation, wastewater and ambient water quality, water conservation, hazardous materials management, waste management, noise, contaminated land,
- Occupational Health and Safety: general facility design and operation, communication and training, physical hazards, chemical hazards, biological hazards, radiological hazards, personal protective equipment, special hazard environments, monitoring,

- Community Health and Safety: water quality and availability, structural safety of project infrastructure, life and fire safety, traffic safety, transport of hazardous materials, disease prevention, emergency preparedness and response,
- Construction and decommissioning guidelines: environment, occupational health and safety, community health and safety.

3.3 ESF screening

Based on the project's ESMF document, the World Bank has classified the overall environmental and social risks of the Project as substantial. The World Bank will review the risk classification assigned to the project on a regular basis, including during appraisal and implementation, and will change the classification where necessary, to ensure that it continues to be appropriate. Any change to the classification will be disclosed on the World Bank's website.

4 Description of Baseline Physical, Biological and Socio-Economic Environments

4.1 Geographic conditions

Beirut is the capital city of Lebanon and is located on a peninsula on the Eastern Mediterranean shore. It is bounded by the Beirut River to the East and extends to Mount Lebanon to the North and South⁵. The Beirut District covers approximately 18 square kilometers and is composed of 12 cadastral areas falling under the jurisdiction of the Municipality of Beirut.

Beirut is the country's central urban area and a vital area in terms of size, population, social, political and economic importance. Most businesses as well as one of two main Lebanese ports are located in Beirut.

Over the years, the high urbanization rate in Beirut had an unfortunate effect on the coastal ecosystems in Lebanon. Built-up areas form the great majority of space in the Beirut area, with minimal spaces of wooded areas, agricultural land, empty lots and/or public spaces. Construction activities impinged on the coastal areas, with no proper urban planning nor architecture.

The targeted area is a crowded area and one of the most vibrant neighborhoods of Beirut with a mixed architecture of traditional buildings with high-rise modern buildings except for those surrounding buildings Re_710 and Re_679 which are mostly traditional and/or modern with no high-rise buildings.

4.2 Climate

The country's climate is Mediterranean, characterized by a cool wet season from November till April, and a hot dry season from May till October⁶. And although Lebanon is a small country, due to its topographical variation and different altitudes and mountainous as well as flat areas, it has a wide variety of microclimates.

As for Beirut city, it is characterized by a mild Mediterranean climate; the wet season is typically from November to March, with short and intercepted, yet heavy downpours. Precipitation during the dry

⁵ Beirut city profile, UN-Habitat, 2021, accessed from : <https://unhabitat.org/sites/default/files/2021/07/2021.07.19.pdf>

season (April-October) is minimal and is non-existent during the months from June till August. The climate in summer is hot and humid with temperatures reaching 41 degrees.

The below table shows the average temperatures of Beirut.

Table 1: Average temperature of Beirut (timeanddate.com)

Average Yearly Temperatures in Beirut City ⁶												
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Record high °C	27.9	30.5	36.6	39.3	39.0	40.0	40.4	39.5	37.5	37.0	33.1	30.0
Average high °C	17.4	17.5	19.6	22.6	25.4	27.9	30.0	30.7	29.8	27.5	23.2	19.4
Daily mean °C	14.0	14.0	16.0	18.7	21.7	24.9	27.1	27.8	26.8	24.1	19.5	15.8
Average low °C	11.2	11.0	12.6	15.2	18.2	21.6	24.0	24.8	23.7	21.0	16.3	12.9
Record low °C	0.8	3.0	0.2	7.6	10.0	15.0	18.0	19.0	17.0	11.1	7.0	4.6

4.3 Air Quality and Noise

Air Quality

Air quality is an essential component in assessing social wellbeing and health status of a community and air pollution is significant in Lebanon. The driving sources of ambient air pollution in the targeted areas stem from different sources ranging from natural to anthropogenic sources⁷. Air quality monitoring that included 15 stations all over the country were established by the Ministry of Environment in 2013, but stopped fully in April 2019 due to a lack of funds⁸, and there is a lack of accurate and recent data on air quality (the last report issued by the Ministry of Environment dates back to September 2017). The Maroun Semaan Faculty of Engineering and Architecture (MSFEA) Air Pollution Observatory at AUB Campus monitors the airborne particles known as PM2.5 and PM10 and indicates that urban areas in Lebanon generally exceed WHO guidelines on PM as shown in the table below.

⁶ <https://www.timeanddate.com/weather/lebanon/beirut/climate> (based on data for the period 1995-2023)

⁷ Air quality, State and trends of the Lebanese environment, 2010, accessed from: <http://www.studies.gov.lb/getattachment/Sectors/Environment/2010/ENV-10-2/4-Air-Quality.pdf>

⁸ WHO, air quality monitoring, April 2020, accessed from: <https://www.emro.who.int/images/stories/lebanon/no-7-04-air-quality-monitoring-april-2020.pdf?ua=1>

Table 2: Concentration of particulate matter in Beirut (MSFEA website)

	Sampling date	Value	WHO recommended value (2021)
PM10	27-30 December 2022 (MSFEA website)	26.9 µg/m ³ (average value)	15 µg/m ³
PM2.5	27-30 December 2022 (MSFEA website)	20.6 µg/m ³ (average value)	5 µg/m ³

In the targeted area, there are many anthropogenic sources that cause air pollution, and the following are the most relevant to the targeted areas: transport, energy, and dust caused by the dumping of materials related to the rehabilitation activities taking place in the area.

The targeted buildings are in a busy area; overcrowded with private cars and heavy-duty vehicles, namely construction materials and related equipment. The transport sector is one of the main sources of air pollution in Lebanon, noting that the age of the vehicles and lack of maintenance increase the magnitude of the problem. Also, the financial crisis, high prices of car parts and intermittent suspension of vehicle inspection services are further exacerbating the problem. Ac_726 and Re_694 are located in busy and commercial streets while Re_679 and Re_710 are located in relatively less busy streets. Re_679 is located close to St. Georges / Orthodox Hospital on a street used by the community to access the hospital/ park.

Another factor that affects air quality in the targeted area is the presence of private or commercial generators due to the lack of electricity provided by the EDL, especially since 2021; an article published in Arab news on 13 September 2022 states that “Air pollution from diesel generators contains more than 40 toxic air contaminants, including many known or suspected cancer-causing substances”⁹ and the use of generators has more than doubled in 2021 compared to 2019¹⁰ (Charbel Afif, associate professor at Saint Joseph University).

As for construction related air pollution, construction works are ongoing in the targeted area, more specifically close to Re_692 and Ac_726. Typical associated activities contributing to the air pollution problem include the transportation and loading/unloading of bulk material, open-air storage of raw materials, concrete and mortar making, cutting and filling, and the movement of equipment.

Noise emissions

Noise emissions are considered as an environmental impact due to the disturbance they might cause to the local community as well as to the construction team at the different sites. If improperly managed, potential exposure to high noise for a prolonged period of time might have negative health impacts - such as hearing impairment, stress and high blood pressure, insomnia and anxiety.

As mentioned, the rehabilitation projects are mostly nestled in busy residential and commercial areas at the same time, with civilian cars, service and delivery trucks, as well as civilians and residents passing by

⁹ <https://www.arabnews.com/node/2161331/amp>

¹⁰ Air Pollution in Lebanon: the cases of the cement industry and the private generators, 23 May 2022, <https://www.salamwakalam.com/articles/593/air-pollution-in-lebanon-the-cases-of-the-cement-i/en>

to get their groceries, needs and going to restaurants and cafes. The major noise sources include trucks, cranes, heavy machinery, sawing and hammering.

A noise measurement campaign was implemented by LDRS around the buildings on 20 and 22 December 2022. The measurements were taken on mid-day in the middle of the week, with relatively busy traffic and ongoing construction activities taking place in the area. The result of the study showed that the existing noise emissions varied between 44dBA and 82.6 dBA (Table 3). All average measurements are lower than the 8-hour occupational exposure limit which is 90 dBA (based on OSHA guidelines and national Decision 52/1 of 1996).

Table 3: Average noise level (dBA) for the plots included in batch 1 (samples from 20 and 22 December 2022)

Plot number	Average (range) dBA	Comment
Ac_726	61.4 (50.1 – 98.1)	Busy main street and junction in Achrafieh. The building is located in a dense residential and commercial area. Other construction activities are ongoing in the area.
Re_679	82.6 (50.4 – 86.2)	Near St. Georges Hospital. The building contains clinics and a restaurant that are not operational. There are two parking lots in the area.
Re_710	44.7 (44.2 – 78.8)	Secluded neighborhood that can be accessed by foot only, the building is not occupied since it's heavily damaged with no shops.
Re_694	63.7 (60.4 – 85.5)	Located on the main road, with traffic during the day. The building contains two shops, one is operational (a bike mechanic) and the other is closed.

4.4 Hydrogeology conditions

Due to its topography including mountainous hills that favor moderately high rates of precipitation, Lebanon has more water resources than its neighbors. Water infiltrates into its aquifers and becomes groundwater, with the remaining water evaporating or flowing as surface water runoff. Unsustainable water resource management practices and weak governance have put a strain on the country's water resources¹¹. It's worth noting that there is a lack of accurate and recent data that would reveal the reduction of springs and river base flows, or wells yields from aquifers.

The rapid urbanization (as mentioned above) also led to over-pumping of water, mainly through wells, therefore preventing natural aquifer recharge.

Seismically, Lebanon is located in a moderate seismic region¹². Though it didn't suffer from large and destructive earthquakes for almost two centuries, it lies on the 1,000 km Levant fault system, that separates the Arabian plate in the East from the African plate in the West. The presence of major faults generated devastating historic earthquakes. In addition, and because of the highly urbanized coastal strip,

¹¹ Assessment of groundwater resources of Lebanon, UNDP, accessed from:

<https://www.undp.org/sites/g/files/zskgke326/files/migration/lb/Assessment-of-Groundwater-Resources-of-Lebanon.pdf>

¹² ESMF Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery, UN-Habitat, accessed from:

https://unhabitat.org/sites/default/files/2022/01/p176577_esmf_imp-un-habitat_final_.pdf

and the rudimentary building code, Lebanon turned into one of the most exposed Mediterranean countries. The population's high density is another factor of risk.

Beirut is surrounded by two active faults; the Yammouneh and the Serghaya faults to the East, respectively 25 and 55 km away, the Roum fault to the South 15 km away, and the Mount Lebanon fault passing just under the city of Beirut and merging further with the Yammouneh fault.

4.5 Ecology conditions

The targeted neighborhoods are highly urbanized. The biodiversity is therefore expected to be very low with no plant or animal species of significant biodiversity value. Nevertheless, the explosion had an impact on public spaces, including parks, staircases and gardens that were assessed in the Rapid [Damage Needs Assessment \(RDNA\)](#) conducted by the WB after the explosion.

4.6 Heritage environment

Beirut has a rich culture and history that can be observed in urban fabric, sociocultural fabric and architecture. The blast severely damaged the architectural heritage, with several neighborhoods with French and Ottoman era buildings.

The Beirut cultural heritage should facilitate connection among people, preserve the written/oral traditions, document the history through physical investigations and in that sense, Beirut heritage should be preserved with the following: traditional construction systems and materials, recognizable regional character responsive to functional, social and environmental constraints, coherence of style, form and appearance, and traditional expertise in design and construction transmitted informally¹³. Likewise, in addition to the visual characteristics, the social functions of the urban fabric shouldn't be neglected in any project and participation of the community should be fostered.

The Beirut houses of Rmeil, Zouqaq Al Blat and Mînat al Housn were inspired between 1840 and 1880 by European aesthetics; this distinctive architecture explores new possibilities of lighting, and the central courtyard is covered yet open to the outside through numerous windows and triple broken "Oriental" and glazed arcades. This typology was introduced by the wealthy classes surrounding their houses with gardens and adding red tiled roofs. In Rmeil area, houses were most often built by families for their own use, with one or two floors; it used to shelter families of the same lineage and border with the houses of related families or associated by marriage or business. The evolution of housing typology became evident in new buildings caused by the transition of the lifestyle from strictly residential to mixed use buildings, combining commercial and leisure. Likewise, Re_694, Re_679 and Ac_726 include commercial units that were operational before the explosion¹⁴.

Three out of the four buildings included in Batch 1 are made of sandstone and plastered with lime, with construction dates estimated to be before 1920. It's also worth noting that Re_710 is in the "Rmeil cluster" and was recently restored by UN-Habitat.

4.7 Socio-economic aspects

While there is no accurate data on the population of Beirut city, the 2021 LCRP data estimates that there are 1,291,280 residents from different nationalities in Beirut city (Beirut and its suburbs), with 23 percent Syrian and Palestinian refugees from Syria and Palestinian refugees from Lebanon (GoL/UN, 2021)¹⁵. It is

¹³ Cultural heritage safeguards, a summary of heritage laws, regulations and conservation guidelines, Nov. 2022 (draft version)

¹⁴ Saliba, R. 2009. Beyrouth architectures aux sources de la modernité 1920-1940. Editions Dar An-Nahar

¹⁵ Lebanon Crisis Response Plan 2017 – 2021, 2021update, produced by the Government of Lebanon and the United Nations, January 2021

important to mention that the country also hosts an estimated 250,000 migrant workers (Amnesty International) – mostly current or former female domestic helpers – from Africa and Asia. A big number of this group residing in Beirut live in groups and in poor conditions.

With the multi-faceted crisis Lebanon is facing and the rapid deterioration of the livelihood, the poverty level has increased, with an estimated 28.9 percent of households in Beirut experiencing extreme poverty and 73 percent of households in Beirut experiencing multidimensional poverty (63,000 households) (ESCWA, 2021)¹⁶ The recent crises also led to increased tensions between Lebanese and refugee communities, with incidents reported all over the country¹⁷. On top of that, the COVID-19 pandemic brought a halt to many businesses, the dollar versus lira exchange rates, as well as the Beirut port explosion, where a lot of enterprises have shut down or it was something business owners struggled to get back on their feet.

On another hand, Beirut is Lebanon's biggest economic hub, with key public institutions and Lebanon's governmental, diplomatic, educational and health care institutions being based in Beirut's central district. The port of Beirut was a key driver of the historic growth of the city and was of great importance to the Lebanese economy until the explosion. It has been of regional importance since its establishment in the late 19 century and handled in 2019 almost three quarters of the country's imports and creating an embracing and lively context.

Key economic sectors include construction and real estate, tourism and services. The service sector is the larger employer (with more than three quarters), followed by industry and agriculture.

Many buildings and shops in Beirut are still not rehabilitated and remain closed. A report by ILO (2021) identifies a set of issues affecting their businesses, namely the decrease in the demand for product and services, the reduction in the number of staff to reduce operational costs and be able to pay rent and electricity and generator bills. Businesses have also been affected by worldwide inflation and the subsequent increase in the price of raw materials (which affected the quality and the demand for products and services offered), the increase in rent, and consequently the increase in debts.

The Historic Housing Rehabilitation component of this project will support the rehabilitation of severely damaged buildings, including commercial units who will benefit from exterior rehabilitation where applicable. It will prioritize complex repairs of severely affected residential units that have not yet been completely rehabilitated. A focus will be set on vacant residential buildings that were inhabited by lower-income and vulnerable households with low tenure security who may have been temporarily displaced.

According to the socio-economic vulnerability assessment map conducted by MapAction in August 2020¹⁸, the Rmeil cadaster is mixed in terms of socio-economic vulnerability of households, whereas vulnerable households constitute a minority in the Achrafieh cadaster. A socio-economic assessment of the beneficiaries under building batch 1 revealed that they can all be classified as vulnerable (details included in section 6.1.2). Batch 1 also includes one hardware store that was affected by the explosion with no rehabilitation done until now.

¹⁶ Multidimensional poverty in Lebanon, UN-ESCWA, 2021, https://www.unescwa.org/sites/default/files/news/docs/21-00634-_multidimensional_poverty_in_lebanon_policy_brief_-_en.pdf

¹⁷ Lebanon Conflict Analysis – Central Bekaa - COAR (coar-global.org)

¹⁸ Lebanon: Beirut Explosion, Zone socio-economic vulnerability with ACAPS explosion radius damage estimate (21 august 2020), <https://reliefweb.int/map/lebanon/lebanon-beirut-explosion-zone-socio-economic-vulnerability-acaps-explosion-radius-damage>

5 Environmental and Social Management Plan

The ESMP for the project includes four main sections, namely the mitigation plan, monitoring plan, the documentation and reporting plan and the institutional setup and capacity building plan. The ESMP should be included in the tender documents of the contractor(s) involved in building restoration in order to take its requirements into account in their financial offers. Also, the ESMP should be an integral part of the agreement with the contractor(s) which would also need to include financial penalties in the event of non-compliance with ESMP provisions.

5.1 Mitigation Plan

The mitigation matrix below shows the mitigation activities that need to be implemented by the contractor(s), the design and supervision consultant and UN-Habitat.

Table 4: Mitigation Plan

Important note: all the mitigation measures listed below are imperative and binding during the implementation of works. Selected contractor(s) will be responsible of implementing all the mitigation measures at his/her own expenses. The pricing of the mitigation measures should be included and considered in the tender Bill of Quantities (BoQ) within the item lines. All listed actions will be thoroughly monitored by UN-Habitat and the consultant assigned on this project and reported to the World Bank on a regular basis, and will be an integral part of the performance evaluation of the contractor(s).

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
Construction	Emissions:				
	Air Emissions	Generation of dusts, exhaust related and other gases from preliminary activities such as marking and site cleaning, and from rehabilitation works demolition, piling, foundation, site clearance, excavation, dismantling, masonry, wood, carpentry, infrastructure, painting	Use equipment and vehicles in appropriate technical conditions and ensure regular maintenance	Negligible	Contractor
			Ensure optimal traffic routes to minimize lengths of travel		
			<ul style="list-style-type: none"> Implement dust control measures as follows: Cover raw materials and truck loads to avoid dust blow; Avoid dust-generating work on high wind days; Minimize onsite stockpiles and cover them when unavoidable; Keep demolition debris in a controlled area and spray with water mist to reduce airborne particles; Remove debris through approved route, covered and netted vehicles; Trucks and vehicles exiting the sites should be dust-free; When possible, prepare the masonry / wood works off site 		
			Use low emission paints		
	Wastewater Generation	Generation of domestic wastewater by the workforce	Provide latrines to workers	Negligible	Contractors
	Solid Waste Generation	Generation of solid waste by the workforce	Ensure commitment to the 3Rs (reduce, reuse recycle);	Low	Contractor

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			Implement onsite segregation and recycling of waste		
			Sufficient and adequate waste disposal bins must be provided onsite		
		Generation of construction and demolition debris	Coordination with the Municipality of Beirut for the regular collection of waste by licensed service providers		
		Generation of excavation waste	Maximize the reuse of excavation waste for onsite filling		
	Hazardous Waste Generation	Generation of used oil from construction equipment and vehicles if maintained onsite	Implement offsite maintenance of construction equipment and vehicles	Negligible	Contractor
			Any used oil generated onsite (if any) should be stored in covered barrels and placed on absorbent material		
		Generation of asbestos laden demolition debris	If site assessments indicate the presence of asbestos at any of the targeted buildings, the following should be implemented in the subject building(s): <ul style="list-style-type: none"> • Handle and manage asbestos laden debris using the standard operating procedures included in Annex 2 • Hire a specialized expert to inspect the site and confirm the adequacy of the annexed standard procedures or advise on any needed revisions (if any) 	Low	Contractor
		Generation of empty paint containers	Return empty paint containers to supplier	Low	Contractor
	Noise/Odors/Light	Preliminary and rehabilitation works	Limit hours of operation for specific machineries to 10 am till 3 pm	Low for noise	Contractor
			During operations, keep equipment as far as possible from residential areas where possible		

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			Avoid vehicle movements at night	Negligible for odors and light	
			Ensure use of modern and well-maintained equipment		
			Ensure the use of a shield to minimize light nuisance		
			Ensure that trucks transporting asphalt, or any other odorous materials are always covered		
	Accidental Releases	Accidental releases of construction materials, fuel, paint	All refueling and maintenance operations should be done off-site	Low	Contractor
			A spill response plan should be developed and implemented by the contractor		
			Ensure all workers are trained on the spill response plan		
			Spills or leakages should be recorded and reported to the assigned entity		
	Depletion of Resources:				
	Energy Resources	Use of fuel in construction machinery and equipment	Regularly maintain equipment and vehicles Ensure that equipment not in use are turned off Record monthly fuel consumption	Negligible	Contractor
	Land Resources	Foundation works and excavation	Ensure appropriate storage of any topsoil removed to be able to use it for the restoration of the area	Negligible	Contractor
		Sourcing of materials from unlicensed quarries	Ensure raw materials are sourced from licensed quarries	Negligible	Contractor
	Water Resources	Rehabilitation works and dust control	<ul style="list-style-type: none">Use strictly needed amounts of water in rehabilitation works all while avoiding lossesSeek renewable sources of water (rainwater, treated wastewater, etc.) for the control of dust	Negligible	Contractor
	Biological Resources	Building works; dismantling and demolition works, particularly around Re_710	<ul style="list-style-type: none">Limit vegetation cleaning to areas where necessaryEnsure cleaning and revegetation of cleared areas where possible	Negligible	Contractor

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
	Other Impacts:				
	Landscape & Visual intrusion	Hoarding, crane, scaffolding system	<ul style="list-style-type: none"> Implement aesthetic elements on scaffold and any visible materials that will be on site for a long period of time / use decorative finishes 	Low	Contractor
			<ul style="list-style-type: none"> Apply minimum lighting standards to reduce light pollution Minimize the use of nighttime lights as much as possible 		
	Socio-Economic Impacts	Possible nuisance to surrounding communities Possible negative influence on businesses	<ul style="list-style-type: none"> Implement the SEP developed for the project Hospitals of the target area should be notified and communication with them should be maintained throughout the project When possible, avoid using noisy equipment during business peak hours. Ensure access to the shop & surrounding shops is visible and safe. Scaffolding could include printings to indicate the shops are still open Where possible, ensure local SMEs are preferred for supply of goods and services UN-Habitat to do a video advertisement for shops located in buildings undergoing reconstruction / rehabilitation 	Low	Contractor / Consultant / UN-Habitat
	Archeological/Cultural	Buildings with heritage value, possible chance finds	<ul style="list-style-type: none"> Ensure intervention does not harm heritage values and follows the measures recommended by the Beirut Assist Cultural Heritage, UN-Habitat and the DGA. Where possible, ensure that any adopted measures do not impede future preservation work Traditional methods and materials should be preferred and specialized labor should be hired. 	Negligible	Contractor/ consultant and UN-Habitat

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			<p>Each intervention should, as far as possible, respect the concept, techniques, and historical value of the original or earlier state of the structure and leave evidence that can be recognized in the future</p> <ul style="list-style-type: none"> • Ensure that utilities (heating and air conditioning, etc.) are installed with due recognition of historic and aesthetic features of the building 		
	Community health and safety hazards	Potential projections from works in building	<ul style="list-style-type: none"> • Implement all measures required to ensure buildings' structural integrity (as per findings from site assessment reports and detailed designs); do not proceed to implementation of works at any building which is found by engineering studies implemented during site assessment phase to be prone to collapse • Ensure safety of customers accessing the shops through safety netting and overhead protections; scaffolding system should be installed by qualified staff and customers and pedestrians should be protected by adding to the scaffolding system safety nets, plastic debris chutes (to protect from dust and noise), protective foam on scaffold. • Please refer to Annexes 3, 4, 5 and 6 for example designs that could be used for the management of safety including decorative designs • Installation of retaining nets to hold falling debris during construction 	Low	Contractor / consultant / UN-Habitat
		Risks resulting from unauthorized access to work zones	<ul style="list-style-type: none"> • Ensure that construction sites are only open to staff and workers 	Low	Contractor

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			<ul style="list-style-type: none"> Implement measures to prevent unauthorized access to dangerous areas (signs in Arabic, warning tape, etc.) 		
	Labor and Working Conditions	Workspace accidents	<ul style="list-style-type: none"> Develop Occupational Health and Safety Plan and follow up on its implementation Provide related training to the workforce Availability at all times of qualified first aid personnel and availability of first aid kits Ensure implementation of all prevention and protection measures (i.e., Installation of guardrails, etc.) Implement training regarding material safety data sheet (MSDS) of any hazardous materials used on site Contractors to compensate workers and their families in case of injuries or deaths in line with national labour law and ESS2 / LMP requirements (included in the cleared and disclosed ESMF-LMP instrument) Ensure equal work opportunities to all while maximizing the recruitment of local communities Ensure fair payment based on responsibilities irrespective of nationality of workers Enforce the implementation of GM among workers and implement related training 	Negligible	Contractor/ Consultant
		Exposure to environmental emissions	<ul style="list-style-type: none"> Provision of personal protective equipment (PPEs) for the workers/ persons accessing the construction sites such as safety boots, hard hats, reflective jackets, N95, etc. Provide workers involved in scraping of lead paint with face masks equipped with filter cartridges 	Low	Contractor

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			<ul style="list-style-type: none"> • Limit exposure to hazardous dust/ materials by implementing a rotation system among workers • Provide workers present in noisy areas with hearing protection • Provide adequate and clean sanitary facilities and clean eating and rest areas • Provide an adequate and clean supply of water. 		
		Discrimination and SEA and SH issues	<ul style="list-style-type: none"> • Ensure that all workers are aware of the Grievance Mechanism and trained on its use • Provide workers with awareness and training on issues regarding SEA and SH continuously. Training will take place for new staff/workers engaged throughout the project. Refresher training will be offered twice per year. Training should be consistent with the most recent practice note regarding SEA/SH published by the WB in October 2022 and provided in Annex 7 • Ensure all contractors provide documented evidence of signature and endorsement of code of conduct (CoC) regarding employment and workforce behavior • Provide the CoC in a language understood by the workers who will sign the CoC and ensure the requirements are well understood through implementation of related training and regular repetition as needed • Provide updates regarding the signature of and training related to CoC in monthly progress reports • Ensure minimum standards as mentioned in the Lebanese Labor Law above (no discrimination, working hours, no child labor, etc.) are respected 	Low	Contractor

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
			<ul style="list-style-type: none"> For workers not protected by the Labor Law, contractors must ensure that no discrimination is taking place during the recruitment of workers and rehabilitation phase and should maintain records of recruitment and attendance for contracted 		
	Pedestrians and traffic	Preliminaries; hoarding installation; building works: crane installation and mobile crane operation, scaffolding installation, handling/management of construction materials and waste	<ul style="list-style-type: none"> Prepare a traffic management plan to ensure safety and the least possible nuisance for the road users and the workers; report preparation, review and approval need to take place before start of works Identify as part of the traffic management plan alternative roads to be used during any temporary road blockages Hire competent drivers and use speed limits and speed control devices on trucks, etc. When needed, coordinate with the municipality regarding traffic management Maintain access for pedestrians by limiting as much as possible the extension to the sidewalks of the construction works Ensure adequate warning and signage around the buildings under rehabilitation and 50 m away from any rehabilitation site with excavation works Schedule traffic activities outside of peak hours Organize carpools for workers' transportation where possible Prohibit storage of construction materials and equipment on the road 	Negligible	Contractor/consultant
Operation	Emissions:				
	Air Emissions	Maintenance related activities	During maintenance works, ensure machinery and equipment are in appropriate conditions	Negligible	Landlords

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
	Wastewater Generation	Wastewater generated by the households/ shops	Ensure periodic maintenance of wastewater network	Negligible	Landlords / municipality
	Solid Waste Generation	Solid waste generated by the households and/or shops	Coordination with the Municipality is needed to ensure regular waste collection	Negligible	Landlords/ municipality
	Hazardous Waste Generation	None	Not applicable	Not applicable	Not applicable
	Noise/Odors/Light	Operation of businesses	Ensure equipment is in good condition and use proper insulation	Negligible	Landlords / municipality
	Accidental Releases	None	Not applicable	Not applicable	Not applicable
	Depletion of Resources:				
	Energy Resources	Improved energy consumption due to Build Back Better approach	None	None	Not applicable
	Land Resources	None	Not applicable	Not applicable	Not applicable
	Water Resources	Improved water consumption due to Build Back Better approach	None	Not applicable	Not applicable
	Biological Resources	None	Not applicable	Not applicable	Not applicable
	Other Impacts:				
	Landscape & Visual intrusion	Improved area aesthetics	None	Not applicable	Not applicable
	Socio-Economic	Improved socio- economic conditions due to improved housing and area aesthetics which would positively affect businesses	None	Not applicable	Not applicable
	Archeological/Cultural	The project will have a positive impact on the	None	Not applicable	Not applicable

Phase	Sources of Impact	Project Activities	Mitigation measures	Residual impacts	Institutional responsibility
		Beirut urban fabric and cultural heritage. Public consultations and engagement of key stakeholders will foster interest in cultural and heritage aspects of the targeted neighborhoods.			
	Health and safety Hazards	Positive impact achieved due to clearing of sites from debris and glass	None	Not applicable	Not applicable
	Labor and Working conditions	None	Not applicable	Not applicable	Not applicable
	Pedestrians and traffic	Improved accessibility for pedestrians when works will be completed	None	Not applicable	Not applicable

*NA: Not available

5.2 Monitoring Plan

The monitoring plan which needs to be implemented is provided in the table below. The aims of the monitoring plan are as follows:

- Verify the environmental and social impacts predicted in the ESMP study.
- Determine project compliance with national and international requirements and standards.
- Monitor the performance of the project and the effectiveness of mitigation measures.
- Take remedial action if unexpected problems and unanticipated impacts arise.

Table 5: Monitoring Plan

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# of samples	Standard/Guidelines National/International	Institutional Responsibility
Construction	Emissions:						
	Air Emissions	Implementation of the dust management plan	Daily	On site	Not applicable	WB ESS1, General EHS guidelines	Contractor/consultant
		Maintenance sheets for vehicles and trucks	Monthly	On site	Not applicable	As per manufacturers' requirements	Contractor/consultant
		Engines switched off	Daily	On site	Not applicable	NA	Contractor/consultant
	Wastewater Generation	Appropriate wastewater containment and disposal	Weekly	On site	Not applicable	WB ESS1, General EHS guidelines	Contractor/consultant
	Solid Waste Generation	Sufficient waste disposal bins	Weekly	On site	Not applicable	NA	Contractor/consultant
		Regular collection by licensed contractors	Daily	On site	Not applicable	NA	Contractor/consultant
	Hazardous Solid and Liquid Waste Generation	Waste records	Monthly	On site	Not applicable	Decree 5606/2019	Contractor/consultant
	Noise	Noisy levels (min. and max.)	Weekly, during noisy activities	Around the rehabilitation sites	One 15-min sample per location	Ministerial decision 52/1 of 1996	Contractor/consultant
	Accidental Releases	Number of spill/leaks reported	Weekly	Around the rehabilitation sites	Not applicable	NA	Contractor/consultant
	Depletion of resources:						
	Energy resources	Fuel consumption rates	Monthly	On site	Not applicable	NA	Contractor/consultant
		Ensure equipment not in use are turned off	Randomly during site inspection	On site	Not applicable	NA	Contractor/consultant
	Land resources	Ensure topsoil is safely stored	During foundation	On site	Not applicable	NA	Contractor/consultant

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# of samples	Standard/Guidelines National/International	Institutional Responsibility
			and excavation works				
	Water resources	Water consumption and water quality	Monthly	On site	Not applicable	NA	Contractor/consultant
	Biological resources	Greeneries	Before commencement of works and at the end of the construction phase	Around rehabilitation and reconstruction sites	Not applicable	Not applicable	Contractor/consultant
	Other Impacts:						
	Landscape & Visual intrusion	Housekeeping practices at rehabilitation site	Weekly	On site and around	Not applicable	Not applicable	Contractor/consultant
		Grievance log	Daily	On site	Not applicable	Not applicable	Contractor/consultant
	Socio-Economic	Updates of the SEP	Monthly	Al Makassed's office, on site	Not applicable	Not applicable	Contractor/consultant/ UN-Habitat
		Exclusion of old tenants by owners	Bi-annually for a period of 3 years	On site	Not applicable	Not applicable	UN-Habitat
		Video/Advertisement done by UN-Habitat	Once	Social media	Not applicable	Not applicable	UN-Habitat
		Visual observation of safe and visible access for customers	Monthly	On site	Not applicable	Not applicable	Contractor/consultant
		Written leaflets/ posters in the area informing on dates and location of works	Monthly	Around rehabilitation and reconstruction sites	Not applicable	Not applicable	Contractor/consultant

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# of samples	Standard/Guidelines National/International	Institutional Responsibility
		Grievance log for potential complaints from the workers and the community	Weekly	On site, Al-Makassed's office	Not applicable	Not applicable	Contractor/consultant/ UN-Habitat
	Communication to stakeholders and training to project workers regarding GM process	Once before start of works (to be repeated in case of suboptimal functionality)	Within target area	Not applicable	Not applicable	Not applicable	Contractor/consultant/ UN-Habitat
		Installation of GM boxes containing all relevant information, brochures, etc. about the project different GM channels.	In the target sites	In target sites	Not applicable	Not applicable	UN-Habitat/consultant/contractor
		Information/awareness of Project GM channels including WhatsApp number, website online complaints form, GM email and in person complaints (for stakeholders in general, victims and survivors of sexual exploitation and abuse, and workers)	Continuously within target area	In target sites and wider information on social media and website	Not applicable	Not applicable	UN-Habitat/consultant/contractor
		Interviews with the shop owner including number of customers visiting the shop	Monthly	Around rehabilitation and reconstruction sites	Not applicable	Not applicable	Contractor/consultant/ UN-Habitat
	Archeological / cultural	Intervention in line with the Beirut Assist Cultural heritage, UN-Habitat and DGA	At each step of the construction works	On site	Not applicable	WB ESS8	Contractor/consultant, UN-Habitat
	Community Health and safety	Number of injuries related to project activities	Daily	On site	Not applicable	NA	Contractor/consultant
		Access controlled by clear signs	Daily	On-site	Not applicable	NA	Contractor/consultant

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# samples of	Standard/Guidelines National/International	Institutional Responsibility
	Labor & Working conditions	Grievance and incident logs	Monthly	On-site	Not applicable	1946 Labor Law, MoL decision 49/1 of 1997, Decree 11802 of January 2004, decree 8987 of 2012, MoL 29/1, law 205	Contractor/ consultant and UN-Habitat
		Equal work opportunities	Monthly	On-site	Not applicable	NA	Consultant
		Fair payment based on responsibilities	Monthly	On-site	Not applicable	NA	Consultant
		Number of participants in H&S training	After each recruitment phase	Around the sites	Not applicable	1946 Labor Law, Decree 11802 of January 2004, MoL 29/1	Contractor/ consultant
		Use of PPE on-site	Daily	On-site	Not applicable	1946 Labor Law, Decree 11802 of January 2004	Contractor/ consultant
		H&S facilities available on site (drinking water, a place to eat and rest, a hand-washing facility)	Daily	On-site	Not applicable	1946 Labor Law, Decree 11802 of January 2004	Contractor/ consultant
		Signature of the CoC	After each recruitment phase	On-site	Not applicable	NA	Contractor/ consultant
		Attendance sheets to H&S, PSEA and SH training	Monthly	On-site	Not applicable	NA	Contractor/ consultant
		Child and forced labor	Daily	On-site	Not applicable	NA	Contractor/ consultant
	Pedestrians & traffic	Implementation of Traffic Management Plan	Monthly	At the site	Not applicable	NA	Contractor/ consultant
Operation	Emissions:						
	Air Emissions	None					
	Wastewater Generation	Status of wastewater network	Bi-annually	On site	Not applicable	NA	Landlords

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# of samples	Standard/Guidelines National/International	Institutional Responsibility
	Solid Waste Generation	Presence of bins around buildings	Daily	Around buildings	Not applicable	NA	Landlords / municipality
		Absence of waste accumulation	Daily	Around buildings	Not applicable	NA	Landlords/ municipality
	Hazardous Solid and Liquid Waste Generation	None					
	Noise	None					
	Accidental Releases	None					
	Depletion of Resources:						
	Energy Resources	Energy consumption by the building	Monthly	Individual apartments and common areas	Not applicable	NA	Landlords
	Land resources	None					
	Water resources	None					
	Biological Resources	None					
	Other Impacts:						
	Landscape & Visual intrusion	Final feedback from the community	Once at completion of rehabilitation works	UN-Habitat	NA	NA	UN-Habitat

Phase	Sources of Impacts	Parameters to monitor	Frequency	Monitoring Location	# of samples	Standard/Guidelines National/International	Institutional Responsibility
	Socio-Economic	Exclusion of renters	Handover phase, then, once per year till end of agreement	Buildings rehabilitated	NA	Rent law of 2014 and signed consent forms	UN-Habitat
	Archeological / cultural	Feedback from TAC and the community	Once at completion of rehabilitation works	UN-Habitat	Not applicable	NA	UN-Habitat
	Health and safety Hazards	None					
	Labor & Working conditions	None					
	Pedestrians & traffic	None					

5.3 Reporting and documentation

The contractor(s) involved on the project should prepare the following ESF tools and submit them for review by the consultant and subsequent approval by UN-Habitat:

- Construction Environmental and Social Management Plan including site-specific easy to use building specific matrices and an emergency response plan (fires, spills, accidents),
- Occupational Health and Safety Plan including workspace guidance against Covid19,
- Solid waste management plan (in case site assessment identified asbestos in the building),
- Traffic management plan,
- Code of conduct,
- Workers' registration form and muster roll,
- Record of grievances including all information required by project's GM (data regarding complainant, type of grievance including those related to SEA/SH, how it was resolved, etc.)
- Accident / incident recording form in line with WB Environment and Social Incidence Response Toolkit (ESIRT),
- Solid waste log,
- Inductions and Environmental and Social training log,
- Training modules related to the above,
- Monthly reports documenting results of ESMP monitoring activities.

5.4 Institutional Setup and Capacity Building

The contractor(s) involved in project implementation should hire ESS and OHS experts who will be responsible for the preparation and implementation of all ESF tools listed in the previous section. The Terms of Reference (TOR) for the latter experts should be shared with UN-Habitat who will submit them to the WB for no objection. In addition, the ESS and OHS experts will be responsible for the follow-up on the implementation of mitigation and monitoring plans, including the required record keeping activities as per the forms listed in previous section. The ESS and OHS experts will also be responsible of the implementation and repetition of workers' trainings related to the following topics:

- C-ESMP,
- OHSP and Code of Conduct,
- GM,
- SEA and SH.

6 Stakeholder Engagement and Grievance Mechanism

6.1 Public Consultation

6.1.1 Process description

The SEP prepared by UN-Habitat identifies the different stakeholders as per the level of engagement and their needs. The stakeholders were and will continue to be involved in the project throughout all its stages, from the initial inception phase until the completion of the project. This identification, from its early stages, has allowed the project's team to define the roles and responsibilities of each category of stakeholders.

UN-Habitat has identified several methods of communication according to the project's phase, to keep the stakeholders well informed, and where they will be able to share their feedback and concerns. They include UN-Habitat's official website, social media via Facebook, Twitter, Instagram and LinkedIn, in addition to WhatsApp and emails. Written and printed publications will also be used to inform the stakeholders about the project's objectives and activities. Progress reports will be shared for stakeholders to stay updated on the project's developments. The SEP also mentions specific actions to address the needs and issues of the vulnerable and marginalized groups identified by UN-Habitat (detailed below).

In addition, the implementing partner (IP) NGO, Al-Makassed Philanthropic Association, was engaged through an Agreement of Cooperation (AoC) in August 2022 following a call for proposal (CfP), to support UN-Habitat in the mobilization and outreach to targeted families. Al-Makassed has established an office in the affected area, enabling all stakeholders to submit inquiries or share feedback in person.

Communication and feedback from stakeholders will be taken into consideration at each phase of this project and stakeholder meetings have been and will be organized by UN-Habitat as described in the SEP. Participation and comments from stakeholders will be fostered by the participatory approach proposed in the SEP. Meetings with identified key leaders have been and will continue to be conducted throughout the project. A TAC has been established and will be meeting regularly. In-person interviews and public stakeholders' meetings were conducted (more details are included below). Focus Group Discussions with the community will be conducted upon need.

6.1.1.1 Stakeholder Mapping

An updated stakeholder mapping exercise was conducted as part of the current ESMP and focused on the identification and mapping of vulnerable stakeholders as provided in the results' section (section 6.1.2)¹⁹.

6.1.1.2 Information disclosure

UN-Habitat has established several channels of communication to disclose project information as well as to engage with relevant stakeholders at each stage of the project. As such, since the onset of the Project and throughout, eligibility criteria for the buildings to be rehabilitated were shared on social media via UN-Habitat's Facebook, Instagram, Twitter and LinkedIn accounts in Arabic and English. The same social media platforms are used to regularly post updates regarding the project. Also, stakeholders are engaging with UN-Habitat and asking for updates using the GM mechanism. 36 calls out of the 106 calls that were received through the Grievance Mechanism (GM) by early December 2022 were related to project update

¹⁹ The project cleared and disclosed SEP, which is a living document, will be updated to reflect any changes as deemed necessary

requests (selection process, visits to be done by UN-Habitat field team to their buildings or inquiries about next meeting).



Figure 6: Social media post from UN-Habitat Instagram page

6.1.1.3 Engagement with the stakeholders and consultation process

In-person meetings were also conducted by Al-Makassed with the landlords/tenants and/or the legal representatives of the 14 buildings falling in the eligible category, among which 13 were selected by UN-Habitat for rehabilitation including batch 1 (Re_679, Re_710, Re_694 and Ach_726) which is targeted by the current ESMP report. Discussions aimed at completing the files of the owners/ tenants to ensure the buildings were meeting the selection criteria set by UN-Habitat. This contributed to increasing the engagement of stakeholders as the tenants/ landlords became afterwards in regular contact with Al Makassed and UN-Habitat.



Figure 7: Photo taken during an in-person meeting

In addition, a socio-economic and legal (SEL) survey (provided in Annex 8) has been launched by UN-Habitat and undertaken by Al Makassed to confirm that the households (tenants and/or landlords) who were residing in the pre-selected buildings are vulnerable and meet the pre-set criteria. More specifically, the survey contributes to identifying the level of vulnerability of the affected households including any legal concerns they may have. The latter survey is currently ongoing.

A survey was also conducted by UN-Habitat with six business owners (survey provided in Annex 9) whose shops are located in four different buildings, whereby one of the six shops, namely a hardware store, is located in Batch 1 building Re_694. The questions were related to the legal status of the unit, the nature of the commercial activity and its current status (namely after the explosion), with the aim of understanding the challenges faced by the business owners after the explosion. The survey also enquires about peak business times in order to take these into account during the rehabilitation and reconstruction works whenever possible.

A round of unstructured interviews (survey provided in Annex 10) was implemented by Al Makassed in January 2023. The interviews targeted communities (residents, shops, social services) living and/or operating in close proximity to the targeted buildings. The aim of the interview is to assess communities' perceptions regarding the potential environmental and social impacts of the rehabilitation works and their opinions regarding the needed mitigation measures. It should be mentioned that continuous rounds of consultations on quarterly basis will be conducted with all identified stakeholders including the residents of the plots under Batch 1, subject of this ESMP, in line with the SEP program of consultations and the provisions of the cleared and disclosed ESCP.



Figure 89: Photos taken during the implementation of unstructured interviews by Makassed

It is important to add here that UN-Habitat's project team has used a participatory approach in project planning and implementation through conducting several consultation and engagement meetings with the stakeholders including the beneficiaries of building batch 1 targeted by the current ESMP. Two public stakeholder meetings were conducted on 16 June 2022 and 12 October 2022 whereby components 1 and 2 and the GM of the project were presented. Stakeholder meetings were announced to the public via social media and flyers which were distributed in the affected areas. Direct invitations were also sent to

stakeholders via WhatsApp, email and social media. Invitations were also shared through WhatsApp with the NGOs that are active in these areas and that were involved in the response to the Beirut Port Explosion. Moreover, invitation emails were shared with the Protection, Shelter, and Social Stability Humanitarian Working Groups. A reminder was sent a few days before the meeting. Attendees were mainly inhabitants of the area, NGO members, civil society or students, as well as potential project beneficiaries. A representative from the legal firm (hired for the project to study legal occupancy cases and advise on all legal matters related to rehabilitation) working on the project participated in the second meeting and explained their role which is basically preparing and following up on all the legal documents of the project.

In addition, seven TAC meetings were conducted from April to January 2023. These meetings addressed both progress and challenges related to components 1 and 2 of the project including matters related to the beneficiary buildings' selection process and social and legal matters related to the beneficiaries. A consultative process was equally used for the selection and narrowing down of the project's list of buildings. In fact, the process of initial selection of the 85 buildings that can be considered under BERYT started in March 2022 through a consultative process with different stakeholders including MoB, DGA, BBHR, BHI, FER, OEA, UNESCO. Additional buildings were also added to the pool of buildings under consideration through the project's GM, new propositions by DGA and BHI and through a field assessment implemented by the PIU in December 2022. Consequently, the overall total number of buildings which were identified and assessed for eligibility amounted to 169 by the time of preparation of the current ESMP report. Out of the latter, 103 were shortlisted in four categories, namely eligible, inhabited, vacant before the blast or under further investigation. Besides technical considerations related to already initiated or completed rehabilitation works or the commercial nature of the buildings, shortlisting was also based on consultations with the local communities to validate the willingness of building owners to benefit from the project or understand whether rehabilitation works are already secured through other funding sources.

6.1.1.4 Inclusion of Marginalized Groups

As part of the stakeholder mapping that was conducted during the preparation of the SEP, potential marginalized individuals/groups were identified, as well as preferred means of communication. The exercise was updated during the preparation of the ESMP. The updated stakeholders' map is provided in section 6.1.2; vulnerable stakeholders include hospitals, schools, religious institutions, proximal commercial activities who may be affected by the upcoming reconstruction / rehabilitation works, in addition to old tenants and elderly, women, disabled and people with chronic illnesses living in the targeted buildings. Communication with the most marginalized groups of stakeholders started and will continue to take place through the Mukhtars, UN-Habitat and Al-Makassed. As such, UN-Habitat and Al-Makassed are regularly conducting household visits to identify the emerging needs of these vulnerable groups and to share with them the project's relevant updates. UN-Habitat has specifically invited organizations and communities representing the most marginalized to attend stakeholder meetings, such as organizations representing persons with disabilities, refugees, migrant workers and LGBTQI+ communities.

A SEL survey was also conducted with the potential beneficiaries of the eligible buildings to identify the most vulnerable households and identify their needs. The SEL survey included among other questions which are useful for the assessment of socio-economic vulnerability such as the age/gender of the head

of household, number of members in the household, household income and tenant/occupant tenure information.

UN-Habitat will ensure that the needs and concerns of the most marginalized stakeholders are always addressed. One of the most significant concerns is to be able to guarantee that the tenants will be able to return to their home after the rehabilitation process at the same rent value. More specifically, a legal consent form is being prepared with the owners and will protect the rights of tenants to return to their homes.

6.1.2 Results

The updated stakeholders' map is provided in Figure 9 whereas a summary of the main outcomes from the engagement and consultation meetings directly relevant to the current ESMP and the list of stakeholders involved in each class of meeting is outlined in Table 6. Findings from the SEL survey regarding the building batch 1 are provided in Figure 10 and Table 7. The attendance sheets of the public engagement / consultation meetings are provided in Annex 11.

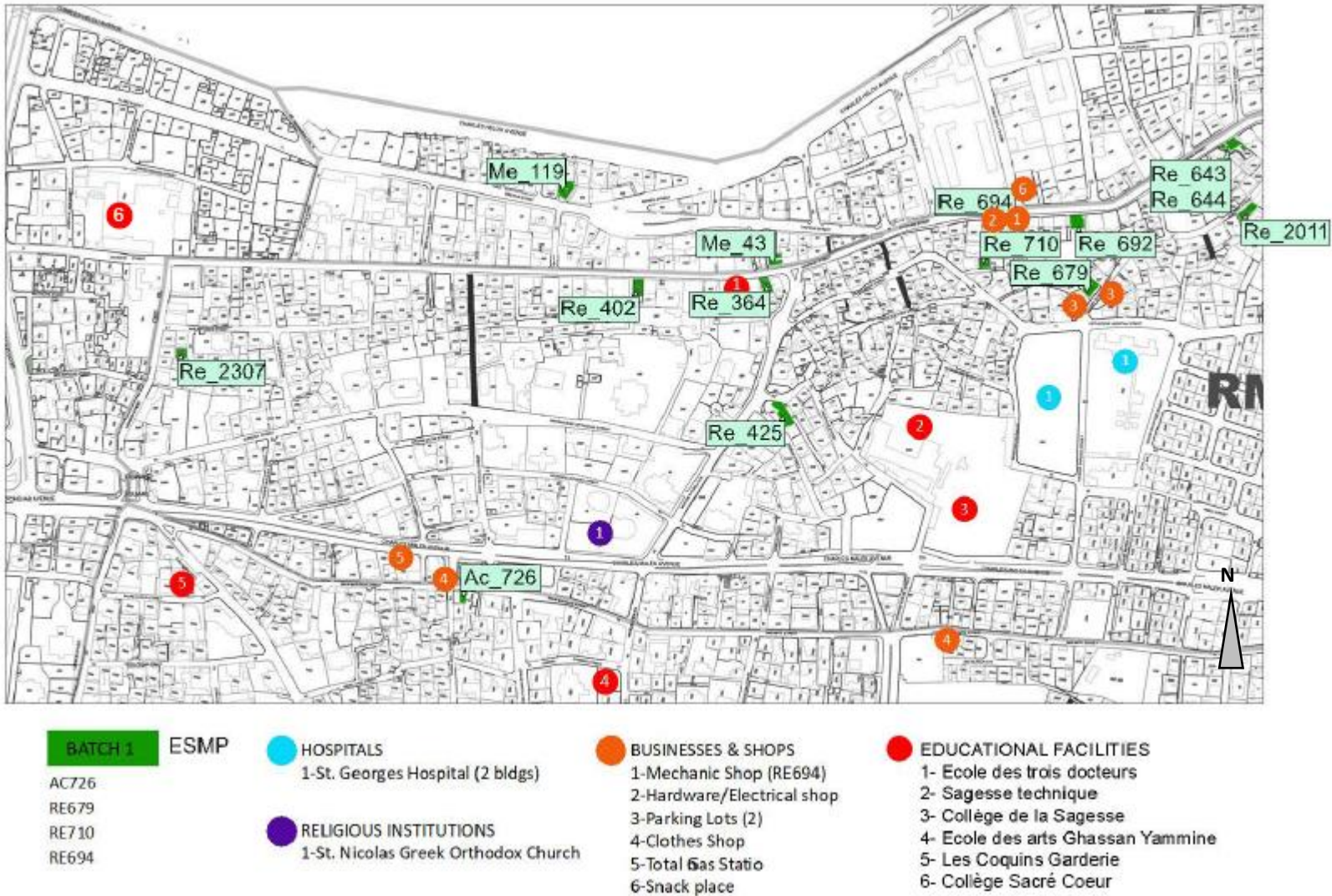


Figure 910: Stakeholder mapping for building Batch 1

Table 6: Main findings of the consultation and engagement process with key stakeholders

Consultation method	Findings / results	Stakeholders involved
Stakeholders' meetings		
Public meeting 1 conducted on 16/06/2022	Questions were mostly related to the selection criteria and legal aspects. After the meeting, some participants shared positive feedback regarding the meeting and project.	Governor of Beirut Mayor of Beirut Order of Engineers and architects in Beirut
Public meeting 2 conducted on 12/10/2022	Feedback from the attendees mainly revolved around the selection criteria (exclusion of some buildings having heritage value, cost, etc.).	Public Corporation for Housing Owners of buildings affected by the explosion Tenants of buildings affected by the explosion Local committees Academia
TAC meetings		
TAC meeting 5 conducted on 13/09/2022	The legal firm attended the meeting and legal updates and challenges were shared; several issues were identified following the preliminary assessment done by the legal firm. The communication plan and outreach were also discussed. The OEA also mentioned that several complaints were received on the slow pace of the process (this was also reported by two complainants through the GM).	Governor of Beirut Mayor of Beirut Order of Engineers and architects in Beirut Public Corporation for Housing Forward Emergency room Directorate General of Antiquities Beirut Municipality Engineering department
TAC meeting 7 conducted on 12/12/2022	The discussions during this meeting mainly focused on the preliminary results of the socio-economic and legal survey, and the progress of work at the level of targeted buildings (Batch 1). Also, the participants discussed the permitting process (noting that the MoB confirmed in a previous meeting that the rehabilitation process will be exempted from the municipal permit requirement to speed up the process) and the potential infrastructure work that this project can cover.	Civil society organizations (CSOs) representatives Legalis representatives Makassed representatives LDRS representatives World Bank representatives UNESCO representatives UN-Habitat representatives
In-person meetings		
In-person meetings conducted by Al-Makassed with	Completion of owners and tenants' files and increased engagement of stakeholders who started to call	Owners of the buildings and/or their legal representatives

landlords/tenants and/or their legal representatives (Conducted on: 29/09/2022; 07/10/2022; 11/10/2022 for Ac_726; 23/09/2022; 07/10/2022; 11/10/2022; 15/12/2022 for Re_679; 28/09/2022; 07/10/2022; 10/10/2022; 24/10/2022; 27/10/2022; 31/10/2022 for Re_694; and 30/09/2022; 07/10/2022 for Re_710)	afterwards regularly asking for updates. Information regarding the GM was also shared during the meeting.	
Shops' survey		
Socio-economic survey at six shops within study area.	All investors/occupants mentioned that they are and anticipate continuing to be affected positively by the rehabilitation works taking place in the surrounding area. Three of them expressed concern about the safety of customers and the need to have protective structures. Feedback was obtained regarding their peak business hours. Moreover, the investors/occupants expressed that they were negatively affected by the explosion, whereby their shops kept closed for a while until starting the rehabilitation which also took time causing more financial losses.	Owners/occupants/investors of the commercial units
Unstructured interviews with surrounding communities		
Plot Re_694	Main concerns are related to exposure to dust, noise, safety of the pedestrians and potential customers, and buildings' structural integrity during reconstruction. It was explained to the interviewees that mitigation measures related to the latter	Residents of the surrounding buildings Investors/occupants of surrounding shops

	<p>concerns will be developed as part of the ESMP and implemented. The investor/occupant of the hardware store and his son were interviewed and had concerns regarding the continuity of their business during reconstruction. It was explained to them that their shop will not need to be closed.</p>	
Plot Re_679	<p>Main concerns are related to traffic, noise and dust that will result from the reconstruction activities. It was explained to the interviewees that mitigation measures related to the latter concerns will be developed as part of the ESMP and implemented.</p>	
Plot Ac_726	<p>Main concerns are related to traffic, pedestrians' safety and noise and dust. One interviewee also mentioned that he was worried for the pedestrians / cars as paint works during previous similar works had splashed on the cars. It was explained to the interviewees that mitigation measures related to the latter concerns will be developed as part of the ESMP and implemented.</p>	
Plot Re_710	<p>The main concerns are related to traffic, pedestrian safety and noise and dust. The interviewees also shared their concerns regarding the road that might be blocked because of the reconstruction equipment and vehicles, especially that it leads to a hospital. It was explained to the interviewees that mitigation measures related to the latter concerns will be developed as part of the ESMP, and that any road blockage will be temporary and that there are alternative access roads which can be used. Also, information regarding the GM was shared.</p>	

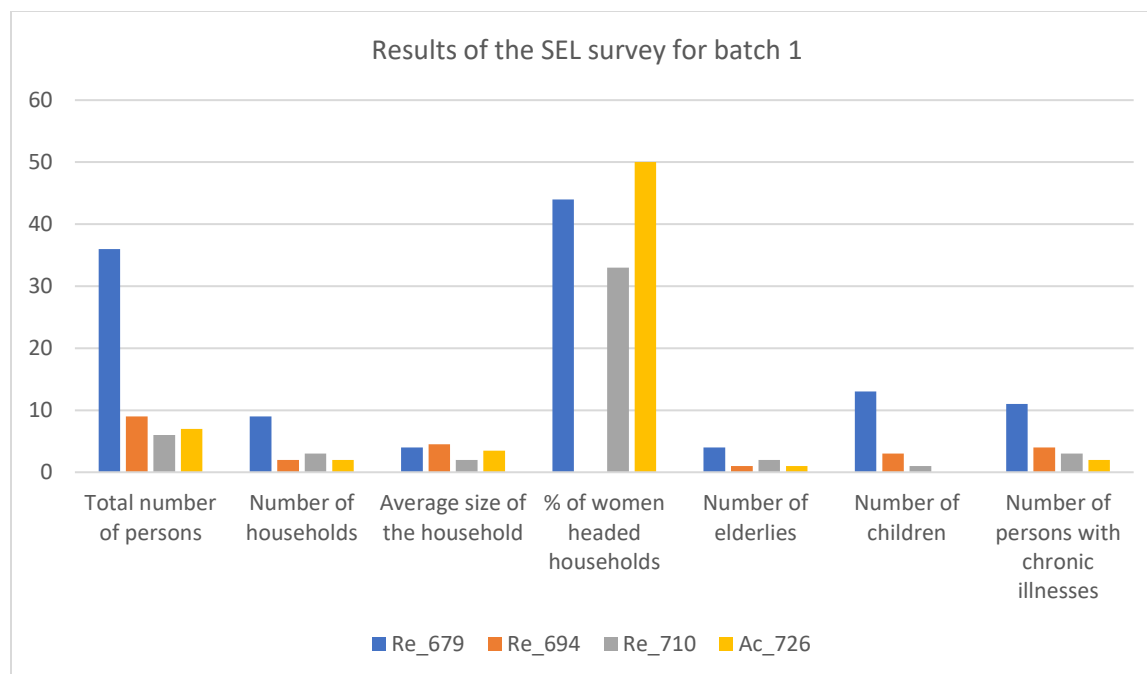


Figure 1011: Findings from SEL survey for building Batch 1

Table 7: Scoring of vulnerability for building batch 1 ²⁰

Building #	Score per building	Weighted score per buildings	Passing weighted score	Outcome
ke_679	49	73	48	Eligible
ke_710	48	72		Eligible
ke_694	48	72		Eligible
ac_726	40	60		Eligible

6.2 Grievance Mechanisms

6.2.1 Mechanisms

UN-Habitat has established grievance mechanisms for different streams of complaints as per the ESCP. The GM includes a complaints mechanism for stakeholders in general, receiving complaints related to environmental and social safeguards, a GM for victims and survivor of sexual exploitation and abuse, and a GM for workers to complain about any issues related to Labor Management Procedures (LMP) that UN-Habitat developed to meet ESS2 requirements.

²⁰ Data collected for each household is uploaded into a database hosted and managed by UN-Habitat. This database automatically generates a score for each question as per initially set scoring. The final analysis is based on the following five parameters:

- (1) household demographics and social background: This includes details about the targeted household including number of members, age, gender, illnesses, etc.
- (2&3) income sources and household expenditures: This section focuses on current sources and income generated by all household' members, in addition to their monthly expenditures.
- (4) household losses from Beirut Port explosion: This is considered the main section of the survey as it looks into all losses incurred by the explosion. This includes losses at the level of human beings, housing, personal assets (furniture, cars(s), other assets), and jobs or businesses.
- (5) housing tenancy related issues: this section shows how concerned households perceive their housing legal status and current challenges and constraints. It also confirms whether the household has an old or new rental contract.

The average score for the whole building is calculated according to the following pre-set weighting system per parameter, whereby the largest weight was given to the losses caused by the explosion. This explains why the four buildings in this batch passed the required score.

Scoring table (P = parameter)	Weight (%)	Minimum weighted score	Passing weighted score	Maximum weighted score
P1	42%	10	22	34
P2 + P3 + P4	55%	9	24.5	40
P5	3%	0	1.5	3
Total	100%	19	48	77

6.2.2 Process description

A GM has been developed and is operationalized, in line with the requirements of ESS10. The GM provides opportunities for stakeholders to submit complaints related to any of the environmental and social safeguards related to the project as set out in the ESF. Stakeholders can submit grievances to the GM email²¹, WhatsApp²² and the website²³ 24/7. All submissions will provide an automatic reply with information that the grievance has been received, and when a response to the grievance can be expected. The GM phone is operated by the GM team members during office hours. Outside office hours complainants can record a voice message or send a WhatsApp message. In person grievances can be submitted at the Al Makassed office during business working hours (Monday-Friday, 8-4).

In addition, all project workers will have access to a complaints mechanism for any complaints related to the LMP, which is applicable to all Project workers hired by UN-Habitat or UNESCO whether full-time, part-time, temporary, or daily workers. The grievance mechanism will be provided for all direct workers and contracted workers (and, where relevant, their organizations) to raise workplace concerns. Workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against any reprisal for its use. Measures will be put in place to make the grievance mechanism easily accessible to all such project workers. The grievance mechanism will be proportionate to the nature and scale and the potential risks and impacts of the project. It will be designed to address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned in a language they understand, without any retribution, and will operate in an independent and objective manner. The grievance mechanism may utilize existing grievance mechanisms, providing that they are properly designed and implemented, address concerns promptly, and are readily accessible to such project workers. Existing grievance mechanisms may be supplemented as needed with project-specific arrangements.

Grievances submitted related to allegations of sexual exploitation and abuse (SEA) and sexual harassment (SH) will be treated as urgent complaints. For all complaints related to SEA/SH, UN-Habitat has established closed partnerships with the Prevention of Sexual Exploitation and Abuse (PSEA) Network and the Gender Based Violence (GBV) working group in Lebanon. UN-Habitat will partner with local GBV service providers to ensure that victims and survivors can have immediate access to services after a complaint. UN-Habitat is committed to provide a survivor centered approach and to make sure that victims and survivors get the support needed by experts by referring them to service providers offering this support, and that all actions are undertaken on the wishes of the survivor. Grievances can be submitted anonymously using the channels mentioned below:

- **Project webpage:** the [webpage](#) is currently functioning, and the GM complaint form can be accessed [here](#), both in Arabic and English. Complaint forms exist and can be submitted in Arabic or English. When the complaint form is submitted on the site, a message appears with the confirmation of receipt of the feedback/complaint and that a response will be shared with the complainant within ten days

²¹ GM email address: unhabitat-lb-gm@un.org

²² GM phone number: +961 81 582376

²³ BERYT project webpage: <https://unhabitat.org/project/beirut-housing-rehabilitation-and-cultural-and-creative-industries-recovery>

of receipt. Urgent and/or sensitive cases require a response within 48 hours. The website is monitored daily by the above-mentioned GM team.

- **E-mail:** The created email address: unhabitat-lb-gm@un.org is being monitored daily by the GM team. Once an e-mail is received to the GM account, an automatic reply will be sent confirming the receipt of the feedback/complaint and that a response will be shared with the complainant within ten days of receipt. Urgent and/or sensitive cases require a response within 48 hours.
- **WhatsApp:** The WhatsApp account (+961 815 823 76). Once a message is recorded (voice or text) an automatic reply is sent confirming the receipt of the feedback/complaint and by when the GM team is expected to provide feedback. Only the GM team will have access to the device, and all grievances are logged and registered and regularly reported to the World Bank.
- **Complaint boxes:** The boxes were procured and ready to be installed at the building sites. One box will also be installed at the Al Makassed office which is situated in the same area (200 meters away from Rmeil 694).
- **In-person GM:** The project implementing partners, Al-Makassed, and to a certain degree the design consultant LDRS might receive in-person complaints. All complaints will be registered and logged by Al-Makassed and LDRS, and cases will be referred to the GM team daily. Al-Makassed has been trained in how the GM works, and sensitized to environmental and social issues, gender-based violence, SEA and SH.
- **Dissemination of information and awareness of GM:** The GM information flyers have been finalized and will also be accessible via QR codes and social media and placed in physical locations at the project work sites.

The GM includes several channels that are appropriate to the different groups of stakeholders, including the marginalized groups.

When a grievance is received, all relevant information will be filled in the project log by the GM team. For complaints related to SEA, the following information only will be requested: nature of the complaint, information about whether the perpetrator was associated with the project, age and sex of the perpetrator and if possible, information on whether the survivor was referred to the appropriate services. All grievances related to SEA or other sensitive issues will be reported to the WB within 48 hours of receiving such grievances. All information is kept confidential by the GM team.

The GM team will investigate the grievance. The team will verify the validity of the information and give the complainant an initial confirmation within three days of receipt of the complaint. If needed, the GM team may request further information from the complainant.

The GM shall then notify the complainant of the decision/ solution/ action immediately either in writing, verbally or electronically. For SEA/SH related complaints, the GM team will immediately assist the victim or survivor by referring them to GBV service providers (within 48 hours). For straightforward/not applicable grievances related to environmental and social complaints, the GM team will provide a response within a maximum of 10 days, and for grievances that require further assessment, the GM team will engage with the complainant to collect further information and will provide, within 30 days, actions

proposed to resolve the complaint. The response should include a summary of the issues raised and the reason for the decision taken.

The GM flowchart and associated online form are respectively provided in Annexes 12 and 13.

7 Annexes

[Annex 1: Project's execution schedule](#)

[Annex 2: Standard Operating Procedures for asbestos handling and management](#)

[Annex 3: Pictures of overhead canopy and safety nets](#)

[Annex 4: Example of decorative scaffolding](#)

[Annex 5: Example of scaffold protection foam](#)

[Annex 6: Example of debris chutes](#)

[Annex 7: Practice note regarding SEA / SH](#)

[Annex 8: Socio-economic and legal \(SEL\) survey](#)

[Annex 9: Survey with business owners](#)

[Annex 10: Survey used in unstructured interviews](#)

[Annex 11: Attendance sheets of public engagement and consultation meetings](#)

[Annex 12: GM flowchart](#)

[Annex 13: GM online form](#)

7.1 Annex 1: Project's execution schedule

7.2 Annex 2: Standard Operating Procedures for asbestos handling and management

ASBESTOS HEALTH AND SAFETY REQUIREMENTS

A. KEY POINTS FOR THE SAFE HANDLING OF ASBESTOS

SAFE HANDLING OF ASBESTOS



1. PROVIDE PROTECTIVE EQUIPMENT AND TRAINING

- As a minimum, provide workers with gloves, goggles, disposable clothing or replacement clothing, adequate footwear and disposable masks (see Appendix C for specifications).
- Dispose of contaminated clothing and protective equipment in the same way as other asbestos-containing materials (ACMs).
- Provide washing facilities for workers and training to all involved if possible, or work supervisors as a minimum



2. IF POSSIBLE, DO NOT DISTURB IT, BREAK IT OR CUT IT

This can release asbestos dust which contains hazardous fibres



3. DO NOT BURN IT

Never burn suspected ACMs as this releases dangerous fibres into the air



4. WET IT

- If it is necessary to move, saw or break up the materials, keep them thoroughly wet to reduce the amount of airborne fibres
- Work only in well-ventilated areas
- Take particular care with friable materials
- Clean any contaminated surfaces by wetting the area or using damp cloths. Never dust or sweep as this propels fibres into the air



5. COVER IT

- When disposing of it, keep piles of ACMs covered with plastic sheets until they can be disposed of
- Always wet the materials before moving



6. WRAP IT UP

- Store asbestos-containing waste in sealable containers until it can be disposed of safely
- Use metal or plastic drums or strong polyethylene bags
- If using bags put one bag inside another and seal with strong tape
- Label the containers in the local language(s) and include a hazard warning before disposal

ASBESTOS HEALTH AND SAFETY REQUIREMENTS

B. DEDICATED ASBESTOS DISPOSAL SITE SELECTION AND DEVELOPMENT

ASBESTOS SITE SELECTION AND DEVELOPMENT



1. Site

In collaboration with the local government, locate a site where adequate cover material is available, access is good and controllable and where the waste cannot be exposed by water or wind erosion, slope failure, further disasters or re-excavation



2. VEHICLES

Clearly label vehicles transporting asbestos waste and ensure they are operated by trained personnel



3. EMISSION PROTECTION

During and after the disposal of asbestos waste, make sure no visible emissions occur and cover waste with at least 15cm of compacted non-asbestos-containing material within 24 hours of disposal



4. BARRIERS

If no natural barriers exist around the site to deter access, install fencing, trenches or other barriers to prevent unauthorised access to the designated area



5. WARNING SIGNS

Post warning signs at the entrance of the site and around the perimeter



6. CLOSURE

Final closure of an area containing asbestos waste requires at least an additional 75cm of compacted non-asbestos material to provide a 1m final cover. This must be done within 90 days of the last deposition

ASBESTOS HEALTH AND SAFETY REQUIREMENTS

MINIMUM STANDARDS

for working with debris waste in Beirut

C. PPE REQUIREMENTS WHEN COMING INTO CONTACT WITH ASBESTOS CONTAINING MATERIALS

Personal protective clothing and equipment is an essential line of defence for minimising the risks presented by contact with asbestos when elimination and isolation of the hazard is not practicable. It is essential that workers receive prior training on the use of personal protective equipment.

WHAT IS PERSONAL PROTECTIVE EQUIPMENT (PPE)?

PPE is clothing or equipment which provides protection to the user from a potential hazard.

WHAT PPE MUST BE WORN WHEN ASBESTOS IS OR MAY BE PRESENT?

If asbestos or asbestos containing materials are present, or there is a possibility of presence, the following should be worn:

- **Respiratory Protective Equipment (RPE)** should be used by those designated to handle asbestos whenever practicable – to avoid inhaling asbestos fibres
- **Overalls** disposable, to avoid the risk of carrying asbestos fibres away from the worksite on clothing
- **Footwear** – appropriate for the work being undertaken (see next page for details).

WHAT PPE IS REQUIRED

Although controls must be in place to prevent or reduce exposure to asbestos fibres when working with ACMs (see Appendix A), when exposure cannot be avoided the last line of defence against dangerous exposure is the use of appropriate PPE. The following details the levels of PPE recommended for work with asbestos materials, from that which provides the best protection to the minimum standard required.



Figure 1: Full face covering

Respiratory Protective Equipment

For long periods of continuous use in demolition related works, effort must be made to use the highest level of mask available and practical in the circumstances. Figure 1 shows the type of mask, covering the whole face, which should be used by those working significant amounts of time with or in close proximity to ACMs. Full face masks should conform to BS EN 136 standard with P3 filter and should be used by licensed operators.



Figure 2: Reusable face covering

If a full-face mask is not available to those needing to clear debris containing or potentially containing ACM, then a face mask covering nose and mouth should be used. Figure 2 shows a reusable mask (applicable standard EN140 with P3 filter), covering nose and mouth, which would be suitable for those working for regular periods in debris clearance.



Figure 3: Basic disposable face covering

Figure 3 shows the minimum standard face mask that must be used by anyone working with or near ACMs if higher level masks are not available. This equipment should be suitable for most short-duration non-licensed work, especially for open-air debris removal and disposal activities.

The mask used should be of FFP3 or FMP3 standard and should be used at all times when in close proximity to ACMs. When using FFP3 (applicable standard BS EN 1827) or FMP3 (applicable standard BS EN 149) masks, these should be properly disposed of at the end of each day and a new mask worn the following working day.



Figure 4: Safety goggles

Safety Goggles

Should one of the masks shown in Figure 3 or Figure 6 be used, then it is recommended that safety goggles are used, meeting BS EN 166 standard) as shown in Figure 4.



Figure 5: Wellington boots

Footwear

Appropriate footwear is an important part of the PPE required when working with asbestos contaminated debris. It is recommended that Wellington Boots designed specifically for this purpose be worn by everyone involved in this work. Wellingtons should be EN ISO 20345:2011 compliant, to provide solid sole protection from penetration and steel toecaps. An example of this footwear is shown in Figure 5.

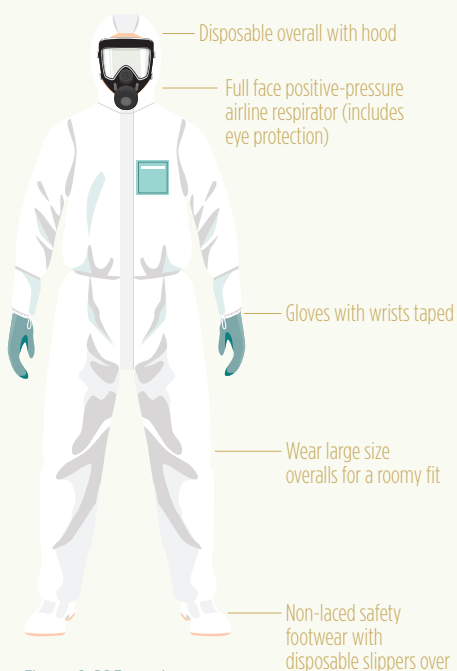


Figure 6: PPE requirements when working with asbestos

Full RPE for High Risk Work

Figure 6 shows the necessary full PPE required when working to clear ACMs. This is the level of PPE necessary for trained people spending significant amounts of time working to separate and dispose of ACMs who will therefore have a high level of exposure to asbestos over a sustained period. Disposable overalls should be Type 5/6 (relevant standard BS EN ISO 13982+A1). Gloves should be Type 5/6 single use and be appropriately disposed of at the end of each day. Footwear should be solid sole, ankle high wherever possible. Wellington boots (see Figure 5) or non-laced pull-on footwear is preferable as these are easier to clean. Disposable overshoes should be used if non-laced footwear is not available. Disposable overalls, gloves and overshoes should be treated as hazardous and disposed of with other asbestos waste.

ASBESTOS HEALTH AND SAFETY REQUIREMENTS

D. PERSONAL DECONTAMINATION

It is important that everyone working with or near asbestos materials ensures they are fully decontaminated before leaving the workplace. This will help alleviate the possibility of taking asbestos fibres home on clothing and exposing family and friends.

The following procedure should be followed by each person working at on debris clearance involving asbestos materials.

PROCEDURE



Damp Rag



Asbestos Waste Bag

- Clean boots with damp rags
- Use damp rags in a gentle 'patting' action on overalls (rubbing can disturb fibres)
- Where there are two workers, they can help to clean each other
- Peel off disposable overalls. They should be inside-out when they have been removed. Put the overalls in a suitable asbestos waste bag (UN-approved Class 9 plastic bag)
- Remove RPE last. If using disposable face covering, place these in the asbestos waste bag. For non-disposable RPE, clean after use and store in safe place away from contamination
- Tape the waste bag securely closed and dispose of with hazardous waste

7.3 Annex 3: Pictures showing good practice overhead canopy and safety nets



Sidewalk overhead protection, available from: <https://superiorscaffold.com/services/sidewalk-overhead-protection-sidewalk-shed-canopy/>, Accessed on 10/01/23



Overhead protection, accessible from: <https://superiorscaffold.com/customizing-your-overhead-protection-the-ritz-carlton-philadelphia-pa/>, accessed on 10/01/23



Outrigger scaffolding system, accessible from Google images, accessed on 10/01/23



Overhead canopy with safety nets, accessible from Google Image, accessed on 10/11/23



Safety nets, accessible from: safesmartaccess.com.au/safety-net-fans, accessed on 10/01/23



Safety nets, accessible from: tss-me.com/blog-posts/all-about-construction-safety-nets/, accessed on 10/01/23



Scaffold net, accessible from Google image, accessed on 10/11/23

7.4 Annex 4: Example of decorative scaffolding



Decorative scaffolding, accessible from: <https://alamy.com/stock-photo-decorative-scaffolding-screens-construction-site-hoarding>, accessed on 10/01/23

7.5 Annex 5: Example of scaffold protection foam



Scaffolding protection foam, accessible from: <https://trumark.com.au/product/grey-foam-handrail-protector>, accessed on 11/01/23

7.6 Annex 6: Example of debris chutes



Debris chutes, accessible from: superiorscaffold.com/products/debris-chutes/ accessed on 10/01/23

7.7 Annex 7: Practice note regarding SEA / SH

Good
Practice
Note

Environmental & Social
Framework for IPF
Operations

**Addressing Sexual
Exploitation and Abuse
and Sexual Harassment
(SEA/SH) in
Investment Project
Financing involving
Major Civil Works**

Third Edition



Good Practice Notes (GPNs) are produced to help World Bank staff in providing implementation support to Borrowers in meeting the requirements of the Environmental and Social Framework (ESF). They are written in a style and format that is intended for all staff and development partners to use. GPNs are advisory in nature and are not World Bank policy nor are they mandatory. They will be updated according to emerging good practice.

Third Edition

Published October 2022

The first edition of this Good Practice Note (GPN), titled “Good Practice Note on Addressing Gender Based Violence in Investment Project Financing involving Major Civil Works,” was published September 28, 2018. It was prepared by a team from the then Transport Global Practice and the Gender Group, comprised of Christopher R. Bennett, Diana J. Arango, Nora Weisskopf and Keelye Hanmer under the guidance of Franz Drees-Gross, Caren Grown and Maninder Gill. Key inputs and support were provided by Verena Phipps-Ebeler, Michael Mahrt, Subha Latchmi Ram, Qays Hamad, Nathalie Munzberg, Tesfaalem Gebreiyesus, Deviyani Dixit and the GTDDR Task Force for GBV members, including Karla Gonzalez Carvajal, Julie Babinard, Karla Dominguez Gonzalez, and Nato Kurshitashvili.

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Second Edition

The second version was updated to incorporate: definitions of sexual exploitation and abuse and sexual harassment (SEA/SH) and their operationalization in Bank-financed projects; updated language changing Gender Based Violence (GBV) to SEA/SH where relevant; and additional information on third-party monitoring of SEA/SH.

The second edition was prepared by a team including Caren Grown, Diana Arango, Victor Mosoti, Maninder Gill, Charles Di Leva, and Enzo De Laurentiis. Support was provided by Ian White and editing by Katherin George Golitzen.

Third Edition

The present edition has been updated to clarify specific aspects related to sexual exploitation and abuse of children and to align with the Good Practice Note on Addressing SEA/SH in Human Development Operations, issued in September 2022.

The third edition was prepared by a team including Caren Grown, Maninder Gill, Charles Di Leva, Michael Mahrt, Celine Calve, Bethany Kriss, Diana J. Arango, Verena Phipps, Niyati Shah, Daniela Greco. Key inputs and support were provided by Colin Scott and Maree Newson.

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Abbreviations

BIA	Best interests assessment
BID	Best interests determination
CoC	Code of Conduct
E&S	Environmental and Social
ESA	Environmental and Social Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESHS	Environmental, Social, Health and Safety
ESIRT	Environment and Social Incident Response Toolkit
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GBV	Gender-based Violence
GCLS	Grievance Complaint Logging System
GPN	Good Practice Note
GM	Grievance Mechanism
HIV/AIDS	Human Immunodeficiency Virus/Acquired Immune Deficiency Syndrome
IA	Implementing Agency
ICB	International Competitive Bidding
IPF	Investment Project Financing
ISR	Implementation Status Report
IVA	Independent Verification Agent
M&E	Monitoring and Evaluation
NCB	National Competitive Bidding
NGO	Nongovernmental Organization
PCN	Project Concept Note
PMU	Project Management Unit (also often referred to as a Project Implementation Unit, or PIU)
QER	Quality Enhancement Review
SBD	Standard Bidding Document
SEA	Sexual Exploitation and Abuse
SH	Sexual Harassment

SEP	Stakeholder Engagement Plan
SPD	Standard Procurement Document
TOR	Terms of Reference
TPM	Third-Party Monitoring organization for SEA
UN	United Nations
UNICEF	United Nations International Children’s Fund
VAC	Violence Against Children
VAW/VAWG	Violence Against Women/Violence Against Women and Girls
WHO	World Health Organization

Glossary

Best Interest of the Child

Children have the right to have their best interests assessed and taken into consideration in all actions that concern them, both in the public and private spheres. The best interest of the child is determined by a variety of individual circumstances, such as the age, gender, level of maturity and experiences of the child. Other factors also determine well-being, such as the presence or absence of parents, the quality of the relationships between the child and their family or caregivers, the physical and psychosocial situation of the child and their protection situation (security, protection risks, etc.). Children should be active participants in defining their best interests. All of these circumstances and elements should be considered and balanced against each other by any decision-maker having to determine a child's best interest¹.

Best Interest Assessment (BIA)

Best Interest Assessment refers to an assessment of children's best interests conducted by organizations with required expertise and requires the participation of the child. An assessment of children's best interest is also required within national systems and can have legal implications.

Best Interest Determination (BID)

Best Interest Determination is used to describe the formal UNHCR process, which has strict procedural safeguards designed to determine the child's best interests when taking particularly important decisions affecting the child in contexts of displacement.² It should facilitate adequate child participation without discrimination, involve decision-makers with relevant areas of expertise and balance all relevant factors to assess and determine the best option.

Child

Article 1 of the UN "Convention on the Rights of the Child" defines children as those under the age of 18. The UN Secretary General's Bulletin on Special Measures for protection from sexual exploitation and abuse, October 9, 2003 ST/SGB/2003/13 also defines children as anyone under the age of 18 and explicitly prohibits sexual activity with a child regardless of the age of majority or age of consent locally (para 3.2 b).

Child marriage

Child marriage refers to any formal marriage or informal union between a child under the age of 18 and an adult or another child (UNICEF).

¹ This definition is based on article 3 of the Convention on the Rights of the Child and is used by UNICEF and UNHCR and a wide range of actors working to protect children. See "Convention on the Rights of Child" and UNHCR 2021, Best Interest Procedures Guidelines: Assessing and Determining the best interest of the child.

² 2021 UNHCR, Best Interest Procedures Guidelines: Assessing and Determining the best interest of the child, Definitions and Explanations of key terms, Pages 9. and 10.

Engineer	<p>The Borrower’s representative who is responsible for supervising the works. The supervising Engineer is appointed by the Borrower, who specifies the tasks they want the supervising Engineer to carry out (frequently set out in a Terms of Reference (TOR)). Responsibilities may include: monitoring the site, contractor(s) and personnel to make sure the agreed contract is followed; measuring contractor’s achievement against key performance indicators; making decisions on behalf of the Borrower in areas delegated for day-to-day control and; supervising environmental and social issues. Depending on the needs of the project and the supervising Engineer’s TOR, the team supporting the supervising Engineer may need to include individuals with specific skills, for example E&S specialists and GBV specialists.</p> <p>Supervising Engineer is the term used in the context of large civil works, which is the focus of this GPN. Different terms may be used to describe the role conducted by the supervising Engineer, including “supervising consultant”. Note that under the FIDIC contract, which is commonly used for large civil works in projects supported by the World Bank, the supervising Engineer is referred to simply as the “Engineer”.</p>
Gender-based violence (GBV)	<p>Gender-based violence (GBV) is an umbrella term for any harmful act that is perpetrated against a person’s will and that is based on socially-ascribed (i.e., gender) differences between males and females. It includes acts that inflict physical, sexual or mental harm or suffering, threats of such acts, coercion, and other deprivations of liberty. These acts can occur in public or in private (2015 Inter-Agency Standing Committee Gender-based Violence Guidelines, pg. 5).</p>
Gender-based violence (GBV) service provider	<p>An organization offering specific services for GBV survivors, such as health services, psychosocial support, shelter, legal aid, safety/security services, etc.</p>
Human trafficking	<p>Trafficking in persons is defined as the recruitment, transportation, transfer, harboring or receipt of persons by means of the threat or use of force or other forms of coercion, abduction, fraud, deception, abuse of power, or of a position of vulnerability, or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purposes of exploitation. Women and children are particularly vulnerable to trafficking practices (Environmental and Social Standard (ESS) 2, footnote 15).</p>
SEA/SH Prevention and Response Action Plan	<p>Document which outlines how the project will put in place the necessary protocols and mechanisms to address SEA/SH risks; and how to address any SEA/SH allegations that may arise. This is the new name for the GBV Action Plan, as used in the original (2018) version of this note.</p> <p>The SEA/SH Prevention and Response Action Plan should include an Accountability and Response Framework, which details how allegations of SEA/SH will be handled (investigation procedures) and disciplinary action for violation of the Code of Conduct (CoC) by workers.</p>

Sexual exploitation and abuse (SEA)

Sexual exploitation: any actual or attempted abuse of a position of vulnerability, differential power or trust for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another (UN Glossary on Sexual Exploitation and Abuse 2017, pg. 6).

Sexual abuse: actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions (UN Glossary on Sexual Exploitation and Abuse 2017, pg. 5).

Sexual harassment (SH)

Any form of unwanted verbal, non-verbal or physical conduct of a sexual nature with the purpose or effect of violating the dignity of a person, in particular when creating an intimidating, hostile, degrading, humiliating or offensive environment. This may include unwelcome sexual advances, requests for sexual favors, and may take place through online activity or mobile communications as well as in person.

Survivor-centered approach

The survivor-centered approach is based on a set of principles and skills³ designed to guide professionals—regardless of their role—in their engagement with survivors (predominantly women and girls but also men and boys, and transgender and nonbinary people) who have experienced sexual or other forms of violence. The survivor-centered approach aims to create a supportive environment in which the survivor’s interests are respected and prioritized, and in which the survivor is treated with dignity and respect. The approach helps to promote the survivor’s recovery and ability to identify and express needs and wishes, as well as to reinforce the survivor’s capacity to make decisions about possible interventions.

³ Please see the GBV Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action for guidance, “How to support a survivor of gender-based violence when there is no GBV actor in your area: User Guide” Annex II, including “Survivor-Centered Communication Skills” and “Survivor-Centered Attitudes”, available at: https://gbvguidelines.org/wp/wp-content/uploads/2018/03/GBV_UserGuide_021618.pdf

Violence against women (VAW)

Article 1 of the 1993 UN *Declaration on the Elimination of Violence against Women* defines violence against women as any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Article 2 of the Convention further states that violence against women shall be understood to encompass, but not be limited to, the following: (a) physical, sexual and psychological violence occurring in the family, including battering, sexual abuse of female children in the household, dowry-related violence, marital rape, female genital mutilation and other traditional practices harmful to women, non-spousal violence and violence related to exploitation; (b) physical, sexual and psychological violence occurring within the general community, including rape, sexual abuse, sexual harassment and intimidation at work, in educational institutions and elsewhere, trafficking in women and forced sex work; (c) physical, sexual and psychological violence perpetrated or condoned by the State, wherever it occurs. The term **violence against women and girls** is also used.

1. Introduction

1. No country, community, or economy can achieve its potential or meet the development challenges of the 21st century without the full and equal participation of women and men, girls and boys. The World Bank is therefore committed to closing gaps between males and females globally for lasting impact in tackling poverty and driving sustainable economic growth that benefits all (World Bank, 2018).⁴
2. Worldwide, 30 percent of women have experienced either non-partner sexual violence or physical and/or sexual intimate partner violence (IPV) (WHO 2021), both manifestations of Gender-Based Violence (GBV).⁵ Every community in which the World Bank has operations includes women and children who have experienced or will experience GBV. Out of 189 economies surveyed by the Women Business and the Law report of 2018, 69 percent were found to have legislation addressing sexual harassment in employment.
3. This Good Practice Note (GPN) focuses on specific forms of GBV that may arise in relation to major civil works⁶ projects supported by the World Bank through Investment Project Financing (IPF): sexual exploitation and abuse (SEA) and sexual harassment (SH) (hereafter referred to as SEA/SH). There are a number of ways SEA/SH may occur in the context of Bank-financed projects, by a range of perpetrators. For example:
 - Projects with a large influx of workers may increase the demand for sex work—even increase the risk for trafficking of women for the purposes of sex work—or the risk of forced early marriage in a community where marriage to an employed man is seen as the best livelihood strategy for an adolescent girl. Furthermore, higher wages for workers in a community can lead to an increase in transactional sex. The risk of incidents of sexual activity between laborers and minors, even when it is not transactional, can also increase.
 - When land redistribution occurs—for example due to resettlement for civil works—women may be extremely vulnerable to SEA. This is particularly true in countries where the legal system precludes women from holding land titles.
 - Projects create changes in the communities in which they operate and can cause shifts in power dynamics between community members and within households. These power dynamics are a key driver of GBV and can be triggered by labor influx on a project when male workers are believed to be interacting with community women. Hence, abusive behavior can

⁴ The World Bank, *The World Bank in Gender*, available at: <http://www.worldbank.org/en/topic/gender>.

⁵ GBV also affects men and boys as well as sexual minorities or those with gender-non-conforming identities. GBV affects people throughout their lives, with profound, long-term impacts on survivors' health, agency, achievement and well-being.

⁶ Major civil works include construction, maintenance and/or upgrading of infrastructure (transport, energy, water & sanitation, irrigation and urban infrastructure, school or hospital construction, etc.) and related supervision oversight, as well as technical assistance activities related to such projects.

occur not only between project staff and those living in and around the project site, but also within the homes of those affected by the project.

- Job opportunities for women and girls can be limited due to a lack of appropriate transportation options. While Bank-financed projects create job opportunities for women within projects, traveling to and from work in some settings can force women and girls to use unsafe, poorly-lit commuter routes, or unsafe public transport which can expose them to harassment and abuse. The increased risk of experiencing violence may thwart their uptake of added economic opportunities.
4. The World Bank has developed GPN to assist Task Teams in identifying risks of SEA/SH – as opposed to all forms of GBV that can emerge in IPF involving major civil works contracts – and to advise Borrowers on how to best manage such risks. The GPN builds on World Bank experience, relevant international instruments, and good international industry practices, including those of other development partners. While World Bank Task Teams are the primary audience, the GPN also aims to contribute to a growing knowledge base on the subject.
 5. GPNs are prepared to support the implementation of the Environmental and Social Framework (ESF) in World Bank financed operations. **This GPN, however, is designed to apply not only to new projects under the ESF, but also to assist in addressing SEA/SH risks in projects that are currently under preparation and pre-date the ESF.**
 6. The ESF’s Environmental and Social Standards (ESSs) set out the requirements for Borrowers relating to the identification and assessment of environmental and social risks and impacts associated with projects supported by the World Bank. While the ESF itself does not explicitly mention SEA/SH, various ESSs are in alignment with the recommendations of this GPN for addressing SEA/SH, including:
 - ESS1: Assessment and Management of Environmental and Social Risks and Impacts;
 - ESS2: Labor and Working Conditions;
 - ESS4: Community Health and Safety; and
 - ESS10: Stakeholder Engagement and Information Disclosure.
 7. This GPN also forms part of the World Bank’s response to the 2017 recommendations of an independent Task Force⁷ of external experts (hereinafter called the “2017 GBV Task Force Report”), which provided guidance on how the World Bank could strengthen its systems to prevent and mitigate GBV, in particular SEA/SH, in the projects it finances.
 8. The GPN is guided by several key principles:

⁷ Gupta, Geeta Rao and Katherine Sierra. 2017. Working Together to Prevent Sexual Exploitation and Abuse: Recommendations for World Bank Investment Projects (English). Report of the Global Gender-based Violence Task Force. Washington, D.C. World Bank Group.

<http://documents.worldbank.org/curated/en/482251502095751999/Working-together-to-prevent-sexual-exploitation-and-abuse-recommendations-for-World-Bank-investment-projects>.

- 1) *Be survivor-centered*: Approach considerations related to SEA/SH mitigation and response through a survivor-centered lens,⁸ protecting the confidentiality of survivors; practicing non-discrimination, centering their safety, and treating them with agency, dignity and respect for their needs. For adults it means following the survivor’s wishes and recognizing the survivor as the principal decision maker in their own care. For children it means ensuring that the best interest of the child is always the primary consideration in all actions concerning a child. In relation to incidents of SEA/SH involving children, the child’s wishes and opinions on their situation should be considered in determining the best interests of the child.⁹
- 2) *Emphasize prevention*: Adopt risk-based approaches that aim to identify key risks of SEA/SH and to undertake measures to prevent or minimize harm.
- 3) *Build on existing local knowledge*: Engage community partners—local leaders, civil society organizations, gender and child advocates—as resources for knowledge on local-level risks, effective protective factors and mechanisms for support throughout the project cycle.
- 4) *Be evidenced-based*: Build on existing global research and knowledge on how to address GBV effectively.
- 5) *Be adaptable*: Adapt and adjust prevention and mitigation measures to respond to the unique drivers and context in any given setting, using the operational guidance presented in this GPN, which provides the foundation for an effective SEA/SH risk management approach.
- 6) *Minimize harm to survivors*:¹⁰ The project staff must be trained on how to preserve the confidentiality and safety of survivors while safety planning, and/or referring survivors to services. Survivors may suffer physical harm and other forms of violence if partners/perpetrators discover that they have been talking to others about their personal relationships. Because many violent partners/perpetrators control the actions of women with whom they are in a relationship, even the act of speaking to another person without their permission may trigger a woman’s abuse. As such, asking survivors or complainants about violence should be confidential, and should take place in complete privacy, with the exception of children under the age of two. Consent for any data collection, even as part of an incident case file, should be offered and if anonymity can be guaranteed, it should also be provided. Where mandatory reporting requirements apply, any complainant should be advised of this **before** they share information or disclose any incident of GBV.

⁸ See glossary of terms for the definition of a survivor-centered approach, best interests of the child, best interests assessment and best interests determination.

⁹ For specific guidance on children’s participation in decision-making by age group, see IRC and UNICEF, *Caring for Child Survivors of Sexual Abuse Guidelines*, Case Management for Child Survivors, p. 102, available at: <https://www.unicef.org/documents/caring-child-survivors-sexual-abuse>.

¹⁰ *Violence Against Women and Girls (VAWG) Resource Guide – Introduction*, available at: <https://www.worldbank.org/content/dam/Worldbank/document/Gender/VAWG%20Resource%20Guide%20Introduction%20July%202014.pdf>.

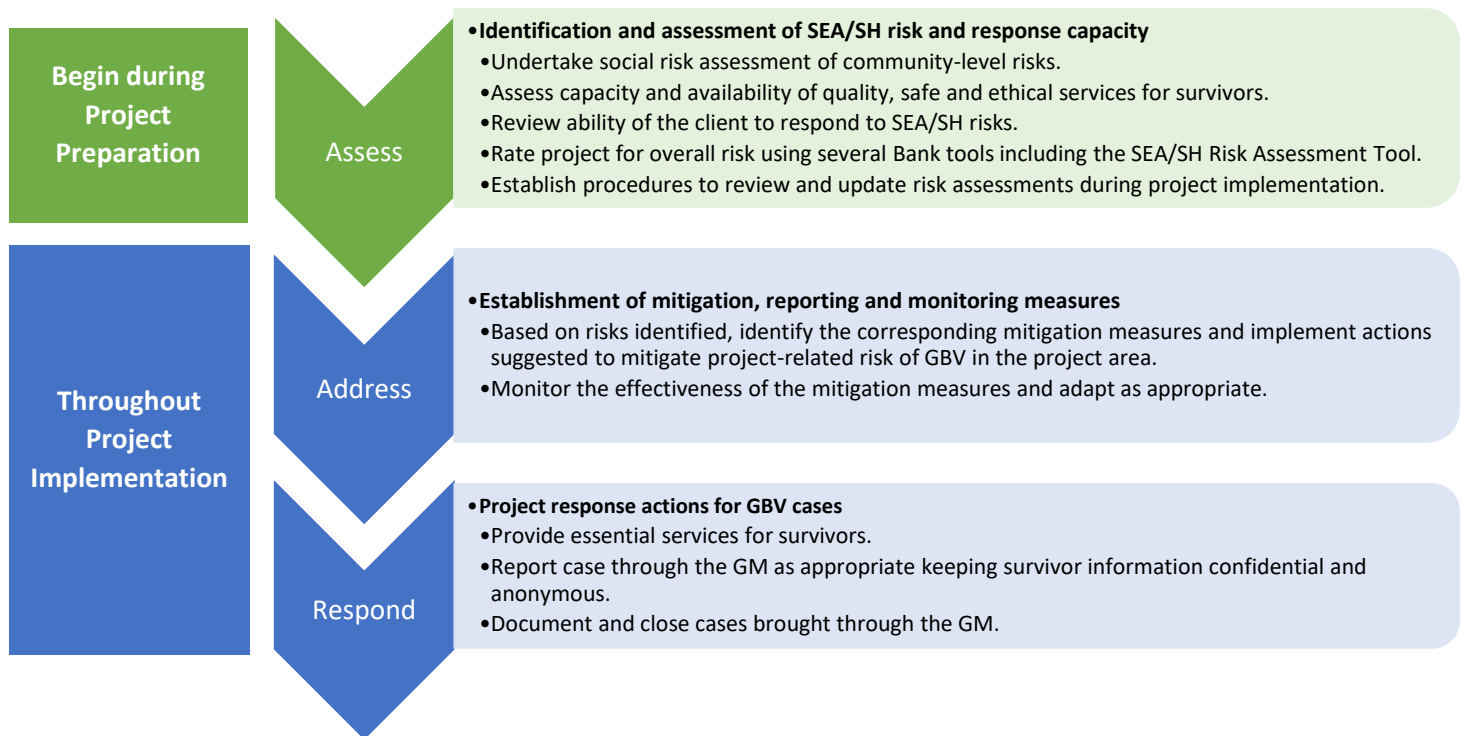
- 7) *Enable continuous monitoring and learning*: Ensure operations integrate mechanisms for regular monitoring and feedback to track effectiveness and to build internal knowledge of what works to prevent, mitigate and respond to SEA/SH.

Scope and Structure of this GPN

9. This GPN applies to IPF in any World Bank Global Practice that involves major civil works, defined here as civil works large enough to be carried out by a contractor, i.e., not small-scale projects such as community-driven development investments, which often involve self-construction by beneficiary communities. The recommendations here do not apply to Development Policy Financing and Program-for-Results operations. The GPN also does not focus on addressing GBV through specific infrastructure design-related interventions (e.g., appropriate lighting in public transit spaces, construction of schools with toilets that are lockable and physically located in opposite areas for girls and boys). Some examples of how to prevent and respond to GBV through project design and implementation can be found in the online resource: [Violence Against Women and Girls Resource Guide](#).
10. The GPN is structured around three key steps that cover project preparation and implementation (see **Figure 1**).
- First, identify and **assess** the risks of SEA/SH, including social and capacity assessments. Ideally, this is done during project preparation, with the understanding that SEA/SH risk assessment is a continuous process and should take place throughout the project life cycle as SEA/SH can occur at any moment.
 - Second, **address** the risks by identifying and implementing appropriate SEA/SH risk mitigation and monitoring measures.
 - Third, **respond and refer** any reported GBV allegations to GBV service providers, whether related to the project or not. Projects should include effective monitoring and evaluation (M&E) mechanisms, which meet the World Bank's requirements on SEA/SH and allow for reporting on allegations that are project-related and for monitoring case follow-up.
11. Resource materials to assist with implementing the GPN recommendations, such as Terms of References (TOR), and examples of Codes of Conduct (CoCs) and assessments, are available to Task Teams through their GBV Focal Point.¹¹

¹¹ Example documents are also available on the WBG Intranet GBV page:
<https://worldbankgroup.sharepoint.com/sites/WBGender/sitepages/publishingpages/information-about-sexual-exploitation-abuse-and-harassment-in-world-bank-operations-03172021-112450.aspx>

Figure 1: Assessing, Addressing and Responding to SEA/SH in IPF Involving Major Civil Works



2. GBV Considerations in Investment Project Financing involving Major Civil Works

12. This chapter describes the broader context of Gender-Based Violence (GBV), including GBV against children, and then highlights the specificities of SEA/SH. These are the forms of GBV that are the focus of project screening and mitigation measures in this note. The Bank strongly condemns all acts of GBV, and any allegation of GBV reported to a World Bank-financed IPF will be referred to available quality service providers.

GBV – An Umbrella Term

13. GBV is an umbrella term for any harmful act that is perpetrated against a person's will and that is based on socially-ascribed gender differences. GBV includes acts that inflict physical, mental, sexual harm or suffering; threats of such acts; and coercion and other deprivations of liberty, whether occurring in public or in private life. GBV disproportionately impacts women, girls and LGBTQI+ individuals across their lifespan and takes many forms, including sexual, physical, and psychological abuse. It occurs at home, on the streets, in schools, workplaces, farm fields, and refugee camps; during times of peace as well as in conflicts and crises.
14. The term GBV is most commonly used to refer to violence perpetrated by men against women girls and its prevalence is correlated with systemic inequality between males and females—which exists in every society in the world.¹² GBV acts as a unifying and foundational term for most forms of violence perpetrated against women and girls (VAWG).¹³ The term GBV stems from the 1993 United Nations (UN) Declaration on the Elimination of Violence against Women, which defines violence against women as “any act of gender-based violence that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women.” Women and girls, men, boys, and transgender or nonbinary people may all experience GBV. Discrimination on the basis of sex, sexual orientation, or gender identity is not only a cause of many forms of GBV, but also contributes to the widespread acceptance and invisibility of such violence—so that perpetrators are not held accountable and survivors are discouraged from speaking out and accessing support. The prevention and mitigation measures proposed in this GPN apply to all SEA/SH affected individuals.
15. To understand if an act of violence is an act of GBV, one should consider whether the act reflects and/or reinforces socially-ascribed gender norms or unequal power relations between males and females.

¹² See, for example, Heise and Kotsadam, “Cross-national and multilevel correlates of partner violence: an analysis of data from population-based surveys,” 2015, *Lancet Global Health*, available at: <https://pubmed.ncbi.nlm.nih.gov/26001577/>.

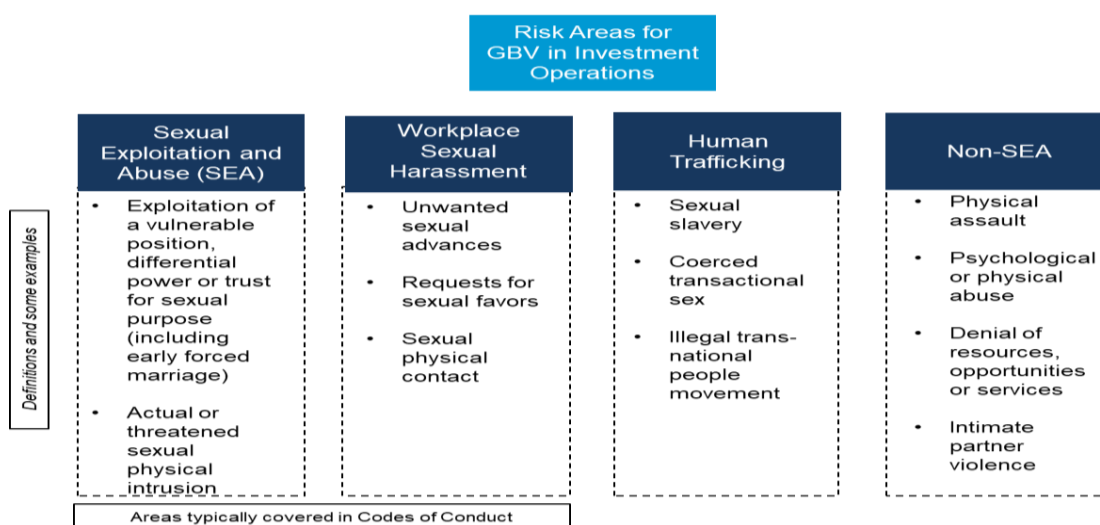
¹³ The term GBV is often used interchangeably with Violence against Women and Girls (VAWG). See Arango, D., M. Morton, F. Gennari, S. Kiplesund, and M. Ellsberg. 2014. Interventions to Prevent and Reduce Violence Against Women and Girls: A Systematic Review of Reviews. Women's Voice, Agency, and Participation Research Series. Washington, DC: World Bank.

16. Many—but not all—forms of GBV are criminal acts in national laws and policies. This differs from country to country, and the practical implementation of laws and policies can vary widely. Widespread impunity is a barrier in both developed and developing countries, and weak implementation of laws is characteristic in low- and middle-income settings.¹⁴
17. Most countries have specific laws prohibiting sexual violence against children, but implementation of those laws varies greatly. Most countries have more severe punishment for sexual violence against children than for sexual violence against adults and most countries have laws that consider any sexual relationship with a child under a certain age to be rape, regardless of consent.¹⁵

Sexual Exploitation and Abuse and Sexual Harassment

18. SEA and SH are manifestations of GBV. There are four broad categories of GBV that may be relevant to World Bank-financed IPF involving major civil works. However, since SEA and workplace SH are the types of GBV most relevant to IPF, the risk identification and mitigation of these forms of GBV are the primary focus of this GPN.

Figure 2: Types of GBV that May Be Relevant Risk Areas for IPF Involving Major Civil Works



¹⁴ See, for example, United Nations Office on Drugs and Crime (UNODC), 2019, Handbook for the Judiciary on Effective Criminal Justice Responses to Gender-based Violence against Women and Girls, available at: https://www.unodc.org/pdf/criminal_justice/HB_for_the_Judiciary_on_Effective_Criminal_Justice_Women_and_Girls_E_ebook.pdf; and Hughes, Christine, 2017, "Legislative Wins, Broken Promises: Gaps in implementation of laws on violence against women and girls," Oxfam Research Reports, Oxfam Canada, available at: <https://oxfamlibrary.openrepository.com/bitstream/handle/10546/620206/rr-legislative-wins-broken-promises-vawg-080317-en.pdf>.

¹⁵ WHO, Global status report on preventing violence against children, 2020, Part 1 – Current Global State of Preventing Violence Against Children, page 34, available at: <https://www.who.int/teams/social-determinants-of-health/violence-prevention/global-status-report-on-violence-against-children-2020>.

19. In the context of Bank-financed projects, project beneficiaries or members of project-affected communities (both adults and children) may experience SEA. A Bank-financed project may introduce goods, benefits or services to a project-affected community, either momentarily or indefinitely. Project workers may broker access to the goods, benefits or services that are Bank financed. This creates a power differential between the project worker who uses access to the goods, benefits or services to extract gain or favor from those who seek them. The power differential is created when a project worker has real or perceived power over a resource that can then be used to leverage or pressure a community member into an unwanted sexual act. If the project worker uses this differential power to extract sexual gain, he is sexually exploiting a project beneficiary.
20. SEA versus SH: SEA occurs against a beneficiary or member of the community. SH occurs between personnel/staff and involves any unwelcome sexual advance or unwanted verbal or physical conduct of a sexual nature. The distinction between SEA and SH is important so that agency policies and staff training can include specific instructions on the procedures to report each.

Table 1: Operationalizing SEA/SH Definitions

Definition	Bank Operationalization	Example
Sexual Exploitation: Any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. Any sexual exploitation of a minor is also sexual abuse (see below)	In Bank-financed operations/projects, sexual exploitation occurs when access to or benefit from Bank-financed goods, works, non-consulting services or consulting services is used to extract sexual gain.	<ul style="list-style-type: none"> - A community member is promised employment on the World Bank-financed project site in exchange for sex. - A project worker connecting water lines to homes requests a sexual favor for access to water connection. - A project worker denies a woman passage through the worksite unless she performs a sexual favor. - A project worker is housed in the community near to the worksite. He pays for school fees in exchange for sexual activity with the family's adolescent daughter.
Sexual Abuse: Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.	In Bank-financed operations/projects, sexual abuse occurs when a project worker (contractor staff, subcontractor staff, supervising engineer) uses force or unequal power vis-a-	<ul style="list-style-type: none"> - A project worker abuses a community member. - A project worker has a sexual relationship with an underage child.

	vis a community member or colleague to perpetrate or threaten to perpetrate an unwanted sexual act.	<ul style="list-style-type: none"> - A project worker befriends an underage child, supporting her and/or her family in exchange of sexual favors. - A project worker stays in the cafeteria after dinner and sexually assaults a kitchen staff member. - A project worker touches an administrative staff member's body repeatedly. - A project worker sexually assaults an adolescent girl on a pedestrian rural road adjacent to the worksite.
Sexual Harassment: Any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offense or humiliation to another, when such conduct interferes with work, is made a condition of employment or creates an intimidating, hostile or offensive work environment.	In Bank-financed operations/projects, sexual harassment occurs within the context of the company of a subcontractor or contractor and relates to employees of the company experiencing unwelcome sexual advances or requests for sexual favors or acts of a sexual nature that are offensive and humiliating among the same company's employees.	<ul style="list-style-type: none"> - A project worker sends sexually explicit text messages to a coworker. - A project worker leaves an offensive picture that is sexually explicit on a co-worker's desk. - A project worker asks all female employees to greet him with a kiss on the cheek every day before work. - A project worker compliments his co-worker's body. -A project worker continuously invites a co-worker out for drinks or dinner after being told that they are not interested.

SEA/SH and Consent

21. **Consent** is a key consideration in GBV particularly with regards to SEA/SH. GBV arises when consent is not voluntarily and freely given. Consent must be informed, based on a clear appreciation and understanding of the facts, implications and future consequences of an action. In order to give consent, the individual concerned must have all relevant facts at the time consent is given and be able to evaluate and understand the consequences of an action. The individual also must be aware of and

have the power to exercise the right to refuse to engage in an action and/or to not be coerced (i.e., by financial considerations, force or threats). There are instances where consent might not be possible due to cognitive impairments and/or physical, sensory, or developmental disabilities.

22. There is no consent when agreement is obtained through:

- The use of threats, force or other forms of coercion, abduction, fraud, manipulation, deception, or misrepresentation;
- The use of a threat to withhold a project benefit to which the person is already entitled; or
- A promise made to the person to provide a benefit from the project.

SEA and Children

23. Children are considered unable to provide consent because they do not have the ability and/or experience to anticipate the implications of an action, and they may not understand or be empowered to exercise their right to refuse. **The World Bank considers children as anyone under the age of 18—even if national law may have a lower age—and, as such, not able to give free and voluntary consent.**¹⁶ Even if a child agrees to a sexual relationship, that does not constitute consent.¹⁷ As shown in Annex 1, this definition is reflected in the CoC requirements in the World Bank's Standard Procurement Documents (SPDs). Mistaken belief regarding the age of the child and consent from the child is not a defense in SEA of children. Any sexual activity between an adult and an individual below the age of 18 is therefore considered child sexual abuse, except in cases of pre-existing marriage.¹⁸

24. As part of conditions of their employment, project staff and personnel must not participate in sexual contact or activity with anyone below the age of 18. Mistaken belief regarding the age of a child is not a defense. The CoC should therefore include provision to prohibit sexual relationship with anyone under the age of 18.

¹⁶ Articles 1 of the UN "Convention on the Rights of the Child" defines children as those under the age of 18. The UN Secretary General's Bulletin on Special Measures for protection from sexual exploitation and abuse, October 9, 2003 ST/SGB/2003/13 also defines children as anyone under the age of 18 and explicitly prohibits sexual activity with a child regardless of the age of majority or age of consent locally (para 3.2 b).

¹⁷ Because a child is not mature enough to understand the consequences and implications of sexual relationships, they may give assent, but this can not and should not be construed as consent.

¹⁸ The age of consent has important implications for workers employed on World Bank-financed projects. If a worker is married to someone under the age of 18 and that marriage is recognized by a public, religious or customary authority and consistent with the legal age for marriage in the country, such underage marriage shall not constitute a reason not to employ the worker. Under any circumstances other than these, Codes of Conduct shall prohibit workers from engaging in sexual intercourse with anyone under the age of 18. If a worker engages in sexual intercourse with anyone under the age of 18 while employed under the project, a range of employment sanctions shall apply, as set out in the Code of Conduct, following a full and fair review.

25. ¹⁹The United Nations International Children’s Fund (UNICEF) estimates that 10 percent of girls worldwide under the age of 18 (approximately 120 million) have experienced rape or other unwanted sexual acts.²⁰ Boys also report sexual abuse, although usually at lower levels than girls.²¹
26. There is a high co-occurrence of VAW and Violence against children (VAC) and risk factors are shared amongst them: unequal gender norms and discrimination, lack of responsive institutions, weak legal sanctions and impunity for VAC, cultural and legal acceptance of certain types of VAC, male dominance in the household, marital conflict with violence used for conflict resolution, and the harmful use of alcohol and drugs. Moreover, the link between witnessing violence in childhood and perpetrating or experiencing violence in adulthood is so strong that there is a high likelihood that preventing exposure to violence in childhood will prevent violence in adulthood and future generations.²²
27. Supporting children who have experienced violence, including sexual violence, necessitates specific measures that differ from the response to GBV among adults. In particular, the provision of assistance/support to children should be guided by the application of best interests of the child principles. This GPN sets out good practices for responding to both adults and children who have experienced SEA/SH.²³

¹⁹ According to the report *What Works to Prevent Sexual Violence Against Children: Evidence Review*, all children can be the target of sexual violence, and data suggest that girls are generally at higher risk for it. An analysis of available data for 24 countries (primarily in high- and middle-income countries) showed that sexual violence in childhood ranged from 8% to 31% for girls and 3% to 17% for boys. See, Ligiero, D., Hart, C., Fulu, E., Thomas, A., & Radford, L. (2019) *What Works to Prevent Sexual Violence Against Children: Evidence Review*, p. 13, available at: <https://www.togetherforgirls.org/wp-content/uploads/2019-11-15-What-Works-to-Prevent-Sexual-Violence-Against-Children-Evidence-Review.pdf>

²⁰ UNICEF, *Hidden in Plain Sight: A Statistical Analysis of Violence Against Children*, p. 167, available at: <https://data.unicef.org/resources/hidden-in-plain-sight-a-statistical-analysis-of-violence-against-children/>.

²¹ Ligiero et. al., 2019, *What Works to Prevent Sexual Violence Against Children: Evidence Review*, p. 13, available at <https://www.togetherforgirls.org/wp-content/uploads/2019-11-15-What-Works-to-Prevent-Sexual-Violence-Against-Children-Evidence-Review.pdf>.

²² Alessandra Guedes, Sarah Bolt, Claudia Garcia-Moreno and Manuela Colombini, 2016, “Bridging the gaps: a global review of intersections of violence against women and violence against children,” *Global Health Action*, 2016: 9: 31516, available at: <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4916258/>.

²³ External resources covering responses to VAC include: (i) World Health Organization, 2017, *Responding to children and adolescents who have been sexually abused: WHO Clinical Guidelines*, available at: <https://apps.who.int/iris/bitstream/handle/10665/259270/9789241550147-eng.pdf>; (ii) IRC and UNICEF, 2012, *Caring for Child Survivors of Sexual Abuse*, available at: <https://www.unicef.org/documents/caring-child-survivors-sexual-abuse>; and (iii) World Health Organization, 2016, *INSPIRE: Seven Strategies for Ending Violence Against Children*, available at: <https://www.who.int/publications/i/item/inspire-seven-strategies-for-ending-violence-against-children>.

Potential Perpetrators of SEA/SH

28. For the purposes of this GPN, potential perpetrators of SEA/SH can be any personnel associated with the project and may include not only construction workers, but also consultants and project staff supervising the civil works or undertaking technical assistance activities or studies, or the security guards hired to protect a project site.
29. While labor influx clearly increases risk, the changes in local power dynamics that can arise with a new project mean that local workers or partners of local women and girls employed by the project may be at increased risk of becoming perpetrators of GBV. It is therefore important to consider broadly the range of potential perpetrators, combined with other contextual and project-related risks, to ensure projects integrate appropriate SEA/SH risk mitigation strategies. Risks of SEA/SH may arise in relation to an influx of laborers to complete civil works. However, risks may also arise in situations with no labor influx. In activities to raise awareness of SEA/SH and GBV service provision, violence that occurs at the hands of a variety of perpetrators should be addressed.
30. The World Bank's guidance for assessing risks to communities from temporary project-induced labor influx is presented in the [2016 Labor Influx Guidance Note](#). The framework aims to help Task Teams screen projects to identify the risk profile for labor influx which then governs mitigation measures. The two key considerations of the labor influx impact risk profile are: (i) the scale of the labor influx; and (ii) the "absorptive capacity" of the local community to accommodate this influx. For example, an influx of 100 workers in a major urban area would generally have a low impact, while the same number in a remote rural area, or one where Indigenous Peoples live, would normally have a high impact. Other factors (e.g., cultural, duration of works) may further refine the risk assessment. Labor influx risk is a key element to be considered when assessing SEA/SH risk. Further information is given in the 2016 Labor Influx Guidance Note.

3. Assessing Risks and Capacity to Respond to SEA/SH

Introduction

31. When identifying risks, it is important to understand that there is no single driver of GBV, including SEA/SH. Research has identified multiple risk factors for GBV at the individual, relationship, community, institutional and policy levels. These include male-dominated household decision-making and income, policies and laws that discriminate against women, and cultural norms that justify or condone the use of violence against women and girls as a form of conflict resolution or discipline. GBV is experienced predominantly by women across all social and income groups.
32. The 2017 GBV Task Force Report used the ecological framework model to identify how SEA/SH risks may arise in IPF involving major civil works.²⁴ **Figure 3** below outlines some of the key risk factors that can contribute to SEA/SH in World Bank-financed projects, and these risk factors will be elaborated with ongoing implementation experience. Identifying and understanding project-related risk factors as they interact with other contextual risk factors is critical for development of appropriate prevention and mitigation measures in project design. **Risks change over time, so it is essential they are continuously monitored throughout the life of a project.**

Figure 3: Example Risk Factors that Can Contribute to SEA/SH in World Bank-Financed Projects

SOCIETAL	COMMUNITY	PERPETRATOR	FAMILY	INDIVIDUAL
WORLD BANK PROJECT-RELATED				
<i>National, regional</i> <ul style="list-style-type: none"> Higher levels of GBV than regional average Low education levels of national labor force Limited GBV services; low capacity for GBV service provision for survivors; in particular, limited or no judicial or police services to facilitate redress for survivors Lack of specific legislation addressing incidence of GBV; weak implementation of existing legislation 	<i>Project size</i> <ul style="list-style-type: none"> Geographic span of projects and communities that the project affects (e.g., larger projects intersect with more communities and are harder to monitor) Duration – longer term projects increase risk <i>Project-affected population</i> <ul style="list-style-type: none"> Small host community, unable to absorb large influx of workers 	<i>Project workers</i> <ul style="list-style-type: none"> Not local Lack of sanctions for inappropriate behavior from employer Increase in income of workers amplifies power imbalance between workers and communities, and male workers and women and girls Increase in income enables transactional sex 	<i>Working with only men or women in a household</i> <ul style="list-style-type: none"> Non-egalitarian decision-making Alcohol use Economic stress Not conforming to gender role expectations Opposition to departure from social norms about gender roles 	<i>Lack of information on how to report project-induced grievances</i> <ul style="list-style-type: none"> Being a woman or a girl Being a sexual or gender minority Being part of an ethnic or racial minority group Age Disability

²⁴ The ecological framework for understanding GBV is fully presented in the 2017 GBV Task Force Report, and in the [Violence Against Women and Girls Resource Guide introduction](#).

<ul style="list-style-type: none"> • Legal barriers and/or weak implementation of laws providing women access to and control over productive resources, such as land • Higher rates of child marriage • Gender norms that perpetuate inequality between women/girls and men/boys • Fragile, conflict, or post-conflict setting • Conditions of forced displacement • Poverty 	<ul style="list-style-type: none"> • Lack of information on how to report project grievances • Rural host community lacking access to services and institutions, low capacity for absorption • Unequal participation of community members in community consultations • Social isolation of women, girls, and family • Tolerance of harsh physical punishment of children • Male right to discipline and control female behavior • Acceptability of sexual relationships with adolescent girls and children 	<ul style="list-style-type: none"> and exploitative relationships • Work carried out in remote areas or under limited supervision 		<ul style="list-style-type: none"> • Language and level of educational attainment • Low social support, lack of networks • Lack of sufficient personal income
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33. Children are on the whole more vulnerable to harm and violence than adults. This is because they hold less power, may be less visible, are more dependent on others for survival, or are marginalized. Boys and girls may experience different levels of risk and different risk factors in different settings, but in general girls experience higher risk of SEA than boys.²⁵ A risk assessment must therefore take into account risk factors relevant to children in the specific setting.

34. All World Bank-financed IPF involving major civil works currently under preparation should assess the risks that they may have related to SEA/SH and identify and implement prevention and mitigation measures to address those risks. There are two considerations:

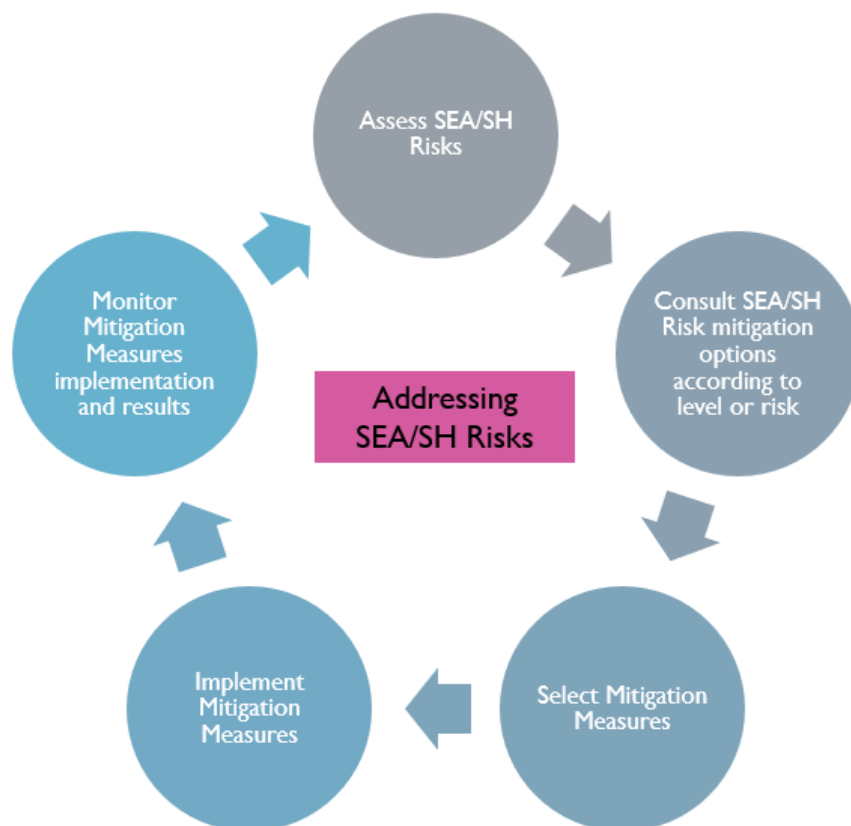
- **Project-related SEA/SH Risk Assessment:** assessment of the risk of exacerbation/introduction of SEA or SH at the community level; and
- **Capacity Assessment:** assessment of the local capacity of formal systems to prevent and respond to GBV, including SEA/SH, and the availability of safe and ethical service provision for survivors, especially children.

35. Assessing the project-related risk of exacerbating SEA/SH involves two essential issues. First, the country and/or regional context in which the project takes place, and second, the potential risks that

²⁵ Ligiero, et. al. 2019, What Works to Prevent Sexual Violence Against Children: Evidence Review, p. 13, available at <https://www.togetherforgirls.org/wp-content/uploads/2019-11-15-What-Works-to-Prevent-Sexual-Violence-Against-Children-Evidence-Review.pdf>.

the project may bring. These SEA/SH risks need to be assessed throughout the project’s life by monitoring the situation, assessing the effectiveness of risk mitigation measures, and adapting them accordingly (see **Figure 4**). When continuous monitoring efforts detect changes to the identified SEA/SH risks and/or actual incidences of SEA/SH, projects will need to adapt the SEA/SH risk level and mitigation strategy. Additional guidance helpful for continuously monitoring SEA/SH risk can be found under the “[Integrate](#)” tab of the “Violence Against Women and Girls Resource Guide” and in each accompanying sectoral brief.

Figure 4: SEA/SH Risk Management Throughout Project Life Cycle



Risk Assessment

36. The assessment of SEA/SH risk has to be undertaken by the client, assisted by the World Bank Task Team through its due diligence. For the client, the assessment of SEA/SH risks of a project is normally undertaken as part of project preparation, particularly during community consultations. For the Task Team, risk screening should be done through the World Bank’s SEA/SH Risk Assessment Tool. Both processes are detailed below.
37. When considering SEA/SH risks, there are different “areas of impact” that influence both the nature of the risk and the appropriate prevention and mitigation measures that a project can implement:

- The **project site** is the location where the project’s activities are being undertaken. This includes both the actual locations where civil works are conducted, and also the associated areas such as the locations of workers’ camps, quarries, etc.
- The area of impact beyond the project site includes **communities adjoining the project**. This extends beyond the specific location where civil works are being carried out. These communities are at risk of SEA/SH, particularly when workers are highly mobile.
- There are also **regional and national** areas of impact that will not be affected by the specific interventions of a project but may benefit through institutional strengthening and other efforts to address SEA/SH risks. An assessment at the regional and/or national level can give clients and Task Teams an understanding of those experiencing GBV in the region or country, as well as the type and scale of violence, and its acceptability, in the communities where World Bank-financed projects are implemented. For example, the less equality between men and women and the more violence against women and girls, the more likely it is that the project will inadvertently reinforce these situations if it does not proactively acknowledge and seek to mitigate this risk.

38. In most cases, the necessary information on the prevalence of GBV at the national level is already available. Clients and Task Teams should rely on existing studies and research to guide their decision-making. Creating **baseline GBV surveys for the purpose of risk assessment should be avoided**. As discussed in Annex 2, extreme care needs to be taken when considering the collection of information on SEA/SH to assess risks.

39. Fragile or conflict-affected environments need to be carefully considered when assessing SEA/SH risks for a project. In such environments, communities may have undergone traumatic experiences and the social fabric may be broken down. Children in the community may experience multiple forms of vulnerability, such as being orphaned or unaccompanied, being the head of a household, experiencing forced displacement or disability. Further, as a result of insecurity and conflict, the required support services and care are often limited. There may be a lack of security for communities and rampant impunity for crimes committed. Supervision of projects in such areas is difficult and, in some instances, requires reinforced security arrangements. Contractors may need to recruit police, peacekeepers or military personnel for security; however, these forces may not be subject to the national legal system but have their own internal judicial mechanisms that may either not have adequate enforcement, or not specifically prohibit GBV, especially SEA/SH. The combination of these factors can significantly increase the risk for SEA/SH and should be carefully considered in project preparation and implementation.

World Bank SEA/SH Risk Screening Tool

40. A tool for Task Teams to screen the project SEA/SH risk has been developed by the World Bank and can be found [online](https://radweb.worldbank.org/gendersea/home).²⁶ This SEA/SH Risk Screening Tool helps Task Teams understand the issues and

²⁶ The World Bank Sexual Exploitation & Abuse/Sexual Harassment Risk Screening Tool, available to Bank staff at: <https://radweb.worldbank.org/gendersea/home>

risks of SEA/SH in the project areas. It takes into consideration both project-specific details, such as labor influx levels, as well as the country context²⁷ where the project takes place—such as situations of conflict. Through 25 questions, 12 to be answered by the Task Team and 13 that are prepopulated, the tool gives each project a risk “score” based on the responses to the questions. The questions are meant only as a starting point and are not intended to be exhaustive. As multiple forms of GBV have the same risk factors and drivers, the tool can be used to understand the overall context and how the project may interact with this context in relation to multiple forms of GBV, not just SEA/SH.

41. The risk score is calculated on a scale of 0 to 25. Projects that score 0-12.25 are considered “**Low**” risk; 12.5-16 “**Moderate**” risk; 16.25-18 “**Substantial**” risk, and 18.25-25 “**High**” risk.
42. The SEA/SH Risk Screening Tool is designed to be applied at the outset of a new project. It is recommended that the SEA/SH risk rating be included in the Project Concept Note (PCN) for consideration at the PCN review meeting. On the basis of additional information gathered during project preparation, the risk should be updated as appropriate for the Quality Enhancement Review (QER) meeting or at the Decision Review meeting.
43. As with any tool, there may be situations where it is prudent to adopt a higher risk category than the tool suggests, if local conditions warrant. It should be emphasized that estimating SEA/SH risk is not an exact science. The tool is meant to help launch the Task Team on a path to understanding how the proposed project may have SEA/SH-related impacts. The tool is periodically monitored for its usefulness and accuracy for rating SEA/SH risk. For more information on the tool, refer to Annex 3.

Client-led SEA/SH Risk Assessment

Stakeholder Engagement

44. As described in ESS10, stakeholder engagement is an inclusive process conducted throughout the project life cycle and is important for managing the project’s risks. Stakeholders²⁸ in the communities adjoining the project need to understand project risks and benefits. Projects are required to develop a Stakeholder Engagement Plan (SEP) to be implemented over the life cycle of the project to keep these communities and other stakeholders informed about the project, and to enable ongoing engagement with and feedback from these communities. For Substantial and High risk projects, the SEP is recommended to include SEA/SH-specific considerations for how to appropriately conduct consultations (see below).
45. Children are also stakeholders and their viewpoints on the risks and impacts of a project should be included. However, consulting directly with children on SEA/SH issues as part of stakeholder consultations or other assessments is strongly discouraged. It is recommended to consult instead with adults representing organizations that work for and with children and that represent the interests and

²⁷ Country context considerations are already populated automatically and require no additional input.

²⁸ The stakeholders of a project will vary depending on the details of the project. They may include local communities, national and local authorities, neighboring projects, and NGOs.

rights of children. In the very rare cases where such consultations may be justified or particularly important (i.e. when children are primary project beneficiaries or clearly affected by the project), projects are recommended to resource support for highly qualified people with significant training and experience consulting with children to allow for their safe participation. Such engagement may include outreach to youth-led organizations, clubs, or adolescent groups where these are active.

46. Technology can facilitate continual communication and exchange with communities, particularly to track perceptions of SEA/SH risk as linked to a project. It can also be an asset in assisting the community with access to services and updated information related to GBV. Refer to the note on Grievance Mechanisms (GMs) for SEA/SH, including child friendly procedures for SEA against children, in World Bank-financed projects²⁹ for further information on technology and how it is currently being used in some World Bank operations to monitor SEA/SH risks.
47. Stakeholder guidance should be sought to identify existing and potential local SEA/SH risks, and stakeholders should be consulted on potential interventions and risk mitigation measures. Consultations with women leaders and those working with adolescent girls and boys and other at-risk groups should be prioritized to enable understanding of SEA/SH risks and trends in the community.
48. Task Teams should carefully monitor that effective and inclusive community consultations are undertaken. The consultations are generally organized by the implementing agency (IA)³⁰ with the support of the supervising engineer's E&S specialists. If the project's needs are substantial, then an independent consultant to support the IA with consultations may be a more effective approach. **These consultations are needed throughout the life cycle of the project, not only during preparation.**
49. To understand recommendations pertaining to safe and ethical GBV consultations, see the [Ethics](#) section of the [Violence Against Women and Girls Resource Guide](#). Stakeholder consultations **should never directly ask about individual experiences of GBV**. Rather, they should focus on gaining an understanding of the experiences of women and girls in affected communities, including wellbeing, health and safety concerns. If any consultations are to take place with children, they must be carried out by a person trained in child consultations, with an understanding of local culture and customs. Before commencing with consultation, teams should be prepared with information related to those providing services to survivors in a community so anyone who discloses violence can be immediately referred. Taking into account these safety and ethical principles can prevent inadvertently causing harm when consulting with community members. Key considerations for the consultation process (see ESS10 for further details) are:
 - Identify the communities adjoining the project and plan stakeholder consultations on this basis.

²⁹ See [Grievance Mechanisms for Sexual Exploitation and Abuse & Sexual Harassment in World Bank-financed Projects](#).

³⁰ Clients should consider hiring a GBV specialist to undertake consultations and key informant interviews related to GBV. This will ensure appropriate methodology and adherence to global safety and ethical standards.

- Undertake consultations in accordance with ESS10. Community consultations should be conducted so that those affected by the project are properly informed and can provide their feedback on project design and E&S issues.
- Ensure consultation activities provide opportunities to share information with stakeholders on project-related risks and the proposed reporting and response measures, with a particular focus on women, children and other at-risk groups—each of which may require different approaches to enable a safe space for discussion. Recognizing the gender power and social dynamics within a community and how they may inhibit participation, it is key to ensure that spaces are made available for women, men and children affected by the project to participate in consultations. It is important that the stakeholders be aware, at a minimum, of:
 - The purpose, nature and scale of the project;
 - The duration of the proposed project activities;
 - Potential risks to and impacts on local communities, and related to SEA/SH:
 - The labor influx implications;
 - The environmental, social, health and safety (ESHS) and SEA/SH risks that may be associated with the project;
 - The employer’s (i.e., Government) ESHS policy as required in the World Bank’s SPDs;
 - The CoC standards to be used in the project (e.g., from the SPDs), with clear communication on what constitutes a violation and how a violation can be reported; and
 - Who the local GBV service providers are, how to contact them, and the support services offered;
 - The proposed stakeholder engagement process and how stakeholders can provide feedback on the project; and
 - The channels available to lodge complaints through the Grievance Mechanism (GM) and how they will be addressed.

50. It is also recommended that the IA and environmental and social (E&S) consultant consult with local organizations, women’s groups, nongovernmental organizations (NGOs) and relevant multilateral or UN agencies to:

- Understand the types of GBV that are present in the community and that may be exacerbated by the project; including identification of groups or individuals most vulnerable to harm; where women and girls feel most unsafe; how the community currently deals with GBV allegations; and why SEA/SH may be introduced or exacerbated by the project;
- Map services and safe spaces available to survivors of GBV, including child friendly services and spaces where GBV and SEA/SH is currently reported³¹ – this includes specific places where children can safely report;

³¹ See [Grievance Mechanisms for Sexual Exploitation and Abuse & Sexual Harassment in World Bank-financed Projects](#).

- Identify measures to mitigate project risks.
- During SEA/SH risk assessment activities, the IA and E&S consultant should make no attempt to contact survivors of any form of GBV or question them about any GBV incident.³² However, those carrying out consultations should be familiar with protocols for what to do in case a participant discloses a GBV incident, including any mandatory reporting obligations.

Environmental and Social Documents

51. The **Environmental and Social Assessment (ESA)** identifies potential environmental and social impacts early on in project preparation and is usually the primary vehicle for assessing SEA/SH risks on an IPF involving major civil works. The Borrower carries out an ESA of the project to assess its environmental and social risks throughout the project life cycle. In areas of Substantial and High risk of SEA, as determined by the SEA/SH Risk Assessment Tool, the ESA should pay particular attention to identifying SEA/SH risks. The consultants undertaking the ESA for such projects should ideally include a GBV specialist with expertise on children, so that SEA/SH challenges, including those that particularly affect children, can be properly assessed, and prevention and mitigation measures, proposed.³³

52. For ESAs to capture the socioeconomic, cultural and risk context for SEA/SH, they should consider:

- Existing gender country diagnostics/country action plans;
- Information on GBV and violence against children, including mandatory reporting requirements;
- Data on partner/non-partner physical violence against women³⁴, and violence against children;
- Data and/or information for harmful practices vis-à-vis women and girls (early marriage, female genital mutilation);
- Identifying existing services available from GBV service providers including child-friendly services and identifying services that are mandated under national law to determine the best

³² See: (i) [Violence Against Women and Girls Resource Guide](https://www.worldbank.org/en/programs/violence-against-women-and-girls/ethics) Ethics page, <https://www.worldbank.org/en/programs/violence-against-women-and-girls/ethics>; (ii) Ellsberg, M., and L. Heise. 2005. *Researching Violence Against Women: A Practical Guide for Researchers and Activists*. Washington DC, United States: World Health Organization, PATH, available at: http://whqlibdoc.who.int/publications/2005/9241546476_eng.pdf?ua=1; (iii) World Health Organization, 2001, *Putting women first: Ethical and safety recommendations for research on domestic violence against women*, available at: <https://apps.who.int/iris/handle/10665/65893>; and (iv) World Health Organization, 2007, *WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies*, available at: <https://www.who.int/publications/i/item/9789241595681>.

³³ A [list of vetted GBV specialists](#) can be found under the “Resources” tab in the SEA/SH Risk Screening Tool page.

³⁴ These data are available in many Demographic and Health Surveys and are summarized as part of the Gender Sustainable Development Goals. The data exist for over 90 countries. See UN Women’s [Global Database on Violence against Women](#).

interests of children by conducting Best Interest Assessment (BIA), and/or Best Interest Determination (BID)³⁵;

- Where health centers are located and what types of services are offered (e.g., whether they treat sexually transmitted diseases, provide reproductive health services, have supplies of rape kits including post-exposure prophylactics and emergency contraception, etc.);
- Whether women and girls have easy access to these services, and if they have mobility and/or economic constraints that may impede access; and
- Information obtained from consultations carried out in the preparation of the project.

53. Environmental and Social Assessments should explore the country's **mandatory reporting requirements related to SEA/SH incidents**. Some countries or states have legislation that requires individuals or designated individuals (such as health care providers) to report cases of sexual violence to the police or legal system. In many countries mandatory reporting relates primarily to abuse of children and maltreatment of minors but in others it has been extended to reporting intimate partner violence or to all forms of sexual violence. Research on sexual violence has raised concerns about the impacts of mandatory reporting on survivors' rights, autonomy, and self-determination.³⁶ However, the Borrower, implementing agencies, and GBV service providers should be aware of and abide by any legal obligations to refer SEA/SH incidents for criminal prosecution. These requirements may differ depending on the country, legal context, and institution. When relevant, building on the results of the E&S Assessment, GM procedures should outline how mandatory policies will be enacted, and how information will be provided to survivors prior to disclosure of any GBV case.

54. A robust methodology for social risk assessment and analysis can help identify critical markers to address project-related risk. Tools such as key informant interviews, observations, free listing, pairwise ranking, timelines and seasonal calendars, causal flow analysis and open-ended stories have all been used in the field of GBV research. For more information on how to apply these tools safely and

³⁵ Best Interest Assessment refers to an assessment of a child's best interests conducted by organizations with required expertise and requires the participation of the child. It can take various forms and may not necessarily be called a "best interest assessment". An assessment of children's best interest is also often required within national systems, and the factors to be taken into account may be set out in legislation. Best Interest Determination describes the formal UNHCR process, which has strict procedural safeguards designed to determine the child's best interests when taking particularly important decisions affecting the child. It should facilitate adequate child participation without discrimination, involve decision-makers with relevant areas of expertise and balance all relevant factors in order to assess and determine the best option. 2021 UNHCR, Best Interest Procedures Guidelines: Assessing and Determining the best interest of the child, Definitions and Explanations of key terms, Page 9. And 10.

³⁶ For further information and a summary of relevant research, see World Health Organization, 2013: Responding to intimate partner violence and sexual violence against women: WHO clinical and policy guidelines, p. vii, available at: https://apps.who.int/iris/bitstream/handle/10665/85240/9789241548595_eng.pdf.

ethically see Chapter 9 of the manual: Researching Violence Against Women: A Practical Guide for Researchers and Activists.³⁷

55. It is vital that the ESA adequately identify SEA/SH risks. The project **Environmental and Social Management Plan (ESMP)** will then define the specific ways that SEA/SH risks are to be addressed in the project by identifying prevention and mitigation measures, including the development of a SEA/SH Action Plan. The ESMP is usually included as part of the tender package and thereby forms part of the construction contract, with the contractor using the project ESMP to create the contractor's ESMP (C-ESMP).³⁸ Annex 4 provides recommendations on the C-ESMP and describes the project ESMP and the C-ESMP in relation to SEA/SH.
56. The project ESMP lays the first building block for addressing SEA/SH risks and should provide the appropriate umbrella framework for any proposed SEA/SH prevention and mitigation measures, particularly those proposed in this GPN.
57. Project-level measures to address SEA/SH risks should consider other ongoing efforts to prevent and respond to GBV more broadly, including ongoing efforts to prevent sexual and physical violence against children, and how the project will complement/use them. Project SEA/SH prevention interventions should be linked wherever possible with existing activities in the health sector, and other GBV service providers, such as justice/security, psychosocial support and economic empowerment programming.

SEA/SH Action Plan and Accountability and Response Framework

58. For the project's SEA/SH risks to be properly addressed, it is recommended to have an effective "SEA/SH Action Plan," which outlines:
 - How the project will put in place the necessary protocols and mechanisms to address the SEA/SH risks; and
 - How to address any SEA/SH allegations that may arise.
59. A SEA/SH Action Plan is recommended for Moderate, Substantial and High risk projects but the activities outlined in the Action Plan will vary in accordance with the level of risk: the higher the risk, the more the Action Plan will need to address. It must be emphasized that the Action Plan elements need to be customized for each project, taking into account local labor legislation, mandatory reporting requirements regarding GBV, as well as sexual violence against children, child maltreatment, and industrial agreements (see Annex 1).

³⁷ An adequate methodology to employ in risk assessments is: Ellsberg M, and L. Heise. 2005. Researching Violence Against Women: A Practical Guide for Researchers and Activists. Washington DC, United States: World Health Organization, PATH, available at: http://whqlibdoc.who.int/publications/2005/9241546476_eng.pdf?ua=1.

³⁸ The relevant provisions of the ESMP should be included in the contract specifications so that the contractor is clear about what is required, it can be costed and included in the contract, as this ensures that the requirements are put forward in a manner that contractors can understand and implement.

60. The IA is responsible for producing the SEA/SH Action Plan. As outlined above, the project ESMP lays the first building blocks for addressing SEA/SH risks and should provide the basis of the Action Plan. The Action Plan is finalized with input from the contractor. For instance, the proposed approach on how to implement and monitor the Action Plan, including agreed sanctions pursuant to an Accountability and Response Framework (see below), should be provided by the contractor and consultants as part of the C-ESMP.
61. The Action Plan needs to include specific **arrangements** for the project by which SEA/SH risks will be addressed. This includes considerations such as:
- Awareness raising strategy, which describes (i) how workers and local communities will be sensitized to SEA/SH risks, including elements to reach children and their guardians, and (ii) the worker’s responsibilities under the CoC;
 - How the project will provide information to employees and the community on how to report cases of SEA/SH, in violation of the CoC, to the GM;
 - The GM process for notifying the contractor of allegations;
 - GBV service providers to which GBV survivors, including SEA/SH survivors, will be referred, and the services which will be available. This should include specific services appropriate for and catering to child survivors of GBV; and
 - Plans to coordinate with others working on GBV and SEA/SH in country, including agencies or organizations that work on child safeguarding and protection.
62. The SEA/SH Action Plan should include or provide for preparation of an **Accountability and Response Framework** which details how allegations of SEA/SH will be handled (investigation procedures) and disciplinary action for violation of the CoC by workers. The Accountability and Response Framework should include at minimum:
- How allegations will be handled, in what timeframe, and the range of possible disciplinary actions for violation of the CoC by workers, taking account of due process;
 - Procedures to report SEA/SH allegations internally for case accountability;
 - Protocols on responding to survivors, applying the survivor-centered approach, including a referral pathway to refer survivors to appropriate support services;
 - Procedures that clearly lay out confidentiality requirements for dealing with cases;
 - Specific provisions to address allegations involving children who are survivors of SEA/SH, including the consideration of the best interests of the child, specialist support services, and the role of parents/guardians in the response process;
 - Protocols to comply with mandatory reporting requirements, if applicable under national law, including to inform survivors (ideally prior to disclosure) of this obligation and any limits on confidentiality (see para 93 below);

- Procedures for review of complaints or incident reports, including information on the investigation and verification process and related information-sharing and reporting requirements; and
- Protocols for protection of whistleblowers and prohibition on retaliation against survivors, consistent with the World Bank’s Commitments on Reprisals.³⁹

63. While the SEA/SH Prevention and Response Action Plan is recommended for Moderate, Substantial and High risk projects, the Accountability and Response Framework is recommended for all projects. The World Bank’s SPDs for large civil works procured under ICB require that all contractors Personnel are provided with (and acknowledge receipt of) a CoC, so it is important that each project has an Accountability and Response Framework, detailing how allegations of violation of the CoC will be handled. In circumstances where an Action Plan is not required for a project, the Framework may be developed as a separate document in conjunction with the CoC.

64. **It is essential** that any disciplinary action for violation of the CoC by workers be determined and carried out in a manner that is consistent with local labor legislation and applicable industrial agreements, otherwise there is a risk that the CoC will not be implemented effectively. It is important to note that disciplinary sanctions in each case are intended to be part of a process that is entirely internal to the employer, is placed under the full control and responsibility of its managers and is conducted in accordance with the applicable national labor legislation and the individual worker’s employment contract. The proposed sanctions must be in line with local law as the latter may prohibit certain types of disciplinary measures, including termination of the employee.

65. The supervising Engineer should monitor and report on the effectiveness of the implementation of the SEA/SH Action Plan to mitigate SEA/SH risks associated with the project. Reporting should be done on a monthly basis (see more on Reporting in **Table 3: Proposed Reporting of SEA/SH During Implementation**).

Assessing Capacity to Respond to SEA/SH

66. An adequate response to SEA/SH depends on the ability of the project to provide access to safe and ethical services for survivors. GBV service provider(s) and/or community-based organizations are critical not only for supporting the project in addressing any case of SEA/SH that may arise, but also in assisting the project to proactively prevent incidences of SEA/SH.

67. Chapter 5 and Annex 5 provide recommendations on how to identify and work with GBV service providers. Where appropriate, in Substantial and High risk projects, teams should verify that the GBV service provider selected can offer services in accordance with [international standards that articulate a minimum basic package of services](#), ideally including case management support, health services,

³⁹ See World Bank, March 2020 “World Bank Commitments Against Reprisals,” <https://www.worldbank.org/en/projects-operations/environmental-and-social-framework/brief/world-bank-commitments-against-reprisals>.

psychosocial support, police support and security, access to legal services, and shelter, if needed.⁴⁰ When identifying GBV service providers, the quality of service provision should be a key consideration.⁴¹ This includes assessment of the availability of child-friendly services and protocols that take into consideration child survivors' needs. To maximize access to all appropriate services a survivor might need, a service provider should be able to actively refer survivors to other service providers, to enable the survivor to get the range of services that will provide a path to healing. In the majority of cases, service providers offer one or two services, but not the whole range of applicable services. Documentation on how referrals should be made is often denoted as a referral pathway.

⁴⁰ For more information on services needed by GBV survivors, see: <http://www.vawgresourceguide.org/overview>

⁴¹ Quality standards for medical care can found in WHO, 2014, Health Care for Women Subjected to Intimate Partner Violence or Sexual Violence: a clinical handbook, available at: <https://apps.who.int/iris/handle/10665/136101>. Other service standards can be found in UN Women, Essential Services Package for Women and Girls Subject to Violence, 2015, available at: <https://www.unwomen.org/en/digital-library/publications/2015/12/essential-services-package-for-women-and-girls-subject-to-violence>; and UNFPA, 2015, Minimum Standards for Prevention and Response to Gender-Based Violence in Emergencies, available at: <https://www.unfpa.org/sites/default/files/pub-pdf/GBVIE.Minimum.Standards.Publication.FINAL.ENG.pdf>.




4. Addressing SEA/SH Risks









SEA/SH Risk Mitigation and Response Measures









68. Once Task Teams have assessed and established the level of SEA/SH risk as described in Chapter 3, they will need to work with the Borrower to consider a series of prevention and mitigation measures to address and monitor these risks throughout the life cycle of the project. These prevention and mitigation measures are put in place by the Borrower.
69. Table 2 provides a summary of actions proposed to mitigate SEA/SH risks, based on the risk and the phase of preparation or implementation of the project. **The level of effort associated with the mitigation measures in Table 2 will usually vary by risk.** For example, the design of the GM may vary according to the SEA/SH risk.
70. For projects that do not use loan/credit/grant proceeds to hire GBV service providers at the start of project implementation, it is recommended that Borrowers include an escalation clause in the Environmental & Social Commitment Plan (ESCP) should SEA/SH risks become apparent over the course of project implementation. Borrowers might commit, for example, to hire (additional) GBV service providers using loan/credit/grant proceeds should the incidence of SEA/SH create a need for additional support.
71. Sample TORs, CoCs, SEA/SH Prevention and Response Action Plans and other materials to support implementing the recommendations are available through GBV Focal Points, and on the WBG GBV intranet page:

<https://worldbankgroup.sharepoint.com/sites/WBGender/sitepages/publishingpages/information-about-sexual-exploitation-abuse-and-harassment-in-world-bank-operations-03172021-112450.aspx>













Table 2: Recommended Actions to Address Project-Induced SEA/SH Risks

 = Actions are recommended given the risk level;
  = Actions that should be considered to be done, and adopted if appropriate, given the nature of the project and the associated risks;
  = Actions are unlikely needed given risk level









When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
Identification/Appraisal	Sensitize the IA as to the importance of addressing SEA/SH in the project, and the mechanisms that will be implemented.	<ul style="list-style-type: none"> Preparation. Implementation. 	<ul style="list-style-type: none"> Task Team. 	<ul style="list-style-type: none"> Task team to monitor and provide additional guidance as necessary. 				
	Include in the project's social assessment an assessment of the underlying and project induced SEA/SH risks, including risks to children and social situation, using the SEA/SH Risk Assessment Tool to provide guidance and keeping to safety and ethical considerations related to GBV data collection. No prevalence data or baseline data should be collected as part of risk assessments.	<ul style="list-style-type: none"> Preparation. Implementation (before civil works commence). PCN and QER/Decision Review (SEA/SH Risk Assessment Tool). 	<ul style="list-style-type: none"> IA for social assessment and ESMP. Contractor for C-ESMP. Task Team for SEA/SH Risk Assessment Tool. 	<ul style="list-style-type: none"> Ongoing review during implementation support missions. Update project ESMP and C-ESMP if risk situation changes. 				

















When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Map out GBV prevention and response actors in communities adjoining the project. ⁴² This should incorporate an assessment of the capabilities of the service providers to provide quality survivor-centered services, including GBV case management, acting as a victim advocate, providing referral services to link to other services not provided by the organization itself. This should include an assessment of the capacities of the service providers to provide child-friendly services, and to implement appropriate procedure to determine the best interests of child survivors.	<ul style="list-style-type: none"> Preparation. Implementation. 	<ul style="list-style-type: none"> IA 	<ul style="list-style-type: none"> Update mapping as appropriate. 				
	Are SEA/SH risks adequately reflected in all E&S project documentation (i.e., Project ESMP, C-ESMP)? Include the GBV service provider mapping in these instruments.	<ul style="list-style-type: none"> Preparation. Implementation (before civil works commence). 	<ul style="list-style-type: none"> IA for social assessment and ESMP. Contractor for C-ESMP. 	<ul style="list-style-type: none"> Ongoing review during implementation support missions. Update project ESMP and C-ESMP if risk situation changes. 				













⁴² A mapping exercise of GBV prevention and response actors should ideally be undertaken at a country level and shared with all Task Teams, including consulting with inter-agency networks on child protection and GBV













When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Develop a SEA/SH Action Plan including an Accountability and Response Framework as part of the ESMP, including specific provisions for children. The contractor/consultant's response to these requirements will be required to be reflected in the C-ESMP.	<ul style="list-style-type: none"> ○ Preparation. ○ Implementation (before civil works commence). 	<ul style="list-style-type: none"> ○ IA 	<ul style="list-style-type: none"> ○ Ongoing review during implementation. 				
	Review the IA's capacity to prevent and respond to SEA/SH, including their ability to adequately respond to child survivors needs, as part of safeguard preparation .	<ul style="list-style-type: none"> ○ Preparation. ○ Implementation. 	<ul style="list-style-type: none"> ○ Task Team 	<ul style="list-style-type: none"> ○ Ongoing review during implementation support missions. Update project ESMP if risk situation changes. 				
	As part of the project's stakeholder consultations, properly inform those affected by the project of SEA/SH risks and project activities to get their feedback on project design and E&S issues. Consultations need to engage with a variety of stakeholders (political, cultural or religious leaders, health teams, local councils, social workers, women's organizations and groups working with children) and should occur at the start and throughout the implementation of the project.	<ul style="list-style-type: none"> ○ Consultations need to be throughout the project cycle, not just during preparation. 	<ul style="list-style-type: none"> ○ IA. 	<ul style="list-style-type: none"> ○ Monitoring of implementation of SEP. ○ Ongoing consultations, particularly when C-ESMP is updated. 				

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Specifically address SEA/SH-related issues in the SEP of the project, which will be implemented over the life of the project to keep the local communities and other stakeholders informed about the project's activities.	○ Consultations need to be throughout the project cycle, not just during preparation.	○ IA.	○ Monitoring of implementation of SEP. ○ Ongoing consultations, particularly when C-ESMP is updated.	○	○	✓	✓
	Make certain of the availability of an effective GM with multiple channels to initiate a complaint. It should have specific procedures for SEA/SH, including confidential reporting with safe and ethical documenting of SEA/SH cases. It should outline procedures for receiving reports on SEA/SH against children. Parallel GM outside of the project GM may be warranted for substantial to high risk situations.	○ Prior to contractor mobilizing.	○ IA, but discussed and agreed upon with the Task Team.	○ Ongoing monitoring and reporting on GM to verify it is working as intended.	✓	✓	✓	✓
	Ensure IA has a GBV specialist to support project implementation.	○ Preparation.	○ IA.	○ Ongoing reporting.	✗	○	✓	✓

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	For supervision , have a social /environmental specialist in the supervising Engineer's team with GBV (including against children) specific skills to supervise issues related to SEA/SH (e.g. supervise signing of CoCs, verify working GM for SEA/SH is in place, refer cases where needed) and work with GBV service providers as entry points into service provision to raise awareness of the GM.	○ During procurement evaluation process.	○ IA.	○ Ongoing reporting.				
	Ensure oversight through an independent Third Party Monitoring (TPM) organization/Independent Verification Agent (IVA) (civil society organization, international or local NGO, academic partner, private sector firm) with experienced GBV (including against children) staff to monitor implementation of the SEA/SH Prevention and Response Action Plan and ensure all parties are meeting their responsibilities.	○ Preparation.	○ IA.	○ Ongoing reporting.				





When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Ensure funding is available for IA to recruit GBV service providers to facilitate access to timely, safe and confidential services for survivors (including money for transportation, documentation fees, and lodging if needed).	○ Preparation	○ IA.	○ IA.				
	For projects that do not use loan/credit/grant proceeds to hire GBV service providers at the start of project implementation, encourage Borrowers to include an escalation clause in the general contract terms and the ESCP should SEA/SH risks become apparent over the course of the project implementation.	○ Preparation.	○ Task Team.	○ Task Team.				
Procurement	Clearly define the SEA/SH requirements and expectations in the bid documents .	○ Procurement.	○ IA.	○ Review by Task Team.				
	Based on the project's needs, the Bank's SPDs, and the IA's policies and goals, define the requirements to be included in the bidding documents for a CoC which addresses SEA/SH .	○ Procurement.	○ IA.	○ Review by Task Team.				

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	For National Competitive Bidding (NCB) procurement , consider integrating the International Competitive Bidding (ICB) SPD requirements for addressing SEA/SH risks.	○ Procurement.	○ IA.	○ IA with review by Task Team.				
	Set out clearly in the procurement documents how adequate SEA/SH-related costs will be paid for in the contract. This could be, for example, by including: (i) line items in bill of quantities for clearly defined SEA/SH activities (such as preparation of relevant plans) or (ii) specified provisional sums for activities that cannot be defined in advance (such as for implementation of relevant plan/s, engaging GBV service providers, if necessary).	○ Procurement.	○ IA.	○ Review by Task Team.				
	Clearly explain and define the requirements of the bidders' CoC to bidders before submission of the bids.	○ Procurement.	○ IA.	○ Review by Task Team.				

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Evaluate the contractor's SEA/SH Accountability and Response Framework in the C-ESMP and confirm prior to finalizing the contract the contractor's ability to meet the project's SEA/SH prevention and response requirements.	○ Procurement.	○ IA.	○ Review by Task Team.				
Implementation	Review C-ESMP to verify that appropriate mitigation actions are included.	○ Implementation.	○ IA.	○ Review by IA. ○ Review by Task Team.				
	Review the GM's reception and processing of complaints to ensure that the protocols are being followed in a timely manner, referring complaints to an established mechanism to review and address SEA/SH complaints.	○ Implementation.	○ Task Team. ○ IA.	○ Ongoing reporting. ○ Monitoring of complaints and their resolution.				

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	Codes of Conduct signed and understood <ul style="list-style-type: none"> Ensure requirements in CoCs are clearly understood by those signing. Have CoCs signed by all those with a physical presence at the project site. Train project staff on the behavior obligations under the CoCs. Disseminate CoCs (including visual illustrations) and discuss with employees and local communities. Create an appropriate Accountability and Response Framework. 	Initiated prior to contractor mobilization and continued during implementation.	Contractor, Consultant, IA.	<ul style="list-style-type: none"> Review of SEA/SH risks during project supervision (e.g., Mid-term Review) to assess any changes in risk. Supervising Engineer reporting that CoCs are signed and that workers have been trained and understand their obligations.⁴³ Monitoring of GM for SEA/SH complaints. Discussion at public consultations. 	✓	✓	✓	✓
	Have project workers and local community undergo training on SEA/SH.	Implementation.	IA, Contractors, Consultants.	Ongoing reporting.	✓	✓	✓	✓
	Undertake regular M&E of progress on SEA/SH prevention and response activities, including reassessment of risks as appropriate.	Implementation.	IA, Contractors, Consultants.	<ul style="list-style-type: none"> Monitoring of GM. Ongoing reporting. 	✓	✓	✓	✓

⁴³ Civil works supervising Engineer's monthly reports should confirm all persons with physical presence at the project site have signed a CoC and been trained.

When	Action to Address SEA/SH Risks	Timing for Action	Who is Responsible for Action	Ongoing Risk Management	Whether Action is Recommended or Advisable by SEA/SH Risk Level			
					Low	Moderate	Substantial	High
	<p>Implement appropriate project-level activities to reduce SEA/SH risks prior to civil works commencing such as:</p> <ul style="list-style-type: none"> ○ Have separate, safe and easily accessible facilities for women and men working on the site. Locker rooms and/or latrines should be located in separate areas, well-lit and include the ability to be locked from the inside. ○ Visibly display signs around the project site (if applicable) that signal to workers and the community that the project site is an area where SEA/SH is prohibited. ○ As appropriate, ensure public spaces around the project grounds are well-lit. 	<ul style="list-style-type: none"> ○ Prior to works commencing. 	<ul style="list-style-type: none"> ○ Contractor (implementation) ○ Supervising Engineer (supervising/enforcing contract) ○ Task Team. 	<ul style="list-style-type: none"> ○ Ongoing reporting. ○ Reviews during implementation support missions. 				

Addressing SEA/SH risks through the Procurement Process

72. Embedding SEA/SH requirements in procurement processes is a critical mechanism to ensure legal accountability for addressing SEA/SH in projects. Recent revisions to World Bank procurement requirements have strengthened measures to address SEA/SH risks in World Bank-financed operations. SPDs and Standard Bidding Documents (SBDs), which the Borrower agrees to apply for international competitive procurement, provide the basis for ensuring that contractors and consultants fulfil their GBV obligations. The requirements to comply are enshrined in the covenants of the Financing Agreement.⁴⁴

Bidding (Procurement) Documents

73. It is important that the bidding documents sufficiently reflect the findings of any ESA, and the requirements of the ESMP, to address SEA/SH and overall ESHS risks. The Bank's SPDs and SBDs (works-related and for supervising Engineers) provide the framework and contain explanations and notes for including SEA/SH provisions in the procurement documents, through, among others, appropriate specifications in the employer's requirements/TOR.

74. It is essential that the Task Teams ensure that the bidding documents clearly define the project's SEA/SH requirements through the specifications and employer's requirements. Key considerations include:

- The bidding documents to be used are recommended to be reviewed to confirm that potential risks of SEA/SH are adequately addressed given the nature of the project. This is particularly important when it is anticipated that:
 - The project will result in major labor influx; or
 - National Competitive Bidding (NCB) will be used but the country's NCB documents do not adequately address SEA/SH and ESHS risks.
- As part of the decision to use National Procurement Procedures, an assessment of the national procurement documents should be undertaken to establish how and where provisions in respect to SEA/SH should be included. The Task Team (including procurement, E&S specialists) should work with the Borrower to identify the best mechanism for incorporating the necessary requirements. Should this process prove to be impractical for the project (e.g., requires lengthy clearances by multiple levels of authorities), an alternative

⁴⁴ The Recipient shall ensure that all the bidding documents and contracts for works or non-consulting services under the Project require that the contractor, sub-contractor or consultant adopt a code of conduct that shall be provided to and signed by all workers, as applicable to such works or non-consulting services commissioned or carried out pursuant to said contracts, which shall, inter alia, cover gender-based violence, violence against children and sexual exploitation and abuse, along with an action plan designed to effectively implement said code of conduct, including appropriate training on said code of conduct.

interim approach would be to have the Borrower adopt a minimum CoC for all bidders to follow, which reflects the necessary ESHS and SEA/SH requirements.

- High risk projects are recommended to include the requirement that bidders submit not only a CoC, but also a Labor Influx Management Plan for the proper management of the workers on the project.
- Specifications (ideally) and/or the Particular Conditions to the Contract should be used to adequately address SEA/SH risks and more broadly improve ESHS performance.
- The project ESMP and other E&S documents should fully describe the SEA/SH risk (including a SEA/SH Prevention and Response Action Plan), and more broadly the ESHS expectations, and include appropriate prevention and mitigation measures. This should be incorporated into the specifications.
- As described in further detail in the SPD (Works SPD PCC 4.1), the contract will include a requirement that the contractor shall not carry out any works, including mobilization and/or pre-construction, unless the supervising Engineer is satisfied that appropriate measures are in place to address environmental and social, risks and impacts (as defined in the SBD). At a minimum, the contractor shall be required to apply the Management Strategies and Implementation Plans and CoC, submitted as part of the bid and agreed as part of the contract.

75. Careful consideration needs to be given to how the costs for the contractor to implement the SEA/SH requirements will be treated in the bid, evaluated, and paid as such. The project budget should be realistic about these costs. One option to consider is the use of a provisional sum which would cover the contractor's reasonable costs of implementing the SEA/SH Prevention and Response Action Plan. The advantage of this approach is that all bidders would have a consistent level of funding in their bids, neutralizing the implications of underpricing or overpricing.

During Bidding

76. It is essential to draw the attention of bidders to the specific SEA/SH requirements of the project. This can be done for example through market engagement (during the development of the Project Procurement Strategy for Development), use of clarifications, and/or during any pre-bid meetings. Details on how to do this are provided in the SPDs and the Procurement Guidance - Environmental, Social, Health and Safety in Procurement. It is recommended to be as clear as possible regarding the form and nature of the known SEA/SH risks during this process, as well as the measures that bidders will need to take. The key information to provide bidders includes:

- The ESMP requirements, particularly with regard to ESHS expectations, and SEA/SH requirements (including a response to the SEA/SH Prevention and Response Action Plan);

- That civil works will not commence until the C-ESMP has been approved by the IA or the supervising Engineer;⁴⁵ and
- That the C-ESMP—including the SEA/SH Prevention and Response Action Plan—may be disclosed on the IA’s web site,⁴⁶ and that the contractor should participate in public consultations at its own expense.

Bid Evaluation

77. The specifications or ESMP in bidding documents must include the requirements to respond to particular SEA/SH risks or predicted impacts. As part of the contractor’s Social Management Plan, which should be submitted with the bid, the following details should be included:

- The contractor’s proposed approach to implementing the SEA/SH Prevention and Response Action Plan including the Accountability and Response Framework (in response to the requirements outlined in the ESMP);
- The contractor’s Codes of Conduct; and
- Other activities to address the SEA/SH risks of the project (e.g., Labor Influx Management Plan).

78. This information is to be assessed by the Borrower as part of the bid’s responsiveness. Where deviations or omissions are not assessed to be material—which would lead to the bid being rejected—the Borrower may request the bidder to provide clarifications and/or additional information, for further evaluation.

79. In procurement processes that include rated criteria or a points system, SEA/SH requirements may be part of the proposal scoring system. Where this is used, the Task Team should ensure that the requirements are specific and clear, and that the allocation of points relative to other factors is balanced.

80. Bidders are required to submit a declaration of whether they have had a contract terminated, suspended or a performance security called for reasons relating to past poor performance on ESHS issues. The declaration includes details of the reasons. If it is established that the cause is due to SEA/SH, due diligence should be carried out by the IA to determine whether bidders have learned

⁴⁵ For complicated or lengthy projects, it may be acceptable to have a “phased” C-ESMP. This means the C-ESMP would be approved in phases, reflecting the order in which civil works are done. For example, if a five-year project to construct an expressway only has asphalt paving in year four, then there is no need to have the asphalt plant’s environmental requirements included in the initial C-ESMP, which would instead focus on initial activities such as project mobilization and earthworks.

⁴⁶ This is not a World Bank requirement, but experience has shown that it is beneficial to the project engaging local communities as it allows them to be well informed of the specific project construction activities which may affect them. While ESMPs are disclosed through the World Bank’s external website, C-ESMPs should not be disclosed through the external website as they do not require a World Bank “no objection.” Their disclosure is recommended only to be on the IA’s website.

from past experience and how they have modified or implemented management controls to prevent recurrence. In the absence of the bidder demonstrating appropriate controls to prevent recurrence, the Task Team should review the IA’s assessment and recommendation on next steps and consult with the IA as necessary as to how to ensure appropriate controls are in place.

Codes of Conduct

81. Since 2017, the World Bank’s SPDs for large works have required that all contractors Personnel are provided with (and acknowledge receipt of) a CoC. A CoC clarifies an organization's mission, values and principles, linking them with standards of professional conduct.⁴⁷ The CoC articulates the values the organization wishes to foster in leaders and employees and, in doing so, defines desired behavior. As a result, a written CoC can become a benchmark against which individual and organizational performance can be measured. **The SPD requirements for CoCs include provisions for addressing SEA/SH and include prohibitions against sexual activity with anyone under the age of 18. Mistaken belief regarding the age of the child and consent is not a defense for engaging in sexual activity with minors.**
82. As noted earlier, the CoC is associated with a SEA/SH Prevention and Response Action Plan, which includes an Accountability and Response Framework. The Framework outlines how complaints will be handled, in what timeframe, and the range of possible consequences for perpetrators of SEA/SH so that the CoC can be implemented effectively.
83. The SPDs provide a sample CoC (see Annex 1) as guidance on the minimum content of issues to be addressed in the CoC. Bidders are also required to describe the implementation arrangements for the CoC. As noted in Annex 1, some projects in low-capacity environments have worked with IAs to develop the IA’s CoC, which is used as the minimum standard acceptable from bidders in their submissions. This IA CoC may be used by bidders should they not have one of their own. Sample CoCs from multiple organizations from around the world are available from GBV Focal Points. These may be used as reference documents when CoCs are being prepared by IAs or contractors’ CoCs are being evaluated.
84. A key element of the CoC is the sanctions that may be applied if an employee is confirmed as a SEA/SH perpetrator. The sanctions need to be proportional to the violation. Prior to imposition of sanctions, if a worker raises a credible challenge to alleged violation with the CoC, the worker’s employer should place the worker on administrative leave pending a full and fair review to determine the veracity of said allegation(s). Examples of potential sanctions include the following:
 - Informal warning;
 - Formal warning;
 - Additional training;
 - Loss of up to one week's salary;

⁴⁷ Ethics and Compliance Initiative (ECI) Website, 2022, “Developing an Organizational Code of Conduct” available at: <http://www.ethics.org/resources/free-toolkit/code-of-conduct>

- Suspension of employment (either administrative leave as above or without payment of salary), for a minimum period of one month up to a maximum of six months;
- Termination of employment; and/or,
- Referral to the police or other authorities as warranted.

Contractor's ESMP

85. As noted in Chapter 3, the client's E&S documents should identify the risk of SEA/SH and propose prevention and mitigation measures—particularly through the project ESMP. The project **ESMP is usually the foundation for the C-ESMP**, which is the plan prepared by the contractor outlining specifically how it will implement the civil works activities in accordance with the project ESMP's requirements and with the contract.⁴⁸ The C-ESMP, therefore, is a fundamental instrument for ensuring oversight and management of SEA/SH risks.
86. Annex 4 shows how an effective C-ESMP is essential for addressing SEA/SH risks during implementation. Contractually, the contractor must follow the C-ESMP, which is why it is important that the C-ESMP build upon the findings and proposed measures identified in the project's ESA and ESMP. In the rare instance that an IPF involving major civil works lacks an ESMP or C-ESMP, an alternative modality would need to be found.
87. Public disclosure and consultations on the C-ESMP—particularly with regard to SEA/SH risk mitigation—is beneficial (but not mandatory) as it ensures that local communities are aware of the specific actions proposed to address the risks. The works contract should require the contractor to participate in the consultations at its own expense, since they are related to the project works.

SEA/SH Training for Contractors, Consultants and Clients

88. To properly address SEA/SH, the training and sensitizing of workers is essential. These workers include civil works contractors (including sub-contractors and suppliers and their workers), supervising Engineers, consultants who may have a presence in the communities adjoining the project—as well as the IAs. Projects can seek to embed training modules that incorporate SEA/SH into the regular Occupational Health and Safety “toolbox” meetings with workers, official training and/or standalone training efforts. Partnering with health and education sector professionals may be beneficial in developing the curriculum.
89. Training on SEA/SH should be thorough and proportional to the SEA/SH risk. The modality, frequency and content of the training should be detailed in the SEA/SH Prevention and Response Action Plan. At a minimum, training should include:
- What SEA/SH is and how the project can exacerbate SEA/SH risks;

⁴⁸ As part of the bid, the contractor submits management strategies, implementation plans, and a CoC. The contractor also submits, on a continuing basis, for the supervising Engineer's prior approval, such supplementary management strategies and implementation plans as are necessary to manage the ESHS risks and impacts of ongoing works. These management strategies and implementation plans collectively comprise the C-ESMP.

- Specific risks to women, children, and other contextually relevant groups;
- Standards of conduct for project staff and acts prohibited by the project CoC, including the prohibition on sexual activity with people under the age of 18 as a condition for employment;
- SEA/SH allegation reporting mechanism, accountability structures, and referral procedures within agencies and for community members to report cases related to project staff;
- Services available for survivors of SEA/SH and GBV; and
- Follow-up activities to reinforce training content.

90. Training and awareness raising is a strong step toward behavior change. As projects are implemented, training on SEA/SH should be made available to the communities adjoining the project so they can learn about the roles and responsibilities of actors involved in the project, processes for reporting allegations of SEA/SH, mandatory reporting requirements (where relevant), and the corresponding accountability structures. Training of both the communities adjoining the project and project implementers allows all stakeholders to understand the risks of SEA/SH, as well as appropriate mitigation and response measures, putting everyone on the same page.

91. Training IAs will also help them to better understand the potential for SEA/SH that a project may induce. An example of training conducted by the World Bank with clients in Uganda, as well as other recommendations on training and examples from several projects, can be found in Annex 7.

Grievance Mechanisms

92. All World Bank-financed IPFs are required to have a GM. To properly address SEA/SH risks, the GM needs to be in place prior to contractors mobilizing. While many projects have traditionally only considered GM in the context of resettlement, the World Bank’s ESF requires that IPF have a grievance mechanism that will be “proportionate to the potential risks and impacts of the project”.⁴⁹ This is **meant to apply to all aspects of the project**.⁵⁰ Any parallel GMs operated by contractors and consultants should include processes to refer complaints to the project GM so as to ensure that an accurate understanding of the project’s complaints is always available.

93. For GBV—and particularly SEA/SH—complaints, there are risks of stigmatization, rejection and reprisals against survivors. This creates and reinforces a culture of silence so survivors may be reticent to approach the project directly. Some survivors will choose to seek services directly and never report to the GM, which may lead to a discrepancy in the number of cases reported to the Bank by service providers and the GM operators. To enable women to safely access the GM, multiple channels through which complaints can be registered in a safe and confidential manner can be enabled. Specific GM considerations for addressing SEA/SH are:

- The GM is usually operated by the IA, or the project management unit (PMU) on the IA’s behalf. When there are Substantial or High SEA/SH risk projects, consideration should be

⁴⁹ ESS10, para 27.

⁵⁰ ESS10 notes that the same GM can be used for land acquisition and resettlement (ESS5) and Indigenous Peoples (ESS7), but recommends a separate one for project workers under ESS2.

given to a separate SEA/SH GM system, potentially operated by a GBV service provider—with feedback to the project GM similar to that for parallel GMs operated by contractors and consultants. A separate note on GMs for SEA/SH in World Bank-financed projects provides additional discussion on the pros and cons of addressing SEA/SH through the overall project GM system as opposed to an independent parallel SEA/SH GM. The GM operators are to be trained on how to receive and document SEA/SH cases confidentially and empathetically (with no judgement). See Annex 2 for further details.

- In some areas where other agencies are actively mitigating and responding to SEA/SH inter-agency SEA/SH reporting channels may exist. Evaluating the feasibility of leveraging and strengthening existing SEA/SH reporting channels is part of the participatory process of identifying the most appropriate complaint entry point(s).
- Because of the best interest of the child principles, GMs will need to have specific provisions for responding to cases involving children and GM operators will need to be trained on how to respond to such cases, regardless of whether the child or a third party lodges the complaint. Where possible, GM operators should place an emphasis on establishing a positive dialogue with guardians and caregivers of children who have experienced SEA, with the objective of seeking the best interests of the child.
- Before the survivor reports a complaint about SEA/SH to the project GM, the survivor should be made aware if there is any mandatory reporting requirement that would apply – i.e. any obligation under national law for the GM operator, or the project, to report certain incidents. When there is no legal obligation to report the case according to local law, survivors should always make the decision of whether to report cases the authorities, including after having received advice on their rights and legal options as part of the referral to minimum, holistic care. Whenever possible, reporting to the police should be done exclusively with the survivor's consent.⁵¹
- Projects must have multiple complaint channels, and these must be trusted by those who need to use them. Community consultations may be one mechanism to identify effective channels (e.g., local community organizations, health providers, etc.).
- No identifiable information on the survivor should be stored in the GM.
- The GM should **not** ask for, or record, information on *more than the following* related to the SEA/SH allegation:
 - The nature of the complaint (what the complainant says in her/his own words without direct questioning);

⁵¹ For further guidance on how GM procedures can reconcile mandatory reporting requirements and the survivor-centered approach, please consult a GBV specialist or a regional GBV Focal Point. Further guidance can be found in the Interagency Gender-Based Violence Case Management Guidelines, 2017, Section 2.2.2, available at: <https://reliefweb.int/report/world/interagency-gender-based-violence-case-management-guidelines>

- If, to the best of the survivor’s knowledge, the perpetrator was associated with the project;
 - If possible, the age and sex of the survivor; and
 - If possible, information on whether the survivor was referred to services.
- The GM should assist SEA/SH survivors by referring them to GBV service provider(s) for support immediately after receiving a complaint directly from a survivor. This should be possible because a list of service providers would already be available before project work commences as part of the mapping exercise (see Table 2).
 - The information in the GM must be confidential—especially when related to the identity of the complainant. For SEA/SH, the GM should primarily serve to: (i) **refer** complainants to the GBV service provider; and (ii) **record** resolution of the complaint (see Chapter 5).

94. **Data Sharing:** The GBV service provider should have its own case management process to gather the necessary detailed data to support the complainant and facilitate resolution of the case referred by the GM operator. The GBV service provider should enter into an information-sharing protocol with the GM operator to close the case. This information should not go beyond the resolution of the incident, the date the incident was resolved, and the closing of the case, as described in Chapter 5. Service providers are under no obligation to provide case data to anyone without the survivor’s consent. If the survivor consents to case data being shared the service provider can share information when and if doing so is safe, meaning the sharing of data will not put the survivor or service provider at risk of experiencing more violence. For more information on GBV data sharing see: <http://www.gbvims.com/gbvims-tools/isp/>.

95. The costs of operating the GM are usually modest and should be financed by the project as part of the general project management costs.⁵²

96. The GM should have in place processes to immediately notify both the IA and the World Bank of any SEA/SH complaints, with the consent of the survivor. For World Bank reporting protocol refer to the Environmental and Social Incident Response Toolkit (ESIRT), described in Chapter 5.

Monitoring and Reporting

97. It is essential that the project monitor SEA/SH prevention activities. M&E plays a key role in assessing the effectiveness of prevention and mitigation measures. As part of the M&E process, indicators need to be selected for inclusion in the project Results Framework.

⁵² The operation of the GM does not include the cost of resolving SEA/SH complaints (e.g., survivor support services), which, depending on the risk level and the mechanism in place, may be more costly.

Results Framework Indicators

98. The project's Results Framework should include indicators related to: (i) the SEA/SH prevention activities on the project; and (ii) the GM.

99. SEA/SH prevention indicators may include:

- Successful implementation of agreed SEA/SH Prevention and Response Action Plan (Y/N);
- Number of training courses related to SEA/SH delivered;
- Percentage of workers that have signed a CoC; and/or
- Percentage of workers that have attended CoC training.

100. **GM indicators:** A GM indicator that is useful to monitor is the time it took to resolve the SEA/SH-related complaint.

Reporting During Implementation

101. Projects have a significant role to play in supporting safe spaces for women and children to report their experiences of violence. It should be noted that an increase in the number of reported cases does not necessarily mean that SEA/SH incidents have increased; it can also reflect improved mechanisms for safe and confidential reporting and increased interest in accessing GBV support services. Table 3 proposes the reporting mechanisms for SEA/SH prevention monitoring. It should be emphasized that no reporting should have identifiable information on individual cases. It is essential that the confidentiality and safety of survivors be protected.

Table 3: Proposed Reporting of SEA/SH During Implementation

Who	To Whom	What	When	Objective
GM Operator	IA (and IA to furnish to Bank)	<ul style="list-style-type: none"> Reporting of SEA/SH allegations with four key data: <ul style="list-style-type: none"> Nature of the case; Project-related (Y/N); and Age and/or sex (if available). Whether the survivor was referred to services. 	As soon as becomes known	For IA to monitor response. For Bank to report to management in accordance with ESIRT (see Chapter 5).
GBV Service Provider (contracted to project)	IA and supervising engineer	Aggregate data on case load: <ul style="list-style-type: none"> Number of SEA/SH cases received/referred by the GM, disaggregated by age and by sex; The number of cases open, and the average time they have been open; and The number of cases closed, and the average time they were open. 	Monthly	To ensure accountability of GBV service provider particularly if financial support is being provided for survivor support.
Supervising Engineer	IA	<ul style="list-style-type: none"> Status on the implementation of project's SEA/SH Prevention and Response Action Plan; The agreed project SEA/SH indicators, e.g.: <ul style="list-style-type: none"> Successful implementation of agreed SEA/SH Prevention and Response Action Plan (Y/N); 	Monthly	Part of overall supervising Engineer's duty to monitor day-to-day activities and implementation of project's CoC.

		<ul style="list-style-type: none"> ○ Number of training courses related to SEA/SH delivered; ○ Percentage of workers that have signed a CoC; and/or ○ Percentage of workers that have attended CoC training; • That the GM is functioning correctly for receiving and resolving complaints; • The GM indicators; and • That an appropriate mechanism to resolve SEA/SH complaints is established and functional. 		
Implementing Agency	Bank	<ul style="list-style-type: none"> • Project SEA/SH indicators; and • GM indicators (as supplied by the supervising Engineer) 	In accordance with project legal agreements	In accordance with the standard project Results Framework reporting.
TPM/IVA (if applicable)	IA (and IA to furnish to Bank)	<ul style="list-style-type: none"> • The implementation of the SEA/SH Prevention and Response Action Plan; • The functioning of an appropriate mechanism to address and resolve SEA/SH complaints; • The functioning of the GBV service provider; and • The functioning of the GM and the status of GM indicators related to SEA/SH. 	Quarterly	Part of overall duty of TPM/IVA to monitor implementation of the CoC.

102. **Aide Memoires:** Aide Memoires should include the data provided by the IA through the supervising Engineer as well as any information from the TPM/IVA.

103. **Implementation Status Reports (ISRs):** The ISRs should include updates on the status of the SEA/SH prevention activities on the project, as well as to the indicators in the Results Framework.

Stakeholder Engagement

104. As noted in Chapter 3, consultations with people in the communities adjoining the project **need to occur throughout the life cycle of the project**. These regular consultations should provide opportunities to share information with communities on project-related risks and reporting and response measures, and to identify any issues that may be arising with regard to SEA/SH. This means the consultations should have a particular focus on women, children and other at-risk groups—each of which may require different approaches to enable age- and gender-appropriate content and a safe space for discussion.

Supervision and Oversight

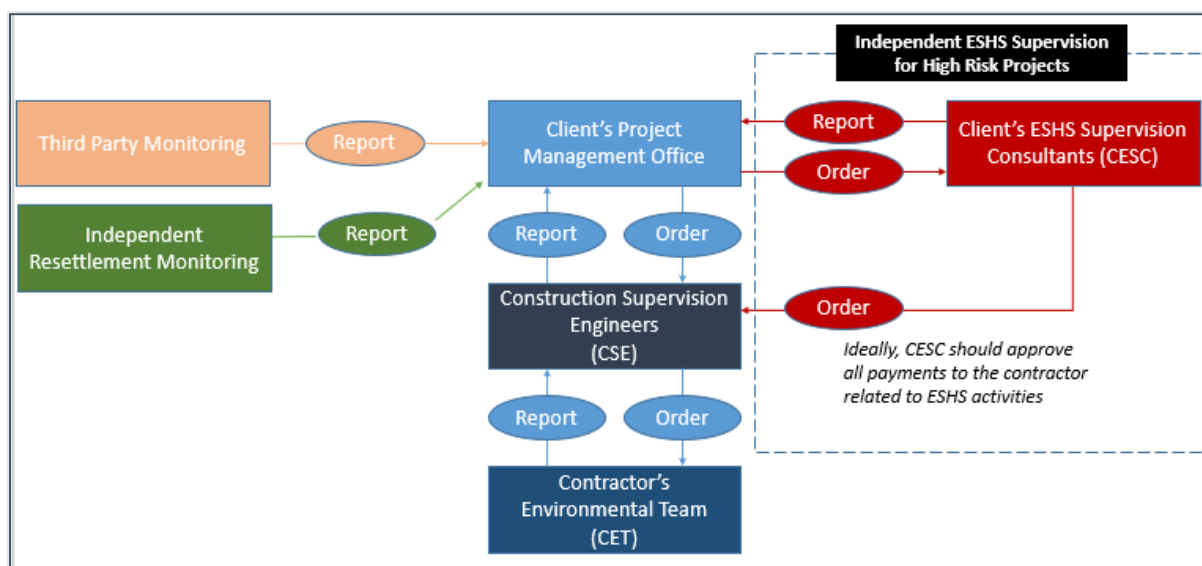
105. Contractors on civil works projects are typically supervised by a consulting firm on behalf of the IA. A key challenge faced by many projects is that the supervision and oversight of SEA/SH prevention

activities during civil works is inadequate. This section outlines activities that can be incorporated into the project to make supervision and oversight more proactive.

Supervision Modalities

106. Effective supervision and oversight of the project's SEA/SH prevention efforts are vital and should therefore be carefully considered during project preparation. As shown in **Figure 5**, effective oversight requires various actors: additional actors are needed in high/substantial risk projects. All entities involved—supervising Engineer, the IA, any independent oversight entities, as well as other entities such as steering committees and civil society—must have clear roles and responsibilities throughout the implementation of the project. All those involved in SEA/SH prevention activities should have appropriate training and skills for the tasks assigned to them.

**Figure 5: Supervision and Oversight Options for High Risk Projects,
Based on China Hubei Yiba Highway Project**



Supervising Engineer

107. The TOR for the supervising Engineer need to clearly outline the expectations of their role in ensuring that SEA/SH risks and prevention and mitigation measures are properly reflected in the C-ESMP and are implemented. It is critical that the supervising Engineer has appropriately qualified social and environmental specialists. In addition, for Moderate, Substantial and High risk projects, the consultants need to demonstrate that they have the appropriate capacity to take on SEA/SH-related responsibilities, such as supervising the signing of CoC, verifying that a working GM for SEA/SH is in place so that referral of SEA/SH cases can be made when needed, and working with GBV service providers and entry points into service provision (as required) to raise awareness of the GM. They also have a role in the resolution of SEA/SH complaints made to the GM, not only for the project but also for ensuring any sanctions on their own staff are applied.

108. For projects with Substantial and High risk of SEA/SH, it is prudent to require quarterly inspections to monitor the implementation of SEA/SH prevention and mitigation measures. It is recommended that the inspections include: (i) the supervising Engineer, who is the one tasked with day-to-day oversight of the contractor; (ii) the supervising Engineer’s GBV specialist; and (iii) the IA’s GBV specialist. The presence of the IA’s GBV specialist—who may be the project’s social specialist—will support the supervising Engineer in assessing whether the necessary SEA/SH standards have been followed. It will also provide the Borrower with an opportunity to verify that the relevant reports adequately reflect the actual situation with regard to mitigating SEA/SH risks.

Implementing Agency Staffing

109. It is recommended that the IA have appropriate environmental and social specialists available. Without them, it will be very difficult to manage the project’s ESHS risks—especially related to SEA/SH. For projects at Substantial or High risk of SEA/SH, it is recommended for the IA to have a GBV specialist as part of the E&S team to ensure SEA/SH-related activities and services are being delivered according to global quality and ethical guidelines.

Independent Monitoring of SEA/SH

110. If there is a high risk of SEA/SH in a project, **independent third-party SEA/SH monitoring (TPM) is recommended**. The TPM or IVA is an organization commissioned to independently monitor and report on the effectiveness of the SEA/SH Prevention and Response Action Plan implementation to prevent and mitigate SEA/SH risks associated with the project.⁵³ The role of the TPM/IVA **is not to track, investigate or follow up on individual cases of SEA/SH**. The TPM/IVA has a higher-level oversight function to confirm that all project actors, including the GBV service provider and the designated focal points or committee to address and resolve SEA/SH complaints, are implementing the SEA/SH Prevention and Response Action Plan. The TPM/IVA verifies that the provisions to prevent and respond to SEA/SH are in place and functioning, and also can provide early warning of problems that may surface.
111. The selection of the TPM/IVA should be based on the project context, scope and reality on the ground and may be a civil society organization, international or local NGO, academic partner, private sector firm or dispute board mechanism. The TPM/IVA will be required to have experience in GBV so that part of the monitoring can be used to evaluate the quality of the actions undertaken. It should provide regular reports (minimum quarterly) directly to the IA, who should remit them to the Task Team.
112. The TPM/IVA plays a key role, especially in High risk projects in monitoring: (i) the measures put in place and implementation of said measures by contractors; (ii) the functioning of GMs; and (ii) the successful functioning of the referral pathways and service provision that have been contracted out (in most cases to specialized NGOs). In order to ensure that the TPM/IVA can independently carry

⁵³ TPM typically involves verification of outputs by an entity paid from a source of funding that is external to the project whereas IVA play a similar verification role but can be contracted using project funding. Many refer to IVA as TPM, including the 2017 GBV Task Force Report.

out the above aspects of implementation, it would be preferable that the TPM/IVA role be fulfilled by organizations (including NGOs) other than those that are responsible for service provision – so as not to create a conflict of interest. However, in low-capacity or FCV situations where it may be difficult to find a separate entity to play the TPM/IVA role, a service provider, other than a government entity, could also potentially play the TPM/IVA role, provided measures are put in place to minimize potential conflicts of interest.

5. Responding to SEA/SH allegations

A Survivor-Centered Approach

113. Global best practice recognizes that it is essential to respond appropriately to a survivor's complaint by respecting the survivor's choices. This means that the survivor's rights, needs and wishes are prioritized in every decision related to the incident. The survivor of SEA/SH, who has the courage to come forward, must always be treated with dignity and respect. Every effort should be made to protect the safety and wellbeing of the survivor and any action should always be taken with the survivor's consent. These steps serve to minimize the potential for re-traumatization and further violence against the survivor. In SEA/SH cases involving children, the survivor-centered approach is guided by an age- and gender-sensitive assessment of the best interests of the child.
114. **Confidentiality** is essential throughout the process. Otherwise, the survivor risks retaliation and a loss of security.
115. If the alleged perpetrator is an employee of the contractor, consultant or IA, to protect the safety of the survivor, and the workplace in general, the IA, contractor or consultant should assess the risk of ongoing abuse to the survivor and in the workplace. This should be done in consultation with the survivor and with the support of the GBV service provider. Reasonable adjustments should be made to the alleged perpetrator's or survivor's work schedule and work environment—preferably by moving the perpetrator rather than the survivor—as deemed necessary. The employer should provide adequate leave to survivors seeking services after experiencing violence.
116. Service providers have the responsibility to uphold children's best interests throughout the support they provide to children including case management, which includes promoting actions that are in the best interest and advocating with other service providers.⁵⁴ Close coordination with organizations working on GBV as well as organizations working on child protection is crucial when it comes to responding effectively to child victims of sexual exploitation and abuse. It is also important to ensure that children are referred to services that can cater to the age and development stage of that particular child.
117. Confidentiality protocols and decisions are less straightforward when working with children. Working with children, especially younger children, requires understanding the legal limits to confidentiality (including the existence of mandatory reporting laws and policies, the need to protect a child's physical and/or emotional safety or to provide immediate assistance, the need to inform a child's parent/caregiver in order to obtain permission to provide care and treatment to the child if there are no dangers in doing so) in terms of decisions pertaining to the case as well as

⁵⁴ IRC and UNICEF, Caring for Child Survivors of Sexual Abuse Guidelines, Case Management for Child Survivors, page 98, available at: <https://www.unicef.org/documents/caring-child-survivors-sexual-abuse>.

referring the case. Children should be informed of what will happen to their case and why, and should be consulted as much as possible, depending on their age and developmental stage.⁵⁵

GBV Service Providers

118. As noted in Chapter 3 and Annex 5, one of the most effective ways of addressing SEA/SH risks and incidences lies in working with GBV service providers and community-based organizations that are able to support the project in addressing any case of SEA/SH, while also working to proactively prevent such cases.
119. **Identifying GBV Service Providers:** All projects are recommended to identify GBV services provider(s), including those with expertise to provide services to child survivors —prior to project appraisal—irrespective of the risk level. This is because SEA/SH allegations may arise on any project and it is necessary to have the appropriate response mechanisms in place. Mapping of GBV prevention and response actors in a given community may already exist, particularly in humanitarian settings. Where no or insufficient local knowledge on prevention and response service providers is available, ideally the Country Management Unit should undertake a mapping exercise through a portfolio approach that identifies qualified GBV service providers, interagency child protection networks and services, NGOs and community-based organizations in communities adjoining the project. Task Teams can also undertake the exercise if the Country Management Unit has not done so. In all cases, mapping of GBV service providers should be verified during project preparation as funding for GBV service provision is scarce and can shift rapidly. If no such organization exists in the project area, service providers from other areas (national or international) that meet international standards are recommended. Alternatively, if this is not possible, the Task Team, in consultation with the necessary GBV and/or health specialists, should evaluate whether there is a possibility in the project to finance a capacity development program to provide appropriate GBV support. This has to be carefully planned and considered.⁵⁶
120. **Financing GBV Service Providers:** In High or Substantial risk projects in remote areas, where existing arrangements are not already in place to cover the costs of GBV service providers, it may be prudent to have the IA contract with one or more GBV service providers to provide specific services (typically using loan/credit/grant proceeds). This will make it easier to ensure that any survivors receive the necessary support. **No monetary compensation should be given directly to the survivor; all support services and accompanying transportation, housing and support requirements (money for official documentation or collection of forensic evidence) are paid through the service provider.**

⁵⁵ IRC and UNICEF, *Caring for Child Survivors of Sexual Abuse Guidelines, Case Management for Child Survivors*, pgs. 95-96, available at: <https://www.unicef.org/documents/caring-child-survivors-sexual-abuse>

⁵⁶ An example of this is the Tuvalu Aviation Investment Project, where an activity was included under the third Additional Finance to establish support services for survivors of SEA/SH as such services were unavailable in Tuvalu. The Fiji Women's Crisis Centre undertook training and capacity building activities in this regard financed by the project.

121. If financed through the project, the GBV service provider should document the level of support given to a survivor, including referral to other service providers. Beyond unidentifiable aggregate key data points (e.g., number of cases received, nature of case and, if available, age and sex - see Table 3 for details), case data should never be requested of service providers. In the exceptional situation where service providers need to share any more details with an outside party, this must be with the permission of the survivor. The survivor must give consent to data sharing and know what data will be shared, with whom and for what purposes. For more information on GBV information sharing see: <http://www.gbvims.com/gbvims-tools/isp/>.
122. It is important that the GBV service providers understand their legal obligations, the legal limits of confidentiality, mandatory reporting requirements, as well as their professional codes of practice, particularly when it comes to reporting SEA/SH cases to the police. The World Health Organization (WHO) does not recommend mandatory reporting of GBV to the police⁵⁷ but if a country's legislation requires mandatory reporting, the GBV service provider should inform the IA and the potential survivor of this obligation, as well as of any other limits of confidentiality.

Handling SEA/SH Complaints

123. All projects need to have a framework for properly handling SEA/SH allegations, which should be outlined in the Accountability and Response Framework (see Chapter 3). There are a few key actors involved in handling SEA/SH allegations: (i) the GM operator; (ii) the GBV service provider (iii) the representative of the IA (iv) and the employer of the alleged perpetrator. It is therefore essential that prior to SEA/SH complaints being received, all projects clearly identify who specifically will be responsible for handling the complaint: who will assess the nature of the complaint, the appropriate sanction to be applied to the perpetrator, confirmation that the survivor has received support, and that sanctions have been enacted, etc. Teams should note that existing modalities for reporting complaints may not be appropriate to enable reporting or to handle the sensitivities associated with SEA/SH. Teams may therefore need to identify alternate channels for reporting, such as the GBV service provider.
124. The IA should establish the Accountability and Response Framework for resolving SEA/SH cases. While the process for resolution and the people involved may vary, the key guiding principle for the resolution process should be to ensure the complete confidentiality of the survivor's case information, a survivor-centered approach, a fair assessment and due process for all those involved, a speedy resolution and application of the process outlined in the agreed-upon Accountability and Response Framework. Any person involved in the resolution process should be specifically trained⁵⁸

⁵⁷ For further information, see the World Health Organization, 2013, Responding to Intimate Partner Violence and Sexual Violence Against Women: WHO clinical and policy guidelines, https://apps.who.int/iris/bitstream/handle/10665/85240/9789241548595_eng.pdf

⁵⁸ Some countries may require those involved in SEA/SH case assessment to be specifically trained and licensed, given that there will be an investigation of an accusation that could lead to a decision with consequences.

to address and resolve SEA/SH-related complaints and wherever possible a dedicated focal point from the GBV service provider should be part of the resolution process.

125. The process for addressing complaints would typically be along the following lines (see separate note on GMs for SEA/SH in World Bank-financed projects):

- The GM operator will keep SEA/SH allegation reports confidential and, unless the complaint was received through the GBV service provider or other identified reporting channels, refer the survivor immediately to the GBV service provider.⁵⁹
- If a case is first received by the GBV service provider or through other identified reporting channels, the report will be sent to the GM operator to ensure it is recorded in the GM system.
- The GBV service provider provides the necessary support to the survivor until it is no longer needed (see Chapter 5).
- If requested by the IA, a survivor's representative/advocate from the GBV service provider will participate in the SEA/SH resolution mechanism, including referral to the police if necessary and requested by the survivor (the only exception being when countries have mandatory reporting laws). The survivor must give the representative from the GBV service provider consent to participate in the mechanism on her/his behalf. Children should always be given the option of having a representative/advocate present.⁶⁰
- As part of the established resolution mechanism SEA/SH allegations are considered and assessed, paying attention to due process for all involved, and in coordination with the accountability framework of the employer of the subject of the complaint. Agreement is reached on a plan for resolution as well as the appropriate disciplinary action for the perpetrator, all within the shortest timeframe possible to avoid further trauma to the survivor.
- In consultation with the GBV service provider, the appropriate representative from the IA is tasked with implementing the agreed-upon action plan, which should always be in accordance with local legislation, the employment contract and the CoC.
- Through the GBV service provider, the SEA/SH resolution mechanism advises the GM operator that the case has been resolved, and it will then be closed in the GM.
- The IA and the World Bank will be notified that the case is closed.

⁵⁹ Survivors of SEA/SH may need access to police, justice, health, psychosocial, safe shelter and livelihood services to begin healing from their experience of violence. These can be arranged by the GBV service provider on their behalf in accordance with the survivors' wishes.

⁶⁰ For additional guidance see, e.g., Technical Note, UN Victims Assistance Protocol (ENG) 2021_final.pdf (interagencystandingcommittee.org), available at:

[https://psea.interagencystandingcommittee.org/sites/default/files/2021-11/Technical%20Note UN%20Victims%20Assistance%20Protocol%20%28ENG%29%202021_final.pdf](https://psea.interagencystandingcommittee.org/sites/default/files/2021-11/Technical%20Note%20UN%20Victims%20Assistance%20Protocol%20%28ENG%29%202021_final.pdf)

126. As noted earlier, the GBV service provider and IA representatives involved in the SEA/SH case resolution, need to understand their legal obligations when it comes to reporting SEA/SH cases to the police. Reporting should be done in accordance with the law, especially in cases that require mandatory reporting of certain types of GBV allegations, such as sexual abuse of a minor. When there is no legal obligation to report the case according to the local law, survivors make the decision of whether to report cases to the GM for resolution and to other service providers; reporting of a case to anyone can only be made with the consent of the survivor.

Ensuring Appropriate Support for Survivors

127. The support provided to survivors through GBV service providers should include: (i) health; (ii) psychosocial; and (iii) legal support. Services should follow global standards and guidelines.⁶¹ For children, minimum standards for caring for child survivors should be followed.⁶²
128. Any survivor reporting SEA/SH through a reporting mechanism in a World Bank-financed IPF should receive care regardless of whether the perpetrator is known to be associated with the project or not. This is because:
- Often, the specifics of the perpetrator may not be known at the time that support services start, and once started, a survivor should be able to continue to access care.
 - The increased SEA/SH sensitization activities linked to Bank-financed projects in the communities adjoining the project may lead survivors in these communities to seek services through the project, regardless of whether the perpetrator was linked to the project or not.⁶³
129. With regard to the support given to the survivor by the GBV service provider, under the survivor-centered approach the case is only closed when the survivor no longer requires support.

⁶¹ Quality standards for medical care can found in WHO, 2014, Health Care for Women Subjected to Intimate Partner Violence or Sexual Violence: a clinical handbook, available at: <https://apps.who.int/iris/handle/10665/136101>. Other service standards can be found in UN Women, Essential Services Package for Women and Girls Subject to Violence, 2015, available at: <https://www.unwomen.org/en/digital-library/publications/2015/12/essential-services-package-for-women-and-girls-subject-to-violence>; and UNFPA, 2015, Minimum Standards for Prevention and Response to Gender-Based Violence in Emergencies, available at: <https://www.unfpa.org/sites/default/files/pub-pdf/GBVIE.Minimum.Standards.Publication.FINAL.ENG.pdf>.

⁶² IRC and UNICEF, 2012, Caring for Child Survivors of Sexual Abuse, available at: <https://www.unicef.org/documents/caring-child-survivors-sexual-abuse>

⁶³ While some have expressed concerns that projects may engender GBV reporting, experience has shown that reporting of GBV is generally low globally. Even though a third of women experience violence by an intimate partner, or sexual violence by a stranger, only 7 percent of women and girls experiencing GBV report the incident to a formal source (regional variations go from 2 percent in India and East Asia to 14 percent in Latin America and the Caribbean).

Reporting to Management

130. The World Bank has introduced the “Environmental and Social Incident Response Toolkit” (ESIRT) to outline procedures for World Bank Staff to report negative environmental and social incidents in an IPF. ESIRT outlines the requirements for reporting SEA/SH cases and has a protocol that defines incidents using three categories. “Indicative” events are addressed within the Task Team and “Serious” events need to be elevated to the Country Manager/Director, Global Practice Manager, Social and Environmental Practice Managers, Relevant Program Leaders, and Environmental and Social Standards Advisor (previously called Regional Safeguards Advisor), who may then advise the appropriate Vice Presidents. Finally, a “Severe” event should be reported to the Vice Presidents by the Task Team within 24-48 hours of notification.⁶⁴
131. The information required to meaningfully report to management on SEA/SH cases should come from the monitoring of cases of SEA/SH in the GM and by reviewing regular supervising Engineer’s reports. As noted in Chapter 4, Task Teams should include key data on SEA/SH in the Aide-Memoires and ISRs.

Resolving and Closing a Case

132. There are two elements related to resolving and closing a SEA/SH case:
- The internal project system, in which the case is referred to the GBV service provider for survivor support, and appropriate actions are taken against perpetrators through the established SEA/SH resolution mechanism; and
 - The support that the survivor receives from the GBV service provider.
133. As described earlier, when a complaint is received, it is registered in the project GM and referred to the GBV service provider with the consent of the complainant. The service provider initiates accountability proceedings with the survivor’s consent.
- If the survivor does not wish to place an official complaint with the employer, the complaint is closed.⁶⁵ Survivor-centered inquiries to ensure a safe, respectful workplace may proceed depending on a risk assessment to assess safety of survivor(s).
 - When the survivor proceeds with the complaint, the case is reviewed through the established SEA/SH resolution mechanism and a course of action is agreed upon; the appropriate party who employs the perpetrator (i.e., the contractor, consultant, or IA) takes the agreed disciplinary action in accordance with local legislation, the employment contract and the CoC. Within the established SEA/SH resolution mechanism, it is confirmed that the action is appropriate, and the GM is then informed that the case is closed.

⁶⁴ See Figure 2 of ESIRT for World Bank Staff guidance (Nov 2018):

<https://wbdocs.worldbank.org/wbdocs/component/drl?objectId=090224b08664566d&Reload=1579900748523&dmfClientId=1579900748523>

⁶⁵ However, if the information provided warrants a review of risk mitigation measures these should still be undertaken if they can be done in a manner that does not add harm to the survivor.

134. All SEA/SH survivors who come forward before the project's closing date should be referred immediately to the GBV service provider for health, psychosocial and legal support. If a project is likely to close with SEA/SH cases still open, prior to closing the project appropriate arrangements should be made with the GBV service provider to ensure that there are resources to support the survivor for an appropriate time after the project has closed, and at a minimum for two years from the time such support was initiated. Funding for this cannot be provided by the project after the closing date, so other arrangements will need to be made, such as financing by the Borrower, involving other projects within the portfolio that may have aligned objectives and budget flexibility—or in extreme circumstances the project closing date may need to be extended.

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ANNEX 1: Codes of Conduct for Contractors and the SEA/SH Prevention and Response Action Plan

1. To build a system for SEA/SH risk prevention and mitigation, projects must:

- Have all employees of contractors (including sub-contractors), supervising Engineers and other consultants with a footprint on the ground in the project area sign codes of conduct (CoCs);
- Have an effective SEA/SH Action Plan so that workers understand behavior expectations and policies, as well as an effective GM. This Action Plan should include training and communication. It should also include plans to make the project-affected community aware of the CoC the project staff have just signed; and
- As part of the SEA/SH Action Plan, define accountability and response protocols, which set out the procedures followed for holding individuals accountable and penalizing staff that have violated SEA/SH policies.

Codes of Conduct from SPD

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

Note to the Employer:

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

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

Delete this Box prior to issuance of the bidding documents.

Note to the Bidder:

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

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

Code of Conduct for Contractor's Personnel

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

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

This Code of Conduct identifies the behavior that we require from all Contractor’s Personnel.

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

REQUIRED CONDUCT

Contractor’s Personnel shall:

1. carry out his/her duties competently and diligently;
2. comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and well-being of other Contractor’s Personnel and any other person;
3. maintain a safe working environment including by:
 - a. ensuring that workplaces, machinery, equipment and processes under each person’s control are safe and without risk to health;
 - b. wearing required personal protective equipment;
 - c. using appropriate measures relating to chemical, physical and biological substances and agents; and
 - d. following applicable emergency operating procedures.
4. report work situations that he/she believes are not safe or healthy and remove himself/herself from a work situation which he/she reasonably believes presents an imminent and serious danger to his/her life or health;
5. treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
6. not engage in Sexual Harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractor’s or Employer’s Personnel;
7. not engage in Sexual Exploitation, which means any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another;
8. not engage in Sexual Abuse, which means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions;
9. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;

10. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, Sexual Exploitation and Abuse (SEA), and Sexual Harassment (SH);
11. report violations of this Code of Conduct; and
12. not retaliate against any person who reports violations of this Code of Conduct, whether to us or the Employer, or who makes use of the grievance mechanism for Contractor's Personnel or the project's Grievance Redress Mechanism.

RAISING CONCERNS

If any person observes behavior that he/she believes may represent a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the issue promptly. This can be done in either of the following ways:

1. Contact *[enter name of the Contractor's Social Expert with relevant experience in handling sexual exploitation, sexual abuse and sexual harassment cases, or if such person is not required under the Contract, another individual designated by the Contractor to handle these matters]* in writing at this address [] or by telephone at [] or in person at []; or
2. Call [] to reach the Contractor's hotline *(if any)* and leave a message.

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

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

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

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

FOR CONTRACTOR'S PERSONNEL:

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

Name of Contractor's Personnel: [insert name]

Signature: _____

Date: (day month year): _____

Countersignature of authorized representative of the Contractor:

Signature: _____

Date: (day month year): _____

Contents of a SEA/SH Action Plan

1. As described in Chapter 3.3, the SEA/SH Action Plan outlines how the project will put in place the necessary protocols and mechanisms to mitigate SEA/SH risk in the project, as well as to address any SEA/SH issues that may arise.
2. Sample documents and other materials to support implementing the recommendations are available on the WBG GBV Intranet page:

<https://worldbankgroup.sharepoint.com/sites/WBGender/sitepages/publishingpages/information-about-sexual-exploitation-abuse-and-harassment-in-world-bank-operations-03172021-112450.aspx>

ANNEX 2: Collecting Information on SEA/SH

1. It is generally unnecessary to undertake new surveys to determine SEA/SH risks as key information is likely already available from country-level Demographic and Health Surveys or nationally representative standalone surveys on violence against women and girls. Eliminating various forms of violence faced by women and girls is also part of several of the Sustainable Development Goals and has led to an increase in data collection and reporting on GBV.¹
2. There should be **absolutely no data collection** related to SEA/SH from anyone who may be a survivor without making referral services available to support them. If data collection is necessary, Task Teams should confirm that protocols are in place to enable referral of participants disclosing experiences of violence **before data collection commences to avoid retraumatizing survivors**. Training of researchers must cover all safety and ethical guidelines related to GBV. **No focus group discussions with community members asking about personal experiences of GBV or SEA/SH in particular should be undertaken**. Given that IPV and/or non-partner sexual assault affects 35 percent of women aged 15-49, focus groups are likely to have women who are survivors of an incident of GBV. For more information on how to discuss GBV ethically, see:
 - The Violence Against Women and Girls Resource Guide [Ethics page](#)
 - [Ellsberg M, and L. Heise. 2005. Researching Violence Against Women: A Practical Guide for Researchers and Activists. Washington DC, United States: World Health Organization, PATH.](#)
 - [World Health Organization. 2001. Putting women first: Ethical and safety recommendations for research on domestic violence against women.](#)
 - [World Health Organization. 2007. WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies.](#)
3. When data is unavailable, however, and data collection is undertaken on topics related to GBV, such as help-seeking behaviors, perceptions of quality of GBV service providers, or safety mapping of communities, the following guiding principles are to be followed and the ethical issues concerning GBV data collection are to be carefully considered. Only if these can be properly implemented, should data collection be done.
 - The benefits to respondents or communities of documenting GBV must be greater than the risks to them.
 - The safety and security of all those involved in information gathering about GBV is of paramount concern and should be continuously monitored.

¹ For example, see the DHS Program website, available at: <http://dhsprogram.com/What-We-Do/Survey-Types/DHS.cfm>

- Information gathering and documentation must be done in a manner that presents the least risk to respondents, is methodologically sound, and builds on current experience and good practice.²
- Basic care and support for survivors must be available locally before commencing any activity that may involve individuals disclosing information about experiences of GBV.
- The confidentiality of individuals who provide information about GBV must be protected at all times.
- Anyone providing information about GBV must give consent before participating in the data gathering activity.
- All members of the data collection team must be carefully selected and receive relevant and sufficient specialized training and ongoing support.
- Additional safeguards must be put into place if children (i.e., those under 18 years) are to be the subject of information gathering.³

² An example of this is the Ethical and Safety Recommendations section:

<http://www.vawgresourceguide.org/resources#esr>. In particular, Ellsberg, M., and L. Heise. 2005. Researching Violence Against Women: A Practical Guide for Researchers and Activists. Washington DC, United States: World Health Organization, PATH.

³ See recommendation 8 in World Health Organization, 2007, WHO Ethical and safety recommendations for researching, documenting and monitoring sexual violence in emergencies, available at: <https://www.who.int/publications/i/item/9789241595681>.

ANNEX 3: The SEA/SH Risk Assessment Tool

1. To help assess the risk of project-related SEA/SH, the Gender Group, alongside colleagues from various Global Practices, has developed the SEA/SH Risk Assessment Tool.¹ The goal of the tool is to stimulate thinking around the risk of project-related SEA/SH. The tool draws on information from a variety of sources to give each project a risk “score” based on the responses to each individual question. The risk score is calculated on a scale of 0 to 25: projects that score 0-12.25 are considered “**Low**” risk; 12.5-16 “**Moderate**” risk; 16.25-18 a “**Substantial**” risk, and 18-25 “**High**” risk. Projects that are in preparation use Sections A and B and aggregate the scores for each section, which can be completed during the PCN phase. On the basis of the additional information gathered during project preparation, the risk should be updated as appropriate for the QER meeting or at the Decision Review meeting.
2. This tool does not address how the project itself may promote gender equality and reduce SEA/SH through its activities. Rather, this is an attempt to reduce the risk of SEA/SH, and allow Task Teams to determine the level of SEA/SH risk that is present in a project before mitigation measures are introduced.
3. The tool is comprised of the following sections:
 - Section A provides an overview of the “**Country context**,” specifically related to the country’s commitment to gender equality and its national incidence of violence.
 - Section B, “**Project context**,” is critical since no matter what the country context, the project in itself can create new risks and vulnerabilities for SEA/SH that may not have existed before. This section is weighted more heavily than Section A.
4. It is important to note that none of the indicators in the tool can alone predict occurrences of SEA/SH, nor does having a good score on any one indicator mean that SEA/SH incidents will not occur. No matter what the project context, Bank projects can influence the risk of SEA/SH, by virtue of shifting existing power dynamics and financial relationships. A lower risk score does not mean that the project does not carry any SEA/SH risk, nor does a high-risk score mean that the project cannot proceed. Rather, this is a tool to help Task Teams to think about the types of measures needed to mitigate SEA/SH risks and adequate response provisions that can be implemented to best accommodate their project setting.
5. The tool contains indicators on GBV against which Task Teams assess their project. For example, the first two indicators under Section A provide an estimate of how prevalent IPV and any sexual violence perpetrated by a partner or a non-partner is at the national level. The first indicator “Prevalence of intimate partner violence” is intended to give an overview of levels of violence against women in the country. No direct correlation has been established between the risk of SEA within a project and the levels of violence against women and girls in countries; however, this statistic is important for giving

¹ In addition, an accompanying Risk Assessment Methodology Guidance Note provides greater detail and guidance for the Risk Assessment Tool and can be found [here](#).

a sense of the country context within which the project occurs. The national IPV prevalence is compared with the regional average as per WHO regional estimates (2013). To assess the risk, higher risk is where national IPV prevalence is above the regional average² and lower risk is where national IPV prevalence is below the regional average (Figure A3.1). Section A will be pre-populated to provide context for Task Teams on the country's commitment to gender equality and national incidence of violence.

Figure A3.1: SEA/SH Risk Assessment Tool Section A - Country Context – Questions 1-13

Item Number	P# Here:								Notes or Comments from individual(s) completing worksheet
	Project Name Here	Measure	Rating	Numeric Rating	Possible scoring	Low Score	Medium Score	High Score	
Section A: Country Context									
Country-level violence background									
1	Prevalence intimate partner violence (select the country then in the 'Common Indicators' tab and scroll to 'Physical or sexual violence by a husband/partner')				Higher Risk is having IPV prevalence above regional average per DHS data (see next tab). Lower Risk is having IPV prevalence below the regional average per DHS data (see next tab).	0		0.5	..
2	Prevalence of any form of sexual violence (select the country then in the 'Complete List' tab and click the "Domestic Violence" tab. Select the "Experience of sexual violence" option, then select "Women who ever experience sexual violence" option)				Higher Risk is having a sexual violence prevalence above regional average per DHS data (see next tab). Lower Risk is having a sexual violence prevalence below the regional average per DHS data (see next tab).	0		1.0	.
3	Prevalence of child marriage (defined as marriage before exact age 18 reported by women)				Low prevalence 0-23.9 Medium prevalence 24-36.9 High prevalence 37-100	0	0.5	1.0	.
4	State Department Trafficking in Persons report (Tier 1-3, with one low and 3 high risk)				Higher risk is Tier III and Tier II watch-list Medium risk is Tier II Lower risk is Tier I	0	0.25	0.5	.

- Task Teams fill out Section B, on project-related risk factors and vulnerabilities for SEA/SH (Figure A3.2). For example, the tool contains an indicator on the level of infrastructure construction to capture whether the project includes any infrastructure construction or upgrading, as such projects can change the community's landscape and use of space, social dynamics, and labor influx, and can affect the safety of workers involved in the construction as well as of women, girls and boys using or living in the surrounding areas. Higher risk is where there are major or substantial construction works, while lower risk would have small amounts of construction work.

² Per WHO 2013.

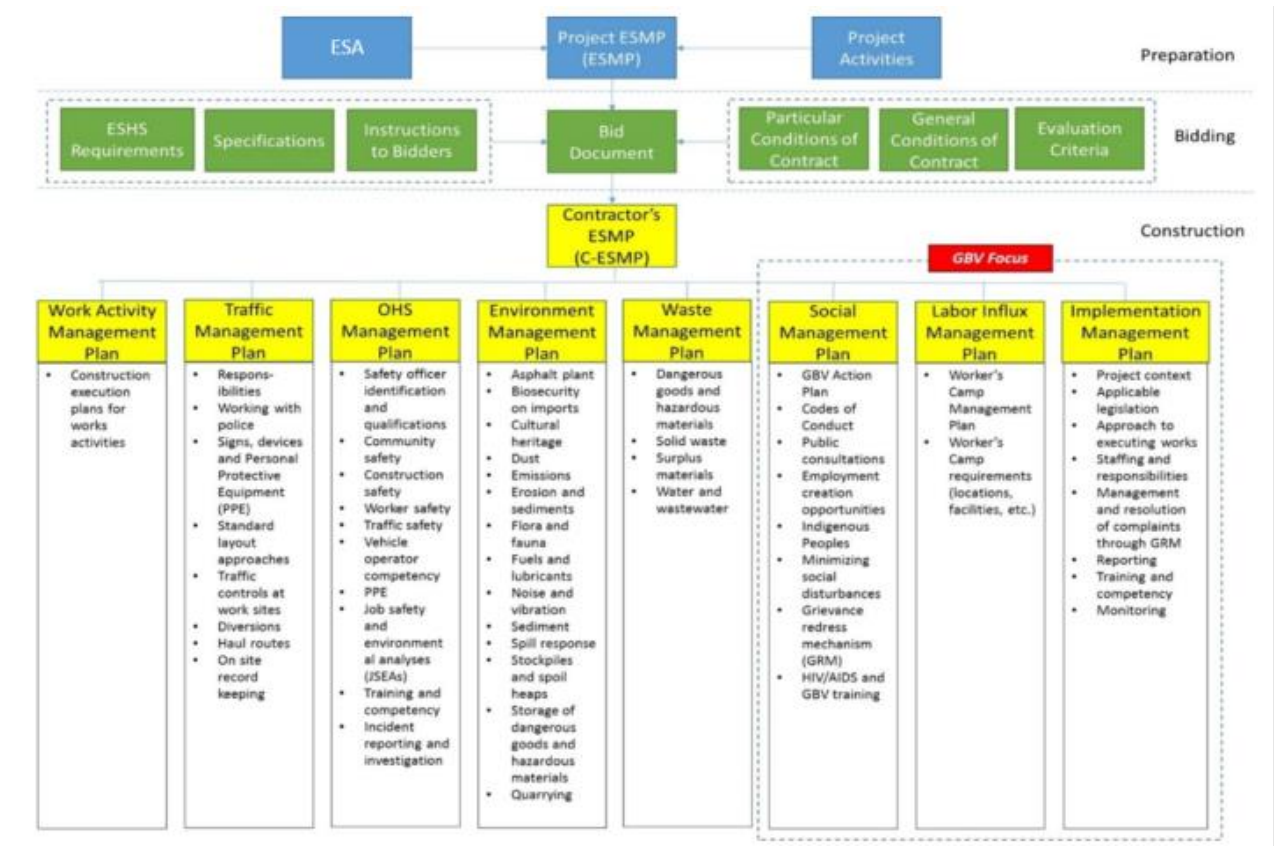
Figure A3.2: SEA/SH Risk Assessment Tool Section B - Project Context – Questions 14-25

Section B: Project Context								
14	<p>Is project in a humanitarian area of the country? Go to Country in the "Countries" tab--> click on Map of the country and view "Maps & Infographics section" and "Updates" for latest humanitarian and emergency situation.</p>				<p>Higher risk is humanitarian or emergency situation in project area Lower risk is no presence of humanitarian or emergency situation in project area</p>			
15	<p>How much infrastructure construction, upgrading or rehabilitation does your project entail? (major = higher risk, medium = medium risk, small amount=lower risk)</p>				<p>Higher risk is major rehabilitation and construction Medium risk is moderate rehabilitation and construction Lower risk is low rehabilitation and construction</p>			
16	<p>According to the guidance from the labor influx note, rate your project as high, medium or low risk related to the level of labor influx. If there is no labor influx, choose the low risk option. This determination is a self-judgement based on project parameters, using the labor influx note guidelines.</p>				<p>Higher risk can be associated with large number of workers, small remote community (low absorption capacity)/context with pre-existing social conflicts, high prevalence of GBV, weak law enforcement, presence of specific marginalized, vulnerable, ethnic groups, etc.</p>			

ANNEX 4: Addressing SEA/SH in the Contractor's ESMP

- As described in Chapters 3 and 4, the project's ESMP contains elements to address SEA/SH risks. [Figure A4.1](#) shows the overall process from preparation through to construction.

Figure A4.1: Managing Environmental and Social Risk from Project Preparation to Construction



- During preparation, the ESA (if prepared) and project ESMP are prepared by the Borrower, publicly consulted on, reviewed and cleared by the World Bank, and publicly disclosed. The Borrower is required to implement the project ESMP as part of the World Bank's Financing Agreement with the Borrower. The project's ESMP principles are embodied in the project's ESHS requirements and specifications, along with the other procurement-related elements that form the bidding documents, with the project ESMP often included as part of the bidding documents.

3. In the bid, contractors have to provide a number of management plans¹ and these ultimately become part of the C-ESMP which the contractor must follow during civil works. The management plans will vary depending upon the nature of the projects, but SEA/SH needs to be included as appropriate.
4. The C-ESMP is the plan prepared by the contractor outlining how it will implement the works activities in accordance with the ESMP's requirements and in accordance with the contract. The development of an effective C-ESMP is a cornerstone for addressing SEA/SH, and more broadly the ESHS risks, during implementation. Contractually, the contractor must follow the C-ESMP, which is why it is important that the C-ESMP build upon the findings and proposed measures identified in the project ESA and ESMP.
5. The C-ESMP should include:
 - **Implementation of SEA/SH Action Plan and Accountability and Response Framework:** As described in Chapter 3, this is the detailed plan by which the contractor will implement the SEA/SH measures outlined in the project ESMP;
 - **Code of Conduct:** The agreed CoC to address behavior which will be used on the project for the contractor's workers, including sub-contractors and suppliers;
 - **Training Plan:** The plan for training workers on SEA/SH;
 - **Community Consultation Plan:** The strategy by which—in consultation with the IA—the communities adjoining the project will be advised on the project activities, how to make complaints, and what GBV support services are available; and
 - **Labor Influx Management Plan:** Should the project involve the influx of labor, how this influx will be managed—particularly to address SEA/SH risks.
6. To ensure that the SEA/SH risks are managed, it is important that:
 - The contractor prepares the C-ESMP in accordance with the requirements of the project ESMP. The C-ESMP should provide a detailed explanation of how the contractor will comply with the project's E&S requirements (embodied in the ESMP) and demonstrate that sufficient funds are budgeted for that purpose.
 - The contractor not carry out **any** works, including mobilization and/or pre-construction activities (e.g., limited clearance for haul roads, site access and work site establishment, geotechnical investigations or investigations to select ancillary features such as quarries and

¹ As part of the bid, the contractor submits management strategies, implementation plans, and a CoC. The contractor also submits, on a continuing basis, for the engineer's prior approval, such supplementary management strategies and implementation plans as are necessary to manage the ESHS risks and impacts of ongoing works. These management strategies and implementation plans collectively comprise the C-ESMP.

borrow pits), unless the supervising Engineer² is satisfied that appropriate measures are in place to address SEA/SH risks and impacts through the C-ESMP.³

- Public consultations be held on the C-ESMP, with the active participation of the contractor⁴ and the supervising Engineer's E&S specialist. These consultations must be well documented and include separate consultations with women and girls.
 - The World Bank's E&S and technical specialists review the C-ESMP and provide the Bank's technical "no objection" to it being used.⁵
 - The C-ESMP be publicly disclosed on the Borrower's project web site, and at other local locations.⁶
7. The approved C-ESMP should be reviewed periodically (typically not less than every six months), and updated in a timely manner, as required, by the contractor so that it contains measures appropriate to the works activities to be undertaken. The updated C-ESMP is subject to prior approval by the supervising Engineer, and ideally redisclosed on the IA's web site.
8. The C-ESMP must include specific prevention and mitigation measures based on the ESMP, the final project design, the proposed construction method statements, the nature of the project site, etc. As shown in [Figure A4.1](#), the C-ESMP should include specific management plans addressing the various risks of the project. SEA/SH is usually addressed as part of the overall "Social Management Plan," which identifies how to manage the impact of the project on the local community and workers.⁷ For High-risk situations, the C-ESMP should include a labor influx plan to manage the impacts of labor influx on communities, especially with regard to SEA.⁸

² Under the FIDIC contract, which is commonly used for supervising civil works financed by the World Bank, the "Engineer" is the client's representative who is responsible to watch and supervise works, and test and examine materials to be used and workmanship employed in connection with the works. As part of the supervision team, there is the appointed "engineer," who is often supported by "resident engineers" in the field. Other members of the supervision team include E&S specialists.

³ With the agreement of the client and engineer, a phased C-ESMP may be prepared addressing specific agreed activities (e.g., mobilization). However, mobilization should not commence until GBV and labor influx management elements of the C-ESMP have been approved.

⁴ Wording such as this should be included in the bidding document: "The Contractor shall participate in public consultations on the C-ESMP by attending public meetings at its own expense as requested by the Engineer to discuss the C-ESMP or any other aspects of the project's environmental and social compliance of interest to the public."

⁵ While this is not a required Bank policy, it is good practice.

⁶ Based on advice from the Legal Vice Presidency, while the project ESMP is disclosed by the World Bank through the external website, this should not be done for the C-ESMP.

⁷ Templates and examples of SEA/SH Action Plans for projects according to SEA/SH risk rating are available through GBV focal points and on the WBG GBV intranet page:

<https://worldbankgroup.sharepoint.com/sites/WBGender/sitepages/publishingpages/information-about-sexual-exploitation-abuse-and-harassment-in-world-bank-operations-03172021-112450.aspx>

⁸ Contact GBV Focal Points for example ESMPs: <https://radweb.worldbank.org/gendersea/process-and-resources>

ANNEX 5: Working with GBV Service Providers

1. One of the most effective ways of addressing SEA/SH lies in working with GBV service providers and community organizations that are able to support the project in addressing any cases of SEA/SH, as well as helping to understand increased risks and proactively prevent SEA/SH. Prior to project appraisal, teams therefore need to identify organization(s) (e.g., NGOs and local institutions) who are trusted by the local community and are working on GBV prevention and response. In areas with high GBV prevalence, there may already be an existing mapping of GBV prevention and response actors in a given community. Coordination with local women's organizations, child safeguarding organizations, government stakeholders (e.g., Ministry of Women's Affairs, Ministry of Health, etc.) and UN agencies is essential.
2. GBV service providers for survivors of SEA/SH should be identified in accordance with [international standards that articulate a minimum basic package of services](#), ideally including case management support, health services, psychosocial support, police support and security, access to legal services, and shelter, if needed. When identifying GBV service providers, the quality of service provision should be a key consideration.
3. In keeping with a survivor-centered approach, accessing services should be the choice of the survivor. Access to police and justice services should be made available should the survivor choose to pursue charges through the local justice system.
4. It is important to map community organizations working on women's and girls' rights as they may be both entry points to services for survivors and useful allies for awareness-raising activities around the CoCs. When identifying community-based organizations, Task Teams can look for those with experience working with the local population to address the root causes of GBV by providing livelihood support or by implementing community-based interventions to challenge the norms and attitudes that underlie GBV. These two activities fall under the broad categories of GBV prevention and response.
5. The activities that GBV service providers provide a project depend upon the risk level. These can include the following:
 - Undertaking a community mapping of GBV risk "hot spots" and vulnerable target groups⁹ that may be most susceptible to SEA/SH;
 - In consultation with the IA, on the basis of the community mapping, identifying the specific SEA/SH mitigation activities to be undertaken to address SEA/SH risks (see Chapter 2 for the types of risks to be considered);

⁹ For example, young women, aged 13-25 – specifically targeting school-aged girls and youth groups; young women, aged 25-35; young men, aged 14-25, school-aged boys and men who have sex with men; and commercial sex workers (particularly for HIV/AIDs).

- Providing services to survivors and/or becoming a victim advocate/victim accompanier, or undertaking case management organization. If required and in High-risk situations, the project should equip this organization with funds that will enable it to facilitate access to timely, safe and confidential services for the survivor (including money for transportation, documentation fees, and lodging if needed);
 - Providing training related to ensuring knowledge of standards laid out in the CoC and services that are available for survivors;
 - Ensuring that the project has “safe spaces” where survivors can report allegations of SEA/SH to trained personnel;
 - Raising awareness about the existing GM and supporting the development of a SEP; and
 - Channeling complaints to the GM (see separate note on GMs for SEA/SH in World Bank-financed projects).
6. **Contracting the GBV service provider.** Experience has shown that the most effective approach is for the IA to hire the GBV service provider. Among the advantages of this approach are:
- The same GBV service provider can be used for multiple contractors, which is not only more cost effective, but also helps ensure consistent provision of services across the project.
 - The GBV service provider can be contracted and mobilized well in advance of the contractor, thereby avoiding any risk of gaps in support during the initial stages of the project.
 - Having the GBV service provider report directly to the IA will make it easier to ensure quality control and consistency of service delivery.
7. Ideally the GBV service provider would also cover HIV/AIDS support services—but not all have the capabilities to do so. In High SEA/SH risk contexts, it may be advisable to put a GBV service provider/NGO under contract to the IA to provide a range of SEA/SH mitigation services throughout the life of the project, as well as case referral services if cases of SEA/SH arise under the project. In other (somewhat less risky) circumstances, it may be more appropriate to require the IA to hire a fulltime GBV specialist (typically as part of its PMU) to ensure the provisions are being adhered to appropriately.
8. Sample TOR are available on the WBG GBV Intranet page (both for GBV service providers/NGOs and for GBV specialists hired by the IA):

<https://worldbankgroup.sharepoint.com/sites/WBGender/sitepages/publishingpages/information-about-sexual-exploitation-abuse-and-harassment-in-world-bank-operations-03172021-112450.aspx>

ANNEX 6: Using Technology to Address SEA/SH

1. There are several ways technology can be used to raise awareness of SEA/SH, help mitigate SEA/SH risks, and enable better monitoring and response to SEA/SH allegations. It is important to note that social media should **not** be used, e.g., for monitoring or as an alert mechanism, as confidentiality and security of SEA/SH survivors is paramount. Some examples of technologies that have been developed externally and by World Bank Task Teams include those in the following paragraphs.
2. **Great Lakes Trade Facilitation Project: Leveraging technology to measure and monitor SEA/SH risks.** Small-scale cross-border trade is a key source of livelihoods for many in the developing world. In Sub-Saharan Africa, the vast majority of those traders are women. Every day, they cross borders multiple times to trade in goods and also services, facing risks of abuse and exploitation including SH and other forms of GBV. In response to such challenges, the World Bank is currently supporting various measures, including the implementation of the “Great Lakes Trade Facilitation Project” (GLTFP). Active at selected borders between the Democratic Republic of Congo, Rwanda, and Uganda, and with plans for extensions to others in Burundi, Tanzania, and Zambia, the intervention aims at facilitating small-scale cross-border trade through infrastructural improvements, policy and procedural reforms, capacity building, and awareness-raising, along with other measures to improve behavior at target border locations and to prevent and mitigate SEA/SH risks. Some GLTFP measures rely on state-of-the-art technology. In each target country, for instance, the project supports the establishment of national toll-free phone line systems to allow traders, and especially women, to anonymously report abuses suffered at the border, both via SMS and voice calls, using basic GSM handsets with no access to the internet. Reports are then automatically stored in and processed by a cloud-based, open-source platform, and subsequently visualized on a website available in two versions: one open to the public, providing details and updates on the status of each issue, that can be used for monitoring and advocacy purposes; and a second, private and only accessible through log-in credentials, which offers selected stakeholders, e.g., border agencies, traders’ associations and civil society the opportunity to review and take action on the various issues reported by traders. In order to preserve their privacy and to minimize the risk of retaliation, the system is also designed in such a way that all reports are submitted and reviewed in total anonymity.
3. **SEA/SH module of the Grievance and Complaint Logging System:** The Grievance and Complaint Logging System (GCLS) is a free and open-source database system developed by the Pacific Transport team to receive and manage complaints. The system has an add-in module that allows survivors of SEA/SH to safely and securely submit their grievance through the project website. On the back end where complaints are processed, the name of the survivor and the grievance are encrypted and can only be accessed through a one-time access password that is sent to a pre-configured email address managed by the responsible grievance manager or GBV service provider. A copy of the anonymized complaint is also directly submitted to the responsible Task Team Leader.
4. **Road Safety app:** [A transport team in India](#) led the development of a Road Safety app which has a special focus on women’s safety. The road safety solution comprises two parts: (i) a mobile app for citizens; and (ii) a control room application for road safety authorities. The mobile app is used by citizens to alert friends and authorities when in need. It has an easy-to-use interface, from which a person who has met with an accident or is a victim of a street crime can choose the appropriate

option, with immediate alerts sent to the relevant nearby authorities and to a pre-configured set of family members. In case of allegations of stalking where it may not be possible to open the app on the mobile or where using a mobile phone will increase risk, the team developed an option whereby women can press a button on a smart amulet (that can be worn conspicuously as a piece of jewelry) to trigger the alert.

5. **Circle of 6:** “Circle of 6” is an app that lets users choose six trusted friends to add to a “circle” to whom the user can automatically send a pre-programmed SMS alert message with the user’s location when in a risky or uncomfortable situation. In dangerous and critical situations there are also two pre-programmed national hotlines or local emergency numbers which are called.
6. **myPlan App:** The “myPlan” is a mobile app to help with safety decisions if a person is experiencing abuse in an intimate relationship. Through the password-protected app, a set of personalized questions are asked of survivors to provide guidance on different options available to them to protect themselves.

ANNEX 7: SEA/SH Training Programs

1. There are some key principles that should be considered when developing SEA/SH training programs:
 - **Who:** The SEA/SH training program should be aimed at the target groups identified in the SEA/SH Action Plan. Typically, these are: (i) workers, both from the contractor and sub-contractors; (ii) consultants, such as the supervising Engineers or others working in the project area; and (iii) IA staff involved with the project. Managers are particularly important to train as they have the responsibility for ensuring compliance of staff with the CoCs as well as implementing sanctions for non-compliance. Training on SEA/SH should also be done within the project's adjoining communities and will need to be designed in an age-appropriate manner and format when children are included in outreach activities.
 - **When:** All employees should attend an induction training course prior to commencing work on site to ensure they are familiar with the company's commitments to address SEA/SH, and the project's SEA/SH CoC. The sanctions embodied in the CoC need to be clearly explained. It should be noted that the induction course will need to be repeated on a regular basis as new staff start on the project.
 - **How Often:** It is recommended that all employees attend a mandatory training course (no more frequently than monthly) for the duration of the contract starting from the first induction training prior to commencement of work to reinforce the understanding of the project's SEA/SH goals.
2. At a minimum, training should include (see examples of actual training courses at the end of this annex):
 - Definition of SEA/SH, and how the project can induce or exacerbate SEA/SH;
 - Roles and responsibilities of actors involved in the project (the standards of conduct for project staff should be captured in the CoC);
 - Case-reporting mechanism, accountability structures, and referral procedures within agencies and for community members to report cases related to project staff;
 - Services available for survivors of SEA/SH; and
 - Follow-up activities to reinforce training content.
3. Managers will require additional training to ensure that they are familiar with their roles and responsibilities in upholding the SEA/SH CoC. Managers should be required to attend and assist project-facilitated training courses for all employees. Ideally, managers should introduce the trainings and announce the learning evaluations, which should include questions on training quality and suggestions on improving the effectiveness of training. This will help ensure that staff see the importance of the training activities.
4. The project will also need to train:
 - The GM operator on how to handle GBV complaints in a survivor-centered manner and in line with the best interests of the child approach; and

- Any focal points that are part of the SEA/SH resolution mechanism will need training on empathetic and non-judgmental listening, and specific considerations when engaging with child survivors.

Case Study 1: GBV Training in Uganda

In Uganda, a Bank team trained 55 representatives from various government ministries and agencies—ministries such as Energy, Transport, Urban, Education, and Gender, Labor, and Social Development, in April 2017. The two-day training had two goals: the first was to expand the capacity of World Bank staff and their counterparts to address the important issues of GBV within IPF involving major civil works; and the second was to enable the workshop’s participants to develop roadmaps for concrete action, using guidance and recommendations found in the [Violence Against Women and Girls Resource Guide](#).

The workshop included having participants address the ecological model for partner violence, using group discussions and “Post-It Notes” to identify key risk factors that intersect with the projects their ministries head. Groups discussed how early marriage, poverty, the lack of land titles, low literacy rates, cultural beliefs, and harmful norms could all be risk factors and drivers of GBV operating in their project-affected communities.

Participants were also given an overview of the [Violence Against Women and Girls Resource Guide](#), which explains how to initiate, integrate, and innovate on measures to prevent and respond to violence against women and girls. Working in groups by sector, participants applied these and other tools to develop roadmaps for different government agencies to use in the implementation of GBV Action Plans, focusing on:

- Working with contractors to prevent SH in the workplace (as well as within the agency and the contracting firms) and other forms of GBV in the project-affected communities (for example, through CoCs);
- Strengthening GMs and other monitoring mechanisms to provide safe and ethical reporting systems for people wishing to report cases of GBV, and their linkage with adequate response; and
- Promoting interventions to reduce the level of tolerance to GBV by contributing to community mobilization around project sites, including the use of partnerships with NGOs, national and local authorities and other leaders.

Participants concluded that all projects need to guard against GBV. During the sessions, participants opened up about their personal and professional journeys toward a better understanding of the significance of GBV. One participant, a transport engineer, said he had come to realize his job was not only about building roads, it was also about understanding the impact a project had on the communities around the project site, and about managing social risks, especially for women and children. Since the training several agencies have proactively incorporated activities to mitigate the risk of GBV their projects may exacerbate. For example, the Ministry of Energy has asked workers to sign a CoC and reinforces the messaging of the CoC in daily toolbox meetings. Moreover, the ministries are not just seeing their operations as a potential for increasing risks of GBV, they are approaching GBV as an area where they can contribute to positive change and are committed to playing a part in the elimination of violence against women and girls in Uganda.

Vanuatu - Half Day Manager's GBV Training Program

Time	Topics	Group Work/Tools to Train
0800- 0830	Welcome	<ul style="list-style-type: none"> Opening of training, and introduction of program and participants
0830-0930	Role of a Manager while in Vanuatu Role of a Leader	<ul style="list-style-type: none"> Each manager writes thoughts and sticks notes on butcher paper Discussion
0930-1000	Code of Conduct, do we understand it?	<ul style="list-style-type: none"> Have copies available, and read through Code of Conduct and Action Plan Re-enforce the Code of Conduct - Highlight the role of a leader, emphasize role for the safety and protection of workers against abuse and exploitation and from exploiting and abusing others What are the organizational responsibilities? Managers are not meant to be police officers and do not have to fill that role. Goal is to promote a positive, safe and respectful work environment and surrounding
1030-1230	CARE of Staff: Violence Against Women and Children (VAWC), Child Sexual Abuse, Exploitation	<ul style="list-style-type: none"> Group work on planning a Response Protocol for what a Manager will do if abuse has taken place by one staff, or on one staff Print out Vanuatu Women's Centre (VWC) and GM referral pathways chart and distribute to managers

Vanuatu - Full Day Worker's GBV Training Program

Time	Topics	Group Work/Tool to Train
0800-0830	Welcome	<ul style="list-style-type: none"> Short word of welcome Participants Introduce themselves All participants fill out pre-training baseline survey (only for induction sessions)
0830-0930	Understanding Gender &	<ul style="list-style-type: none"> PowerPoint slide on referral pathways from VWC Research Results of 2009 on "Women's Lives & Family Relationships"

	Violence Against Women in Vanuatu	<ul style="list-style-type: none"> One of the following exercises: <ul style="list-style-type: none"> Group Work: Perception of Women & Men in Vanuatu Group Work: Power Dynamics (Tool 17 from Road to Good Health)
0930-1045	Types of Violence against Women and Children	<ul style="list-style-type: none"> Definitions of the types of violence – GBV, VAC, Domestic Violence (DV)/IPV, Family and Sexual Violence (FSV) <ul style="list-style-type: none"> Rape Sexual assault (including transactional sex) Physical assault Emotional/psychological assault (withholding resources) Sexual harassment Cover the definitions used in Codes of Conduct and Vanuatu Group Work: Norms and social acceptance of violence - Impacts of GBV/FSV, VAWC and DV/IPV on Offender, Victim/Survivor, their Family, Community – how this leads to a culture of violence
1045-1100 Tea Break		
1100-1130	Understanding Laws: Family Protection Act and Penal Code	<ul style="list-style-type: none"> What is consent? National and international laws on consent and legal age to give consent. Code of Conduct stance on consent Penal Code and Family Protection Act, Application for Family Protection Orders (FPO)
1130-1200	The GM and Reporting Cases	<ul style="list-style-type: none"> How to use the GM for reporting cases: How and who can you report to? VAIP, VPMU, VWC, police, etc. Accountability and confidentiality of all reporters and survivors
1200-1230	VWC Services	<ul style="list-style-type: none"> Linkages to Code of Conduct VWC Counselling & Support Services – How to seek help and/or refer people to VWC Services provided by VWC for survivors of violence What other support services exist in Port Vila?
1230-1330 Lunch Break		
1330-1415	GBV and VAC Codes of Conduct	<ul style="list-style-type: none"> Code of Conduct: Do we understand it? Questions on Codes of Conduct?

		<ul style="list-style-type: none"> • Read through copies of Codes of Conduct and ensure participants understand it • Potential sanctions and penalties
1415-1445	Summarize, Evaluation and Close	<ul style="list-style-type: none"> • Open forum to summarize and reflect on training • Workshop Evaluation (after every session) • Evaluation through post-training survey (only before worker leaves project) • Closing

7.8 Annex 8: Socio-economic and legal (SEL) survey

Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery Project (LFF Project)

مشروع إعادة تأهيل المساكن في بيروت وإنعاش الصناعات الإبداعية التراثية

Socioeconomic and Legal Survey

المسح الاجتماعي الاقتصادي والقانوني

General instructions for enumerators

The enumerators should make sure that the interviewee is the head of household or his/her co-head of household/spouse, lives or used to live in the listed residential unit, is 18 years old and above, and has accepted to take part in the survey.

The head of household is the family member who manages the resources and income allocation of the family. In case of two or more families sharing the same blast-affected house (i.e. having two or more heads of households), please make sure to fill a separate survey form for each.

The survey interview is expected to last on average 45 minutes (it varies from a respondent to another).

The survey is conducted by the enumerators; however, the scoring and eventual selection of buildings can only be made by UN-Habitat Lebanon.

The survey cannot be conducted by enumerators who were not adequately prepared/trained.

The survey interview should ideally be conducted in person, at a location previously agreed between the enumerators and interviewee. If a physical interview is not possible, a phone interview may be undertaken.

It is not permitted to conduct the survey interview with a non-household member with no direct association to the residential unit, such as neighbours or (an)other person(s) who is/are stranger(s) to the household/who did not live in the residential unit.

The survey must be conducted using the digital survey form prepared by UN-Habitat Lebanon.

The enumerators must be familiar with the project in order to respond to questions about it by the interviewee, and ensure to make no promises about the building selection nor about receiving any kind of assistance, and to clearly explain the purpose of the survey.

The survey's privacy importance must be explained by the enumerators to the interviewee prior to the survey interview to ensure the confidentiality of information and the protection of the family.

تعليمات عامة لفريق المسح:

يجب على فريق المسح التأكد من أن الشخص الذي تتم مقابله هو رب الأسرة أو شريكه، والذي يعيش أو كان يعيش في الوحدة السكنية المذكورة أدناه وأنه يبلغ من العمر 18 عامًا أو أكثر وأنه وافق على المشاركة في المسح.

رب الأسرة هو الذي يدير موارد الأسرة ويؤمن مدخلها. في حال وجود عائلتين أو أكثر يتشاركون نفس المنزل المتضرر من الانفجار (أي يوجد أكثر من رب أسرة)، يرجى التأكد من ملء استمارة منفصلة لكل أسرة.

من المتوقع أن تستغرق المقابلة حوالي 45 دقيقة إذ أن المدة تختلف من مستجيب إلى آخر.

الذي سيشارك في عملية التقييم والاختيار النهائي للمباني UN-Habitat سيتم مراجعة المعلومات من قبل برنامج

قبل أشخاص لم يتم إعدادهم/تدريبهم بشكل كافٍ. لا يمكن إجراء المسح من

من المستحسن إجراء المقابلة حضورياً في مكان يتم الاتفاق عليه مسبقاً مع الشخص الذي ستتم مقابله. إذا تعذر إجراء المقابلة حضورياً فيمكن إجراؤها عبر الهاتف.

لا يُسمح بإجراء المقابلة مع فرد من خارج الأسرة كالجيران، أو شخص آخر غريب عن العائلة ولم يسكن في الوحدة السكنية.

UN-Habitat يجب الإلتزام بنموذج المسح الذي أعده برنامج.

يجب على فريق المسح أن يكون على دراية بالمشروع ليتمكن من الرد على الأسئلة المطروحة من قبل المجيب.

يجب أن يتأكد فريق المسح من شرح الغرض من المقابلة بوضوح مع عدم تقديم أي وعود بشأن اختيار المبني أو المساعدات الممكن تقديمها.

يجب أن يتم شرح أهمية الخصوصية للشخص المعني قبل إجراء المقابلة وذلك لضمان سرية المعلومات وحماية الأسرة.

PART 1 – CONSENT FORM

الجزء الأول – نموذج الموافقة

Introductory statement
<p>Good day. Is this [...] (name of tenant/occupant/owner) resident of [...] (residential unit address)?</p> <p>My name is [...] (name of enumerator). I am working with Makassed Association, I am here/calling you on behalf of UN-Habitat to conduct a survey, as part of the “Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery” project, which is being implemented by UN-Habitat, funded through the Lebanon Financing Facility and managed by the World Bank. We are conducting a survey as part of a process to identify buildings heavily damaged by the Beirut Port explosion, which are still in need of rehabilitation and which were inhabited before the explosion.</p> <p>Can I ask you questions related to your household and shelter conditions with the aim of informing that selection process?</p> <p>Your participation is voluntary; if you choose not to participate in the survey, it will not affect your relationship with [...] (name of LFF project IP conducting the survey), other non-governmental organizations or the United Nations, or your ability to get services from them or anybody else. We want you to feel comfortable. Your answers will help us learn more about your living conditions. Please feel free not to answer the questions you do not want to answer.</p> <p>Anything you say is private – I will not share your names with anyone and the information that you provide will be stored securely by UN-Habitat. I cannot offer you any benefits as a result of this discussion.</p> <p>Are you willing to participate in this survey, which will take around 45 minutes and will require me to enter your property and ask questions about your household?</p> <p>Acknowledgment of informed consent</p> <p>Yes</p> <p>No (If no, end the survey)</p> <p>Notes related to consent (if any): _____</p>

صباح الخير، هل أنت [...] (اسم المستأجر/الشغل/المالك) وتقيم في [...] (عنوان الوحدة السكنية)؟

اسمي [...] (اسم الشخص الذي يجري المقابلة). أنا أعمل مع جمعية المقاصد، وأنا هنا/أتصل بكم الآن بالنيابة عن برنامج الأمم المتحدة "إعادة إعمار المساكن المتضررة وتعافي الصناعات الإبداعية" لتعبئة إستمارة في إطار مشروع (UN-Habitat) للمستوطنات البشرية الممول من الصندوق الإئتماني للبنان بإدارة البنك الدولي. هذه المقابلة UN-Habitat الثقافية في بيروت "بيريت" المنفذ من برنامج هي جزء من عملية تحديد المباني التي تضررت بشدة من انفجار مرفأ بيروت، والتي لا تزال بحاجة إلى إعادة تأهيل والتي كانت مأهولة قبل الانفجار.

مشاركتك تطوعية، إذا اخترت عدم المشاركة، فهذا لن يؤثر على علاقتك بأي من الأصدقاء (المنظمات غير الحكومية الأخرى أو الأمم المتحدة)، أو على قدرتك على الحصول على خدمات منها أو من أي شخص آخر. نريدك أن تشعر بالراحة، إذ يمكنك عدم الإجابة على بعض الأسئلة.

إننا نحترم خصوصيتك، إذ لن نشارك معلومات الشخصية مع أي شخص، حيث سيتم تخزين المعلومات بشكل آمن بواسطة برنامج UN-Habitat .

هل أنت على استعداد للمشاركة في هذا المسح؟

إقرار بالموافقة:

نعم ☐

كلا (إذا كانت الإجابة كلا قم بإنهاء المقابلة) ☐

الملاحظات المتعلقة بالموافقة (إن وجدت): _____

PART 2 – SURVEY QUESTIONNAIRE

الجزء الثاني – أسئلة

Fields marked with an asterisk (*) are mandatory.

الخانات التي تتضمن نجمة (*) هي إلزامية

Survey/Enumerator المسح/العداد	
Name of enumerator* اسم الشخص الذي يُجري المقابلة *: *	Enter full name/Select from the list if the names are pre-listed أدخل الاسم الكامل/اختر من القائمة إذا كانت الأسماء مدرجة سابقاً
Date of the survey* تاريخ المقابلة	YYYY/MM/DD
Format of survey* شكل المقابلة *	<p>In person Phone حضورياً على الهاتف</p> <p>If in-person survey, specify GPS location. في حال أجريت المقابلة حضورياً، حدد الموقع</p>

Building and apartment المبنى والشقة	
Plot number on basemap* (select from drop-down list) الاختيار من اللائحة المنسدلة	(select from drop-down list the plot number)
Building number on basemap* رقم المبنى على الخريطة* Select from drop-down list. الاختيار من اللائحة المنسدلة	Select from drop-down list the building number; in case the plot has more than one building, multiple building numbers will automatically show.

<p>Floor number*</p> <p>Select one option.</p> <p>إختيار من القائمة الخيار المناسب</p>	<p>Basement 2</p> <p>Basement 1</p> <p>Ground floor</p> <p>Floor 1</p> <p>Floor 2</p> <p>Floor 3</p> <p>Floor 4..... Floor 15</p> <p>سفلي ثاني</p> <p>سفلي أول</p> <p>أرضي</p> <p>طابق 1</p> <p>طابق..... 2</p>
<p>Apartment number*</p> <p>(select one option)</p> <p>Enter the apartment's number based on the agreed coding system explained during the enumerators' training in the single text entry field below.</p> <p>رقم الشقة*</p> <p>أدخل رقم الشقة في الخانة أدناه</p>	<p>Apartment 1</p> <p>Apartment 2</p> <p>Apartment 3</p> <p>Apartment 4</p> <p>Apartment 5</p> <p>Apartment 6</p>
<p>Size of apartment (approximate)*</p> <p>مساحة الشقة التقريبية*</p>	<p>Less than 50 m2</p> <p>50–100 m2</p> <p>101–150 m2</p> <p>151–200 m2</p> <p>201–250 m2</p> <p>251–300 m2</p> <p>More than 300 m2</p> <p>Do not know</p> <p>Refused to answer</p> <p>أقل من 50 م²</p> <p>50م²-100م²</p> <p>101م²-150م²</p> <p>151م²-200م²</p> <p>201م²-250م²</p> <p>251م²-300م²</p> <p>أكثر من 300 م²</p> <p>لا أعلم</p> <p>يرفض الإجابة</p>

Head of household: General information	
رب الأسرة: معلومات عامة	
<p>Is the interviewee the head of household or his/her co-head of household/spouse?*</p> <p>هل الشخص الذي تتم مقابلته هو رب الأسرة أو شريكه/الزوج(ة)؟*</p>	<p>Yes No نعم كلا</p> <p>If no, ask for contact details of the head of household or his/her co-head of household/spouse, and end this survey.</p> <p>في حال كلا، أطلب معلومات عن رب الأسرة أو شريكه/الزوج(ة)، وقم بإنهاء المقابلة</p>
<p>First name and family name of the household head*</p> <p>إسم وعائلة رب الأسرة*</p>	<p>_____</p>
<p>Phone number of the head of household or his/her co-head of household/spouse*</p> <p>رقم هاتف رب الأسرة أو شريكه/الزوج*</p>	<p>+961 _____</p>
<p>Nationality of the head of household*</p> <p>جنسية رب الأسرة*</p>	<p>Lebanese Syrian Palestine refugee in Lebanon Palestine refugee from Syria Iraqi Stateless Other Specify _____ Do not know Refused to answer لبناني سوري لاجئ فلسطيني في لبنان لاجئ فلسطيني من سوريا عراقي من دون هوية غيره حدد لا أعلم يرفض الإجابة</p>

Socioeconomic vulnerability	
الوضع الاقتصادي الإجتماعي	
General household characteristics	
المواصفات العامة للأسرة	
Gender of the head of household* جندر رب الأسرة	Male = 1 point Female = 2 points Other = 3 points ذكر أنثى غيره
Marital status of the head of household* الوضع الاجتماعي لرب الأسرة	Married = 2 points Divorced = 3 points Widowed = 3 points Single (never married) = 1 point Missing spouse = 3 points Separated = 3 points Do not know Refused to answer متأهل مطلق أرمل عازب يرفض الإجابة (لم يتزوج قط) فاقد الزوج منفصل لا أعلم يرفض الإجابة
Is the head of household an elderly person (60+)?* هل رب الأسرة هو كبير بالسن (60+)؟*	Yes = 4 points No = 0 point نعم كلا If yes, specify the age: _____ في حال نعم، حدد العمر
Is the head of household is minor (17 and younger)?* هل رب الأسرة هو قاصر (17 وما دون)؟*	Yes = 4 points No = 0 point نعم كلا If yes, specify the age: _____ في حال نعم، حدد العمر

<p>What is the total number of members in your household excluding the head of household?* (In this family only; please count the number of persons for each household separately).</p> <p>ما هو إجمالي عدد أفراد الأسرة باستثناء رب الأسرة؟* (في هذه العائلة فقط، الرجاء تعداد عدد الأفراد في كل أسرة على حدا)</p>	<p>1 = 1 point 2 = 1 point 3 = 2 points 4 = 2 points 5 = 2 points 6 = 3 points 7 = 3 points Other Specify: _____ if above 7 = 3 points</p> <p>1 2 3 4 5 6 7 غيره حدد</p>
<p>Enter the number of household members per age group as listed*</p> <p>*أدخل عدد أفراد الأسرة بحسب الفئة العمرية المذكورة</p>	<p>Total number of members over the age of 60: _____ [Insert number]</p> <p>= 4 points for each member</p> <p>إجمالي عدد الأفراد الذين تزيد أعمارهم عن 60 عامًا: _____ [أدخل الرقم]</p> <p>Total number of members between 18 and 60 years old: _____ [Insert number]</p> <p>= 1 point for each member</p> <p>إجمالي عدد الأفراد الذين تتراوح أعمارهم بين 18 و 60 عامًا: _____ [أدخل الرقم]</p> <p>Total number of members 17 and younger: _____ [Insert number]</p> <p>= 3 points for each member</p> <p>إجمالي عدد الأفراد الذين تبلغ أعمارهم 17 عامًا وأصغر: _____ [أدخل الرقم]</p> <p>Total number of members less than 12 months old: _____ [Insert number]</p> <p>= 4 points for each member</p>

	إجمالي عدد الأفراد الذين تقل أعمارهم عن 12 شهراً: [أدخل الرقم]
<p>If there are children of school age (17 and younger) in the household, do all of them attend school?*</p> <p>إذا كان هناك أطفال في سن المدرسة (ما دون 17) في الأسرة ، فهل يذهبون جميعاً إلى المدرسة؟*</p>	<p>Yes = 0 point No = 2 points</p> <p>There are no children of school age in the household Do not know Refused to answer</p> <p>نعم كلا لا يوجد أطفال في سن المدرسة لا أعلم يرفض الإجابة</p> <p>If no, what is the primary reason for not attending school (Select all that apply)?</p> <p>ما هي الأسباب الرئيسية لعدم حضورهم في في حال كلا، المدرسة (اختر الإجابات المطابقة)</p> <p>Limited school capacity (could not register) High school fees and related costs High transportation cost Child is working Language barrier Medical condition Specify: _____ Other Specify: _____ Do not know Refused to answer</p> <p>القدرة الاستيعابية للمدرسة (لا يمكن التسجيل) رسوم المدرسة الثانوية والتكاليف الأخرى تكلفة عالية للنقل عمالة الطفل حاجز اللغة الوضع الطبي</p> <p>حدد: _____ غيره حدد: _____ لا أعلم يرفض الإجابة</p>

<p>Do you or any members of your household have any medical conditions, chronic illnesses or specific needs, including disabilities?*</p> <p>هل تعاني أنت أو أي فرد من أفراد أسرتك من وضع طبي خاص، مرض مزمن أو إحتياجات خاصة بما في ذلك الإعاقات؟*</p>	<p>Yes = 2 points No = 0 point Do not know Refused to answer نعم كلا لا أعلم يرفض الإجابة If yes, how many members?</p> <p>1 = 2 points 2 = 3 points 3 = 4 points 4 = 5 points Other Specify: _____ if above 4 = 6 points Do not know Refused to answer في حال نعم، كم عدد الأفراد</p> <p>1 2 3 4 5 غيره حدد لا أعلم يرفض الإجابة</p> <p>If yes, specify the type (Select all that apply):</p> <p>Pregnant or lactating Has visual impairment Has hearing impairment Has physical disability Has mental disability or illness Has intellectual disability Has speech impairment Has temporary illness or injury Has chronic disease (e.g. diabetes) Has serious/life-threatening medical condition (e.g. cancer) Is an older person unable to care for his/her self or with specific needs Is an older person who is the sole caregiver for child(ren)</p>
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	<p>Is a victim of abuse, violence, exploitation or human trafficking</p> <p>Is a child at risk (child labour, unaccompanied child, neglected child, etc.)</p> <p>Has other legal and physical protection needs (survivor of torture, detained, GBV survivor, etc.). Specify: _____</p> <p>Other Specify: _____</p> <p>Do not know</p> <p>Refused to answer</p> <p>في حال نعم، حدد النوع (إختر الإجابات المطابقة)</p> <p>الحامل أو المرضعة</p> <p>لديه إعاقة بصرية</p> <p>لديه ضعف في السمع</p> <p>لديه إعاقة جسدية</p> <p>لديه إعاقة أو مرض عقلي</p> <p>لديه إعاقة ذهنية</p> <p>لديه ضعف في الكلام</p> <p>يعاني من مرض مؤقت أو إصابة</p> <p>لديه مرض مزمن (مثل مرض السكري)</p> <p>يعاني من حالة طبية خطيرة/تهدد الحياة (مثل السرطان)</p> <p>هو شخص مسن غير قادر على رعاية نفسه أو لديه احتياجات خاصة</p> <p>من كبار السن وهو مقدم الرعاية الوحيد للطفل (الأطفال)</p> <p>ضحية سوء المعاملة أو العنف أو الاستغلال أو الاتجار بالبشر</p> <p>طفل في خطر (عمالة الأطفال، طفل غير مصحوب بذويه، طفل مهمل، إلخ).</p> <p>لديه احتياجات حماية قانونية وجسدية أخرى (ناج من التعذيب، محتجز، ناج من العنف القائم على النوع الاجتماعي، إلخ). حدد: _____</p> <p>غيره _____ حدد: _____</p> <p>لا أعلم</p> <p>يرفض الإجابة</p>
<p>Do any members of your household have any type of health insurance?*</p> <p>*هل يمتلك أحد أفراد أسرتك أي نوع من التأمين الصحي؟</p>	<p>Yes = 0 point</p> <p>No = 2 points</p> <p>Do not know</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>لا أعلم</p> <p>يرفض الإجابة</p>

	<p>If yes, how many members?</p> <p>1 2 3 4 Other Specify: _____ Do not know Refused to answer في حال نعم، كم عدد الأفراد</p> <p>1 2 3 4 غيره حدد لا أعلم يرفض الإجابة</p> <p>If yes, specify the type(s) (Select all that apply):</p> <p>State employees' cooperative Social security (NSSF) Health insurance through employer Other privately purchased health insurance (insurance companies, mutual funds) Other Specify: _____ Do not know Refused to answer</p> <p>في حال نعم، حدد النوع (إختر الإجابات المطابقة)</p> <p>تعاونية موظفي الدولة الضمان الاجتماعي تأمين صحي من خلال صاحب العمل تأمين صحي آخر تم شراؤه من جهات خاصة (شركات تأمين، صناديق تعاضد) غيره حدد: _____ لا أعلم يرفض الإجابة</p>
<p>Household income and essential needs/expenses coverage</p> <p>دخل الأسرة والاحتياجات الأساسية/تغطية النفقات</p>	

<p>What is the average monthly income of your household?* Please sum all the incomes coming from different household members by currency.</p> <p>يرجى تحديد كافة المداخل * ما هو متوسط الدخل الشهري لأسرتك؟ من مختلف أفراد الأسرة حسب العملة.</p>	<p>Total in LBP:</p> <p>< 5,000,000 = 3 points Between 5,000,000 – 25,000,000 = 2 points > 25,000,000 = 3 points</p> <p>>Total USD:</p> <p>< 100\$ = 3 points 100\$-500\$ = 2 points > 500\$ = 1 point Do not know Refused to answer الإجمالي بالليرة اللبنانية:</p> <p>5,000,000 أقل من 5,000,000 – 5,000,000 ما بين 5,000,000 أكثر من</p> <p>الإجمالي بالدولار الأمريكي:</p> <p>100\$ > \$500-\$100 500\$ < لا أعلم يرفض الإجابة</p>
<p>What is the primary source of your household's income that your household uses to cover its regular main/essential expenses?*</p> <p>ما هو المصدر الأساسي لدخل الأسرة الذي تستخدمه العائلة لتغطية نفقاتها الأساسية؟</p>	<p>Renting a property in Lebanon Support/gifts from relatives and/or friends in Lebanon Business or enterprise outside Lebanon Remittances from relatives abroad Self-employment Savings Pensions Credits/Debts/Loan (including credits from shops) Waged labour Sale of assets/household goods/livestock/crops Agriculture Construction Manufacturing Other services (e.g. hotel, restaurant, transport, personal services such as cleaning, hair care, cooking and child care) Professional services Wholesale and retail trade Assistance/aid from a humanitarian organization/charity</p>

	Specify: _____ Other source of income Specify: _____ Do not know Refused to answer تأجير عقار في لبنان دعم/هدايا من الأقارب و/أو الأصدقاء في لبنان عمل أو مشروع خارج لبنان تحويلات الأقارب بالخارج عمل حر مدخرات التقاعد الاعتمادات/الديون/القروض (بما في ذلك الاعتمادات من المتاجر) العمل المؤجور بيع الأصول/الأغراض المنزلية/المواشي/المحاصيل الزراعة البناء التصنيع خدمات أخرى (مثل الفندق والمطعم والنقل والخدمات الشخصية مثل التنظيف والعناية بالشعر والطبخ ورعاية الأطفال) خدمات تخصصية تجارة الجملة والمفرق مساعدة/معونة من منظمة إنسانية/جمعية خيرية _____ حدد: مصدر دخل آخر _____ حدد: لا أعلم يرفض الإجابة
Do you/ your household possess funds or savings stuck in a bank operating in Lebanon? * هل تمتلك أنت أو أحد أفراد أسرتك مدخرات مالية محجوزة ببنك يعمل في لبنان؟ *	Yes = 2 points No = 0 point Refused to answer نعم كلا لا أعلم يرفض الإجابة
Do you/ your household own any property other than the one affected by the blast? * هل تمتلك أنت أو أحد أفراد أسرتك أي عقار غير الذي تضرر بانفجار بيروت؟ *	Yes = 0 point No = 2 points نعم كلا If yes, is it residential? Yes No

	<p>في حال نعم، هل هو مخصص للسكن</p> <p>نعم كلا</p> <p>If yes, where is it located?</p> <p>In Lebanon (specify the location) Outside Lebanon (specify the location) في حال نعم، أين يقع؟</p> <p>داخل لبنان (حدد موقعه) خارج لبنان (حدد موقعه)</p> <p>If in Lebanon, are you able to relocate to this property in the time of rehabilitation?</p> <p>Yes No في حال في لبنان، هل بإمكانك الانتقال إليها أثناء الترميم؟</p> <p>نعم كلا</p>
<p>How many cars does your household own now?</p> <p>ما هو عدد السيارات التي تمتلكها أسرتك حالياً؟</p>	<p>0 = 3 points 1 = 2 pointS 2 = 1 point More than 2 = 0 points 0 1 2 أكثر من 2</p>
<p>In the last 6 months, how many of your household members (including yourself) were working in return for pay or profit on a full-time basis?*</p> <p>في آخر ستة أشهر، كم عدد أفراد أسرتك (بما فيهم أنت) الذين كانوا يعملون بدوام كامل مقابل أجر أو ربح؟*</p>	<p>0 (not applicable) 1 2 3 4 5 Other Specify: _____ Do not know Refused to answer 0 (لا ينطبق) 1 2 3 4 5</p>

	غيره حدد: _____ لا أعلم يرفض الإجابة
In the last 6 months, how many of your household members (including yourself) were working in return for pay or profit on a part-time or seasonal basis? * في آخر ستة أشهر، كم عدد أفراد أسرتك (بما فيهم أنت) الذين كانوا يعملون بدوام جزئي مقابل أجر أو ربح ؟ *	0 (not applicable) 1 2 3 4 5 Other Specify: _____ Do not know Refused to answer 0 (لا ينطبق) 1 2 3 4 5 غيره حدد: _____ لا أعلم يرفض الإجابة
Have you lost your job because of the Beirut Port explosion? * هل خسرت عملك نتيجة انفجار مرفأ بيروت؟ *	Yes = 3 points No = 0 point Refused to answer نعم كلا يرفض الإجابة
During the past year, have you or any members of your household received any support (excluding anything you reported as main income above) from family, relatives, humanitarian organizations, charities, etc.? * خلال العام الماضي، هل تلقيت أنت أو أي فرد من أفراد أسرتك أي دعم (باستثناء أي شيء أبلغت عنه كدخل رئيسي أعلاه) من الأسرة والأقارب والمنظمات الإنسانية والجمعيات الخيرية وما إلى ذلك؟ *	Yes = 1 point No = 3 points Do not know Refused to answer نعم كلا لا أعلم يرفض الإجابة If yes, what type of support have you received? (Select all that apply): Food Infant formula/baby food

	<p> Cash Cash for rent Clothes and shoes Shelter/temporary shelter Transport Water Community and psychosocial support Other Specify: _____ Do not know Refused to answer </p> <p> إذا كانت الإجابة بنعم ، فما نوع الدعم الذي تلقيته؟ (اختر الإجابات المطابقة): </p> <p> غذاء حليب الأطفال/أغذية الأطفال نقدي كاش للإيجار الملابس والأحذية المسكن/المسكن المؤقت المواصلات الماء الدعم المجتمعي والنفسي غيره حدد _____ لا أعلم يرفض الإجابة </p> <p> If cash assistance is received, specify the amount received (during the past year): </p> <p> Total in LBP: _____ </p> <p> Total USD: _____ </p> <p> في حال تلقيك المساعدة النقدية، حدد قيمة المبلغ المستلم (خلال العام الماضي): </p> <p> الإجمالي بالليرة اللبنانية _____ </p> <p> الإجمالي بالدولار الأمريكي _____ </p> <p> If yes, specify the source(s) of the support: </p> <p> Family Relatives Friends Humanitarian organizations/charities Government/Army </p>
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	<p>Other Specify: _____ Do not know Refused to answer في حال الإجابة بنعم ، حدد مصدر (مصادر) الدعم</p> <p>الأسرة الأقارب أصدقاء المنظمات الإنسانية/الجمعيات الخيرية الدولة/الجيش غيره حدد _____ لا أعلم يرفض الإجابة</p>
<p>Since the Beirut Port explosion, did any member of the household borrow money?*</p> <p>منذ حدوث انفجار مرفأ بيروت، هل قام أي فرد من الأسرة بإقتراض المال؟*</p>	<p>Yes No Do not know Refused to answer نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, what were the primary reasons for borrowing (Select all that apply)?</p> <p>Buy food Buy/rent house Pay for health care Pay for education fees Purchase water Pay for transport Repay other, existing debts Others Specify: _____ Do not know Refused to answer في حال الإجابة بنعم فما هي الأسباب الرئيسية للاقتراض (إختر الإجابات المطابقة)؟</p> <p>شراء الطعام شراء /استئجار منزل دفع تكاليف الرعاية الصحية دفع رسوم التعليم شراء المياه دفع ثمن النقل سداد ديون أخرى قائمة غيره</p>

	<p>حدد: _____</p> <p>لا أعلم يرفض الإجابة</p> <p>If yes, specify the total debt amount (per currency): LBP: _____; USD: _____</p> <p>في حال الإجابة بنعم، حدد إجمالي الدين (حسب العملة): الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p>
<p>Have you or any household member lost/damaged any personal documents due to the Beirut Port explosion?*</p> <p>هل فقدت/أُتلفت أنت أو أي فرد من أفراد أسرتك أي مستندات شخصية بسبب انفجار مرفأ بيروت؟*</p>	<p>Yes No Do not know Refused to answer</p> <p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, specify which document(s) (Select all that apply):</p> <p>Birth certificate Marriage certificate Death certificate ID Passport Family register Other Specify _____</p> <p>Do not know Refused to answer</p> <p>في حال الإجابة بنعم، فحدد المستند (المستندات) (إختر الإجابات المطابقة):</p> <p>شهادة الميلاد شهادة زواج شهادة وفاة الهوية جواز السفر سجل الأسرة/إخراج القيد العائلي غيره حدد _____</p> <p>لا أعلم يرفض الإجابة</p>

<p>Have you or any household member lost/damaged any of the following due to the Beirut Port explosion?*</p> <p>هل فقدت/أُتلفت أنت أو أي فرد من أفراد أسرتك أي من الأمور التالية انفجار مرفأ بيروت؟*:</p>	<p>Family member(s)/Relative(s) = 5 points Friend(s)/neighbour(s) = 5 points Furniture = 3 points Home appliance(s) = 3 points Car(s) = 3 points Other Specify _____ Do not know Refused to answer</p> <p>أفراد الأسرة/الأقارب (الأقارب) صديق (أصدقاء) / جار أثاث أدوات المنزلية السيارات غيره حدد _____ لا أعلم يرفض الإجابة</p>
<p>Does your household pay any rent?*</p> <p>هل تدفع أسرتك أي بدل إيجار؟*</p>	<p>Yes, for the apartment affected by the explosion where my household currently lives = 3 points Yes, for the apartment affected by the explosion, plus where my household currently lives = 5 points Yes, only for the apartment where my household lives now, which is different from the explosion-affected apartment = 3 points No = 0 point Do not know Refused to answer</p> <p>نعم، للشقة المتضررة من الانفجار حيث تعيش أسرتي حاليًا نعم، للشقة المتضررة من الانفجار، بالإضافة إلى المكان الذي تعيش فيه أسرتي حاليًا نعم، فقط للشقة التي تعيش فيها أسرتي الآن، والتي تختلف عن الشقة المتضررة من الانفجار كلا لا أعلم يرفض الإجابة</p> <p>If yes (options 1 and 3), specify the amount per month: LBP: _____; USD: _____</p>

	<p>إذا كانت الإجابة بنعم (الخياران 1 و 3) ، حدد المبلغ الشهري</p> <p>الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p> <p>If yes (option 2), specify the amount per month for the explosion-affected apartment:</p> <p>في حال الإجابة بنعم (الخيار 2) ، حدد المبلغ الشهري للشقة المتضررة من الانفجار:</p> <p>LBP: _____; USD: _____</p> <p>الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p> <p>and for the current residence:</p> <p>LBP: _____; USD: _____</p> <p>وللشقة الحالية</p> <p>الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p>
<p>How much does your household need per month to cover the following essential needs (in LBP and USD, separately), excluding rent, in your current apartment of residence?*</p> <p>ما هو المبلغ الذي تحتاجه أسرتك شهرياً لتغطية الاحتياجات الأساسية التالية (بالليرة اللبنانية والدولار الأمريكي) باستثناء إيجار شقتك الحالية التي تقيم فيها؟*</p>	<p>Food: LBP: _____; USD: _____</p> <p>Health care: LBP: _____; USD: _____</p> <p>Utilities (water, electricity, generator, telephone): LBP: _____; USD: _____</p> <p>Education: LBP: _____; USD: _____</p> <p>Other: Specify: _____</p> <p>LBP: _____; USD: _____</p> <p>غذاء: الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p> <p>رعاية صحية: الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p> <p>الخدمات (المياه، الكهرباء، المولدات، الهاتف): الليرة اللبنانية: _____؛ الدولار الأمريكي: _____</p>

	الليرة اللبنانية: _____؛ الدولار الأمريكي: _____ غيره حدد: _____
	الليرة اللبنانية: _____؛ الدولار الأمريكي: _____

Specific housing, land and property (HLP)/legal issues related to apartment affected by the Beirut Port explosion

حقوق السكن والأراضي والممتلكات مسائل قانونية متعلقة بالشقة المتضررة من انفجار مرفأ بيروت/

Did your household live in the blast-affected apartment at the time of the Beirut Port explosion?*	Yes No Refused to answer نعم كلا يرفض الإجابة If yes, since when did you live in this apartment? Specify month/year: _____ Do not know Refused to answer في حال نعم، حدد منذ متى كنت تعيش في الشقة؟ حدد الشهر/السنة لا أعلم يرفض الإجابة
Did you or any of your household members have to relocate to another shelter after the Beirut Port explosion?*	Yes, all of my household members = 3 points Yes, one or some of my household members = 2 points No = 0 point Refused to answer نعم، كافة أفراد أسرتي نعم، أحد أفراد أسرتي أو بعضاً منهم كلا يرفض الإجابة If yes, specify when (month and year): _____ في حال نعم، حدد متى (الشهر والسنة):
Do you or any of your household members currently reside in this	Yes, all of my household members Yes, one or some of my household members

<p>apartment located in the explosion-affected area?*</p> <p>هل تسكن أنت أو أي من أفراد أسرتك حاليًا في الشقة الواقعة في المنطقة المتضررة من الانفجار؟*</p>	<p>No</p> <p>Refused to answer</p> <p>نعم، كافة أفراد أسرتي</p> <p>نعم، أحد أفراد أسرتي أو بعضًا منهم</p> <p>كلا</p> <p>يرفض الإجابة</p> <p>If no, specify your current residential address: Governorate, district (caza), municipality (detailed address):</p> <p>_____</p> <p>في حال كلا، حدد مكان سكنك الحالي: المحافظة، القضاء، البلدية (العنوان التفصيلي):</p>
<p>Did you share accommodation with another/other household(s) before the Beirut Port explosion?*(In case of two families sharing the same house, please do not forget to fill two separate survey forms.)</p> <p>هل تشاركت في السكن مع أسرة أخرى قبل انفجار مرفأ بيروت؟ في حال نعم، ما هي صلة القرابة؟* (في حال وجود عائلتين تتقاسمان نفس الشقة من فضلك لا تنسى ملء استمارتين منفصلتين للمسح).</p>	<p>Yes = 2 points</p> <p>No = 0 point</p> <p>نعم</p> <p>كلا</p> <p>If yes, specify the number of families that used to live in the same shelter:</p> <p>1</p> <p>2</p> <p>3</p> <p>Other</p> <p>Specify: _____</p> <p>في حال نعم، حدد عدد العائلات التي كتنت تسكن في الشقة ذاتها:</p> <p>1</p> <p>2</p> <p>3</p> <p>غيره</p> <p>حدد</p>
<p>Do you currently share accommodation with another/other household(s)?*</p> <p>*هل تشارك الإقامة حاليًا مع أسرة أخرى؟</p>	<p>Yes = 2 points</p> <p>No = 0 point</p> <p>نعم</p> <p>كلا</p> <p>If yes, specify the number of families living in the same shelter:</p> <p>1</p> <p>2</p> <p>3</p> <p>Other</p> <p>Specify: _____</p> <p>في حال نعم، حدد عدد العائلات التي كتنت تسكن في الشقة ذاتها:</p>

	1 2 3 غيره حدد
Interviewee status/relation to the residence affected by the Beirut Port explosion* ما هي علاقة أو الرابط بين المضيف والشقة المتضررة* بالإنفجار	Owner/Landlord = 0 point Tenant = 2 points مالك مستأجر
Tenant/occupant tenure information (If answer to the previous question is "tenant") معلومات حول المستأجر / شاغل الشقة ("إذا كانت الإجابة على السؤال السابق "مستأجر")	
Type of ownership of the apartment* نوع ملكية الشقة*:	Owned by single landlord Owned by multiple landlords (joint ownership) Owned by government/municipality Owned by a religious institution Owned by a company (e.g. bank, real estate developer) Other: Specify: _____ Do not know Refused to answer ملك شخص واحد ملك عدة أشخاص (ملكية بالشيوع) ملك الدولة/البلدية ملك مؤسسة دينية ملك شركة (مثل البنك أو المطور العقاري) غيره حدد: _____ لا أعلم يرفض الإجابة
Provide the name and contact information of the owner of the apartment ما هو اسم ومعلومات مالك الشقة	_____ (name, phone number, address if known) (إسم، رقم الهاتف، العنوان إذا ما كان معلوماً) _____

<p>Type of tenure arrangement*</p> <p>نوع الحيازة*</p>	<p>Rental agreement (after July 1992)</p> <p>Rental agreement (before July 1992 – old rent)</p> <p>Informal verbal lease agreement</p> <p>Provided by employer/hosted by provider in exchange of work</p> <p>Hosted (for free)</p> <p>Assistance/Charity</p> <p>Occupancy free of charge (only if interviewee is Syrian refugee)</p> <p>Rent freeze/rent reduction arrangement</p> <p>Other:</p> <p>Specify: _____</p> <p>Do not know</p> <p>Refused to answer</p> <p>عقد إيجار (بعد تموز 1992)</p> <p>عقد إيجار (قبل عام 1992-إيجار قديم)</p> <p>عقد إيجار شفهي غير رسمي</p> <p>مقدم من قبل صاحب العمل / مستضاف مقابل عمل</p> <p>مستضاف (مجانيًا)</p> <p>مساعدة / عمل خيري</p> <p>إيجار مجاني (فقط إذا كان الشخص الذي تمت مقابلته لاجئًا سوريًا)</p> <p>إيجار مجمّد/إيجار مخفّف</p> <p>غيره</p> <p>حدد: _____</p> <p>لا أعلم</p> <p>يرفض الإجابة</p>
<p>Which occupancy document do you currently have?*</p> <p>ما هي وثيقة الاشغال التي لديك حاليًا؟*</p>	<p>Rental agreement</p> <p>Property deed</p> <p>Usufruct deed</p> <p>Sale agreement</p> <p>Usufruct agreement</p> <p>Permission letter</p> <p>Agreement signed at the notary</p> <p>Other</p> <p>Specify: _____</p> <p>No document</p> <p>Refused to answer</p> <p>عقد إيجار</p> <p>سند تملك</p> <p>سند انتفاع</p> <p>عقد بيع</p> <p>عقد انتفاع</p> <p>كتاب سماح</p> <p>اتفاقية موقعة لدى كاتب العدل</p> <p>غيره</p> <p>حدد: _____</p> <p>لا توجد وثيقة</p> <p>يرفض الإجابة</p>

<p>Have you lost any documents proving legal occupancy due to the Beirut Port explosion?*</p> <p>هل فقدت أي وثائق رسمية تثبت الاشغال القانوني بسبب انفجار مرفأ بيروت؟</p>	<p>Yes No Refused to answer نعم كلا يرفض الإجابة</p>
<p>Are you aware of any inheritance proceedings ongoing or pending in relation to the building/apartment?*</p> <p>هل أنت على علم بأي إجراءات ميراث جارية أو معلقة فيما يتعلق بالمبنى/الشقة؟</p>	<p>Yes No Refused to answer نعم كلا يرفض الإجابة</p>
<p>Are you aware of your rights as a tenant?*(i.e. the right to continue lease for a certain time, rights related to the port explosion?)</p> <p>(أي الحق *هل أنت على دراية بحقوقك كمستأجر؟ في مواصلة الإيجار لفترة معينة، الحقوق المتعلقة بانفجار المرفأ؟)</p>	<p>Yes No Refused to answer نعم كلا يرفض الإجابة</p>
<p>Are you aware of your obligations as a tenant?*(i.e. to pay the rent on time, carry out specific repairs)</p> <p>*هل أنت على دراية بالتزاماتك/واجباتك كمستأجر؟ (أي دفع الإيجار في الوقت المحدد ، وإجراء إصلاحات معينة)</p>	<p>Yes No Refused to answer نعم كلا يرفض الإجابة</p>
<p>How do you feel about your lease (tenure rights) after the Beirut Port explosion?*</p> <p>ما هو شعورك حيال عقد الإيجار (حقوق الحيازة) بعد انفجار مرفأ بيروت؟</p>	<p>I feel less secure I feel more secure I feel the same as I did before the explosion Do not know Refused to answer أشعر بالأمان بشكل أقل أشعر بمزيد من الأمان شعوري ذاته منذ ما قبل الانفجار لا أعلم يرفض الإجابة</p>
<p>Are you under threat of eviction?*</p>	<p>Yes = 3 points No = 0 point Do not know Refused to answer</p>

	<p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, who has threatened you with eviction? (Select all that apply) Owner Court order Municipality/ Governorate Internal Security Forces Other Specify: _____ Do not know Refused to answer</p> <p>في حال الإجابة بنعم ، فمن الذي هددك بالإخلاء ؟ (اختر الإجابات المطابقة) المالك أمر محكمة البلدية/المحافظة قوى الأمن الداخلي غيره حدد: _____ لا أعلم يرفض الإجابة</p> <p>If yes, what is the reason for the threat of eviction? (Select all that apply) End of rental agreement Inability to pay rent (rent has remained unchanged) Increased rent after port explosion Improved living standard due to building/apartment repairs No work and income in the area/location Security threats/Community tension Shelter and water, sanitation and hygiene (WaSH) conditions not acceptable Tensions with the landlord Sale of building Expropriation Other Specify: _____ Do not know Refused to answer</p> <p>في حال الإجابة بنعم، فما سبب التهديد بالإخلاء ؟ (اختر الإجابات المطابقة) نهاية عقد الإيجار عدم القدرة على دفع الإيجار (الإيجار لم يتغير)</p>
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	<p>زيادة الإيجار بعد انفجار المرفأ تحسين مستوى المعيشة بسبب إصلاحات المباني / الشقق لا يوجد فرص عمل في المنطقة التهديدات الأمنية/التوتر المجتمعي غير مقبولة وضع المسكن, المياه والصرف الصحي و النظافة التوترات مع المالك بيع المبنى انتزاع الملك غيره حدد: _____ لا أعلم يرفض الإجابة</p>
<p>Are you aware if any shareholder of this property has been approached for selling your building/apartment?*</p> <p>هل تعلم ما إذا تم الاتصال بأي مساهم في هذا العقار *لبيع المبنى/الشقة الخاصة بك؟</p>	<p>Yes No Refused to answer نعم كلا يرفض الإجابة</p> <p>If yes, are you aware that this is illegal?*</p> <p>Yes No Do not know Refused to answer في حال الإجابة بنعم، هل تعلم بأن هذا الأمر غير قانوني؟ نعم كلا لا أعلم يرفض الإجابة</p>
<p>Are there any ongoing disputes over ownership or use of the building/apartment?*</p> <p>هل هناك أي نزاعات جارية حول ملكية أو استخدام المبنى/الشقة؟*</p>	<p>Yes No Do not know Refused to answer نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, what type of dispute(s)? (Select all that apply)</p> <p>Ownership dispute with third party Inheritance dispute Dispute with tenants/landlords Mortgage-related dispute with the bank Property pledge Seizure process</p>

	<p>Dispute over use/modification of building with cultural heritage value</p> <p>Other type of dispute</p> <p>Specify: _____</p> <p>Do not know</p> <p>Refused to answer</p> <p>في حال الإجابة بنعم ، فما هي طبيعة النزاع (النزاعات) ؟ (إختر الإجابات المطابقة)</p> <p>نزاع الملكية مع طرف ثالث</p> <p>نزاع الميراث</p> <p>الخلافا مع المستأجرين/المالكين</p> <p>نزاع متعلق بالرهن العقاري مع البنك</p> <p>الرهن العقاري</p> <p>عملية الحجز</p> <p>نزاع حول استخدام/تعديل مبنى التراث الثقافي</p> <p>نوع آخر من النزاع</p> <p>حدد: _____</p> <p>لا أعلم</p> <p>يرفض الإجابة</p> <p>If yes, provide details of dispute, including dates and parties involved: _____</p> <p>في حال الإجابة بنعم ، أذكر تفاصيل النزاع، بما في ذلك التواريخ والأطراف المعنية</p> <p>_____</p>
<p>Are you aware of any legislation related to the Beirut Port explosion-affected areas?* (i.e. transferring ownership of any real estate property is prohibited for 2 years after explosion or that existing rent contracts for damaged buildings, are valid even if the property is severely damaged, and rights of the tenants are preserved. for a certain period of time)</p> <p>)</p> <p>هل أنت على علم بأي تشريعات تتعلق بالمناطق المتضررة من الانفجار في مرفأ بيروت؟* (أي يُحظر نقل ملكية أي عقار لمدة عامين بعد الانفجار أو أن عقود الإيجار الحالية للمباني المتضررة صالحة حتى لو كانت الممتلكات متضررة بشدة، ويتم الحفاظ على لفترة زمنية معينة). (حقوق المستأجرين</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>يرفض الإجابة</p>
<p>Have you sought legal aid related to HLP after the Beirut Port explosion?*</p> <p>هل طلبت مساعدة قانونية متعلقة بالمسكن بعد انفجار مرفأ بيروت؟</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p>

	<p>يرفض الإجابة</p> <p>If yes, what type of legal assistance did you receive? (Select all that apply)</p> <p>Free legal information Free legal advice/assistance Free legal representation Legal information privately paid for Legal advice privately paid for Legal representation privately paid for Other Specify: _____ Refused to answer</p> <p>في حال الإجابة بنعم، ما نوع المساعدة القانونية التي تلقيتها؟ (اختر الإجابات المطابقة)</p> <p>المعلومات القانونية المجانية استشارة / مساعدة قانونية مجانية التمثيل القانوني المجاني معلومات قانونية مدفوعة من القطاع الخاص استشارة قانونية مدفوعة من القطاع الخاص التمثيل القانوني مدفوع الأجر من القطاع الخاص غيره حدد: _____</p> <p>يرفض الإجابة</p> <p>If no, specify the reason(s) (Select all that apply): I/we cannot afford it I/we do not know where to receive it from I/we do not have trust in the legal process I do not want/need it Other Specify: _____ Refused to answer</p> <p>في حال الإجابة بنعم، حدد السبب (الأسباب) (إختر الإجابات المطابقة) أنا/لا نستطيع تحملها أنا/لا نعرف من أين نستلمها أنا/ليس لدينا ثقة في العملية القانونية أنا لا أريدها/أحتاجها غيره حدد: _____</p> <p>يرفض الإجابة</p>
<p>Owner information (If answer to the previous question is "landlord") معلومات حول المالك (في حال كانت الإجابة على السؤال السابق "مالك")</p>	

<p>Which property document(s) do you currently have?*</p> <p>حالياً؟ * ما هي وثائق/مستندات الملكية التي لديك</p>	<p>Ownership deed/Green Tabu</p> <p>Usufruct deed</p> <p>Sales agreement</p> <p>Usufruct agreement</p> <p>Waiver letter of agreement</p> <p>Inheritance decision</p> <p>Will</p> <p>Cadaster record</p> <p>Lawsuit record</p> <p>Partition agreement Irrevocable Power of Attorney</p> <p>Other</p> <p>Specify: _____</p> <p>No document</p> <p>Do not know</p> <p>Refused to answer</p> <p>سند الملكية / الصك الأخضر</p> <p>سند الانتفاع</p> <p>عقد البيع</p> <p>عقد الانتفاع</p> <p>كتاب أو عقد تنازل</p> <p>قرار حصر الارث</p> <p>وصية</p> <p>إشارة في السجل العقاري</p> <p>إشارة دعوى</p> <p>عقد مقاسمة</p> <p>التوكيل غير القابل للعزل</p> <p>غيره</p> <p>حدد: _____</p> <p>لا توجد وثيقة</p> <p>لا أعلم</p> <p>يرفض الإجابة</p>
<p>Have you lost any property documents due to the Beirut Port explosion?*</p> <p>هل فقدت أي وثائق رسمية تثبت الحيازة بسبب انفجار مرفأ بيروت؟*</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>يرفض الإجابة</p>
<p>Do any have inheritance claim(s) to this apartment/building exist due to the Beirut Port explosion?*</p> <p>هل يوجد (مطالبات) ميراث لهذه الشقة/المبنى بسبب انفجار مرفأ بيروت؟*</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>يرفض الإجابة</p>

<p>Did any inheritance claim(s) to this apartment/building exist before the Beirut Port explosion?*</p> <p>هل كان يوجد مطالبة (مطالبات) ميراث لهذه الشقة/المبنى قبل انفجار مرفأ بيروت؟</p>	<p>Yes No Refused to answer</p> <p>نعم كلا يرفض الإجابة</p>
<p>Who are the owner(s) of this building/apartment?*</p> <p>من هم أصحاب هذا المبنى/الشقة؟*</p>	<p>Single owner Multiple owners, including family members Still registered in the name of deceased relative(s) pending inheritance proceedings Other Specify: _____ Do not know Refused to answer</p> <p>مالك واحد عدة مالكين، بما في ذلك أفراد الأسرة لا يزال مسجلاً باسم الأقارب المتوفين بانتظار إجراءات الميراث غيره حدد: _____ لا أعلم يرفض الإجابة</p>
<p>List any co-owner(s), including those with a share or interest in the building/apartment*</p> <p>ضع قائمة بأي مالك مشارك بما في ذلك أولئك الذين لديهم حصة أو مصلحة في المبنى/الشقة *</p>	<p>Spouse Children Sibling Parent Friends Other relatives (cousins, distant relatives) Business partner Government/municipality Company Other Specify: _____ Do not know Refused to answer</p> <p>الزوج أطفال أخ أو أخت الأبوين أصدقاء الأقارب الآخرون (أبناء العم ، والأقارب البعيدون) شريك تجاري الدولة/البلدية شركة غيره حدد: _____</p>

	<p>لا أعلم يرفض الإجابة</p>
<p>Is there a mortgage on any similar right on your building/apartment?*</p> <p>هل يوجد رهن عقاري أو أي حق مشابه على بنايتك/شقتك؟*</p>	<p>Yes No Do not know Refused to answer</p> <p>نعم كلا يرفض الإجابة</p> <p>If yes, do you have any problems with the mortgage payments?</p> <p>Yes No Do not know Refused to answer</p> <p>في حال نعم، هل لديك أي مشاكل في سداد أقساط الرهن العقاري؟</p> <p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, what do you plan to do? (Select all that apply)</p> <p>Default on the loan Raise the value of rents raised within this property Reschedule the loan with the bank Sell another property to pay off the loan Sell the building/apartment to someone else Other Specify: _____</p> <p>Do not know Refused to answer</p> <p>في حال الإجابة بنعم، فماذا تنوي أن تفعل؟ (اختر الإجابات المطابقة)</p> <p>التخلف عن سداد القرض رفع قيمة الإيجارات التي يتم دفعها داخل هذا العقار إعادة جدولة القرض مع البنك بيع عقار آخر لسداد القرض بيع المبنى/الشقة لشخص آخر غيره</p> <p>حدد: _____ لا أعرف</p>

	يرفض الإجابة
<p>Have you or any shareholder of this property been approached for selling your building/apartment?*</p> <p>هل تم الاتصال بك أو بأي مساهم في هذا العقار لبيع المبنى/الشقة الخاصة بك؟*</p>	<p>Yes No Do not know Refused to answer</p> <p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, are you aware that this is illegal? Yes No Do not know Refused to answer</p> <p>في حال الإجابة بنعم، هل تعلم بأن هذا الأمر غير قانوني؟ نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, have you thought about reporting the incident? Yes No Do not know Refused to answer</p> <p>في حال الإجابة بنعم، هل فكرت بالتبليغ عن هذه الحادثة؟ نعم كلا لا أعلم يرفض الإجابة</p>
<p>Are you aware of your rights as a landlord?* (i.e. the tenant should pay the stipulated rental fees in due time, etc.)</p> <p>هل أنت على علم بحقوقك كمالك؟* (أي يجب على المستأجر دفع بدلات الإيجار المنصوص عليها في الوقت المناسب ، وما إلى ذلك)</p>	<p>Yes No Refused to answer</p> <p>نعم كلا يرفض الإجابة</p>
<p>Are you aware of your obligations as a landlord?* (i.e. obligations to undertake major repairs, etc.)</p> <p>هل أنت على دراية بالتزاماتك كمالك؟* (أي التزامات بإجراء إصلاحات معينة ، وما إلى ذلك)</p>	<p>Yes No Refused to answer</p> <p>نعم كلا يرفض الإجابة</p>

<p>Are there any ongoing disputes over ownership or use of the building/apartment?*</p> <p>هل هناك أي نزاعات جارية حول ملكية أو استخدام المبنى/الشقة؟*</p>	<p>Yes No Do not know Refused to answer</p> <p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, what type of dispute(s)? (Select all that apply)</p> <p>Ownership dispute with third party Inheritance dispute Dispute with tenants/landlords Other type of dispute Specify: _____ Do not know Refused to answer</p> <p>في حال الإجابة بنعم ، فما هي طبيعة النزاع (النزاعات) ؟ (إختار الإجابات المطابقة)</p> <p>نزاع حول الملكية مع طرف ثالث نزاع حول الميراث نزاع بين المستأجرين/المالكين نوع آخر من النزاعات حدد: _____ لا أعلم يرفض الإجابة</p> <p>If yes, provide details of dispute, including dates and parties involved: _____</p> <p>في حال الإجابة بنعم ، أذكر تفاصيل النزاع، بما في ذلك التواريخ والأطراف المعنية _____</p>
<p>Are there other ongoing legal disputes or encumbrances over the building/apartment?*</p> <p>هل هناك نزاعات قانونية أخرى أو أعباء على المبنى/الشقة؟*</p>	<p>Yes No Do not know Refused to answer</p> <p>نعم كلا لا أعلم يرفض الإجابة</p> <p>If yes, what type of dispute(s)? (Select all that apply)</p> <p>Mortgage-related dispute with the bank Property pledge Precautionary seizure Executory seizure Expropriation</p>

	<p>Dispute over use/modification of building with cultural heritage value</p> <p>Other type of disputes</p> <p>Specify: _____</p> <p>Do not know</p> <p>Refused to answer</p> <p>في حال الإجابة بنعم ، فما هي طبيعة النزاع (النزاعات) ؟ (إختر الإجابات المطابقة)</p> <p>نزاع متعلق بالرهن العقاري مع البنك</p> <p>تأمينات عقارية</p> <p>حجز احتياطي</p> <p>حجز تنفيذي</p> <p>استملاك</p> <p>نزاع حول استخدام/تعديل مبنى التراث الثقافي</p> <p>نوع آخر من النزاعات</p> <p>حدد: _____</p> <p>لا أعلم</p> <p>يرفض الإجابة</p> <p>If yes, provide details of dispute, including dates and parties involved: _____</p> <p>في حال الإجابة بنعم ، أذكر تفاصيل النزاع، بما في ذلك التواريخ والأطراف المعنية</p>
<p>Are you aware of any legislation related to the Beirut Port explosion-affected areas?* (i.e. transferring ownership of any real estate property is prohibited for 2 years after explosion or that existing rent contracts for damaged buildings, are valid even if the property is severely damaged, and rights of the tenants are preserved. for a certain period of time)</p> <p>)</p> <p>هل أنت على علم بأي تشريعات تتعلق بالمناطق المتضررة من الانفجار في مرفأ بيروت؟* (أي يُحظر نقل ملكية أي عقار لمدة عامين بعد الانفجار أو أن عقود الإيجار الحالية للمباني المتضررة صالحة حتى لو كانت الممتلكات متضررة بشدة ، ويتم الحفاظ على حقوق المستأجرين.لمدة معينة)</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>يرفض الإجابة</p>
<p>Have you sought legal aid related to HLP after the Beirut Port explosion?*</p> <p>هل طلبت المساعدة القانونية المتعلقة بالمسكن أو المبنى بعد انفجار مرفأ بيروت؟*</p>	<p>Yes</p> <p>No</p> <p>Refused to answer</p> <p>نعم</p> <p>كلا</p> <p>يرفض الإجابة</p>

	<p>If yes, what type of legal assistance did you receive? (Select all that apply)</p> <p>Free legal information Free legal advice/assistance Free legal representation Legal information privately paid for Legal advice privately paid for Legal representation privately paid for Other Specify: _____ Refused to answer</p> <p>في حال الإجابة بنعم، ما نوع المساعدة القانونية التي تلقيتها؟ (اختر الإجابات المطابقة)</p> <p>المعلومات القانونية المجانية استشارة / مساعدة قانونية مجانية التمثيل القانوني المجاني معلومات قانونية مدفوعة من القطاع الخاص استشارة قانونية مدفوعة من القطاع الخاص التمثيل القانوني مدفوع الأجر من القطاع الخاص غيره حدد: _____ يرفض الإجابة</p> <p>If no, specify the reason(s) (Select all that apply): I/we cannot afford it I/we do not know where to receive it from I/we do not have trust in the legal process I do not want/need it Other Specify: _____ Refused to answer</p> <p>في حال الإجابة بنعم، حدد السبب (الأسباب) (ث المطابقة) أنا/لا نستطيع تحملها أنا/لا نعرف من أين نستلمها أنا/ليس لدينا ثقة في العملية القانونية أنا لا أريدها/أحتاجها غيره حدد: _____ يرفض الإجابة</p>
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PART 3 – CLOSURE

القسم 3 - الخاتمة

Closing questions

الأسئلة الختامية

Do you have any comments or questions?

لديك أي ملاحظات أو أسئلة؟ هل

Yes

No

نعم

كلا

If yes, provide details: _____

في حال نعم، أذكر تفاصيل: _____

Closing statement instructions for enumerators

تعليمات ختامية لفريق المسح

The enumerators should thank the interviewee for the time she/he has dedicated to the survey and for the provided information. Make sure no promises were made. Confirm the privacy of all information given, and provide the family with a hotline number (Grievance Mechanism number).

يجب شكر المجيب على الوقت الذي خصصه للمسح وعلى المعلومات المقدمة. تأكد من عدم تقديم أي وعود. وقم بتأكيد خصوصية جميع المعلومات المقدمة، وتزويد الأسرة برقم الخط الساخن (رقم آلية الشكاوى والملاحظات).

7.9 Annex 9: Survey with business owners

Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery Project “BERYT”

Commercial units survey

This survey aims to collect data about the commercial units located within the eligible buildings that were damaged due to the Beirut Port explosion and are likely to be included in the project. The collected data will contribute to assessing the environmental and social impact of building rehabilitation on the continuation of the activity of these commercial units.

These questions were asked to the business occupant/investor through an open-ended interview.

1. General information about the commercial unit:

- 1.1. Plot Number
- 1.2. Building Number
- 1.3. Size of the unit (m2)
- 1.4. Name, phone number, nationality of the occupant/investor

2. Legal Status of the commercial unit:

- 2.1. Is the business officially registered?
- 2.2. Is the commercial unit insured?
- 2.3. Is the investor of the commercial unit is also its owner? If yes, does he have the legal documents? Does he intend to sell it? If yes, why?
 - 2.3.1. Is the owner of the commercial unit different from the building owner? if yes, does he have any disputes with the owners of the building? or the residents? What is the nature of these conflicts?
- 2.4. Is the commercial unit rented? If yes, mention the name and phone number of the unit owner.
 - 2.4.1. Is the rent of the commercial unit old or new? Since when? Does the renter have a contract or any document proving his right?
 - 2.4.2. Does the investor pay the rent? Since when? What is the rent amount?
 - 2.4.3. Does the investor have any disputes with the owners of the building? The residents? What is the nature of these conflicts?
 - 2.4.4. Does the investor have any disputes with the owner of the unit?

3. Commercial activity and current situation

- 3.1. What is the type of commercial activities?
- 3.2. Specify the number of employees available per day.
- 3.3. Specify the working days
- 3.4. Specify the working hours
- 3.5. Specify the peak business times for this unit (daily hours, days, seasons)
- 3.6. Specify the approximate number of customers expected per day
- 3.7. What is the age group of the majority of the customers of the commercial unit?

4. Status of the commercial unit after Beirut Port explosion

- 4.1. Was the unit damaged after the blast? What are the most significant damages?

- 4.2. Who rehabilitated the unit? What is the total cost of the rehabilitation? When was the rehabilitation completed?
- 4.3. Was the activity of the commercial unit affected by the explosion? How?

5. Commercial unit and the surrounding environment

- 5.1. Is the entrance of the commercial unit close to the entrance of the building?
- 5.2. Is the entrance/access to the commercial unit directly from the main roadside?
- 5.3. Is the sidewalk used for commercial activity? If yes, mention where and why? (Example: the adjacent sidewalk is used to display goods, for customers to wait,....)
- 5.4. Does the entry and exit of residents obstruct the commercial activity of the unit?
- 5.5. Was the commercial unit affected positively or negatively as a result of the existing rehabilitation works in the surrounding area?
- 5.6. Does the investor see any damage as a result of the building remaining as is without rehabilitation?
- 5.7. Does the investor see any benefit on the activity of the commercial unit as a result of rehabilitating the building?
- 5.8. Does the investor have any fears that the activity of the commercial unit will be affected as a result of the renovation works? If yes, what are these concerns? Does he suggest any procedural steps that can be taken to avoid this? (Roof, footpath,)

7.10 Annex 10: Survey used in unstructured interviews

Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery Project “BERYT”

Consultations methodology to contain the social and environmental impacts during the Housing rehabilitation process

Objective: These consultations aim to engage the community groups that will be directly affected by the rehabilitation works and assess its environmental and social impact on the surroundings.

Target group: The field team will visit the building to be rehabilitated and define the direct affected area by the rehabilitation, and accordingly determine the target groups that meet the following criteria:

- Residential buildings located within a radius of 25 meters from the building to be rehabilitated, whereby at least two families should be interviewed within each building, provided that the total number of families interviewed constitutes a representative sample of approximately 20%, taking into account the inclusion of most vulnerable groups, including the elderly and persons with special needs.
- The economic activities located on the main streets within a radius of 100 meters from the building to be rehabilitated. The economic activities include but not limited to shops, gas stations, parking lots, schools, hospitals, etc. A minimum of five to ten interviews must be conducted.

Note: Each interview must be located on the map and given a code/number that matches the code that will be recorded in the interview report. In addition to specifying the vehicular direction, and indicating the presence of any rehabilitation/construction activity in the same area.

Consultations topics:

- Solid waste (production and accumulation of waste in and/or around the area of construction, the spreading of waste due to the rain, etc.)
- Air pollution (dust emissions, machineries' smoke, odors of paint and lime, etc.)
- Noise and disturbance (cracking, excavation work, huge machineries sound, etc.)
- Public safety (falling of rubble, risk of falling in unprotected pits, SEA/SH risks, etc.)
- Traffic (blockage of road when unloading works supplies, negative impact on the vehicular mobility, difficult access to the buildings, etc.)
- Cultural heritage (change of building's/neighbourhood heritage features, etc.)

Interview format:

To obtain the required information, the field team will conduct unstructured interviews focusing on the aforementioned topics. The interview will take between 15 to 20 minutes, depending on each respondent. The interview starts by introducing the project and obtaining the consent of the respondent.

Introduction: *Good morning, my name is [...] (interviewer's name). I work with Al Makassed Association, and I am conducting this interview on behalf of UN-Habitat.*

Within the framework of Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery Project “BERYT”, building No. [...] has been selected to be rehabilitated in the coming months. In view of the proximity of your home/ shop to the construction site, which will stay for at least 12 months, we want to understand what in your opinion are the inconveniences that the rehabilitation works may cause and what measures we must take to avoid it.

Are you willing to participate in this interview?

Acknowledgment of consent:

- Yes
- No (if the answer is no, end the interview)

Interview report: The interview report should include the following information:

- Code: The code must match the number already added on the map
- Date and time of the interview
- Interviewer' name
- Respondent' name
- Respondent' profile: ex. *owner of a foodie restaurant, head of a family, mukhtar, head of a building committee, etc.*
- Age and gender
- A summary of the interview (the main problems/concerns + proposed mitigation measures)
- Photos (with the consent of the person/s)

Note: Please document the absence of any targeted group/person not available for the interview.

7.11 Annex 11: Attendance sheets of public engagement and consultation meetings

Beirut Housing Reconstruction and Cultural Creative Industries Recovery

Technical Advisory Committee (TAC)

Meeting #3

Date: 7 June 2022

Location: OEA Beirut – 4th floor

List of Attendees

Names	Entity	Telephone	signature
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Beirut Housing Reconstruction and Cultural Creative Industries Recovery

Technical Advisory Committee (TAC)

Meeting #4

Date: 5 August 2022

List of Attendees

Beirut Housing Reconstruction and Cultural Creative Industries Recovery

Technical Advisory Committee (TAC)

Meeting #5

Date: 13 September 2022

Location: OEA Beirut – 4th floor

List of Attendees

Beirut Housing Reconstruction and Cultural Creative Industries Recovery

Technical Advisory Committee (TAC)

Meeting #6

Date: 25 October 2022

location: OEA Beirut – 4th floor

List of Attendees

Name	Entity	Telephone	Signature
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Beirut Housing Reconstruction and Cultural Creative Industries Recovery Technical Advisory Committee (TAC)

Meeting #6

Date: 25 October 2022

Location: OEA Beirut – 4th floor

List of Attendees

Name	Entity	Telephone	Signature

Beirut Housing Reconstruction and Cultural Creative Industries Recovery

Technical Advisory Committee (TAC)

Meeting #7

Date: 12 December 2022

Location: OEA Beirut – 4th floor

List of Attendees

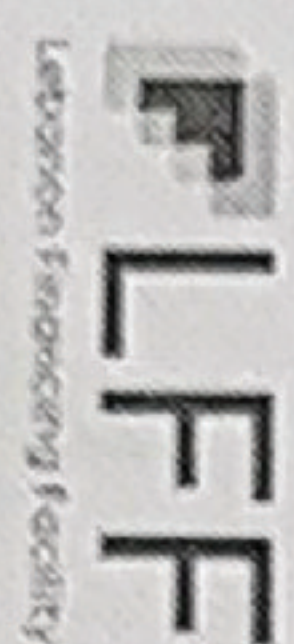
Names		Entity	Telephone	Signature
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First Stakeholders' Meeting of Beirut Housing Rehabilitation and Cultural Heritage and Creative Industries Recovery Project – 16 June 2022

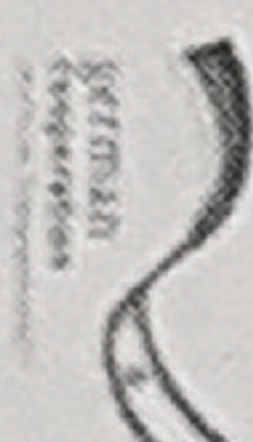
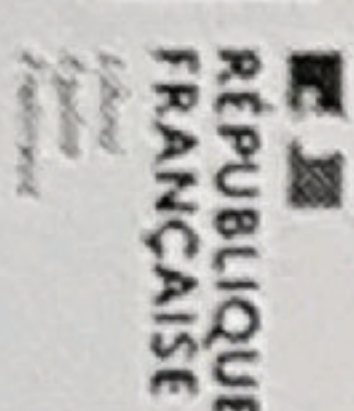
[Signature]

Name	Title	Phone Number	Email	Signature
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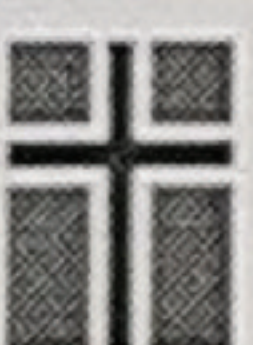
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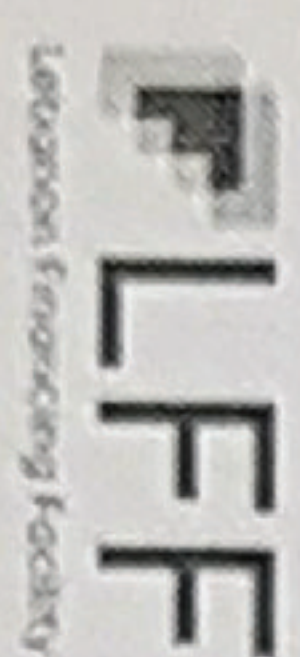


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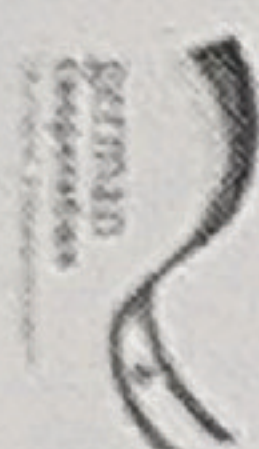
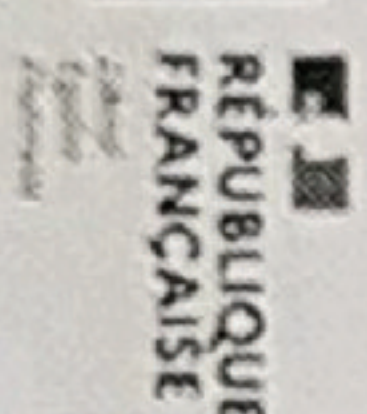
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Name	Title	Phone Number	Email	Signature
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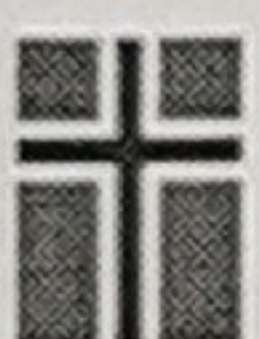


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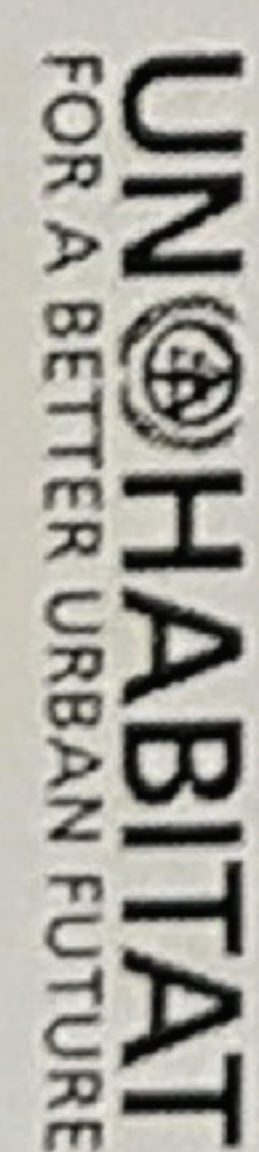
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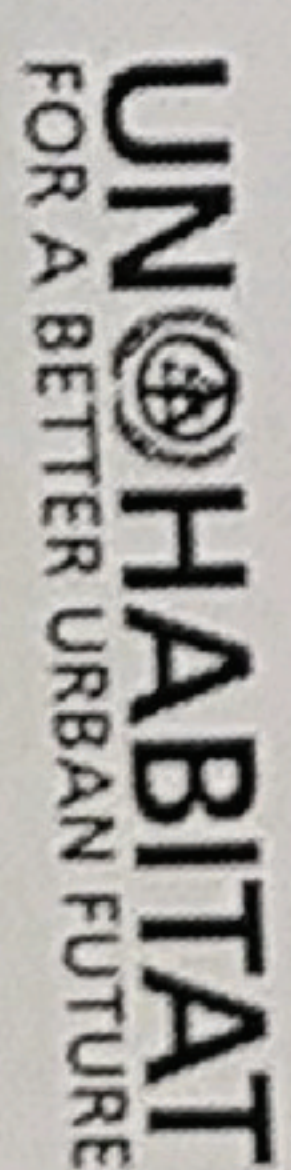


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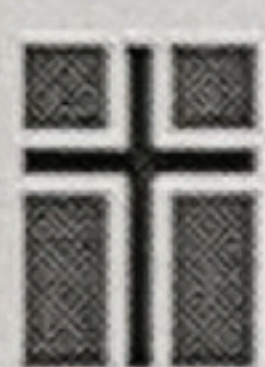
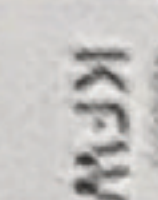
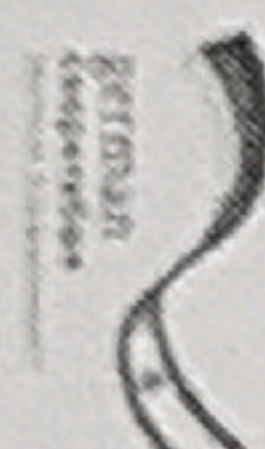
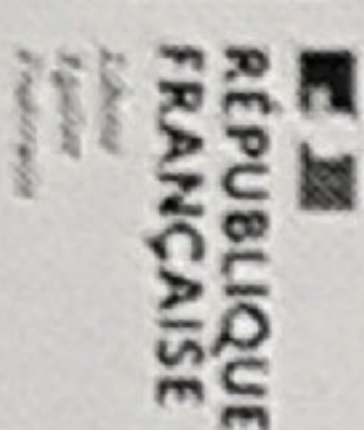
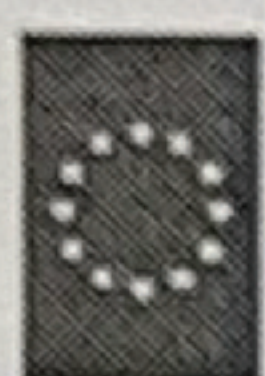
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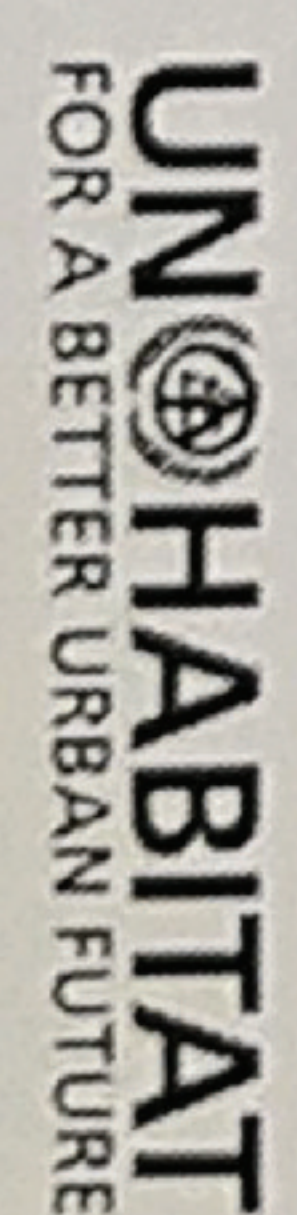


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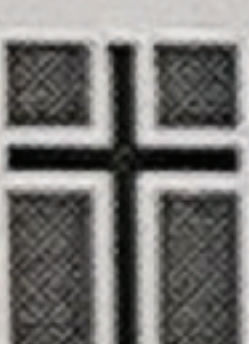
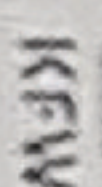
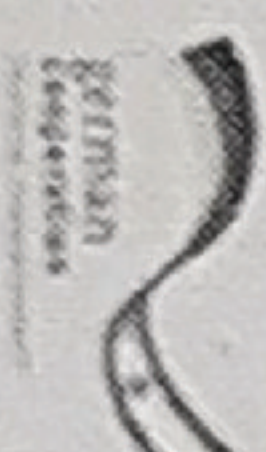
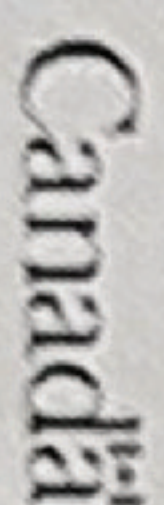


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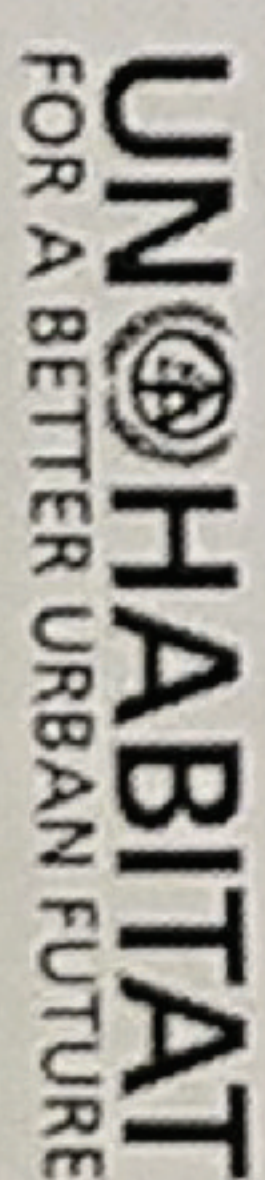


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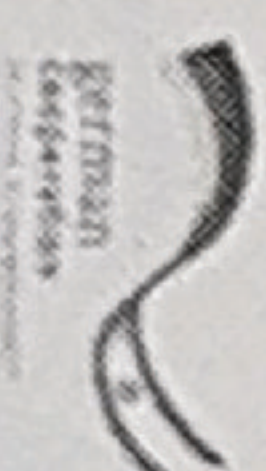
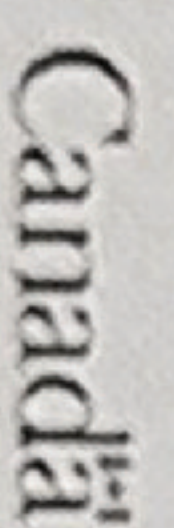
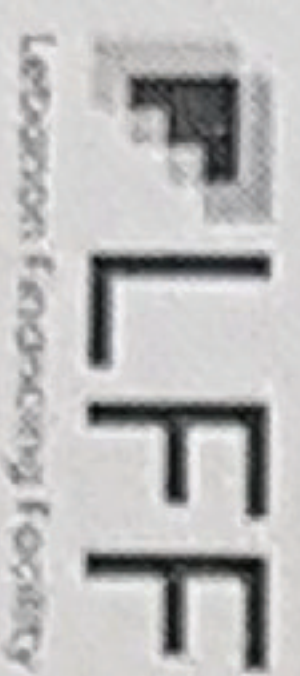


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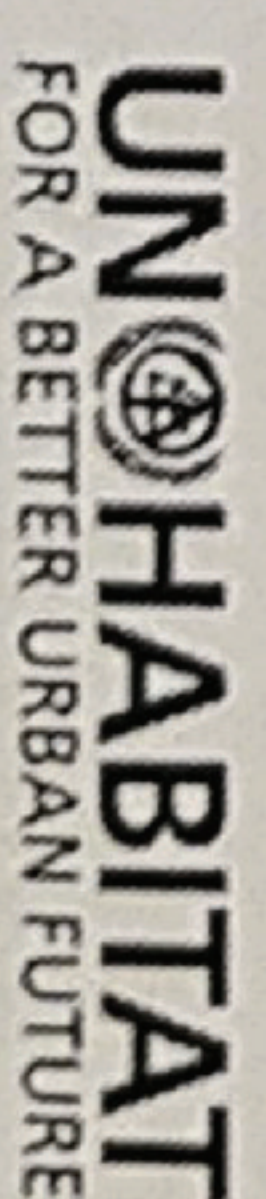


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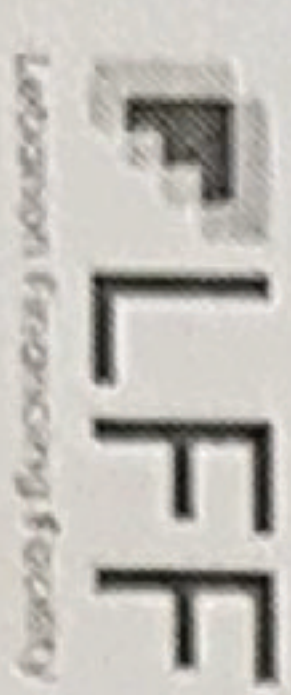
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اللقاء الإعلامي الأول في إطار مشروع إعادة إعمار الأبنية في بيروت وإحياء الصناعات الإبداعية الثقافية - 16 حزيران 2022

الاسم	الجهة	رقم الهاتف	البريد الإلكتروني	الإمضاء
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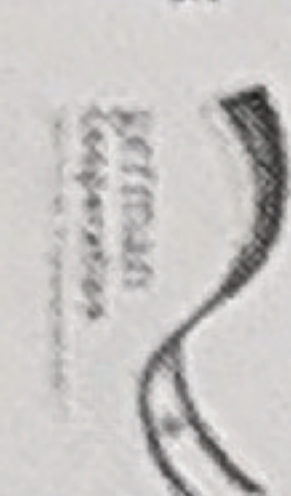
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Égalité
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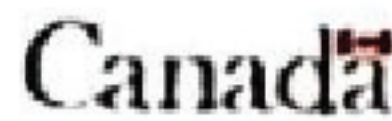


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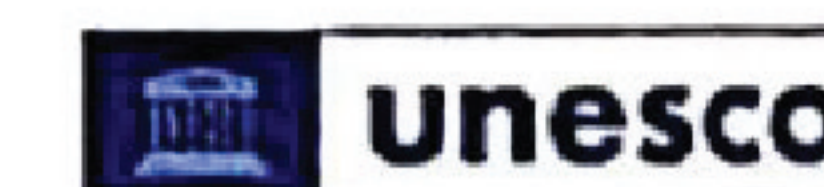
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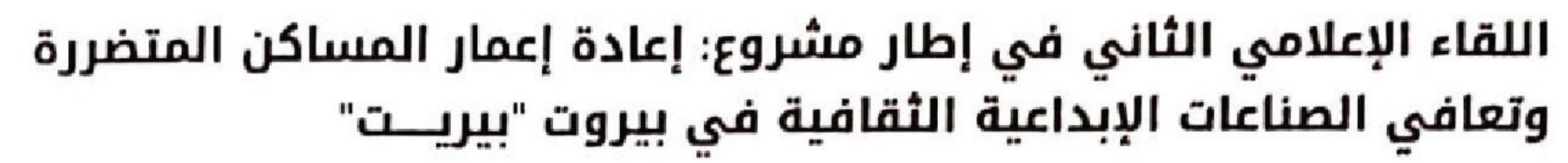
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2008
15 mai 2008
15 mai 2008



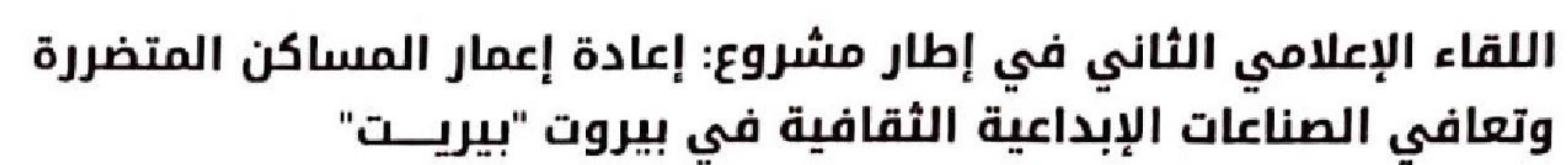
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الإسم	الجهة	رقم الهاتف	البريد الإلكتروني	التوقيع
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1. The first part of the document discusses the importance of maintaining accurate records of all transactions and activities. It emphasizes that proper record-keeping is essential for transparency and accountability, particularly in the context of public administration and financial management.

2. The second part of the document outlines the various methods and tools used to collect, store, and analyze data. It highlights the need for standardized procedures and the use of modern technology to ensure the reliability and integrity of the information collected.

3. The third part of the document focuses on the analysis and interpretation of the collected data. It discusses the various statistical techniques and models used to identify trends, patterns, and correlations within the data, and how these findings can be used to inform decision-making and policy development.

4. The fourth part of the document addresses the challenges and limitations of data collection and analysis. It acknowledges that there are many factors that can affect the quality and accuracy of the data, and discusses strategies to minimize these risks and ensure the highest possible standards of data quality.

5. The fifth part of the document provides a summary of the key findings and conclusions of the study. It reiterates the importance of accurate record-keeping and data analysis, and emphasizes the need for continued research and innovation in this field to improve the effectiveness and efficiency of public administration and financial management.

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Jean-Louis
Lévy
Jean-Louis



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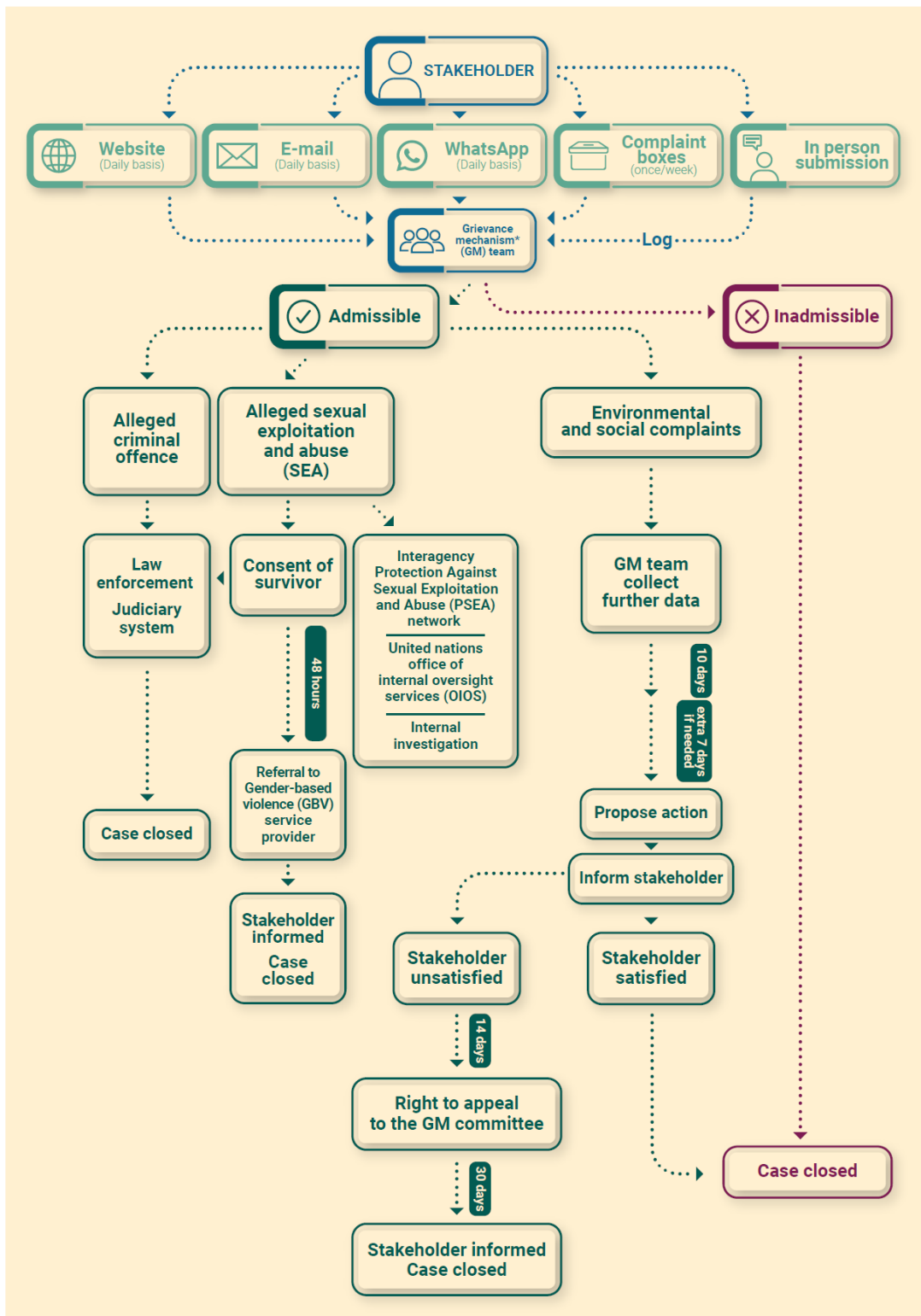
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7.12 Annex 12: GM flowchart



7.13 Annex 13: GM online form

1) First the user needs to choose the language: ☐ Arabic version ☐ English version

2) Click the button

Complaint/Feedback/Inquiry/Request

3) Once the button is clicked, a pop-up message will appear:

UN-Habitat has established a Grievance Mechanism for the **Beirut Housing Rehabilitation and Cultural and Creative Industries Recovery** project, **BERYT**. The Grievance Mechanism provides an opportunity to share your feedback and potential complaints. Please provide factual evidence and fill in all required details to enable us to contact you in return.

Please note that all complaints, feedback, inquiries or requests can be submitted anonymously. All personal data will remain confidential and will not be shared with external parties.

4) First dialogue box: Would you like to:

☐ Make a complaint ☐ Provide feedback/inquiries/request

5) Please fill in this form

Name:	A pop-up message will appear: You can choose to submit the claim anonymously. Note that if you do not provide us with contact details, we will not be able to contact you for follow up related to the complaint. If you want details about how the complaint has been addressed, you need to submit contact details.	Date: <i>Will be automatically generated</i>
Contact details	Phone number:	
	E-mail:	
	Preferred contact method (this is needed for our response)	<input type="checkbox"/> By phone <input type="checkbox"/> By e-mail
What type of complaint/feedback/inquiry/request are you alerting us about (strictly related to the project)?		
<input type="checkbox"/> Annoyance from construction works such as vibrations, noise, dust, waste, etc. <input type="checkbox"/> Complaints related to site safety and lack of sufficient safety measures on site <input type="checkbox"/> Complaints related to inadequate working conditions		

<input type="checkbox"/> Personal safety issues such as sexual exploitation or abuse (SEA) or sexual harassment (SH) ¹ <input type="checkbox"/> Health and safety hazards related to COVID-19 <input type="checkbox"/> Limit access to the residence, work, services, etc. <input type="checkbox"/> Lack of sufficient information and communication related to project activities and Grievance Mechanism <input type="checkbox"/> Exclusion of marginalized groups/discrimination of refugees, migrants, poor Lebanese households, persons with disabilities, LGBTQI+ community, female-headed households and elderly <input type="checkbox"/> Other, please specify---- <i>(when clicking this option, a text box should be available)</i>
<p>Details of the complaint. Please be specific in terms of the feedback/inquiry/request/complaint: what happened, when and where did it happen, how did you find out about it, what was the impact, who was involved, and how can we address it? The more detail you submit, the easier it will be for us to investigate your claim.</p>
<p>If you have any document you would like to share with us, please upload it here. This could be photos, screenshots, or other documents supporting your complaint/feedback/inquiry/request.</p> <div style="text-align: center;"> <div>Upload files</div> </div>
<p>Who (if known) was involved in relation to the feedback/inquiry/request/complaint?</p> <input type="checkbox"/> UN-Habitat staff <input type="checkbox"/> UNESCO staff <input type="checkbox"/> Contractor <input type="checkbox"/> Worker/labourer <input type="checkbox"/> NGO engaged in the project <input type="checkbox"/> Resident in the area <input type="checkbox"/> A business owner in the area <input type="checkbox"/> Local authority <input type="checkbox"/> Other, please specify ---- <i>(when clicking this option, a text box should be available)</i>

¹ **Sexual Exploitation:**

The term “sexual exploitation” means any actual or attempted abuse of a position of vulnerability, differential power, or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another.” (UN Secretary-General’s Bulletin on protection from sexual exploitation and abuse (ST/SGB/2003/13)).

Sexual Abuse:

“The term “sexual abuse” means the actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions.” (UN Secretary-General’s Bulletin on protection from sexual exploitation and abuse (ST/SGB/2003/13)).

Sexual harassment In the context of this policy, the term refers to sexual harassment in the workplace and is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature which makes a person feel offended, humiliated and/or intimidated.

If you have added your contact details for feedback on how the issue was addressed, you will have an answer within a specified time period as indicated in the information about the grievance mechanism. This information is posted on the webpage, shared via flyers and orally in stakeholder meetings, posted on social media, and next to complaint boxes.

Please be specific if you wish to achieve a certain result, for example, improved security measures, improved/increased information, etc. In case your grievance requires additional investigations or assessments, the Project will further engage with you via a phone call or a formal meeting in order to collect further information. Based on this, you should receive a response with recommended actions to address the complaint within 14 days from the receipt of the grievance.

- 6) By clicking submit I hereby confirm that this disclosed information is true. I understand that I will only be contacted on the phone number and/or email provided on this form (webpage contact form) if I do not prefer to be anonymous. I agree with UN-Habitat's privacy policy.

The privacy policy word should be clickable and link to where the policy is placed so they can read it and agree on it.

Submit