

# Emergency Recovery Project 1, Government of Sint Maarten

## Environmental and Social Management Plan

### **Name of the Contract: Roof Repair Program – Tender 1 (14 Homes)**

#### Introduction

This Environmental Social Management Plan (ESMP) is part of the Environmental Management Framework of the Emergency Recovery Project I (ERP I), financed by the Sint Maarten Trust Fund managed by the World Bank. A major activity under ERP I is the repairs of damaged houses with improved technical standards via a Roof Repair Program (RRP). The objective of the RRP is to repair and, where necessary, rebuild the roofs of homes that suffered hurricane damage. The works consist of the repair or replacement of the roof structures and other small related repairs (windows, doors, block work, plasterwork, electrical, etc.) for the selected damaged homes. The RRP will target repairs of the homes of the most vulnerable households selected based on administrative, socio-economic and economic criteria and procedures acceptable to the World Bank. In preparation of this activity, approximately 600 potential beneficiaries in need of assistance were registered by the Ministries of VROMI and VSA in the aftermath of hurricanes Irma and Maria. The final list of potential beneficiaries included in the roof repair component will be selected based on social and technical criteria. The social selection of the homes to be included in the program will be based on the criteria focusing on the neediest and vulnerable households.

The project is implemented in two phases. The pilot phase includes 14 households, which qualified after a social and technical assessment. The second phase will identify a larger number of homes based on the outcome of social and technical assessment. The current Contract of RRP covers the pilot phase of 14 households.

The details of works to be implemented in the current contract of RRP of 14 homes include:

- Removal, in part or in whole, of the existing roof sheeting.
- Demolition, in part or in whole, of the existing roof structure.
- Construction of a new roof or repair of the roof as directed according to the Employer's design intent roof layout and drawings as provided in the technical specifications.
- Modification of existing ring beam or construction of a new ring beam.
- All necessary block work, reinforced concrete work and related builder's works.
- Repair or replacement of damaged windows and doors.
- Mold removal in small isolated areas
- Plaster and paint as required.
- Restoration of house electrical wiring including the mains connection and placement of fixtures and fittings

National Recovery Program Bureau (NRPB) is the project implementing agency and will be responsible for hiring the Contractor for implementation of the Contract and a Construction Supervision Consultant (CSC) to act as an Engineer for the administration of the Contract. The Contract will be implemented over a period of three (3) months.

This ESMP assesses all potential Environmental, Social, Health and Safety (ESHS) risks and impacts associated with the implementation activities under the Contract; and provides mitigation measures to address these impacts and risks. Since this is a small contract, the ESMP is divided into a series of tasks

that can be easily adopted by the Contractor; and hence there will be no need for the Contractor to develop any Construction-ESMP (C-ESMP).

This ESMP consists of the following tasks, a monitoring plan and reporting requirements:

- ESMP Task 1: Pre-Construction Preparedness
- ESMP Task 2: Home Owners and Community Health and Safety Management
- ESMP Task 3: Workers Health and Safety Management
- ESMP Task 4: Debris and Other Waste Management
- ESMP Task 5: Drainage and Soil Erosion Management
- ESMP Task 6: Noise and Vibration Management
- ESMP Task 7: Dust and Emissions Management
- ESMP Task 8: Traffic and Road Safety Management
- ESMP Task 9: Hazardous Material Management

In addition, the ESMP also includes a monitoring plan and reporting requirements of the NRPB. Details of specifications to be included in the General Conditions of the Contract are given as Annex 1 to this ESMP. It is mandatory for the Contractor and its sub-contractors to comply with the specifications, any violation of the compliance requirements will be treated as non-compliance leading to the corrections or otherwise imposing a penalty on the Contractor.

The scope of work is related to residential houses that will need to be vacated in order for the works to occur; as a result, there is an abbreviated resettlement action plan (ARAP) developed which details the resettlement activities. This ARAP will be disclosed separately to this document. The grievance mechanism which outlines the procedure for receiving, processing and reporting all community complaints is given in Annex 3.

### ESMP Task 1: Pre-Construction Preparedness

Action/ Activity	Description of the Activity	Actions by the Contractor	Actions by the PIU and the Engineer
Environmental, Social, Health and Safety Focal Point	A designated ESHS Focal Point should be made available for its contract to take responsibility of implementing all actions in the ESMP; otherwise, there will be a risk of non-compliances on the implementation	The Contractor shall <ul style="list-style-type: none"> <li>• designate one of its senior site supervisors or supervisors as for the ESHS Focal Point for taking responsibility of implementing actions in the ESMP and communicating with the Engineer on ESHS matters.</li> <li>• Submit contact details of ESHS Focal Point to the Engineer</li> </ul>	The Engineer shall liaise closely on the implementation of the mitigation measures
Permits for disposal of debris	Permits are required for the disposal of debris and other waste generated from the construction activities.	The Contractor shall Obtain the necessary permits for the disposal of construction and demolition debris at the 'Hurricane Irma Disposal site.'	The Engineer shall provide the approved sites for debris disposal

Action/ Activity	Description of the Activity	Actions by the Contractor	Actions by the PIU and the Engineer
		<ul style="list-style-type: none"> <li>• Other solid waste including hazardous waste at the municipal landfill site</li> </ul>	
Sourcing of sand and aggregates	Sand and aggregates if sourced from illegal borrow and quarry operators will have impacts on the natural environment	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• source the sand and aggregates from the government approved or licensed operators.</li> <li>• Shall submit the details of the operators to the Engineer for approval</li> </ul>	The Engineer shall verify that these materials are obtained from approved sources.
Procurement of pesticides (anti-microbial biocide) for mold removal	Handling and operation of hazardous biocides will have impacts on the community, workers and environment.	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Use biocides approved by USEPA or WHO or any other relevant international organizations</li> <li>• Submit details of biocides to the Engineer for approval</li> </ul>	The Engineer shall approve the proposed biocides for mold removal.
Agreement with the homeowner and tenant		<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Co-sign PIU/Homeowner agreement which outlines roles and responsibilities including the use of their premises, construction schedule, working hours and grievance mechanism</li> </ul>	The PIU will coordinate the signing of the Home Owners agreement with each household.
Damage to homeowner's property		<p>The Contractor</p> <ul style="list-style-type: none"> <li>• Explain to its employees the expectations regarding their interactions with the community and explain how the grievance procedure works and their role in the GRM process. (see the code of conduct in Annex 2).</li> <li>• Shall repair any damages to the homeowners' property (e.g. compound wall) into original conditions.</li> </ul>	PIU shall facilitate the GRM process (Annex 3).
Permits associated with access to water for construction	Water required for construction activities such as the concrete production need to be	The Contractor shall obtain necessary permits or approvals for sourcing of water for construction requirements.	

Action/ Activity	Description of the Activity	Actions by the Contractor	Actions by the PIU and the Engineer
	collected from municipal or private sources		

## ESMP Task 2: Home Owners and Community Health and Safety Management

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
Safety of the homeowners or tenants	Risk of accidents from construction activities	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Only start work if the house is vacant</li> <li>• Provide personal protective equipment such as hard hats and safety shoes to homeowners if they are visiting the construction site for supervision</li> </ul>	<p>The PIU confirm to the supervisor that works may start and that the resident has been paid compensation and relocated as per ARAP</p> <p>The Engineer will instruct the contractor when the household is vacant and ready for works to commence, <b>no work can commence until this notice has been given to the contractor.</b></p>
Safety of the community	Risk of accidents due to access to construction areas	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Establish a perimeter of the site to secure from unauthorized access during construction</li> </ul>	
The interaction between construction works and the local community	There is a risk of abuse by the construction workers on the local community	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Sign a 'code of conduct' (Annex 2) with all its staff before mobilizing them into the construction. The code of conduct will include the responsibilities of the workers in dealing with the local community and following the instruction from the supervisor.</li> </ul>	<p>The Engineer shall provide an induction training to all its staff on the compliance with the requirements of the code of conduct and also with the ESMP.</p> <p>The Engineer shall facilitate the reporting of</p>

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
		<ul style="list-style-type: none"> <li>• Terminate the workers if they do not abide by the code of conduct</li> <li>• Report grievances according to national procedures on labour related grievances procedure</li> </ul>	grievances from the workers.

### ESMP Task 3: Workers Health and Safety Management

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
Hazards at Work Site	Occupational health safety risks associated with the proposed construction works may result from the exposure to potential hazards encountered in the workplace or while working.	The Contractor shall <ul style="list-style-type: none"> <li>• Identify the potential hazards at each house associated with the construction activity and implement necessary control measures to mitigate the risks associated with the potential hazards.</li> </ul>	The Engineer shall support the contractor in carrying out the job hazard analysis and identifying potential hazards and relevant control measures.
Occupational risks from construction activities	Lack of awareness among workers on the ESHS risks and requirements of the Project.	The Contractor shall <ul style="list-style-type: none"> <li>• Ensure all its workers have undertaken ESHS awareness training provided by the Engineer.</li> </ul>	The Engineer shall provide ESHS awareness session to Contractors, before they start working on site, on primary ESHS risks associated with the proposed construction works; and the workers' responsibility.
Personal Protective Equipment	Lack of relevant PPEs will increase the risk of worker's exposure to construction hazards	The Contractor shall <ul style="list-style-type: none"> <li>• Provide personal protective equipment (PPE) for workers based on the work requirements.</li> </ul>	The Engineer <ul style="list-style-type: none"> <li>• Ensure that all workers shall wear safety vests, helmets and safety shoes at all worksites.</li> </ul>
Work at heights	Risk of fall during roof repairing works	The Contractor shall <ul style="list-style-type: none"> <li>• Engage experienced personnel in the roof repairing works</li> </ul>	The Engineer <ul style="list-style-type: none"> <li>• Ensure that adequate safety</li> </ul>

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
		<ul style="list-style-type: none"> <li>• Provide safety harness for fall protection for workers</li> <li>• Daily inspect the structural integrity of the scaffolding or ladders used for roofing works</li> </ul>	measures are taken by the Contractor
Use of pesticides for mold removal	Exposure to disturbed mold poses a significant health risk	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• use approved biocides for mold removal</li> <li>• Provide appropriate PPEs such as gloves and masks for the workers</li> </ul>	<p>The Engineer</p> <ul style="list-style-type: none"> <li>• Ensure that adequate PPEs are provided to the workers</li> </ul>
Water and sanitation facilities at the construction sites	Lack of safe drinking water and sanitation facilities create unhygienic conditions at worksites	<p>The contractor shall</p> <ul style="list-style-type: none"> <li>• Arrange safe drinking water to workers</li> <li>• provide adequate sanitation facilities agreed with the Engineer;</li> <li>• Clean all worksites on a daily basis.</li> </ul>	<p>The Engineer</p> <ul style="list-style-type: none"> <li>• Ensure that adequate safe drinking and adequate access to sanitation are provided to the workers</li> </ul>
First aid access at work sites	Emergency treatment for the injured workers.	<p>The contractor shall</p> <ul style="list-style-type: none"> <li>• Provide adequate first aid kits equipped with necessary and adequate medicines.</li> <li>• Have an emergency contact number in the premises readily available for workers</li> </ul>	<p>The Engineer</p> <ul style="list-style-type: none"> <li>• Verify that adequate aid kits are readily available at the construction site.</li> </ul>
Child and Youth Labour	Children under the age of 15 years are prohibited from working. Youth workers of age 15 to 18 have some work restrictions.	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Not hire any labour less than 15 years of age.</li> <li>• not engage youth workers (ages 15 to 18) in nighttime shifts (between 7.00 p.m. and 7.00 a.m.) and perform dangerous works, such as roofing works and carry or lift loads frequently.</li> </ul>	<p>The Engineer</p> <ul style="list-style-type: none"> <li>• Verify compliance with labor laws</li> </ul>
Workplace injuries and accidents and other incidents	If incidents are not investigated and root causes are not identified, there is a risk that they may repeat	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• implement the recommendations of the Engineer to avoid recurrence of these incidents</li> </ul>	<p>The Engineer shall</p> <ul style="list-style-type: none"> <li>• Investigate all incidents related to workplace injuries and accidents; and also, on the environment (e.g.</li> </ul>

<b>ESHS Risk/Impact</b>	<b>Description of the Risk/Impact</b>	<b>Mitigation Actions by the Contractor</b>	<b>Actions by the PIU and the Engineer</b>
			oil spills, pollution events), and social (e.g. gender-based violence, the non-function of GRM, etc.), incidents.

ESMP Task 4: Debris and Other Waste Management

<b>ESHS Risk/Impact</b>	<b>Description of the Risk/Impact</b>	<b>Mitigation Actions by the Contractor</b>	<b>Actions by the PIU and the Engineer</b>
Debris from demolition works	Pollution from the improper management of debris construction sites.	The Contractor shall <ul style="list-style-type: none"> <li>• Transport all debris from the construction sites and transport them to the site approved by the Engineer regularly</li> <li>• Clear all debris and unused material within three days after completion of work at each home</li> </ul>	The Engineer shall provide the approved debris disposal areas and any staging areas for temporary disposal of debris.
Solid waste from the work sites	Pollution from the improper management of solid wastes and excess materials from the construction sites.	The Contractor shall <ul style="list-style-type: none"> <li>• Segregate and reuse or recycle the wastes, wherever practical</li> <li>• provide sufficient waste bins at the worksite for the collection of waste generated from the worksites.</li> <li>• Carry these wastes in the covered trucks for the safe disposal at the government’s operated landfill facility</li> </ul>	The Engineer shall <ul style="list-style-type: none"> <li>• Create awareness to the Contractor on the reduction of generation of waste by using the principles of reduce, recycle and reuse.</li> </ul>
Hazardous waste such as paints and mold affected fixtures	Health hazards and environmental impacts due to improper waste management practices	The Contractor shall <ul style="list-style-type: none"> <li>• Collect the hazardous waste separately, hand over to the government’s waste management facility.</li> </ul>	

## ESMP Task 5: Drainage and Soil Erosion Management

<b>ESHS Risk/Impact</b>	<b>Description of the Risk/Impact</b>	<b>Mitigation Actions by the Contractor</b>	<b>Actions by the Engineer</b>
Drainage from the construction sites	Drainage from the construction sites and material storage sites (sand and aggregates) may contain sediment load	The Contractor shall <ul style="list-style-type: none"> <li>• Cover all stockpiles containing loose materials such as sand and aggregates with plastic covers to protect them from rain</li> </ul>	The Engineer shall supervise adequate covering of the loose materials at the work sites.
Stagnation of water	Health hazards due to mosquito breeding	The Contractor shall <ul style="list-style-type: none"> <li>• Not allow ponding of water near the construction sites.</li> <li>• Discard all the storage containers that are capable of storing water, after use or store them in an inverted position.</li> </ul>	The Contractor shall ensure no stagnation of water at the work sites.
Discharges from the construction sites	Wastewater discharges if not contained will pollute the natural environment	The Contractor shall <ul style="list-style-type: none"> <li>• Direct all wastewater from the construction activities to the municipal sewerage system</li> </ul>	The Contractor shall ensure all wastewater is directed to the municipal sewerage system

## ESMP Task 6: Noise and Vibration Management

<b>ESHS Risk/Impact</b>	<b>Description of the Risk/Impact</b>	<b>Mitigation Actions by the Contractor</b>	<b>Actions by the PIU and the Engineer</b>
Construction activity	Noise and vibration may have an impact on nearby communities	The Contractor shall <ul style="list-style-type: none"> <li>• Avoid undertaking the noisiest activities, where possible, when working at night near the residential areas.</li> <li>• Limit high noise generating activities during normal day time working hours</li> </ul>	The Engineer shall approve the night time construction activities if they do not become any nuisance to nearby communities.
Construction machinery	Noise and vibration may have an impact on nearby communities	The Contractor shall <ul style="list-style-type: none"> <li>• Appropriately site all noise generating activities to avoid noise pollution to local residents</li> </ul>	The Engineer shall ensure that all equipment used in construction are in good working order.



		<ul style="list-style-type: none"> <li>• Maintain all equipment in order to keep it in good working order.</li> <li>• Avoid the unnecessary use of alarms, horns and sirens.</li> </ul>	
Construction vehicular traffic	Noise quality will be deteriorated due to vehicular traffic	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Maintain all vehicles in acceptable working conditions.</li> <li>• Organize the loading and unloading of trucks, and handling operations to minimize construction noise on the work site.</li> </ul>	The Engineer shall ensure contractor's compliance with vehicle conditions requirements.

### ESMP Task 7: Dust and Emissions Management

<b>ESHS Risk/Impact</b>	<b>Description of the Risk/Impact</b>	<b>Mitigation Actions by the Contractor</b>	<b>Actions by the PIU and the Engineer</b>
Construction activities	Dust generation from construction sites, material stockpiles and access roads are a nuisance in the environment and can be a health hazard	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Control the dust emissions from the construction sites and access roads through water sprinkling as and when required. Increase the watering frequency during periods of high risk (e.g. high winds).</li> <li>• Cover the loose materials such as to avoid their being wind-drifted.</li> <li>• Restore disturbed areas as soon as practicable by compaction.</li> <li>• Establish adequate locations for storage, mixing and loading of construction materials, in a way that dust dispersion is prevented because of such operations.</li> </ul>	The Engineer shall ensure contractor's compliance dust pollution prevention measures
Construction machinery	Air quality can be adversely affected by emissions from machinery and combustion of fuels.	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Maintain al machinery in acceptable working conditions</li> <li>• Not use machinery that causes excess pollution (e.g. visible smoke).</li> </ul>	The Engineer shall not allow continuing to use the machinery that causes visible pollution such as black smoke.
Construction vehicular traffic	Air quality can be adversely affected by vehicle exhaust	<p>The Contractor shall</p> <ul style="list-style-type: none"> <li>• Maintain all vehicles in acceptable working conditions</li> </ul>	The Engineer shall ensure that all equipment used in construction are in

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
	emissions and combustion of fuels.		good working order.

### ESMP Task 8: Traffic and Road Safety Management

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
Construction vehicular traffic	Increased traffic use of the road by construction vehicles will affect the movement of normal road traffics and the safety of the road-users.	The Contractor shall <ul style="list-style-type: none"> <li>• Avoid when possible congested areas and peak rush hours for transport of material.</li> <li>• submit the proposed routes for material transport and timings of transport for Engineer's approval.</li> <li>• Employ experienced drivers and regularly inspect vehicle safety.</li> <li>• Make sure all drivers will comply with the traffic codes concerning the maximum speed limit, driving hours, etc.</li> </ul>	The Engineer shall approve the routes and timings of the trucks to be used by the Contractor for transport of material
Placement of equipment and material on the streets	Temporary storage of materials on the streets and parking of equipment and vehicles may block the roads	The Contractor shall <ul style="list-style-type: none"> <li>• Not obstruct the local roads for the local traffic and shall open at least one lane</li> <li>• Place traffic signs and flagmen at required places to control the traffic.</li> </ul>	The Contractor shall instruct the Contractor on the locations where traffic signs and flagmen are to be placed.

### ESMP Task 9: Hazardous Material Management

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
Use of paints and fuels	Improper storage and handling of paints and fuels and potential spills from these fuels may harm the environment or health of	The Contractor shall <ul style="list-style-type: none"> <li>• store all hazardous materials appropriately inside the houses to avoid direct exposure to rain, wind and sunlight;</li> </ul>	The Engineer shall ensure the proper storage and handling of pains and fuels.

ESHS Risk/Impact	Description of the Risk/Impact	Mitigation Actions by the Contractor	Actions by the PIU and the Engineer
	construction workers and homeowners.	<ul style="list-style-type: none"> <li>Take all precautionary measures when handling and storing fuels and paints to prevent accidental spills.</li> </ul>	

## Monitoring Plan

The PIU and the Engineer shall regularly carry out the monitoring of environmental parameters described in the following monitoring plan and document the results in the monitoring reports.

#	Monitoring Parameter/ Activity	Means of Monitoring	Compliance indicator/ threshold limits	Frequency
1	Controls for workplace hazards	Visual inspection to ensure controls for workplace hazards are in place	Implementation of Control Measures specified in the Job Hazard Analysis Reports	Monthly
2	Workers are trained on ESHS Risks and Code of Conduct	Inspection of training records and interviews with the workers	100 percent of workers are to be trained	Monthly
3	Use of PPE by staff	Visual inspection on use of relevant PPEs	100 percent use of PPE	Monthly
4	Water and sanitation facilities at worksites	Visual inspection and interviews	Availability of safe drinking water and sanitation facilities	Monthly
5	Water and sanitation and cooking facilities at workers' residences	Visual inspection and interviews	Availability of safe drinking water and sanitation facilities, and adequate kitchen supplies	Monthly
6	Cleanliness at worksites	Visual inspection	Worksites shall be clean without rubbish	Monthly
7	First Aid Kits at worksites	Visual inspection and interviews	All worksites and worker's residences shall have adequate first aid kits	Monthly
8	Grievances from labour	Records of grievances registered and resolved.	All grievances shall be addressed	Monthly
9	Dust and air pollution	Visual inspection of equipment/vehicle exhausts	All equipment and vehicles shall be acceptable working conditions	Monthly
10	Noise and vibration	Visual inspection of noise control measures	Controls measures shall be in place for high noise generating equipment	Monthly

#	Monitoring Parameter/ Activity	Means of Monitoring	Compliance indicator/ threshold limits	Frequency
11	Drainage and Wastewater Discharges	Visual inspection of wastewater discharges	All wastewater shall be directed to the municipal sewerage facility	Monthly
12	Waste Management	Visual inspection on the presence of debris and waste at the site	Facilities are clean, and waste collection and disposal facilities are in place	Monthly
13	Traffic Safety	Visual inspection for traffic management	The smooth flowing of traffic at the worksite	Monthly
14	Hydrocarbon and chemical storage and handling	Visual Inspection of storage facilities	No leakages from the containers in the storage.	Monthly
15	Restoration of Work Sites	Visual Inspection	The facilities are clean with no waste at the works sites	After completion of the work

## Reporting Requirements

The PIU and the Construction Supervision Consultant shall submit regular ESHS monitoring reports on the status of compliance with the mitigation measures in the ESMP and the results of the monthly monitoring program. Proposed contents of the monitoring report are given in the following table. Besides, the PIU shall also submit reports on any incidents within 24 hours of the incident, and a detailed investigation report within ten days of the incident to the World Bank.

#	Title of the Report	Contents of the Report	The frequency of Report Preparation	Report to be prepared by
1.	ESHS Monitoring Report	Compliance status of the Project with the environmental and social mitigation and monitoring measures. Besides, the report also covers: <ul style="list-style-type: none"> <li>• environmental incidents;</li> <li>• health and safety incidents,</li> <li>• health and safety supervision:</li> <li>• Usage of PPEs by workers</li> <li>• Training conducted and workers participated</li> <li>• Workers grievances</li> <li>• Community grievances</li> </ul>	Quarterly (or as per the conditions of the contract between the PIU and the Supervision Consultant)	PIU and the Engineer
2	Incident Reports	Incident investigation reports for all major incidents covering details of the incident, root cause analysis, and	Initial investigation report within 24 hours	PIU and the Engineer

#	Title of the Report	Contents of the Report	The frequency of Report Preparation	Report to be prepared by
		actions taken to address the future recurrence of tits event.	Detailed Investigation Report within ten days	

## ANNEXES

### Annex 1: Standard ESHS Specifications for the Contract 1

The Contractor and its subcontractors shall always comply with the following specification on Environmental, Social, Health and Safety (ESHS) aspects; and the existing labour regulations in Sint Maarten.

#### Pre-Construction Preparedness

Prior to starting of any construction activity, the Contractor shall carry out the following actions:

- Designate a senior site supervisor as ESHS Focal Point for taking responsibility of implementing actions in the ESMP and communicating with the Engineer on ESHS matters.
- Obtain necessary permits for the disposal of debris and other solid waste including hazardous waste at the government operated landfill sites; and sourcing of water for construction purposes
- Purchase the sand and aggregates from the government approved or licensed operators. Submit the details of the operators to the Engineer for approval
- Use biocides approved by USEPA or WHO or any other relevant organization for the mold removal. Submit details of biocides to the Engineer for approval
- Co-sign PIU/Homeowner agreement which outlines roles and responsibilities including the use of their premises, construction schedule, working hours and grievance mechanism
- Explain to its employees the expectations regarding their interactions with the community and explain how the grievance procedure works and their role in the Grievance Redress Mechanism (GRM) process.
- Repair any damages to the homeowners' property (e.g. compound wall) into original conditions.

#### Home Owners and Community Health and Safety Management

The Contractor shall implement for the following actions for the protection of health and safety of the homeowners and surrounding communities:

- Only start work if the house is vacant
- Provide personal protective equipment such as hard hats and safety shoes to homeowners if they are visiting the construction site for supervision
- Establish a perimeter of the site to secure from unauthorized access during construction
- Sign a 'code of conduct' with all its staff before mobilizing them into the construction. The code of conduct will include the good behavioural responsibilities of the workers in dealing with the local community and following the instruction from the supervisor. Terminate the workers if they do not abide by the code of conduct

#### Workers Health and Safety Management

The Contractor shall implement the following actions for protection of health and safety of the construction works:

- Identify the potential hazards, with the guidance of the Engineer, at each worksite and implement necessary control measures to mitigate the risks
- Ensure all its workers have undertaken ESHS awareness training provided by the Engineer

- Provide personal protective equipment (PPE) for workers based on the work requirements. In particular provide safety harness for fall protection for workers.
- Daily inspect the structural integrity of the scaffolding or ladders used for roofing works
- Arrange safe drinking water to workers and provide adequate sanitation facilities agreed with the Engineer
- Provide adequate first aid kits equipped with necessary and adequate medicines and Have an emergency contact number in the premises readily available for workers
- Not hire any labour less than 15 years of age and not engage youth workers (ages 15 to 18) in nighttime shifts (between 7.00 p.m. and 7.00 a.m.) and perform dangerous works, such as roofing works and carry or lift loads frequently.
- Implement the recommendations of the Engineer in case of any work-related accidents to avoid recurrence of these incidents

### Debris and Other Waste Management

The Contractor shall implement the following actions for the management of debris and other wastes:

- Transport all debris from the construction sites and transport them to the site approved by the Engineer regularly
- Clear all debris and unused material within three days after completion of work at each home
- Provide sufficient waste bins at the worksite for the collection of waste generated from the worksites
- Collect the hazardous waste separately, hand over to the government's hazardous waste management facility.

### Drainage and Soil Erosion Management

The Contractor shall implement the following actions for the management of erosion control and drainage:

- Cover all stockpiles containing loose materials such as sand and aggregates with the plastic covers to protect them from rain
- Not allow ponding of water near the construction sites, and discard all the storage containers that are capable of storing water, after use or store them in an inverted position.
- Direct all wastewater from the construction activities to the municipal sewerage system

### Noise and Vibration Management

The Contractor shall implement the following actions for the management of noise and vibrations from the construction activities, machinery and vehicles:

- Avoid undertaking the noisiest activities, where possible, when working at night near the residential areas
- Limit high noise generating activities during normal day time working hours
- Maintain all equipment and vehicles in order to keep it in good working order.
- Avoid the unnecessary use of alarms, horns and sirens.
- Organize the loading and unloading of trucks, and handling operations to minimize construction noise on the work site.

## Dust and Emissions Management

The Contractor shall implement the following actions for management of dust and air emissions from the construction activities, machinery and vehicles:

- Control the dust emissions from the construction sites and access roads through water sprinkling as and when required. Increase the watering frequency during periods of high risk (e.g. high winds).
- Cover the loose materials such as to avoid their being wind-drifted.
- Restore disturbed areas as soon as practicable by compaction.
- Establish adequate locations for storage, mixing and loading of construction materials, in a way that dust dispersion is prevented because of such operations.
- Maintain all machinery and vehicles in acceptable working conditions
- Not use machinery and vehicles that causes excess pollution (e.g. visible smoke).

## Traffic and Road Safety Management

The Contractor shall implement the following actions for management of traffic and road safety:

- Avoid congested areas and peak rush hours for transport of material and submit the proposed routes for material transport and timings of transport for Engineer's approval.
- Employ experienced drivers and regularly inspect vehicle safety.
- Make sure all drivers will comply with the traffic codes concerning the maximum speed limit, driving hours, etc.
- Not obstruct the local roads for the local traffic, and where needed place traffic signs.

## Hazardous Material Management

The Contractor shall implement the following actions for management of hazardous material such as paints and fuels:

- Store all hazardous materials appropriately inside the houses to avoid direct exposure to rain, wind and sunlight
- Take all precautionary measures when handling and storing fuels and paints to prevent accidental spills



## Annex 2: Code of Conduct for Construction Workers

This Code of Conduct contains obligations on all Contractor's staff including its sub-contractors' staff. All staff hired by the Contractor should sign this Code of Conduct.

Comply with applicable laws, rules, and regulations of the Government of Sint Maarten;

Comply with applicable health and safety requirements (including wearing prescribed personal protective equipment, preventing avoidable accidents and a duty to report conditions or practices that pose a safety hazard or threaten the environment);

Not use illegal substances any anytime on or off the job;

Not Discriminate against any other worker (for example on the basis of family status, ethnicity, race, gender, religion, language, marital status, birth, age, disability, or political conviction)

Have respectful interactions with community members (for example to convey an attitude of respect and non-discrimination) with local communities;

Not engage in any act of sexual harassment (whether through use of language or behavior, towards men or women or children, that is inappropriate, harassing, abusive, sexually provocative, demeaning or culturally inappropriate)

Not engage in any act of violence or exploitation (including prohibition of the exchange of money, employment, goods, or services for sex, including sexual favors or other forms of humiliating, degrading or exploitative behavior)

Ensure the Protection of children (including prohibitions against abuse, defilement, or otherwise unacceptable behavior with children, limiting interactions with children, and ensuring their safety in project areas)

Uphold Sanitation requirements (for example, that all workers use specified sanitary facilities provided by their employer and not open areas)

Avoid conflicts of interest (such that benefits, contracts, or employment, or any sort of preferential treatment or favors, are not provided to any person with whom there is a financial, family, or personal connection)

Respect reasonable work instructions (including regarding environmental and social norms);

Protect and properly use property (for example, to prohibit theft, carelessness or waste)

Report violations of this Code as a duty.

Be Protected against retaliation for workers who report violations of the Code, if that report is made in good faith.

Be informed and allowed to access a Grievance Redress Mechanism without fear of reprisal.

On signing I confirm that:

I have received a copy of this Code

The code has been explained to me

Acknowledged that adherence to this Code of Conduct is a condition of employment; and

Understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities.

SIGNATURE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_

EMPLOYER REPRESENTATIVE: \_\_\_\_\_

DATE: \_\_\_\_\_

## Annex 3: COMPLAINTS PROCEDURE of NATIONAL RECOVERY PROGRAM BUREAU

### INTRODUCTION

Complaints are a valuable source of feedback and an important tool for organizational development. We strive to handle complaints fairly, efficiently and effectively.

**The Bureau aims to provide quick and effective resolution to concerns and complaints.**

### WHAT IS A COMPLAINT?

A complaint is a written formal expression of dissatisfaction made to or about our services, products or staff. Requests for information, service requests and reports of problems or wrongdoing merely intended to bring a problem to our notice with no expectation of a response are to be distinguished from complaints.

This procedure applies to complaints filed against the staff at all levels within the Bureau. In case of doubt, the complaint officer will get in contact to clarify the merits of the request, report or complaint.<sup>1</sup>

A complaint should be done in writing by or email using the attached form and should contain the following information:

- a. personal and contact information: name, address, phone number, email address
- b. date
- c. merits and nature of the complaint: what happened, when it happened, who was involved
- d. the consequences of the occurrence: damage, or other grievance

### Complaints can be addressed to:

National Recovery Program Bureau

Soualiga Road no. 1

Pond Island, Great Bay

Sint Maarten

E-mail: [Secretariatrecovery@Sintmaartengov.org](mailto:Secretariatrecovery@Sintmaartengov.org)

### ARE THERE COSTS INVOLVED?

No, filing a complaint is free of charge.

### WHO IS HANDLING YOUR COMPLAINT?

A complaint officer together with the legal counsel to the Bureau are handling your complaint.

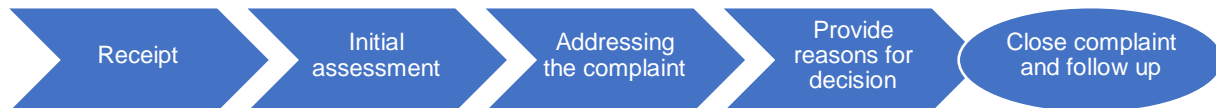
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<sup>1</sup> A service request include but is not limited to: requests for approval, requests for action, routine inquiries on planning or state of affairs, reports of failure to comply with laws regulated by the Bureau, requests for explanation of policies, procedures and decisions.

This way it is ensured that the person handling the complaint is different from any staff member whose conduct or service is being complaint about. Conflicts of interests, whether actual or perceived, will be managed responsibly.

## HOW WILL THE COMPLAINT BE ADDRESSED?

### Process:



### Receipt

We will acknowledge receipt of each complaint promptly, and preferably **within 5 working days**.

Where possible, complaints will be resolved at first contact with the Bureau. We will address each complaint with integrity and in an equitable, objective and unbiased manner.

### Initial assessment

After acknowledging receipt of the complaint, we will confirm whether the issue/s raised in the complaint is/are within our control. We will also consider the outcome/s sought by the person making a complaint and, where there is more than one issue raised, determine whether each issue needs to be separately addressed.

We will advise the complainant as soon as possible when we are unable to deal with any part of their complaint and provide advice about where such issues and/or complaints may be directed (if known and appropriate).

### Addressing the complaint

After the initial assessment of the complaint, we will consider how to address it. **Within 6 weeks, the complaint will be addressed**. Only in complex cases, this period can be extended. The complainant will be informed accordingly.

We will keep the person making the complaint up to date on our progress, particularly if there are any delays. We will also communicate the outcome of the complaint using the most appropriate medium and provide the reasons for the decision, including which actions we took.

### Close complaint and follow up

After addressing the complaint and informing the complainant (including options for review if the complaint is not addressed to the satisfaction of the complainant) we close the complaint