



November 2025

Environmental and Social Management Plan (ESMP)

Refurbishment works at NDMA building and Warehouse

Maldives Urban Development and Resilience Project (MUDRP)

Ministry of Construction, Housing and Infrastructure

Table of Contents

1. BACKGROUND.....	5
1.1 Introduction.....	5
1.2 Need for the sub-project activity	5
1.3 Scope of Sub-project Activities	7
2. ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN	12
2.1 Legal and Policy Framework.....	12
2.2 Objectives of the ESMP.....	12
2.3 World Bank ESF and their applicability to the proposed refurbishment	12
2.4 Institutional and organizational setup for E&S.....	16
2.5 Reporting and Documentation	16
2.6 Environmental and Social Management Plan	16
2.7 CONTRACTOR’S E&S RESPONSIBILITY	24
2.8 Provisions in the contract document	24
a. Work Requirements.....	24
b. General Conditions of Contract	24
c. Special Condition of Contract.....	26
d. Code of Conduct for Contractor.....	26
2.9 Grievance Redress Mechanism.....	27
2.10 Budget for ESMP Implementation.....	27
Annex 1 – GRM of MUDRP Project.....	29

List of Figures

Figure 1: The existing warehouse in NDMA which is proposed for refurbishment.....	7
Figure 2: Current situation of the floors which will be repurposed for EOCC operations	7
Figure 3: A map showing the project site (NDMA building)	11

List of Tables

Table 1: World Bank ESS and their applicability to proposed sub-project activity	13
Table 2: Proposed ESMP for the subprojec activity	17
Table 3: ESMP Implementation Budget	27

Acronyms

BoQ	Bill of Quantity
CoC	Code of Conduct
EOCC	Emergency Operations Coordination Centre
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standard
GBV	Gender-Based Violence
MCHI	Ministry of Construction, Housing and Infrastructure
MUDRP	Maldives Urban Development and Resilience Project
NDMA	National Disaster Management Authority
GRM	Grievance Redress Mechanism
PMU	Project Management Unit
SEA/SH	Sexual Exploitation and Abuse/and Sexual Harassment
SCC	Special Condition of Contract
WBG	The World Bank Group

1. BACKGROUND

1.1 Introduction

The Ministry of Construction, Housing and Infrastructure (MCHI) on behalf of the government of Maldives is implementing Maldives Urban Development and Resilience Project (MUDRP). The main objective of the project is to enhance resilient infrastructure and urban planning in selected cities in Maldives and strengthen the Government's capacity to provide effective response to disasters. The project has 4 main components. They include 1) Resilient Infrastructure and Emergency Preparedness; 2) Sustainable urban Planning, Development and Management. 3) Project implementation, management and reporting and 4) Contingent Emergency Response Component. Under the Sub-Component 1.2 (Strengthening emergency response systems) an activity to establish and operationalize an Emergency Operations Coordination Centre (EOCC) within the National Disaster Management Authority (NDMA) is proposed. MUDRP is expected to be closed on 30th June 2025.

As part of this activity, a sub-project activity is proposed to refurbish the existing NDMA building for the purpose of EOCC. In addition, some renovation works are proposed in the warehouse in the NDMA building is proposed under the sub-project activity.

This ESMP document will be disclosed to public via the following link

<https://infrastructure.gov.mv/downloads/>

1.2 Need for the sub-project activity

NDMA is currently located in a government building which was developed as an office workspace. The building was developed in early 2000s and currently requires significant refurbishment works. Moreover, since the building was developed as an office building, there is a need to re-purpose floor space of some stories of the building to accommodate for the operations of the EOCC. The re-purpose and refurbishment works have been proposed in the ground floor reception area, second and third floor of the NDMA building. NDMA building consists of 4 floors in total. There are 40 staff working in NDMA building and these staff. The staff are accommodated in the ground floor and first floor are thus no relocation of staff will take place during the refurbishment works.

Renovation of existing warehouse is proposed as part of the sub-project activity. This warehouse is currently used to store different equipment used for emergency operations and other consumables. The following Figure 1 shows the status of the NDMA building which

will be refurbished and repurposed for EOCC operations. The Figure 2 shows the existing warehouse at the NDMA.



Figure 1: Current situation of the floors which will be repurposed for EOCC operations



Figure 2: The existing warehouse in NDMA which is proposed for refurbishment

1.3 Scope of Sub-project Activities

The following are the scope of refurbishment works which will be carried out on each of the floors of NDMA building.

Ground floor

1. Removing old paint layers from the walls of entrance lobby and waiting area.
2. Removing old paint layers from the walls of the staircase and stair lobby.
3. Applying new paint on these walls. Care must be taken to protect the existing doors, windows and glass panels from damage or paint.
4. Removing existing skirting panels and providing varnished timber skirting panels.
5. Providing vinyl floor tiles on existing ceramic tiles, after ensuring the existing tiles are firmly adhered to floor and are free of defects.
6. Providing vinyl flooring on staircase with nosing strips. Timber skirting with varnish finish should be provided on walls.
7. Where possible, concealing all exposed cables and PVC casing using timber box frames.
8. Replacing existing sockets and switches with new ones.

First floor

1. Removing old paint layers from the walls of the staircase and stair lobby.
2. Applying new paint on these walls. Care must be taken to protect the existing doors, windows and glass panels from damage or paint.
3. Providing vinyl flooring on staircase with nosing strips. Timber skirting with varnish finish should be provided on walls.

Second floor

1. Providing aluminum sliding door (SD) to close file storage area. The door should consist of 3 panels and be full floor height. Fixed glass panels can be provided above 2.4m. All glass panels should be covered with frosted stickers.
2. Removing the window labelled as W1 and close the opening with a masonry wall. Apply plastering on both sides of the new masonry area.
3. Removing old paint layers from the walls and ceilings of the floor.
4. Applying new paint on all walls. Care must be taken to protect the existing doors, windows and glass panels from damage or paint.
5. Providing new suspended ceiling for the floor.
6. Removing existing skirting panels and providing varnished timber skirting panels.
7. Providing vinyl floor tiles on existing ceramic tiles, after ensuring the existing tiles are firmly adhered to floor and are free of defects.

8. Providing vinyl flooring on staircase with nosing strips. Timber skirting with varnish finish should be provided on walls.
9. Where possible, concealing all exposed cables and PVC casing using timber box frames.
10. Replacing existing sockets and switches with new ones.
11. Providing additional lighting in the workspace to ensure a minimum of 500 lux is maintained.

Third floor

1. Removing the window labelled as W2 and close the opening with a masonry wall.
2. Applying plastering on both sides of new masonry area.
3. Replacing the window labelled W3 with an aluminum framed window. The overall dimension of this window is W1530 x H1730.
4. Removing the partition labelled P1.
5. Providing new aluminum framed glass partition for area labeled P2. Frosted stickers should be pasted on all glass panels.
6. Changing all D1 doors to aluminum frame doors with glass panels or aluminum sheet panels, depending on privacy requirements.
7. Installing TV wall capable of supporting 12nos – 55 inch monitors.
8. Providing a new aluminum frame door for D2 door.
9. Providing new suspended ceiling for the floor.
10. Removing all tiles and fittings from the toilet and fully reconstruct the toilet. Homogeneous floor and wall tiles must be provided on all internal sides of the toilet. Wall tiles should be for the full height of toilet. New washbasin, water closet, taps, muslim shower, floor drain, towel hanger, toilet paper roll hanger, mirror and light must be provided.
11. Removing existing skirting panels and provide varnished timber skirting panels.
12. Providing vinyl floor tiles on existing ceramic tiles, after ensuring the existing tiles are firmly adhered to floor and are free of defects.
13. Providing vinyl flooring on staircase with nosing strips. Timber skirting with varnish finish should be provided on walls.
14. Where possible, concealing all exposed cables and PVC casing using timber box frames.
15. Replacing existing sockets and switches with new ones.
16. Removing existing fans and provide 5 nos – 18,000 BTU AC units.
17. Providing vinyl floor tiles in balcony area on existing ceramic tiles, after ensuring the existing tiles are firmly adhered to the floor and are free of defects.

18. Providing additional lighting in the workspace to ensure a minimum of 500 lux is maintained.
19. Providing additional power sockets for the TV monitors and other new electronic devices in the working space.

The scope of the proposed refurbishment works at warehouse in NDMA.

Vertical Two-Story Expansion Using Lightweight Construction

1. The current single-story warehouse will be extended vertically to incorporate a second floor, effectively doubling the usable storage area.
2. A lightweight construction approach is recommended for the upper level to minimize the additional structural load on the existing foundation. Materials such as steel framing and insulated panel systems can be considered to ensure both strength and energy efficiency.
3. The extension will be integrated seamlessly into the existing structure, maintaining the overall design coherence and ensuring structural integrity.

Installation of Wood Decking with Novilon Flooring

1. The interior flooring of the new level will include high-quality wood decking finished with Novilon—a durable, slip-resistant vinyl covering ideal for warehouse environments.
2. This flooring solution offers long-term durability, ease of maintenance, and resistance to wear and tear, making it well-suited for heavy equipment storage and high foot traffic.

Temperature Control for Long-Term Storage

1. Given that the stored equipment must remain in optimal condition for potentially extended periods, the facility will be equipped with a comprehensive temperature control system.
2. This will require proper insulation of walls and roofing to maintain consistent internal temperatures regardless of external conditions.

Installation of Mechanical Cargo Lift

1. To ensure safe and efficient movement of heavy equipment and supplies between floors, a mechanical cargo lift will be installed.
2. This lift will be designed with a high load capacity and compliant with relevant safety standards, enabling streamlined vertical transport and reducing manual handling risks.

3. Integration of the cargo lift will support rapid inventory access and improve operational workflows, especially during emergency mobilizations.

A detailed drawing for these refurbishment works has been included in Annex 1 of this ESMP. Figure 3 is a map showing the proposed location of the project which is NDMA building.

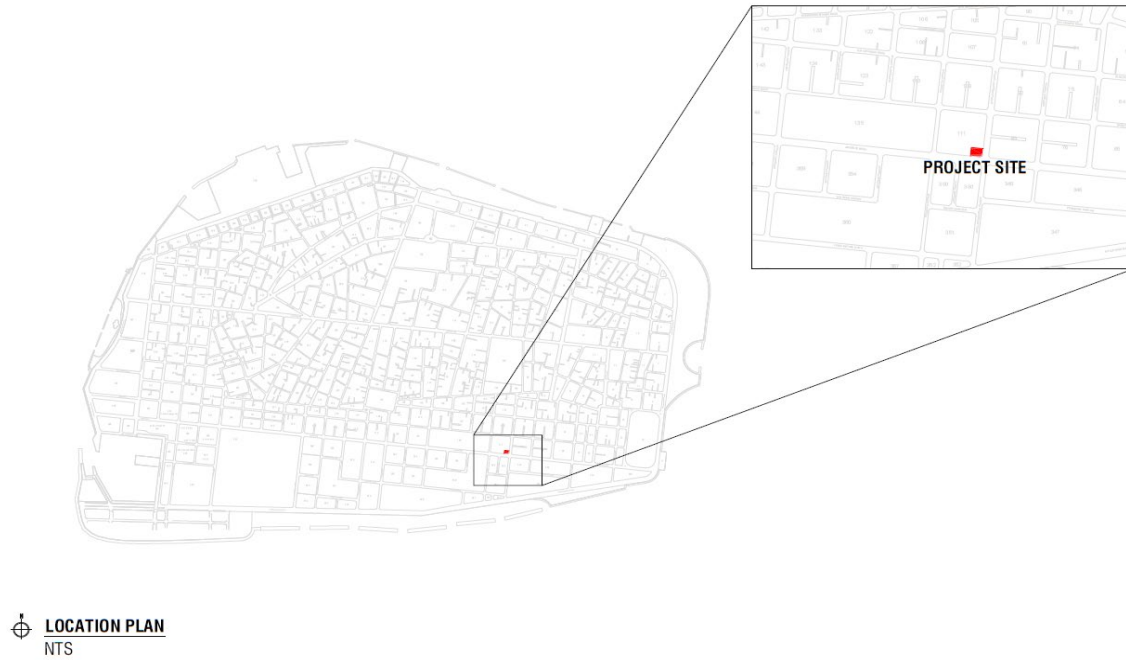


Figure 1: A map showing the project site (NDMA building)

2. ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

2.1 Legal and Policy Framework

In planning and refurbishment of the NDMA building MUDRP shall give due consideration to environmental and social matters outlined in Constitution of Maldives, Environmental Protection and Preservation Act (Act no. 4/93), Environmental Impact Assessment regulation (2012), Maldives National Building Act (Act no. 4/2017), Maldives Building Code (2019/R-2020), Waste Management Act (Act no. 24/2022), Mosquito control regulation (2007), Construction site health and safety regulation (2019/R-156), Regulation on Construction Safety Standards (2019/R157). In addition, the sub-project should comply with provision outlined in the Environmental and Social Management Framework of MUDRP and Safeguards Policies of World Bank, including OP/BP 4.01 Environmental Assessment and OP/BP 4.04 Natural Habitats.

2.2 Objectives of the ESMP

The Environmental and Social Management Plan (ESMP) outlines the potential environmental and social impacts of refurbishing the 4 storyes of NDMA building and warehouse.

This ESMP consists of the set of potential impacts, mitigation and institutional measures to be taken during the refurbishment of NDMA building and warehouse to eliminate adverse E&S risks and impacts, offset them or reduce them to acceptable levels in accordance with MURDP ESAMF and EHSG of WBG.

2.3 World Bank ESF and their applicability to the proposed refurbishment

Project supported by the World Bank through Investment Project Financing (IPF) are required to meet Safeguard policies of World Bank. The following Table 1 examines the reasons for applicability or inapplicability of each of the ESS, phase of the sub-project activity when they will be applicable, and the significance of each ESS for the scope of the refurbishment works.

Table 1: World Bank ESS and their applicability to proposed sub-project activity

ESS#	Description	Applicability		
		Reason	Phase	Significance
1	Assessment and Management of Environmental and Social Risks and Impacts.	Mandatory for IPF: as the likeliness of any E&S risks needs to be checked and strategy to avoid, minimize, reduce and mitigate these formulated. Compensate for or offset any significant residual impacts.	Bid Preparation	Requires the completion of this ESMP to outline the potential ESHS, risks, impacts and mitigation measures.
2	Labor and Working Conditions.	Applicable: Contractor will be engaging workers for refurbishment	Construction	Not more than 6 workers will be working at a time within the area to be refurbished. Due to the low number, workers are anticipated to hail from nearby areas and not require a camp. Use of task appropriate PPE has to be made compulsory. In addition, the Labor will have access to the GRM of the MUDRP project.
3	Resource Efficiency and Pollution Prevention and Management.	Applicable: During works some wastage of construction material is anticipated. During operation, hazardous chemicals, contaminated samples and pesticides are used and generated	Construction	Wastage will have to be minimized with the exact quantity of material as per the design brought in. Measurement of water/ air pollution are required to avoid chemical and biological pollution in water and air.

4	Community Health and Safety	Applicable: dust is produced during demolition of existing metal/ masonry partitions, removal of cement plaster and metal panels, cutting/ joining of aluminum/ glass partitions, plastering and masonry activities	Construction	The proposed NDMA building is housed within a secure distance more than 10m away from any other buildings thus the effect of construction dust and noise to local communities is extremely low.
5	Land Acquisition, Restrictions on Land Use and Involuntary resettlement.	Not applicable: as the existing building is built on land owned by DFTQC, is away from residential area, shops and staff quarters, as well as free of any unauthorized squatters.		Not Applicable
6	Biodiversity Conservation and Sustainable Management of Living Natural Resources.	Not applicable: as the facility is away from natural environment, coral reefs and conservation area. The refurbishment activity is confined within designated rooms in a building.		Not Applicable
7	Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities.	Not applicable: as the facility is away from Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities.		Not Applicable
8	Cultural Heritage.	Not applicable: as the facility is away from cultural heritage sites, religious areas, and locations where people gather.		Not Applicable

		Works will be completed within an existing building.		
9	Financial Intermediaries.	Not applicable: as there will be no Financial Intermediaries.		Not Applicable
10	Stakeholder Engagement and Information Disclosure.	Applicable: as the existing NDMA functions during the renovation will be shifted to other buildings, staff need to be informed in advance.	Construction	The information on temporary closure is disseminated well in advance through the email and notices.

2.4 Institutional and organizational setup for E&S

MCHI and NDMA are coordinating for the implementation of the sub-project activity. MCHI as the Employer is the Implementing Agency for the MUDRP. MUDRP Project Management Unit (PMU) is coordinating the project activities and responsible for the overall compliance with the World Bank ESF and the applicable local laws and regulations.

An Environmental and Social Safeguards Specialist of the PMU is responsible for monitoring implementation of the ESMP along with a focal point from NDMA.

The main E&S responsibility during the construction lies with the Contractor. Appropriate provisions will be made in the Bidding Documents and Contract Documents to reflect the responsibility. The Contractor will designate one of their staff as Focal Person for E&S aspects and empower him to implement the ESMP as well as prepare the E&S section of the Monthly Progress Reports.

2.5 Reporting and Documentation

As part of ESMP, reports will be produced at monthly basis. The Contractor will include E&S section which is expected to contain complaints received and their redressal, work zone accidents in their Monthly Progress Reports to be sent to MUDRP PMU and NDMA.

The ESS Specialist of PMU upon monitoring visit will be reporting to World Bank team.

The ESMP is also disclosed at Government of Maldives website at: <https://infrastructure.gov.mv/downloads/>

2.6 Environmental and Social Management Plan

A simplified ESMP with safeguards issues, Management Measures, location and time of action including the cost, implementation and monitoring responsibility for the proposed refurbishment works is provided in Table 2.

Table 2: Proposed ESMP for the subproject activity

E&S Risk and Project Activities	Management Measures/Action	Location	Applicable ESS	Mitigation Cost (MVR)	Responsibility	
					Implementation	Monitoring
Pre-construction Stage						
Permits and Information	Although no permission is required from the government authorities to refurbish existing building. It is essential to; Inform the staff working arrangement during the refurbishment works. Inform Waste Management Corporation (WAMCO) of potential use of construction waste disposal service.	NDMA building and Warehouse	10	Subproject activity preparation cost	NDMA	MUDRP PMU
Air Quality Test	Baseline Air Quality measurement at NDMA building and warehouse for PM2.5 and PM10 Visual inspections will be conducted to monitor air quality. Additionally, water sprays and suitable dust absorbents will be utilized to minimize air pollution.	NDMA building and Warehouse	3	2000 MVR	Contractor	MUDRP PMU
Construction Stage						

Construction material sourcing	<p>Get other construction material from approved vendors.</p> <p>Time transportation to the site to minimize storage area.</p> <p>Cover and mark the stockpiles of the construction material within the proposed land parcel.</p>	NDMA building and Warehouse	1,2 and 3	Included in the BOQ	Contractor	NDMA
Occupational Health and Safety	<ul style="list-style-type: none"> • Develop and implement the Occupational, Health and Safety Management Plan prior to the commencement of demolition and refurbishment works. Contractor's OHS plan would have to be submitted to the PMU prior to commencement of civil works. • Provide to each worker and visitors task specific PPE (Protective clothing, helmets, masks, boots, gloves, ear plugs, and goggles). • Adequate lighting and safety signal devices be installed for work safety. 	NDMA building and Warehouse	2	50,000	Contractor	NDMA

	<ul style="list-style-type: none"> • Adequate warning signs and safety barriers will be provided for work safety. • Provide and maintain first aid kits and fire extinguishers at work site and demonstrate to the workers to use it. • Provide adequate resting time to the workers in between tasks to minimize fatigue induced injuries. • Ensure that the workers can properly handle the hand /power-tools provided. If necessary, train them in proper use. • Conduct a safety toolbox meeting for the workers at least once a week. 					
Civil Construction Activities	<ul style="list-style-type: none"> • Ensure the electrical circuit is earthed properly throughout the demolition and construction period. • Use of only manual methods and <1000W power tools to minimize 	NDMA warehouse	2 and 3	Included in the BOQ	Contractor	NDMA

	<p>noise during construction.</p> <ul style="list-style-type: none"> • Use standard construction procedure for each item complying with national requirements, World Bank EHS Guidelines, and standard industry practice • In accordance with The Regulation on the Safety Standards for Construction (2019) a health and safety plan needs to be developed by the contractor since the total work is expected to exceed the threshold value of 1.5 million MVR. 					
Air pollution and dust nuisance	<p>Minimize dust pollution by closing the doors and windows of the room being worked on.</p> <p>Minimize dust pollution within the room by regularly brooming and vacuum cleaning.</p> <p>Additionally, use water sprays and suitable dust</p>	NDMA building and Warehouse	3	30,000	Contractor	NDMA

	absorbents to minimize air pollution.					
Construction Waste Management	Separate collection of hazardous waste (mainly paint related waste) and non-hazardous waste at the floor level. Liaise with WAMCO to for daily removal of construction waste from the project area.	NDMA building and Warehouse	3	Commercial Subscription of WAMCO waste collection services.	Contractor	NDMA
Labor Management	As the number of workers at any time is small and hail from the nearby areas, no worker camp is required. Provide written Contract to each worker in a language understood by Worker/s specifying terms of employment, including wages, working hours, rest times, access to labor GRM, signing of CoC, and other requirements as per national labor laws. Provide safe drinking water for the workers and	NDMA building and warehouse	3	Included in the BOQ	Contractor	NDMA

	<p>designated rest breaks for lunch and personal breaks.</p> <p>Allow the workers to use gender segregated lavatories in the building.</p> <p>Maintain a Worker Register with the name and address of the worker as well as next to kin.</p> <p>Get all workers to understand and acknowledge (sign) standard code of conduct including worker & community safety, and GBV and SEA/SH at site.</p> <p>There will be strictly no child labor engaged.</p> <p>Provide a day off in a week to the workers and in case of work during the day off or beyond working hours compensate as per the Employment Act.</p>					
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	Inform workers of the availability of Labor GRM, and put visible signage of the availability of Labor GRM in a common area.					
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2.7 CONTRACTOR'S E&S RESPONSIBILITY

The Contractor will be solely responsible for any remedial or mitigation measures required by the environment-related effects of any of his activities. He will designate one of its staff as Focal Person for E&S aspects and to assist in the implementation of CESMP. The Contractor will demonstrate compliance with all environmental stipulations of ESMP. In case of an E&S issue or an accident, the Contractor will immediately (and not later than 48 hours) notify the Employer (MCHI) and seek advice on his proposed corrective action. Among the situations that may arise are not limited to complaints or legal actions by third parties on matters such as environmental damage to property and natural resources, ground subsidence, interruption of groundwater flow and surface or groundwater contamination.

The Contractor will conform to the applicable laws and Project ESAMF and EHS guidelines and prepare and submit progress status on Contractor ESMP as a part of its monthly progress report. The contractor will submit monthly progress report on the carrying out of such measures to the Employer.

2.8 Provisions in the contract document

The Instructions To Bidders on safeguard issues are outlined in the different clauses of Bid Documents and to be reflected in Bid Data Sheets. From the scope of the refurbishment and upon site visit, the sub-project is considered low risk and hence the E&S Performance Security is not deemed to be required.

For this sub-project. The following are the provisions in Contract Document and BOQ:

a. Work Requirements

The Works' Requirements also include the environmental and social (ES) requirements (including requirements relating to Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) which are to be satisfied by the Contractor in executing the works.

b. General Conditions of Contract

- i. GCC 15.5 The Contractor shall prepare "Code of Conduct" and SEA/SH Prevention and Response Action Plan, satisfactory to the Project Manager, to ensure that all the labors, employees, associates, consultants or the representatives related to the Employer and the Contractor inside or outside the work sites are committed towards creating and maintaining an environment that prevents SEA/SH/VAC and any other forms of GBV. The contractor shall have the code of conduct signed by each worker, labor, subcontractor, and staff related to the project and provide orientation on the Condition of Contract

- ii. GCC-19: Insurance: Insurance include Works, Plants, Materials, Damage to Equipment, and Damage to Property and Personal injury or death.
- iii. GCC-22. The Works to Be Completed within intended Completion Date:
- iv. GCC 22.2 The Contractor shall not carry out any Works, including mobilization and/or pre-construction activities (e.g. limited clearance for haul roads, site accesses and work site establishment, geotechnical investigations or investigations to select ancillary features such as quarries and borrow pits), unless the Project Manager is satisfied that appropriate plans and measures are in place to address environmental, social, health and safety risks and impacts. At a minimum, the Contractor shall submit:
 - i. Contractor's Environmental and Social Management Plan (CESMP) immediately after the contract is awarded and prior to the commencement of works,
 - ii. Code of Conduct including SEA/SH/VAW for Workers and Personnel, submitted as part of the Bid and agreed as part of the Contract.
- v. GCC 24. Safety, Security and Protection of the Environment: Under 24.1, the Contractor shall, throughout the execution, and completion of the works and remedying of any defects therein.
- vi. GCC-31. Forced Labor: The Contractor shall not employ forced labor, which consists of any work or service, not voluntarily performed, that is exacted from an individual under threat of force or penalty. This covers any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements.
- vii. GCC-32. Child Labor: The Contractor shall not employ children in a manner that is economically exploitative, or is likely to be hazardous, or to interfere with, the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development. Where national laws have provisions for employment of minors, the Contractor shall follow those laws applicable to the Contractor. Children below the age of 18 years shall not be employed in dangerous work.
- viii. GCC-33. Non-discrimination and Equal Opportunity: The Contractor shall not make employment decisions on the basis of personal characteristics unrelated to inherent job requirements. The Contractor shall base the employment relationship on the principle of equal opportunity and fair treatment and shall not discriminate with respect to aspects of the employment relationship, including recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, promotion, termination of employment or retirement, and discipline. In countries where national law

provides for non-discrimination in employment, the Contractor shall comply with national law. When national laws are silent on nondiscrimination in employment, the Contractor shall meet this Sub clause's requirements. Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job shall not be deemed discrimination.

c. Special Condition of Contract

- i. GCC 2.3(i): The following documents also form part of the Contract:

Contractor's Environmental and Social Management Plan (C-ESMP); and Code of Conduct including SEA/SH/VAC for Workers and Personnel

d. Code of Conduct for Contractor

Contractor's Personnel shall:

- i. carry out his/her duties competently and diligently;
- ii. 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;
- iii. maintain a safe working environment including by:
- iv. being free from the influence of drugs and alcohol;
- v. ensuring that workplaces, machinery, equipment and processes under each person's control are safe and without risk to health;
- vi. wearing task specific PPE and follow a norm of "no PPE: no entry to site";
- vii. using appropriate measures relating to chemical, physical and biological substances and agents; and
- viii. following applicable emergency operating procedures;
- ix. comply with CESMP and sub-plan requirements.
- x. Report worker's situations, incident including near misses or 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;
- xi. Treat other people with respect, and not discriminate against specific groups such as women, people with disabilities, migrant workers or children;
- xii. 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;

- xiii. 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;
- xiv. 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;
- xv. not engage in any form of sexual activity with individuals under the age of 18, except in case of pre-existing marriage;
- xvi. complete relevant training courses that will be provided related to the environmental and social aspects of the Contract, including on health and safety matters, SEA/SH;
- xvii. report violations of this Code of Conduct; and
- xviii. 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.

2.9 Grievance Redress Mechanism

The grievance redress mechanism established for MUDRP project will be utilized for this sub-project activity. The detailed GRM for MUDRP project is attached to the Annex 1 of this ESMP.

2.10 Budget for ESMP Implementation

Many of the provisions are already a part of Contractual Obligations or the Contract Bill of Quantities and need not be separately budgeted.

Nevertheless, a total of NPR 420,000 has been proposed as Provisional Sum for ESMP works. This proposed amount is about 1.51% of total project cost. The detail cost breakdown is provided in Table 3.

Table 3: ESMP Implementation Budget

#	Activities	Cost (MVR)
1	Air quality testing	2,000.00
2	Provide first-aid kits and task specific PPE throughout the refurbishment	50,000.00
3	Mitigation of Air pollution and Dust	30,000.00

4	Construction of Waste Management	WAMCO subscription fee and payment to WAMCO.
5	Construction Material Sourcing and QA	Included in the BOQ
6	Labour Management	Included in the BOQ
7	Cleaning and restoration after the refurbishment works	Included in the BOQ

Annex 1 – GRM of MUDRP Project

Grievance Redress Mechanism

Maldives Urban Development and Resilience Project (MUDRP)

Objective and Scope of the GRM

This Grievance Redress Mechanism (GRM) is designed for the World Bank funded project “Maldives Urban Development and Resilience Project (MUDRP) implemented by Ministry of National Planning and Infrastructure. This GRM is aimed to record, monitor, and resolve grievances/complaints and accommodate where possible any request and suggestions proposed by the project affected parties. The scope of this GRM is to redress any grievances/complaints regarding the project activities particularly regarding civil works under the project. Any grievance/complaints which may arise in the project area however not due to a direct or indirect intervention of project activities will not be addressed under the GRM.

The main civil works of the project include the following;

1. **Design and construction of Sewage Treatment Plant (STP) in Hulhumalé Phase 1;** construction of a 10 MLD sewerage treatment plant in Hulhumale’ Phase 1.
2. **Storm water Drainage and Rainwater Harvesting and Storage Systems in Malé: Upgrading of** the primary drainage network in selected wards to be connected to underground storage tanks in Male’.
3. **Establishment of Emergency Operation Coordination Center:** Construction of NDMA building and establishment of emergency operations coordination centre.

Details of the GRM

The table below provides details of grievance redress mechanism (GRM) developed for MUDRP. GRM of the project is based on the Environmental and Social Management Framework (ESMF) of the project. The GRM consist of two Tiers. The following are the information regarding Nodal Person for Contact, Composition of GRM committee, Contacts, Communication and Other Facilitation by Project and Timeframe to address grievance.

Table 1: Grievance Redress Mechanism for MUDRP

Tiers of Grievance Mechanism	Nodal Person for Contact	Composition of GRM committee	Contacts, Communication and Other Facilitation by Project	Timeframe to address grievance
First Tier: Male' city council or Housing Development Corporation (HDC) (Grievance/complaints regarding the project activities in Hulhumale' will be addressed by HDC and those related to project activities in Male' will be addressed by Male' City Council.	Male' city council or HDC will be the first point of contact. Designated contact persons will be established within the Council with a designated contact number.	<ul style="list-style-type: none"> GRM focal point from HDC or Male' city council (Chairperson of the committee) An Administrator from Male' city council or HDC A Representative of Affected Persons (AP) A Representative of the contractor A Representative of the supervision consultants Note: Special	<ul style="list-style-type: none"> Details of GRM should be publicly displayed in the construction site as well as at the council office. GRM should also be outlined in official website and/or social media pages of Council, MNPI (and/or the project), including contact details of the nodal person in each tier. Grievances can be reported informally by contacting the council through email / telephone / in person. If the grievance cannot be resolved informally, an aggrieved party should submit a complaint on the Tier I Complaint Form. A copy of the form (with the council seal) will be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form will 	15 working days

		<p>consideration will be given to ensure gender balance in the GRC Tier 1.</p>	<p>be available from the websites and/or social media pages of MNPI and the council. Hard copies of the form will be available from the council front office.</p> <ul style="list-style-type: none"> • Council will provide assistance to fill the form for those who cannot write. • The council will keep separate registries for informal and formal complaints and maintain records of all complaints received. • If the complaint is resolved within 15 working days, the council should communicate the decision to the aggrieved party in writing. • The aggrieved party should acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days to HDC or Male' City Council. • If no acknowledgement is submitted by the aggrieved party within this period, then the decision will be considered as accepted. • If the GRC requires more time to resolve the grievance/complaint, this requirement 	
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			<p>should be communicated to the aggrieved party in writing and the aggrieved party should consent and sign-off the request for the extension to take effect. The extension period can be additional 15 working days.</p> <ul style="list-style-type: none"> The GRM focal point of HDC and Male' City council will manage and provide feedback to Aggrieved Party on grievances submitted. 	
<p>Second Tier: Ministry of National Planning, Housing and Infrastructure (MNPHI)</p>	<p>Environmental and Social Safeguards officer at the Project Management Unit (PMU) will be the focal point.</p>	<ul style="list-style-type: none"> The ESS officer of MUDRP (Chairperson) A Civil servant of Ministry of National Planning, Housing and Infrastructure. A Representative of APs <p>Note: Special consideration will be given to ensure gender balance in the GRC</p>	<ul style="list-style-type: none"> If the grievance cannot be resolved through Tier 1 GRC to the satisfaction of the aggrieved party or if the issue is outside the jurisdiction of the HDC or Male' City Council an aggrieved party may submit a complaint on the Tier 2 Complaint Form. Or else, Tier 1 GRC may forward the unresolved grievances directly to Tier 2 GRC with the consent of the aggrieved party. A copy of the form (with MNPI seal) will be provided to the aggrieved party as evidence of receipt. Electronic version of the complaint form will be available from the websites and/or social media pages of MNPI 	<p>15 Working Days</p>

		Tier 2	<p>and the council. Hard copies of the form will be available from the council and MNPI front office.</p> <ul style="list-style-type: none"> • A copy of the Tier 1 Complaint Form should be submitted with the Tier 2 Complaint Form. • MNPI will forward the grievance to PMU. • PMU screens the grievance and determine if it's related to MUDRP. If it is unrelated, the aggrieved party will be notified in writing and the way forward shall be outlined to them including the necessary government institutions to follow up. • Environment and Social Safeguards Officer at the PMU will be the contact person in processing a grievance through the Second Tier. • PMU will discuss the matter with Environmental Protection Agency (EPA) and other relevant institutions, where deemed necessary to obtain their views and suggestions. PMU will also arrange site visits and hold onsite discussions and meetings, if 	
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			<p>necessary.</p> <ul style="list-style-type: none"> • The PMU will be responsible to ensure that there is no cost imposed on the aggrieved person, due to the grievance mechanism at the second tier. • If the complaint is resolved within 15 working days, the PMU should communicate the decision to the aggrieved party in writing. • The aggrieved party should acknowledge the receipt of decision and submit their agreement or disagreement with the decision within 10 working days. • If no acknowledgement is submitted by the aggrieved party, then the decision will be considered as accepted. • If more time is required to address the grievance/complaint, this requirement should be communicated to the aggrieved party in writing, and the aggrieved party should consent and sign-off the request for the extension to take effect. The extension period can be additional 15 working days. 	
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			<ul style="list-style-type: none">• If the grievance is not resolved to the satisfaction of the aggrieved party within 15 working days since the submission of the grievance to tier 2, the aggrieved party may notify the MNPI, in writing, the intention to resort to legal action or intention to approach Grievance Redress Service of the World Bank.	
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Grievance Forms

The Tier 1 and Tier 2 grievance form will be attached in the annex 1 and annex 2 of this document.

Acknowledgement Receipt for Complainant

The following format shall be used to acknowledge any grievance or complaint received by Male' city council, HDC or MNPHI.

This receipt is acknowledgement of grievance registration by _____

_____, resident of Male'/ Hulhumale'

on date _____. His grievance number is _____ and the date for response is _____.

Full name & signature of recording person

In case the grievance is assessed to be out of the scope of the GRM, a communication towards the same shall be made to the aggrieved party, and an alternative mode of redressal shall be suggested.

Grievance registry

- Three Grievance registries will be maintained under this GRM. They include one registry in each of the following institutions
 - Male' City Council (Tier 1)
 - Housing Development Corporation (HDC)
 - Ministry of National Planning, Housing and Infrastructure (MNPHI)
- These registries will have 3 main aspects which include the following. The format for the grievance register shall be as follows
 - **Grievance receipt and recording**

Grievance No	Date	Complainant Name	Complainant 's address and Contact – Phone	Summary of the Complaint	Location	Current Status

○ **Grievance tracking (Screening and validation)**

The following are the screening procedures to be followed once a complaint is received.

- Establishing complainant's identity
- Establishing that complainant is affected by the project
- Establishing the relationship between the complainant and the project
- Establishing that the issue/s raised by the complainant fall within the scope of the issues that the GRM is mandated to address
- If the complaint is not eligible, it should be notified to the complainant in writing.
- These screening procedures will be undertaken by Tier 1 GRM focal points and ESS officer of MUDRP.

○ **Closeout (Decisions taken at GRC Meeting)**

GRC meeting date	Meeting Decision	Follow-up required

- These registries will be maintained in Excel format and will be only accessible to Tier 1 GRM focal points and ESS officer of MUDRP.
- Data will be entered only by Tier 1 GRM focal points and ESS officer of MUDRP.
- Grievance registry will be updated once in every week and shared with the ESS officer of MUDRP who is responsible for coordination of screening and validation process.

Grievance resolution process

Tier 1: Male' City Council/ HDC

- When a grievance/complaint is submitted to the Male' City Council or HDC through Tier 1 Grievance form the grievance will be recorded in a grievance registry to be maintained by respective institutions.
- The grievance registry will be shared with the ESS officer of MUDRP on monthly basis to ensure coordination between Tier 1 and Tier 2.
- Tier 1 Grievance Resolution Committee (GRC) meeting will be scheduled by the GRM focal point from Male' City council or HDC.
- Tier 1 GRC will decide on the following in the initial meeting;
 - A need to invite the complainant/aggrieved party for the GRM process
 - A requirement to collect additional information regarding the grievance or undertake site inspection.
 - if any technical expertise is required to resolve the grievance, Chairman of the GRC can invite such technical persons depending on the issue.

- If there is a requirement for the above activities, the GRM focal point in collaboration with ESS officers of MUDRP will conduct the site inspection or collect any additional data required by the GRC members.
- If there is no requirement for the above activities, Tier 1 GRC will announce its unanimous decision which will be communicated to the complainant/aggrieved party.
- Meeting minutes will be shared with the ESS officer of MUDRP and complainant/aggrieved party along with a written communication on the decision made by Tier 1 GRC.
- In case consensus cannot be reached among the GRC members or no resolution can be decided by the Tier 1 GRC member, grievance will be communicated to the ESS officer of MUDRP to be forwarded to Tier 2.

Tier 2: Ministry of National Planning, Housing and Infrastructure (MNPHI)

- When a grievance/complaint is submitted to the Ministry of National Planning and Infrastructure Tier 2, the grievance will be recorded in a grievance registry to be maintained by MNPHI.
- The grievance registry for Tier 2 will be linked to the Tier 1 grievance registry. It will have a column to record whether the grievance has been submitted to Tier 1.
- Tier 2 Grievance Resolution Committee (GRC) meeting will be scheduled by the ESS officer of MUDRP.
- Tier 2 GRC will decide on the following in the initial meeting;
 - A need to invite the complainant/aggrieved party for the GRM process
 - A requirement to collect additional information regarding the grievance or undertake site inspection.
 - if any technical expertise is required to resolve the grievance, Chairman of the GRC can invite such technical persons depending on the issue
- If there is a requirement for the above activities, ESS officers of MUDRP will conduct the site inspection or collect any additional data required by the GRC members.
- If there is no requirement for the above activities, Tier 2 GRC will announce their decision reached with consensus which will be communicated to the complainant/aggrieved party.
- Meeting minutes will be shared with complainant/aggrieved party along with a written communication on the decision made by Tier 2 GRC.

Monitoring, Evaluation and Reporting of Grievance resolution

It is important to monitor the implementation of the GRM to ensure that all the affected parties (APs) are well informed about the GRM and improve the public image of the project amongst the APs.

The monitoring of the GRM implementation will be undertaken on a quarterly basis by the MUDRP PMU. Monitoring and Evaluation will include¹:

Table 2: Monitoring and Evaluation of Grievance Redress Mechanism

Monitoring	Evaluation
<ul style="list-style-type: none"> • How many complaints have been raised? 	<ul style="list-style-type: none"> • Is the GRM effective in realizing the stated

¹ Third Party evaluation of GRM by the Monitoring and Evaluation Specialist of MUDRP PMU.

<ul style="list-style-type: none"> • What types of complaints have been raised? • What is the status of the complaints (rejected or not eligible, under assessment, action agreed upon, and action being implemented or resolved)? • How long did it take to resolve the problems? • How many people have used the grievance redress procedure? • What were the outcomes? 	<p>goals, objectives, and principles?</p> <ul style="list-style-type: none"> • Is the GRM capable of responding to the range of grievances specified in their scope? • Is the GRM equipped with an adequate and diverse set of resolution approaches? • Has the GRM adopted measures to improve the resolution approaches, e.g., capacity building, consultation, with technical experts. • Was the GRM effectively integrated into overall Project management
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Awareness Raising and Capacity Building

The ESS officer of MUDRP will be responsible for conducting the online surveys and trainings for the GRM focal points. Training will be provided to the GRM focal points, contractors, supervision consultants. A copy of GRM note will be made available at the project site and contact information of GRM focal points will be included in the signage put up in the project sites. This information will be in both Dhivehi (local language and English). Quarterly reports on the performance of the GRM will be submitted to the MUDRP project director and World Bank ESS specialists.

Annex 1: Tier 1 Grievance Submission Form

(National Emblem)

Form number (for office use):

Male' City Council/ Housing Development Corporation (HDC)

....., Maldives

Grievance Form – Tier One

Project: Maldives Urban Development and Resilience Project

Part 1: Complainant/ Aggrieved Party Information

Name:

ID card number:

Contact number:

Current Address:

Signature:

Part 2: Details of Complainant/ Aggrieved Party

Event leading to Grievance:

Proposed Solution:

Part 3: Received by (for office use only):

Name:

Designation:

Signature:

Date of Grievance submission:

Time of Grievance submission:

Official Stamp

Note:

1. This grievance form is for the first tier of the GRM of the Maldives Urban Development and Resilience Project (MUDRP).
2. If the aggrieved party is not satisfied with the response from the Male' city council/HDC or did not get a response within 14 working days, the aggrieved party may proceed to Tier 2 of the GRM. Details of GRM will be available at the reception counter of Male' city council/HDC and Ministry of National Planning and Infrastructure and website of the Male' city council/HDC.
3. This form shall be submitted to;

Male' city council

Male', Republic of Maldives

(OR)

Housing Development Corporation (HDC)

Hulhumale', Republic of Maldives
4. A copy of this form shall be provided to the aggrieved party upon completion of the Part 3: Received by: section of this form.
5. Grievances for second tier shall be submitted with designated grievance form for Tier 2. When submitting the second-tier grievance form, the aggrieved party is encouraged to submit a copy of first tier grievance form and reply from the Male' city council/HDC. The Second-Tier grievance form shall be submitted to the Ministry of National Planning and Infrastructure. This form will be available at the reception counter of Male' city council/HDC and their respective websites.

Annex 2: Tier 2 Grievance Submission Form

(National Emblem)

Form number (for office use):

Ministry of National Planning, Housing and Infrastructure

Male', Maldives

Grievance Form – Tier Two

Project: Maldives Urban Development and Resilience Project

Part 1: Complainant/ Aggrieved Party Information

Name:

ID card number:

Contact number:

Current Address:

Signature:

Part 2: Reason for submission of grievance

☐ Appeal against the first tier 1 grievance redressal

☐ No response with in 14 working days

Part 3: Documents submitted along with this form

☐ **Copy of First Tier Grievance Form**

☐ **Decision from the council**

Part 4: Received by (for office use only):

Name:

Designation:

Signature:

Date of Grievance submission:

Time of Grievance submission:

Official Stamp

Note:

1. This grievance form is for the second tier of the 2-tier grievance redress mechanism (GRM) for Maldives Urban Development and Resilience Project (MUDRP).
2. Details of GRM will be available at the reception counter and website of Ministry of National Planning, Housing and Infrastructure
3. This form shall be submitted to;

Ministry of National Planning, Housing and Infrastructure

Ameenee Magu, Male', Maldives

Telephone number: 4004700

Email address: mudrp@planning.gov.mv

4. A copy of this form shall be provided to the aggrieved party upon completion of the Part 4: Received by: section of this form.