

Contingent Emergency Response Component - CERC

**Timor-Leste Branch Roads Project
(TLBRP-P155203)**

**CERC PROJECT OPERATIONS MANUAL
(CERC POM ESMF)**

**CERC Environmental and Social
Management Framework**

July 2023

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Abbreviations and Acronyms

ADTL	Association of Disabled Timor Leste
CERC	Contingent Emergency Response Component
CIDM	Commission for Disaster Management
DGRBFPC	Directorate General for Roads, Bridges, Flood Prevention & Control
DOC	National Disaster Operations Centre
EAP	Emergency Action Plan
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Screening (Checklist - Appendix 1)
E & S	Environmental and Social
GoTL	Government of the Democratic Republic of Timor-Leste
IA	Implementing Agency
NDC	National Disaster Coordinator (Vice President)
NDMD	National Disaster Management Directorate
OP	Operational Policy
PMU	Project Management Unit
POM	Project Operations Manual
RHTO	Rais Hadami Timor One (support group for disabled persons)
SSI	Secretary of State for Social Solidarity and Inclusion
TLBRP	Timor-Leste Branch Roads Project
TLDMH	Timor-Leste Disaster Management Handbook (2016)

Executive Summary

1. This Report presents Environmental and Social Management Framework (CERC-ESMF), part of the CERC Project Operations Manual (CERC POM) to address safeguards instruments relating to Component 3 of TLBRP namely the Contingent Emergency Response Component.
2. This document addresses item 9 (b & c) for triggering CERC from the Operations Manual which states *“Prepare and disclose all safeguards instruments required under the Environmental and Social Management Framework (CERC-ESMF) for the said activities, if any, and implement any actions which are required to be taken under said instruments”*.
3. In particular, this ESMF:
 - Identifies indicative CERC-related activities.
 - Provides the procedure to implement CERC-ESMF.
 - Defines procedures to assess the environmental and social impacts of these activities.
 - Sets out measures/plans to reduce, mitigate and/or offset adverse impacts.
4. In order to ensure that CERC subproject activities comply with the requirements of the World Bank’s Operational Policies, positive (approved) and negative (prohibited) lists have been developed to provide guidance on critical imports and/or for emergency works, goods or services which may be eligible for financing.
5. CERC positive activities for TLBRP include critical goods (materials, equipment, machinery, fuel, water infrastructure), emergency works (repairing transport networks, telecommunications, waste management, public service infrastructure, construction of critical emergency infrastructure and debris disposal) and consulting services (surveys, studies, technical designs, works supervision, etc.)
6. A range of environmental and social impact mitigation measures have been recommended to facilitate these activities including reference to the existing ESMP for TLBRP in the development of Environmental Plans for specific CERC activities and adopting appropriate measures to avoid or minimize impacts.

1. Introduction

1.1 Background

1. The Timor Leste Branch Roads Project (TLBRP) contains a zero value Contingent Emergency Response Component (CERC) which is designed to provide swift response in the event of an Eligible Crisis or Emergency¹ by enabling the Government of Timor-Leste (GoTL) to request the World Bank to rapidly reallocate project funds to support emergency response and reconstruction. Consistent with the objectives of TLBRP, the CERC will finance emergency response and critical goods and services to quickly restore livelihoods, lifeline infrastructure and services. The CERC can also finance emergency recovery and reconstruction works and associated consulting services.

2. A project specific CERC Project Operations Manual (CERC POM) has been prepared for TLBRP detailing: (i) the process for triggering the CERC; (ii) the proposed emergency activities to be financed under the CERC; the environmental and social arrangements; and, (iv) the coordination and implementation arrangements related to the execution of activities.

3. This Environmental and Social Management Framework (ESMF) has been developed by the TLBRP Project Management Unit (PMU) team to address one of the requirements for triggering CERC from the TLBRP POM. The triggering mechanism requirements are:

- a. Make a declaration that an Eligible Crisis or Emergency has occurred and obtain the Government of Timor-Leste's written agreement with such determination,
- b. Establish adequate implementation arrangements including staff and resources for implementation of said activities, and
- c. Prepare and disclose all safeguards instruments required under the Environmental and Social Management Framework (ESMF) for said activities, if any, and implement any actions which are required to be taken under said instruments.

1.2 Purpose of the ESMF

4. This CERC-ESMF forms part of the CERC POM which addresses the World Bank's Operational Policy (OP) 4.01 Environmental Assessment, OP 4.04 Natural Habitats, OP 4.10 Indigenous Peoples, OP 4.11 Physical Natural Resources and OP 4.12 Involuntary Resettlement. The Operational Policies will be triggered in the event that CERC is activated. While subprojects have yet to be identified, it is expected that all works will either fall under Low or Moderate Risk for provision of critical goods and activities involving demolition, removal, repair or reconstruction of damaged public infrastructure, construction of critical infrastructure, clearing of debris, or other similar activities. CERC subprojects which are categorized as High Risk, which require permanent land acquisition, or which would significantly impact sensitive ecological habitats are not permitted under the TLBRP CERC. Under this set of circumstance an ESMF is the appropriate instrument to assess and manage impacts of any CERC related activities.

5. Specifically, the purpose of this ESMF is to guide the TLBRP Project Management Unit (PMU) and the sub-project proponents on the Environmental and Social (E&S) screening and subsequent assessment during implementation, including subproject-specific plans or codes of practice in accordance with this report. Specifically, the ESMF aims to provide procedures relevant to the development of the subprojects, including how to conduct screening of subprojects to assess the environmental risks and impacts and identify mitigation measures, as part of subproject-specific assessment and plans,

- a) establish procedures for E&S planning, review, approval and implementation of activities/subprojects, technical assistance (TA), and other activities to be financed under the project,
- b) describe specific mechanisms for meaningful public consultation and disclosure of E&S documents as well as redress of possible grievances, and
- c) specify roles and responsibilities of agencies responsible for implementation of the proposed E&S measures including identification of priority training, capacity building and technical assistance and the ESMF budget.

2. Contingent Emergency Response Component (CERC)

2.1 General

6. This section of the report describes the scope of potential CERC-related works associated with roads, and aviation infrastructure in Timor-Leste as part of the TLBRP.

7. The CERC may be used following natural disasters or other crises and emergencies, allowing funds to be reallocated from other components of the project. In the event of an emergency event, it is not anticipated that a reallocation of project funds will cause serious disruption to project implementation. MPW will serve as the Implementing Agency (IA) for the CERC in close collaboration with the National Disaster Management Directorate (NDMD) under the Inter-ministerial Commission for Disaster Management (CIDM) and Secretary of State for Social Solidarity and Inclusion (SSI) as serviced by National Disaster Operation Centre (DOC).

8. Disbursement of emergency financing under the CERC will be contingent upon:

- a) the recipient establishing a nexus between the disaster event and the need to access funds to support recovery and reconstruction activities (an “eligible event”), and
- b) submission to and no objection granted by the World Bank of an Emergency Action Plan (EAP).

9. The EAP will include a list of activities, procurement methodology and World Bank's Operational Policy (OP) procedures OP 4.01 Environmental Assessment, OP 4.04 Natural Habitats, OP 4.10 Indigenous Peoples, OP 4.11 Physical Natural Resources and OP 4.12 Involuntary Resettlement. It will also require consideration of environmental and social standards (ESS) implicit in the OP4.01, OP4.04, OP4.10, OP4.11 and OP4.12 and the Operational Policy implications for any proposed emergency supplies procurement or reconstruction activities. The World Bank, through the no objection process, will closely examine the nature of the proposed activities, particularly those involving civil works, to ensure:

- a) that they are not prohibited under the negative list, and
- b) that the recipient is aware of the required safeguard compliance documentation before initiating the process by which the proposed works will be prepared and implemented.

10. Emergency activities financed under the CERC will involve financing provision of critical goods or emergency recovery and reconstruction works and it is likely these will fall into Moderate or Low Risk under the Operational Policy classifications.

11. Activities that are Low Risk could involve procurement of emergency supplies such as bitumen, cement, aggregates and water from third parties and do not require the application of OP instruments, post-screening or assessment. However these types of procurements will require to be sustainably sourced from a licensed / permitted suppliers.

12. Other emergency supplies and activities, such as fuel supply and construction materials supply, will require Operational Policy safeguard instruments (such as Environmental and Social Management Plans (ESMP) to ensure procurement, storage and handling procedures are adequate.

13. Preparation of the Emergency Action Plan (EAP) will have regard to this ESMF and OP instruments will require World Bank approval prior to commencement of activities. The IA and the NDO will be responsible for development of the EAP and its day-to-day implementation. Importantly, the EAP will need to include procedures for:

- Consultation and disclosure;
- Integration of mitigation measures (ESMF) and performance standards into contracts; and
- Supervision/monitoring and reporting measures to ensure compliance.

14. In order to ensure that CERC subproject activities comply with the requirements of the World Bank's Operational Policies, a positive and negative list has been developed to provide guidance on critical imports and/or for emergency works, goods or services which may be eligible for financing. Table 2.1 summarizes the specific steps associated with the activation, implementation, and closing and evaluation of CERC, as well as the assigned responsibilities and estimated time:

Table 2.1: Steps for Implementation

Step	Actions	Responsible	Estimated Time
1.	Decision to trigger CERC: GoTL may inform the World Bank in advance about its interest of activating CERC (and of the need for World Bank technical assistance for preparatory activities such as the Rapid Needs Assessment).	MOF	
2.	Preparation of Rapid Needs Assessment: DGRBFPC will undertake the necessary steps to complete a Rapid Needs Assessment.	DRBFC /PMU	1 week
3.	Preparation of Emergency Action Plan (EAP): DGRBFPC. will prepare the EAP (as per paragraph 18 above) including a list of emergency response activities based on the results of the Rapid Needs Assessment.	DRBFC / PMU & governmental agencies	1 week
4.	Request of activation: MOF will send a letter requesting the activation of CERC to WB. This letter will be part of a package as per paragraph 14 above.	MOF / MPW	1 week
5.	World Bank review and non-objection of CERC Activation: The World Bank upon positive review of activation request formally grants no-objection, including in the same communication the notification of fulfillment of disbursement conditions.	WB	1 week
6.	Advance of Funds to CERC: The World Bank provides CERC advance(s) upon activation. It will process the reallocation of funds from Project components/disbursement categories to CERC as part of overall Project restructuring within 3 months of CERC activation. CERC disbursements will follow the Disbursement and Financial Information letter's (DFIL) instructions.	WB	1 week
7.	Implementation of EAP under CERC: DGRBFPC and PMU starts the implementation of approved emergency activities agreed upon in the EAP. All Procurement, Financial Management, Safeguards, and Monitoring and Evaluations aspects of EAP will follow the guidance of this manual.	DRBFC and PMU	As per agreed EAP (EAP implementation period)
8.	Final reporting: a final evaluation report will be prepared by DRBFC based on the PMU Report once all emergency activities are completed and submitted to WB.	DRBFC	6 months from end of EAP implementation date
9.	Closing of CERC Activation and end of EAP implementation: GoTL and the World Bank will ensure adequate closing within six months of end of EAP implementation date. This will include submission of audit reports and any other agreed technical, fiduciary and safeguards reports.	MOF/DG-DRBFC/WB	6 months from end of EAP implementation date

2.2 CERC Positive List

15. The activities that will be financed by the CERC, will try as much as possible to avoid activities or subprojects with complex environmental and social aspects (for example resettlement), because the CERC objective is to support immediate priority activities (less than 18 months). What the CERC may finance is indicated in the positive list of goods, services and works shown in Table 2.2 below and mentioned in the Procurement Section, Para 23 of the Project's CERC POM.

Table 2.2: Positive list of goods, services, non-consulting services, works, and other eligible expenses (reference: CERC POM for TLBRP)¹

Positive Activities (Allowed)
Civil Works • Access to transport and basic infrastructure: debris removal and disposal; provisional bridge repair; rehabilitation, reconstruction or development of small-scale connecting infrastructure such as roads, drainage and sidewalk, small-scale urban parks and open space; networks of water supply, drainage, restoring water and sanitation system
Consulting services • Additional scope to existing Technical Management Consultant contract
Non-consulting services • Additional scope to existing Oversight Service Provider

2.3 CERC Negative List

16. The following uses for goods and equipment financed by the CERC are the negative list that are prohibited. The list also applies to use and storage for DRM-related activities including hazard monitoring, disaster preparedness, and future response to natural disasters. The CERC negative list is the first screening tool for any proposed activities to be financed under the CERC following its activation. The CERC will not facilitate and finance the following activities that could potentially have adverse environment and social impacts. Sub-projects with the following activities and goods and potential impacts will not be eligible for financing under the CERC or the parent project:

Table 2.3: Negative list of activities categorized into civil works and services

Activities (Prohibited)
a. Any activities with significant, sensitive, complex, irreversible and unprecedented potential adverse environmental and social impacts classified as Category A under OP 4.01 on Environmental Assessment and thus, requiring a full environmental assessment to manage and mitigate such impacts in accordance with the GoTL regulations and relevant World Bank Safeguards Policies;
b. Any activities requiring large scale land acquisition and require involuntary resettlement;
c. Activities that result in significant conversion or degradation of natural habitats or activities where the conservation and/or environmental gains do not clearly outweigh any potential losses and/or necessitate any resettlement.
d. Activities that do not meet minimum design standards with poor design or construction quality, particularly located in vulnerable areas;
e. Greenfield investments which require upgrading of the current safeguards category or triggering new safeguards policies;
f. Large-scale construction expected to lead to significant adverse environmental and social impacts.
g. Any activity that is likely to create major or significant adverse impacts on communities and vulnerable groups;
h. Activities that will cause loss or damage to cultural property, including sites with archaeological (prehistoric), paleontological, historical, religious, cultural and unique natural values;
i. Activities that do not appreciate the traditional knowledge and cultural values of indigenous and local peoples by referring to international legal obligations including the UN Declaration on the Rights of Indigenous Peoples.
j. Activities that violate human rights, including gender discrimination and child labour.
k. Activities producing or using materials or commodities that directly or indirectly disrupt public health, such as tobacco, liquor, narcotics and others as defined in GoTL regulations.
l. Activities that require or involve: • purchase, application or storage of pesticides or hazardous materials (e.g. asbestos); • building a dam, structures that will alter coastal process or disrupt breeding sites of protected species; • sand mining or land reclamation; • land that has disputed ownership, tenure or user rights.
m. Activities that are political in nature.

¹ For detail see Emergency Action Plan in Annex 3 of this manual.

3 Coordination and Implementation Arrangements

3.1 Coordination Arrangement for the CERC through NDC

17. In an event where a disaster has occurred or it is imminent, the National Disaster Management Directorate (NDMD) under the Inter-ministerial Commission for Disaster Management (CIDM) serves as the top-level coordination authority advising the National Cabinet. The Vice Prime Minister serves as the National Disaster Coordinator (NDC)². Timor-Leste Disaster Management Handbook (TLDMH 2016) provides that NDC has the responsibility to oversee the functions of the National Disaster Operations Centre (DOC) through CIDM and NDMD which are the operational arms of NDC. Coordination will also take place with Secretary of State for Social Solidarity and Inclusion (SSI) and National Disaster Operation Centre (DOC).

3.2 Timor-Leste Institutional Disaster Responses Arrangements.

18. The NDC in conjunction with DOC would recommend if the CERC be triggered and also provide the oversight and guidance for the project implementation including the implementation of CERC. The key responsibilities of the DOC with respect to CERC are as follows:

- a. Ensure the delivery of the EAP's outputs and the attainments of outcomes by facilitating coordination amongst the Line Ministries and Institutions participating in the EAP and by addressing coordination issues as they arise during the implementation of the EAP,
- b. Review EAP progress reports as submitted by the Project Coordinator and make decisions there on, and
- c. Assess all policy-related issues and provide guidance as needed.

19. The Vice President as NDC (de facto chair of CIGD) and the Minister for Social Solidarity will oversee the process (with DOC and NDMD) of preparing the package to trigger CERC along with the formal declaration of disaster, the latest impact assessment of situation report, and the list of goods and works to be included in the EAP.

20. The Line Ministries will provide the requisite technical assistance to the DOC as related to the finalization of procurement bidding documents and the technical supervision of the post recovery and reconstruction works. The Line Ministries will provide technical inputs for TORs, ITBs, and any other procurement documents as well as provide technical specifications for goods and participate in evaluation of bids. However, the IA can request, under CERC, technical assistance for:

- Developing the Technical Specifications, Bidding Documents, TORs, etc., if "in-house" capacity of the Line Ministries is not enough, and
- Site supervision of works.

21. The technical consultants will work closely with the Line Ministries but report to the IA where the CERC funds are used.

3.3 Implementation Agency (IA)

22. MPW/PMU will serve as the IA for CERC in close collaboration with the DOC and NDMD, and other national as well as sub-national level authorities. The IA with NDMD will be responsible for the preparation of the EAP and its day-to-day implementation, including all aspects related to procurement, financial management, disbursement, monitoring & evaluation and OP compliance.

² Timor-Leste Disaster Management Reference Handbook – 2016 ISBN 978-1-955429-35-1

3.4 Environmental Policy Compliance

23. All activities financed through the CERC are subject to the World Bank OP requirements, keeping in mind that paragraph 12 of the IPF Policy² applies once CERC is triggered. The PMU Safeguards Team will identify, based on the activities and works proposed in the EAP, the potential environmental and social negative impacts, and the studies or plans required for the environmental and social management. This will be done by completing the Environmental and Social Screening Forms, annexed to this ESMF (Annex 1 and Annex 2).

24. In the case of the procurement of works that require the mobilization of civil works contractors, under the emergency recovery event, the bidding documents will include any ESMPs, standard codes of conduct for workers (including direct workers, contracted workers and community workers) and supervisors, specifying appropriate conduct and sanctions related to community relations, environmental, health, and safety (EHS), gender-based violence (GBV), violence against children (VAC), human trafficking, and sexual exploitation and abuse. Contractors and their sub-contractors who may be associated, are required to inform their staff and workers of the codes of conduct to prevent and address possible GBV, VAC and human trafficking. All staff and workers shall sign and comply with these codes of conduct. Under the TLBRP the PMU National Environmental and Resettlement Specialist(s) (NES/NRS) and the PMU International Resettlement and Environmental Specialist (IRES) will instruct the Contractors and with support from its consultants the PMU will monitor compliance to codes of conduct enforced by the contractors' Community Liaison Officer (CLO) / National Safeguards Officer(s) (NSOs).

² Paragraph 12: *Projects in Situations of Urgent Need of Assistance or Capacity Constraints*. In cases where the Borrower/beneficiary or, as appropriate, the member country is deemed by the World Bank to: (i) be in urgent need of assistance because of a natural or man-made disaster or conflict; ...The fiduciary and environmental and social requirements set out in the Operational Policies, the IPF Directive, and the Procurement Policy/Directive, that are applicable during the Project preparation stage may be deferred to the Project Implementation Stage..."

4. Environmental and Social Management

4.1 Screening of CERC Activities

25. Any activity or subproject and associated elements proposed under the CERC will be evaluated according to the Environmental and Social screening (ESS) process described below to determine the potential environmental and social impacts, and associated mitigation options.

26. The screening process consists of the following steps:

27. **Step 1:** At the time of identification of a new CERC activity it will be screened and categorized by the PMU National Environmental and Resettlement Specialist(s) (NES/NRS) and verified by the PMU International Resettlement and Environmental Specialist (IRES). Annex 1 provides the CERC ESS Screening Form. A decision is made to proceed or modify the proposal to ensure it remains within Substantial, Moderate or Low Risk, and identify relevant mitigation measures including, if necessary, new OP instruments such as Environmental and Social Management Plans (ESMPs) and/or Codes of Practice. High Risk projects are not permitted under TLBRP (refer the CERC Negative List in section 2.3). In addition to activities on the CERC Negative List, activities that will result in the acquisition of significant amounts of land (more than 10% of private land holdings), relocation of households including squatters, loss of assets or access to assets that leads to loss of income sources (i.e. gardens) or other means of livelihoods will not be financed under CERC.

28. If Step 1 reveals that there is no requirement for new mitigation measures or safeguards instruments, then the screening form is filed, and the activities proceed under the existing CERC ESMF. Go on to Step 5.

29. If Step 1 reveals that there are new risks or issues not already identified under the existing CERC ESMF, then Step 2 applies.

30. **Step 2:** As determined in Step 1, preparation of required safeguards instruments by the PMU Safeguards Team (preparation by NSS and verification by ISS) or update of the CERC ESMF mitigation measures including stakeholder consultations as necessary using the ESMP Screening Form in Annex 2 to determine the scope of the ESMP. Any ESMPs required for CERC activities describe the works/activities and mitigation measures to be conducted during detailed design, procurement of contractor, repair/restoration, and closure plans, during pre-construction, construction and post-construction taking into account the magnitude, scope, and nature of the emergency. The contractor will be required to ensure that all works are safe, and all hazardous wastes are safely and appropriately managed during the implementation of the subproject. Consultation with local authorities and communities will be made during this stage led by PMU.

31. **Step 3:** IA and NDMD review of prepared OP instruments or updated mitigation measures as per GOTL requirements and WB OP.

32. **Step 4:** Submit prepared OP instruments or updated mitigation measures to WB for 'no objection'.

33. Disclosure of approved instruments in-country and on the World Bank's external website.

34. **Step 5:** Implementation, monitoring, reporting and remedial measures as per this CERC ESMF or the approved instrument. Ongoing consultations where necessary.

35. **Step 6:** Once the CERC subproject has been completed, PMU Project Manager (with support from NSS) will monitor and evaluate the results before closing the contract. Any pending issues and/or grievance must be solved before the subproject is considered fully completed. IA will submit the completion report describing the compliance of safeguard performance and submit it to World Bank.

4.2 Environmental and Social Management Plan

36. Should the CERC be triggered, then the CERC ESMF ESS Screening Form will be filled to determine if the ESMF is sufficient or an ESMP is the appropriate instrument for an activity. This will be prepared by the PMU Safeguards Team in close collaboration with the IA and NDMD once the subproject has been confirmed. The ESMP Screening Form (Annex 2) will be used by the PMU Safeguards Team to determine the scope of the activity(ies). The subproject specific ESMP will be prepared to identify potential impacts during pre-construction, construction, and post-construction operations. The environmental assessment, design and preparation of an ESMP for each sub-project must be conducted in close connection with the engineering design of the sub-project. The assessment should concentrate on environmental and social issues associated with direct, indirect and cumulative impacts within the subproject sites.

37. The ESMP will become part of the establishment of the environmental and social standards and compliance mechanisms and serve as the contractual basis for supervision and enforcement of good environmental and social practice.

38. The ESMP will be developed in compliance with national and World Bank requirements and will be based around the impact mitigation hierarchy as follows.

Table 4.1 impact mitigation hierarchy

1. Avoidance	Take measures to avoid creating impacts from the outset, such as careful spatial or temporal placement of infrastructure or disturbance. Avoidance is often the easiest, cheapest and most effective way of reducing potential negative impacts.
2. Minimization	Measures taken to reduce the duration, intensity and/or extent of impacts that cannot be completely avoided. Effective minimization can eliminate some negative impacts. Examples include such measures as reducing noise and pollution, working with adjacent landowners and land users to minimize disruption where possible.
3. Rehabilitation/restoration	Measures taken to improve degraded or removed ecosystems following exposure to impacts that cannot be completely avoided or minimized. Restoration tries to return an area to the original ecosystem that occurred before impacts, whereas rehabilitation only aims to restore basic ecological functions and/or ecosystem services (e.g. through planting trees to stabilize bare soil).

4.3 Impacts and Mitigation Measures

39. The TLBRP follows the WB safeguard policies and is classified as Category B. CERC identified activities will fall under four categories:

- a) Goods,
- b) Non consulting Services,
- c) Consulting Services, or
- d) Works (those activities identified in the CERC Positive List. Generic (non-specified) activities screened as Category “B” (moderate impacts) under OP 4.01)

40. For identified activities which fall under goods, non-consulting services or consulting services, it is anticipated that impacts will be absent or very minimal and would fall under Low or Moderate Risk in most instances depending on the nature of the emergency. In these cases, the CERC ESS Screening Form (Annex 1) will identify whether there are any ESS measures needed, whether the TLBRP CERC ESMF mitigation measures are sufficient or whether a Code of Practice needs to be developed for the specific activity.

41. CERC activities which fall under the Emergency Works in the Positive List will have impacts and a list of general impacts and mitigation measures has been developed and is provided in Annex 3. It is expected that the CERC ESS Screening Form (Annex 1) will identify the need for an ESMP for the activity and the ESMP Screening Form (Annex 2) will guide the PMU Safeguards Team in its scope.

5 Grievance Redress Mechanism

42. The TLBRP Grievance Redress Mechanism (GRM) has been developed and is applicable to this CERC ESMF. The GRM has been detailed in the various existing safeguard instruments for TLBRP ESMPs. The GRM aims to provide and facilitate a time-bound, transparent and accountable mechanism to voice and resolve social and environmental concerns and issues linked to the sub- project(s) that may be raised by the project affected persons (APs) or who believe they are affected by the project activities. The GRM also serves as a channel for the project to receive and hear feedback and suggestions from APs and project beneficiaries to improve sub-project design and implementation.

43. The purpose of the GRM is to record and address any complaints that may arise during the implementation phase of the project and/or any future operational issues that have the potential to be designed out during implementation phase. It should address concerns and complaints promptly and transparently with no impacts (cost, discrimination) for any reports made by APs. The GRM works within existing legal and cultural frameworks, providing an additional opportunity to resolve grievances at the local level of the project.

44. The key objectives of the GRM are to:

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

45. As the GRM works within existing legal and cultural frameworks, it is recognized that the GRM will comprise community level, project level and Timor-Leste judiciary level redress mechanisms. The details of each of those components are described as follows.

46. In summary, the following GRM shall be put in place for all TLBRP CERC activities to register, address and resolve complaints and grievances raised by communities during implementation of project works. Contractors are required to adhere to this formal process.

Table 5.1 Grievance and Redress Mechanism (GRM)

Steps	Process	Duration
1	APs/AHs submits grievance to the local administration or through the Suco Chief in person and Suco Chief notifies the PMU focal point/Project Manager.	Any time during project implementation
2	Suco Chief in coordination with PMU facilitates to redress grievance and reports back to AP	7 days
If unresolved or if AH wanted to go directly to GRC or PM		
3	APs/AHs PMU's Project manager will take grievance to GRC/or PMU/community liaison officer	Within 2 weeks of receipt of decision in step 2
4	Issue discussed at project liaison meeting	1 week
5	PMU's Project Manager/community liaison officer reports back to Suco/ APs/AHs	5 Days
If unresolved		
6	AH/AP take grievance to MPW of the Secretary of State	Within 2 weeks of receipt of decision in Step 5
7	Secretary of State will form a special committee and will refer the matter to them to review the case and recommend possible actions or decisions.	2 weeks
8	Based on the report of special committee the Secretary of State will the APs/AHs of his decision	5 days
If unresolved or at any stage if APs/AHs is not satisfied		
9	APs/AHs can take the matter to the appropriate court	As per judicial system

47. Complaints may be submitted in person, via telephone, electronically, in letter or through a representative of the community. All complaints must be formally registered in the Project's complaint register. For all grievances across all the works, the PMU is responsible for ensuring that on receipt of each complaint, the date, time, name and contact details of the complainant and the nature of the complaint are recorded in the Complaints Register. The Complaints Register for all project related issues will be managed by the TLBRP PMU Safeguards.

48. Should the complainant remain unsatisfied with the response, the complaint will be referred to the PMU Project Manager (PM). Specifically, the PM will take earnest action to resolve complaints at the earliest time possible. It would be desirable that the AP is consulted and be informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a period of two weeks from the date that the complaint was received.

49. If the PM is unable to resolve the complaint to the satisfaction of the affected persons the complaint will then be referred by the PM to TLBRP's Grievance Redress Committee (GRC) in line with TLBRP ESMP requirements. The GRC will be required to address the concern within 1 month from the date it was referred to them.

50. Should measures taken by the NSC fail to satisfy the complainant, the aggrieved party is free to take his/her grievance to the Timor-Leste Court, and the Court's decision will be final.

51. The community will be informed of the GRM through a public awareness campaign and discussion with community leaders facilitated by the TLBRP PMU Safeguards. The Project shall also erect appropriate Signage at all works sites with up-to-date project information and summarizing the GRM process, including contact details of the relevant Contact Person. Public information bulletins websites and other public information will also include this information. Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in the local language) should not inhibit making a complaint.

52. The Complaints Register will be maintained in accordance with World Bank procedures by the PMU, who will log the: i) details and nature of the complaint, ii) the complainant name and their contact details, iii) date, and iv) corrective actions taken in response to the complaint. This information will be included in PMU's progress reports to the World Bank.

Annex 1: TLBRP CERC ESMF ES Screening Form

This form is to be used by PMU Safeguards Team to screen potential environmental and social issues in identified CERC activities or subprojects and determine which safeguard instrument/s is to be prepared prior to implementation.

SI #	Screening Questions	Answer			Documents required if 'Yes'
		Yes	No	N/A	
1	Does the subproject involve civil works including new construction, expansion, upgrading or rehabilitation of roads and/or associated waste management facilities?				Supplementary ESMP to Identify mitigation measures needed from relevant sections of the approved TLBRP ESMP
2	Does the subproject involve land acquisition and/or restrictions on land use?				If yes and land acquisition is greater than 10% of private land holdings this is ineligible activity for project financing
3	As a result of the disaster (e.g. landslide / road collapse) will the design for the slope stabilization (remedial subproject) involve activities that will result in the voluntary taking of land, relocation of households, loss of assets or access to assets that leads to loss of income sources or other means of livelihoods, and interference with households' use of land and livelihoods outside boundary of the disaster area. (i.e. the remedial design requires taking assets outside the immediate area impacted by the disaster such as at the edge of a landslide).				Supplementary Resettlement Plan / ESMP to Identify mitigation measures needed from relevant sections of the approved TLBRP ESMP and SRP to determine compensation as replacement cost for additional lost assets.
4	Does the subproject involve uses of goods and equipment involving forced labour, child labour, or other harmful or exploitative forms of labour.				The activity will be ineligible for project financing
5	Does the subproject involve recruitment of workforce including direct, contracted, primary supply, and/or community workers?				Supplementary ESMP to Identify mitigation measures needed from relevant sections of the approved TLBRP ESMP
6	Is the subproject located within or in the vicinity of any ecologically sensitive areas?				ESMP (only if existing infrastructure). For new facility, this is ineligible activity for project financing.
7	Does the subproject involve activities that have potential to cause any significant loss or degradation of critical natural habitats whether directly or indirectly, or activities that could lead to significant loss of the ecological function.				The activity will be ineligible for project financing
8	Is the subproject likely to have any unacceptable direct impact on any known cultural heritage sites or any unacceptable perceived indirect impacts that cannot be mitigated to levels acceptable to the community and other heritage site users and stakeholders?				The activity will be ineligible for project financing
9	Are there any vulnerable groups present in the subproject area and are likely to be affected by the proposed subproject negatively or positively?				Measures addressing issue on vulnerable groups, including IPs, will be part of ESMP / SRP
10	Will the project involve the discharge of pollutants into air, water, soil and/or storage of chemicals, hazardous materials, etc. that pose risks to environmental and public health?				ESMP
11	Will the project activities require procurement of goods or consulting services.				If yes Check TORs include/require the activity complies with WB ESHS Guidelines and Project Environmental and Social Instruments.
12	Will the subproject require procurement of aggregates or other natural resources				If yes these should be sourced sustainably from licensed / permitted suppliers.

Annex 2: ESMP Screening Form

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN SCREENING FORM

District:

Suco / Aldea :

TYPE of works/activities (Mark ☐)

- ☐ Repair, restoration, or reconstruction of roads, bridges, airports, seaports and other transport infrastructure damaged by the event
- ☐ Re-establishment of telecommunications infrastructure damaged by the event
- ☐ Re-establishment of the urban rural solid waste system, water supply and sanitation (including urban drainage) infrastructure damaged by the event
- ☐ Repair, restoration, rehabilitation of schools, clinics, hospitals or works of cultural significance or communal structures damaged by the event
- ☐ Removal and disposal of debris associated with any eligible activity

Brief description of works/activities: [i.e., length of road, need/purpose of works, proposed works (list/explain activities), number of villages (approx. population) to benefit]

A. ACCESSIBILITY & TOPOGRAPHY

No.	Questions	Yes	No	Comments
1.	Is the site located on a slope or hilly area made of soft/loose formations that has high erosion/landslide potential?			
2.	Is the site located in a vulnerable area(s) subject to instabilities or other factors (that may affect the stability of road or structure to be built?):			
	i. Flooding			
	ii. Tidal / Storm Surge			
	iii. Saltwater Inundation			
	iv. Steep Slopes			
	v. Land slide			
	vi. It is less than 20m distance to the sea or river?			
3.	Is the project site located in a flood plain area or in areas at low elevation above sea level so as it is at risk inundation in the long term?			
4.	Is the existing ground level lower than historical flood level?			
5.	Is the ground where the construction will take place lower than the surrounding that rainwater may concentrate and cause floodingeasily?			
6.	Is the site at or below sea level?			
7.	Is it safe and easy to access the site in rainy weather?			

B. ECOLOGICAL – FLORA & FAUNA

1	Questions	Yes	No	Comments
	Is the project located following areas:			
	i. In/near gazette Protected ³ Area ? (Marine or Terrestrial Protected Areas by Ministry of Communities or NGOs (Please provide details)			
	ii. Declared conservation area,			
	iii. Sensitive environment (mangrove, forests, high biodiversity area), or 400m or above sea level? ⁴			
	iv. Is there any vegetation cover that may be disturbed or cut down – Grass; Shrubs; Trees, Mangroves; Others (specify)			
	v. Is the site located on any crop or cultivated land?			
2	Is it possible that any wildlife or endangered species may be impacted by the activity?			
3	Is it possible that any wildlife or insects that may attack human such as crocodiles, snakes, bees etc. will be present at the site?			
4	Forest Land or woodland will be encroached or convert encroachment on agricultural land?			
³ Protected Areas are identified under the Decree Law #5 2016 Creating the National System of Protected Areas as: declared conservation areas under legislation, places with high ecological or scientific value,. ⁴ Areas identified as Protected Areas under the Decree Law #5 2016 as: i. Declared conservation areas under legislation, ii. places with high ecological or scientific value/importance including outer reef and lagoon islands, swamps, wetlands and mangroves which are vital to the protection of important marine resources iii. That ground elevation exceeds 400m above sea level; iv. That landowners do not wish to log for any reason.				
5	During construction will it affect any of the following:			
	i. Food trees, gardens or crops			
	ii. Ecologically important and protected			
	iii. Swamps			
	iv. Wetlands			
	v. Mangroves			
	vi. Within 50m of the high water line at the coast			
	vii. Within 50m of Riverbank or Stream			

	viii. Rare and endangered species (such as locally rare <i>Ficus albipila</i>)			
6	Will materials be extracted from (If so, has permission been given by relevant authority)?			
	i. Lake/riverbed (ANPM)			
	ii. Coral reef (Protected Areas Dept. Min. AFF)			
	iii. Hillside (Agricuilt Dept. Min. Agriculture Fisheries & Forest)			
	v. Local Quarry (ANPM)			
7	Will cutting of timber be required? If so, has permission been givenby relevant authority?			
C. CLIMATE & HYDROLOGY				
1	Is the site located within the river buffer zones (50 -100m) or within 50m from a log pond?			
2	Has the area undergone severe drought in the most recent 5years?			
3	Has the area undergone frequent flooding during the wet season?			
4	Was the area severely affected by thunderstorm and lightning before?			
5	Has earthquake happened in the area before			
6	Will construction place demand on local drinking water supply?			
7	Will construction cause water contamination or pollution?			
8	Will natural waterways be diverted or flow reduced? If so, will this affect up/down stream users and natural environment?			
9	Will groundwater supply be affected?			
10	Is groundwater supply safe for drinking?			
11	Is there likely to be any water contamination or will it remain safe for drinking during operation phase?			
D. CULTURE				
1	Are there any of the following areas within the proposed sites:			
	i. Sacred tree that may be affected?			
	ii. Grave within 50m from the site?			
	iii. Statues within 50m from the construction site?			
	iv. Cultural heritage,			
	v. Sacred areas			
	vi. Tara-bandu / local community issues			

	vii. Archeological sites in/near the site?			
2	Are there any other objects/structures of spiritual importance to local communities that may be affected by construction or operation phase?			
3	Other cultural characteristics to be noted. (Specify)			
E. NATURAL RESOURCES				
1	Will the use of water, energy, land and forest during construction and operation phase cause restriction access to some communities?			
2	Other Natural Resources characteristics to be noted. (Specify)			
F. PEOPLE & LAND				
1	Does the land require significant involuntary land acquisition?			
2	Does anyone live on the land?			
3	Is the land			
	i. Privately Owned			
	ii. Government Land (District or Government)			
	iii. Customarily Owned			
4	Will site clearance remove any person? (If so, has permission been given by relevant person)			
5	Will the site clearance affect any livelihood? (Shops / kiosks, garden crops, tree crops, etc.)			
6	Are there any food trees that belong to individual households that may need to be cut down?			
7	Have upstream and downstream communities been excluded from consultations?			
8	Will there be any likely conflict with downstream users?			
9	Are there any disputes over the ownership of the preferred site(s) or absentee landowners?			
10	Does the land equate to more than 10% of the total landholdings of one landowner or household? If so, has alternative land been provided by the community?			
G. HEALTH AND SAFETY				
1	Are there sanitation, hygiene and public health risks?			

2	Will toxic chemicals or hazardous materials be generated or used? (Fuel, paint, chemicals, batteries, asbestos etc.)			
3	Is asbestos present in any buildings or structures?			
4	Will the subproject generate waste materials? If so, where will these be disposed of?			
5	Will subproject generate air pollution (dust, smoke hazards)?			
6	Will subproject generate noise and vibration disturbance?			
7	Will subproject works result in increases in, or changes to numbers and the type of, traffic using the road?			
8	Will any of the works require the use of toxic chemicals, herbicides, and/or explosives?			
9	Is there likely to be any soil pollution or erosion?			
H. EXISTING FACILITIES				
1	Is power available for the construction?			
2	Is there a safe place to stockpile or store materials?			
3	Is there any security risk (damage, theft)?			
4	During the construction phase are there any public health and safety risks management for the communities such as:			
	i. Traffic			
	ii. Water			
	iii. Power			
5	Will the following facilities be provided to the workers during construction?			
	i. Safe drinking water			
	ii. Sanitation			
	iii. Medication (First Aid Kit)			
	iv. Personal Protective Equipment (PPE) and training			
	v. Rubbish Bin			
	vi. Proper Rubbish Disposal Site			
6	Are the following services close to the proposed site?			
	i. School			
	ii. Clinic			
	iii Church			
	iv. Communication Hub or Tower			
	v. Clean and safe Drinking Water			

	vi. Market			
	vii. Wharf			
	viii. Airstrip			
7	Are there any existing natural drains at the site?			
8	Are there any existing water pipes crossing the site?			
9	Is there an existing road that might be impacted or damaged during the construction?			
10	During operation phase will the subproject likely to have noise, odor, or visual impacts on the beneficiaries			
I. SEA/SH RISK				
	Will there be impact on impact to indigenous people, from labor influx, or child and forced labour concerns.			
	Are the GBV risks and are SH prohibition and ban on child labour included in the Contract			
	Has the Code of Conduct been included in the Contract for signature before construction begins			
	Is there a plan to socialize GBV, SH and child labour risks and awareness raising ?			
J OTHER ISSUES				
Other information: map, additional issues or impacts etc. should be specified on the attached sheet: List attachments:				

Project is deemed (tick one):	☐ Eligible (what Risk Level) ☐ Substantial, ☐ Moderate or ☐ Low	☐ Ineligible (why/why not)?
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ESMF Screening and Assessment Form compiled by:	
Name:	Position:
Signature:	Date:
ESMF Screening and Assessment Form verified by:	
Name:	Position:
Signature:	Date:

Annex 3: CERC Positive List Activities – Generic Environmental and Social Impact Mitigation Measures

CERC-RELATED ACTIVITY	POTENTIAL IMPACT	MITIGATION MEASURES
A. Repair, restoration, or reconstruction of roads, bridges, airports, seaports and other transportation infrastructure damaged by the event	• Damage to surrounding land and vegetation through excessive clearance operations - this may include large trees, abandoned vehicles, etc. • Stock piling of waste/ rubbish along road shoulders or areas that can cause more impacts to the environment and people.	• Limit the areas of clearance to the minimum workable area. • 50m buffer zone established around water courses. • Adopt measures to avoid or minimize unavoidable impacts.
	• Possible pollution of waterways or ground water by bituminous products or solvents. • Spillage of hydrocarbons to sensitive environments.	• Inform and/or remind communities well in advance of the project, potential impacts, mitigation measures and time frame with a leaflet on the project provided. • Strict control to avoid spills and contact or have adequate clean up procedures.
	• Materials stock piling: ○ Possible pollution of waterways by solids ○ Hazard materials to be used for construction	• Works to be supervised by qualified engineer to avoid or minimize any adverse impacts. • Choose appropriate location for materials stockpiling well away from any waterways, irrigation or washing/drinking water supplies. • Avoid encroachment on carriageway. • Preserve trees during material stockpiling. • Cover stockpiles containing fine material (e.g. sand and topsoil) when not actively being used.
	• Dust noise and vibrations.	• Specification to include dust-minimization watering. • Control of contractor's equipment noise and vibrations near houses • No Construction activities close to residential areas at night. • Stockpiles containing fine material (e.g. sand and topsoil) to be covered when not actively being used. • Keep work areas clean. Use water sprinkling to keep dust to a minimum near sensitive receptors (e.g. hospitals or schools). If water sprinkling is required, can use collected runoff water if free of hydrocarbon pollutants. • Only small areas should be cleared of vegetation at any one time and revegetation should occur as soon as practicable. • Dust masks and personnel protective equipment must be available for workers during dust generating activities (e.g. pavement milling). • In the vicinity of sensitive receptors particular care should be taken to ensure dust generating activities are kept to a minimum (may include different construction methodology or restricted operations).

CERC-RELATED ACTIVITY	POTENTIAL IMPACT	MITIGATION MEASURES
	Effect on traffic and pedestrian safety.	Contractor to employ safe traffic control measures and limit possible disruption to non-construction traffic.
	Traffic (vehicle & pedestrian) & construction safety	- Implement the traffic management plan to ensure smooth traffic flow and safety for workers, passing vehicles and pedestrian traffic. - Where appropriate, employ flag operators on the road/seaports and airports to prevent traffic accidents. - The workers shall have relevant PPE and other safety equipment. - Special care must be taken when construction works reach the schools and hospitals. Coordination with school and hospital representatives must occur for safe passage of students and parents, and hospital visitors/ patients through a construction area. Mitigation may include restricted work hours, reduced speeds and detours.
	Hazardous substances & safety and pollution	- Store and handle hazardous substances in bunded, hard stand or designated areas only. Bunded areas should be constructed to drain to an oil water separator which will need to be constructed. - Provide hazard specific personnel protective equipment to workers directly involved in handling hazardous substances (e.g. chemical or heat resistant clothing, gloves). - Spill kits and training of use to be provided to all workers during toolbox meetings. Spill kits to contain PPE gear for the spill clean-up (e.g. gloves and overalls), material to contain the spill and absorbent pads, and a heavy-duty rubbish bag to collect absorbent pads or material. - Used oil to be collected and taken off island (for disposal or cleaning at approved facility) at completion of works. - Non-hazardous wastes shall be transported and disposed of at permitted dump site. Hazardous or special wastes should be disposed of in controlled areas within certified disposal sites. - Use items completely before disposing of the containers. - Carefully select less hazardous materials and use the necessary amount only. - Establish a designated hazardous waste collection site and make it secure.
B. Re-establishment of Telecommunications Infrastructure damaged by the event.	Communities may be exposed to structural safety risks in the event of structural failure of masts or towers, especially in vulnerable areas such as those prone to earthquakes, flooding, or landslides.	- Assess risk of erosion during design development and site selection (i.e., soil characteristics, topography, climate, etc.) - Do not site towers in areas with high risk of natural disasters: (landslides, earthquakes, flooding, or slopes >30°) - If location in residential area is necessary, respect the required distance between mast and closest residential building; and design and install tower structures and components according to good international industry practice.

CERC-RELATED ACTIVITY	POTENTIAL IMPACT	MITIGATION MEASURES
	Telecommunications processes do not normally require the use of Significant amounts of hazardous materials. However, the operation of certain types of switching and transmitting equipment may require the use of backup power systems consisting of a combination of batteries (typically lead-acid batteries) and diesel-fueled electricity backup generators. Operations and maintenance activities may also result in the generation of electronic wastes such as nickel cadmium batteries and printed circuit boards from computer and other electronic equipment as well as backup power batteries	- Implementing fuel delivery procedures and spill prevention and control plans applicable to the delivery and storage of fuel for backup electric power systems, preferably providing secondary containment and overfill prevention for fuel storage tanks, - Implementing procedures for the management and disposal of lead acid batteries, including temporary storage, transport, and final disposal. Lead-acid batteries should be managed as a hazardous waste as described in the World Bank Group's General EHS Guidelines. - Purchasing electronic equipment that meets international phase-out requirements for hazardous materials content and implementing procedures for the management of waste from existing equipment according to the hazardous waste guidance in the World Bank Group's General EHS Guidelines.
C. Re-establishment of urban and rural solid waste system, water supply and sanitation (including urban drainage) infrastructure damage by the event	Possible pollution of waterways by solids.	- The cleared debris to be properly disposed at the approved landfill or dumpsite. - Detailed Environmental Management Plan to be developed - Works to be supervised by qualified engineer to avoid or minimize any adverse impacts. - Work closely with the relevant key stakeholders in the Line Ministries.
	- Hazardous substances & safety and pollution. - Health risks associated with handling hazardous wastes or asbestos if appropriate equipment unavailable.	- Provide hazard specific personnel protective equipment to workers directly involved in handling hazardous substances (e.g. chemical or heat resistant clothing, gloves). - Spill kits and training of use to be provided to all workers during toolbox meetings. Spill kits to contain PPE gear for the spill clean-up (e.g. gloves and overalls), material to contain the spill and absorbent pads, and a heavy-duty rubbish bag to collect absorbent pads or material.
	Control Hazardous Waste disposal	Establish a designated hazardous waste collection area and make it secure.
	Soil and water pollution (trash dumping).	Choose location of work site installations in order to reduce impacts on the environment of these sites and the people living in the immediate vicinity.
D. Repair, restoration, rehabilitation or construction of schools, clinics, hospitals or works of cultural Significance or other communal structures damaged by the event	Traffic (vehicle & pedestrian) & construction safety.	- The workers shall have relevant safety equipment. - Special care must be taken when construction works reach the schools and hospital. Coordination with school and hospital representatives must occur for safe passage of students and parents, and hospital visitors/ patients through a construction area. May include restricted work hours, reduced speeds and detours.

CERC-RELATED ACTIVITY	POTENTIAL IMPACT	MITIGATION MEASURES
E. Construction of infrastructure critically required to provide emergency response to the event (like clinics, Intensive Care Unit, Isolation buildings, access road to such infrastructure)	• Damage to surrounding land and vegetation through excessive clearance operations. • Damage to surrounding land and vegetation. • Interference with land use activities.	• Adopt measures to avoid or minimize unavoidable impacts.
F. Removal and disposal of debris associated with any eligible activity	• Clearance of debris from roadways, such as vegetation, large trees or tree members, construction debris (from worksites or from structures demolished during the event), abandoned vehicles, etc.	• The cleared debris to be properly disposed at the approved landfill or dumpsite. • Non-hazardous wastes shall be transported and disposed of at permitted dump site. Hazardous or special wastes should be disposed of in controlled areas within certified disposal sites.
	• Soil and water pollution (garbage dumping).	• Choose location of work site support facilities in order to reduce impact on the environment of these sites and the people living in the immediate vicinity.
G Gender Based Violence, Sexual Exploitation & Abuse, Sexual Harassment and Indigenous Peoples	• Awareness of SEA/SH risks, the nature of the risk and the appropriate prevention and mitigation measures have been included • Include awareness raising at civil works construction locations and contractor base camps and main offices. • Guidelines / Manual for prevention of GBV, SH and SEA and IP are promulgated including communities adjoining the project.	• In the Project Contract and Code of Conduct to be signed in Preconstruction stage • Guidelines / Manual for prevention of GBV, SH and SEA are promulgated in the pre-construction stage. • Guidelines / Manual provide the necessary protocols and mechanisms to address SEA/SH risks; and how to address any SEA/SH allegations that may arise. • Accountability and Response Framework included in the Guidelines. • The PMU has National Gender Specialist to promulgate the Gender Strategy to respond to the concerns for GBV, SH and SEA on all projects in their portfolio.