

**Ministry of Health  
Kingdom of Eswatini**

**Health System Strengthening for Human Capital  
Development in Eswatini Project  
P168564**

**ENVIRONMENTAL and SOCIAL  
COMMITMENT PLAN (ESCP)**

**May 2020**

## ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Kingdom of Eswatini will implement the Strengthening the Health System and Nutrition for Human Capital Development in Eswatini Project (the **Project**), under the leadership of the Ministry of Health (MoH), with the involvement of the following Ministries/agencies/units: The Ministry of Finance (MOF), the Ministry of Economic Planning and Development (MOEPD) and the Ministry of Public Services. The International Bank for Reconstruction and Development, hereinafter the Bank, has agreed to provide financing for the Project.
2. The Kingdom of Eswatini will implement material measures and actions so that the Project is implemented in accordance with the World Bank Environmental and Social Standards (**ESSs**). This Environmental and Social Commitment Plan (**ESCP**) sets out a summary of the material measures and actions, any specific documents or plans, as well as the timing for each of these.
3. Where the ESCP refers to specific plans or other documents, whether they have already been prepared or are to be developed, the ESCP requires compliance with all provisions of such plans or other documents. In particular, the ESCP requires compliance with provisions set out in the Environmental and Social Management Framework (ESMF) with the embedded Labor Management Plan (LMP), Resettlement Policy Framework (RPF), and the Stakeholder Engagement Plan (SEP) that have been developed for the Project.
4. The table below summarizes the material measures and actions that are required as well as the timing of the material measures and actions. The Kingdom of Eswatini is responsible for compliance with all requirements of the ESCP even when implementation of specific measures and actions is conducted by the Ministry, or other agencies or units referenced in paragraph 1 above.
5. Implementation of the material measures and actions set out in this ESCP will be monitored and reported to the Bank by the Kingdom of Eswatini and MOH as required by the ESCP and the conditions of the legal agreement, and the Bank will monitor and assess progress and completion of the material measures and actions throughout implementation of the Project.
6. As agreed by the Bank and the Kingdom of Eswatini, this ESCP may be revised from time to time during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to assessment of Project performance conducted under the ESCP itself. In such circumstances, the Kingdom of Eswatini will agree to the changes with the Bank and will update the ESCP to reflect such changes. Agreement on changes to the ESCP will be documented through the exchange of letters signed between the Bank, MOF and the MOH. The MOH will promptly disclose the updated ESCP. Depending on the project, the ESCP may also specify the funding necessary for completion of a measure or action.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, the Kingdom of Eswatini shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts, which may include environmental, health, and safety risks and impacts.

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| <i>Material Measures and Actions</i>  | <i>Timeframe</i>  | <i>Responsible Authority and Resources/Funding Committed</i>   |
| <b>ESCP Monitoring and Reporting</b>  |   |  |
| A   | <b>REGULAR REPORTING:</b><br>Prepare and submit to the Bank regular environmental, social, health and safety (ESHS) monitoring reports presenting the state of compliance with the actions set out in the ESCP, particularly, in relation to the preparation and implementation of the environmental and social management tools and actions referenced in Section 1.3 below.   | Quarterly throughout Project implementation.<br><br>Project Implementation Unit (PIU) and Environmental Health Department (EHD)<br><br>Funding from the Project budget   |
| B   | <b>INCIDENTS AND ACCIDENTS NOTIFICATION:</b><br>Promptly notify the Bank of any incident or accident related to or having an impact on the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers including without limitation any allegations of gender-based violence, Project related occupational accidents or fatalities, or labour unrest. Provide sufficient detail regarding the incident or accident, indicating immediate measures taken to address it, and include information provided by any contractor and supervising entity, as appropriate.<br>The Environment and Social Incident Response Toolkit (ESIRT, 2020) will be used to report on any serious incidents or accidents. | Promptly and no later than 48 hours after taking notice of the incident or accident. Report to the Task Team Leader of the Bank. Reporting to be in line with guidelines provided in ESIRT.<br><br>Maintained throughout Project Implementation.<br><br>PIU Project Coordinator, Environmental Health Department (EHD) Environmental and Social focal persons.<br><br>Funding from the Project budget. |
| C   | <b>CONTRACTORS MONTHLY REPORTS:</b><br>Require the contractors to provide monthly monitoring reports to the Project Implementing Unit.  | Monthly throughout Project implementation<br><br>Project Implementation Unit (PIU)   |
| <b>SUMMARY ASSESSMENT</b>   |   |  |
| <b>ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS</b>   |   |  |
| 1.1   | <b>ORGANIZATIONAL STRUCTURE:</b><br>- Establish and maintain an organizational structure (Project Implementation Unit (PIU)) with qualified staff and resources to  | PIU should be established prior to Project effectiveness.<br><br>Ministry of Health (MOH)  |

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|   | <p>support management of environmental, social, health and safety (ESHS) risks including at least one Environmental Specialist and one Social Development Specialist in the PIU. A Project implementing unit will include a monitoring and evaluation officer, and project coordinator.</p> <ul style="list-style-type: none"> <li>- At national level, the MOH/EHD will designate a national focal person(s) to coordinate, manage, and monitor all environmental and social risks in the health sector, including Health Care Waste Management (HCWM) and risks to health care workers and the public. The designated focal person(s) will liaise with the PIU on matters related to this Project.</li> <li>- Each regional hospital will designate an Environmental Health Officer (EHO) to be responsible for implementing and monitoring the proper management of environment, health, and safety activities/ interventions (including HCWM and sanitation) and coordinating the same at health centers and community clinics.</li> </ul> | <p>PIU Environmental Specialist and Social Development Specialist appointed before the Project Effectiveness Date.</p> <p>The organizational structure should be maintained throughout Project implementation and beyond.</p>  | <p>Funding from the Project budget</p>                        |
| 1.2   | <p><b>ENVIRONMENTAL AND SOCIAL ASSESSMENT:</b><br/>                     Prepare Terms of Reference (ToR), develop, consult and disclose a site-specific Environmental and Social Management Plan (ESMP) for the Operations Centre.</p> <p>Develop, consult and disclose ToR(s) for technical assistance activities consistent with relevant ESS requirements.</p>  | <p>Site-specific ESMP to be developed, consulted and disclosed prior to initiating the procurement process..</p> <p>ToR(s) for technical assistance activities to be developed, consulted and disclosed prior to six (6) months following project Effectiveness.</p> | <p>MOH EHD and PIU</p> <p>Funding from the Project Budget</p> |
| 1.3   | <p><b>MANAGEMENT TOOLS AND INSTRUMENTS:</b></p>  |  | <p>MOH EHD and PIU</p>  |

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| <p>Implement, and cause contractors, to implement the site-specific ESMP for the Operations Centre</p> <p>MOH to draft a Project Operations Manual (POM) with the environmental and social standards' section to include, without limitation:</p> <ul style="list-style-type: none"> <li>• Role of E&amp;S specialist in preparing the environmental and social standard's sections to be included in the ToRs, tender documents and works contracts,</li> <li>• Minimum environmental and social clauses to be included in the ToRs and tender documents (including codes of conduct, coordination, reporting and monitoring, and grievance redress mechanisms),</li> <li>• Environmental and social indicators into the monitoring and evaluation system, and</li> <li>• Completion timeframes</li> </ul> | <p>Site-specific ESMP for the Operations Centre to be implemented throughout construction, and operations and maintenance phases.</p> <p>POM to be prepared prior to the commencement of Project activities.</p>   | <p>Funding from the Project Budget</p>                                  |
| <p>1.4 <b>MANAGEMENT OF CONTRACTORS:</b></p> <p>Incorporate the relevant aspects of the ESCP, including the relevant E&amp;S documents and/or plans, and the Labor Management Procedures, into the ESHS specifications of the procurement documents and contracts with contractors and supervising firms. Thereafter ensure that the contractors and supervising firms comply with the ESHS specifications of their respective contracts.</p> <p>Appoint Construction Contractor and develop a contract, which must include:</p> <ul style="list-style-type: none"> <li>• Code of conduct (ethics and respectful work place behavior)</li> </ul>  | <p>Prior to launching the bidding processes for construction of the Operations Centre and thereafter ensure that contractors and supervising firms comply with the ESHS specifications in their contracts.</p> <p>Maintain procedures for management of contractors and sub-contractors throughout Project implementation.</p> | <p>MOH (Planning Unit)/ PIU</p> <p>Funding from the Project budget.</p> |

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| <ul style="list-style-type: none"> <li>• Labor and working conditions</li> <li>• Security of sites</li> </ul> <p>Contractor to Develop and disclose a Labor Management Plan in line with Labour Management Procedures which will include:</p> <ul style="list-style-type: none"> <li>• Community and worker’s awareness raising and training on prevention of HIV/AIDS and Gender based violence</li> <li>• Engagement of specialized NGOs present in the country to increase awareness raising and sensitization among communities on GBV, SEA and other issues like HIV/Aids, etc.</li> <li>• An accessible grievance redress mechanism for direct workers and contracted workers</li> <li>• Occupational Health, Safety and environmental plans in line with the World Bank EHS guidelines, EWSC OHS guidelines and the country’s OHS regulations</li> <li>• Improve on existing MoH occupational health and safety mechanisms (e.g. emergency preparedness plans, non-conformance reporting, hazards identification and risk assessment processes, etc.) to align with project ESMF and World Bank requirements.</li> </ul> |  |  |
| <p>1.5 <b>PERMIT, CONSENTS AND AUTHORIZATIONS:</b><br/>                     Obtain or assist in obtaining, as appropriate, the permits, consents and authorizations that are applicable to the Project from relevant national authorities, pursuant to applicable national laws. Comply or cause to comply, as appropriate, with the conditions established in these permits, consents and authorizations throughout Project implementation.</p>  | <p>Prior to initiating activities that requires permits, consents and authorizations and maintain throughout project duration.</p> | <p>MOH/PIU and EHD</p> <p>Funding from the Project budget.</p> |
| <p>1.6 <b>THIRD PARTY MONITORING:</b></p>   |  | <p>MoH</p>   |

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| (i) Identify and appoint an independent consultant with the expertise to monitor implementation and compliance to the ESMPs for the duration of the Project monitoring phase.<br><br>(ii) Generate audit reports and submit to the World Bank. |   | At the end of construction phase and during the second year of the Operations and Maintenance phase of the Operations Centre.  | Funding from the Project budget.  |
| <b>ESS 2: LABOR AND WORKING CONDITIONS</b>   |   |  |   |
| 2.1  | <b>LABOR MANAGEMENT PROCEDURES:</b><br>Update, adopt, and implement the Labor Management Procedures (LMP) that have been developed for the Project for the construction of the Operations Centre.<br><br>The contractors that will be hired will develop a Labour Management Plan in line with the Labor Management Procedures, national labor laws and ESF ESS2. | LMP already developed and part of the ESMF, to be revised when additional information becomes available prior to execution of any civil works.<br>Contractors to ensure Labour Management Plan is in place before workers are hired.<br>To be implemented throughout project implementation. | Contractor to prepare Labor Management Plan that should be approved and monitored by PIU  |
| 2.2  | <b>GRIEVANCE REDRESS MECHANISM FOR PROJECT WORKERS:</b><br>PIU to develop, maintain and operate a grievance redress mechanism as described in the LMP and consistent with ESS 2 and monitor contractors' adoption of a GRM as well in line with the LMP and ESS2.   | PIU's GRM should be operational on project effectiveness and maintained throughout project implementation.<br>The contractor's grievance redress mechanism should be operational prior engaging Project workers and maintained throughout Project implementation.                            | EHD/PIU to approve procedures for GRM and ensure set up<br><br>Under Secretary Admin/HR, PIU to ensure GRM have been put in place by contractors and are functional |
| 2.3  | <b>OHS MEASURES:</b><br>Ensure that contractors develop, implement and maintain OHS plan(s).  | Plans to be developed prior to the start of construction of the Operations Centre and maintained throughout Project implementation.  | Contractor to prepare procedures/measures.<br>EHD to approve procedures prior to implementation.  |
| 2.4  | <b>EMERGENCY PREPAREDNESS AND RESPONSE:</b>   |  | Contractor to prepare EPR Plan.   |

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| <i>Material Measures and Actions</i>  |   | <i>Timeframe</i>   | <i>Responsible Authority and Resources/Funding Committed</i>   |
|   | Contractors: As part of the OHS measures include plan for emergency preparedness and response and ensure coordination.  | Contractor: Prior to commencing construction.  | EHD to approve plan prior to implementation.   |
|   | Operations Centre: Develop and implement Emergency Preparedness and Response (EPR) Plan for emergencies related to the Operations Centre.   | Developed in 1 <sup>st</sup> Quarter of 1 <sup>st</sup> year of Project implementation. Maintained throughout Project implementation.          | Management - Central Medical Stores<br>EHD to support and supervise.   |
| 2.5   | <b>PROJECT WORKERS' TRAINING:</b><br>MoH and project contractors to design and organize training for workers to increase awareness on social and environmental risks, code of conduct and mitigation measures.  | Initiation to start prior to sub project implementation with regular refresher training; To be implemented throughout the construction period. | Contractor to conduct training<br>PIU to monitor and ensure quality and frequency of trainings                                   |
| <b>ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>   |   |  |  |
| 3.1   | <b>MANAGEMENT OF WASTE AND HAZARDOUS MATERIALS:</b><br><br>Prepare Waste Management Plan (WMP) and standard operating procedures (SOPs) to address the treatment and management of health care waste; e-waste and other types of hazardous and non-hazardous wastes for the Operations Centre | WMP & SOPs shall be prepared prior to commencement of construction works and implemented throughout project life cycle.                        | PIU & Contractor(s)<br><br>MOH to approve WMP & SOPs and design of the Operations Centre and monitor the implementation thereof. |
| 3.2   | Prepare ToR, develop, consult and disclose Health Care Waste Management (HCWM) Strategy.  | HCWM Strategy to be developed, consulted and disclosed prior to two years after project Effectiveness.   | HCWM Strategy to be prepared by MOH EHD and PIU with funding from the Project Budget.  |
| 3.3   | Prepare, disclose and implement the Infection Control and Waste Management Plan (ICWMP)   | ICWMP shall be prepared and disclosed prior to the deployment of biomedical equipment and implemented throughout project life cycle.           | ICWMP to be prepared by PIU under the Eswatini COVID-19 Emergency Response Project (P173883).                                    |



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| <b>ESS 4: COMMUNITY HEALTH AND SAFETY</b>   |  |   |
| 4.1 <b>TRAFFIC AND ROAD SAFETY:</b><br>Develop and implement Traffic Management Plan for construction of the Operations Centre.   | Prior to commencement of construction works.   | PIU<br>Contractor(s)  |
| 4.2 <b>COMMUNITY HEALTH AND SAFETY:</b><br>MoH will prepare, adopt, and implement measures and action to assess and manage specific risks and impacts to the community arising from Project activities [including, inter alia behavior of Project workers, risks associated with labor influx, GBV/SEA risks, potential exposure to operational accidents, handling of medical health care waste in health facilities, response to emergency situations], and include mitigation measures in sub-project specific ESMPs in accordance with the ESMF, in a manner acceptable to the Bank.<br>The Environmental and Social Management Plan (ESMP) for the Operations Centre shall include mitigation measures to address community health and safety risks and impacts as well as site specific emergency preparedness and response activities, resources and responsibilities. | Prior to commencement of Project activities and implemented throughout Project implementation.   | EHD to support and supervise.   |
| 4.3 <b>GBV AND SEA RISKS:</b><br>(i) Contractors to prepare, adopt, and implement a stand-alone Gender-Based Violence Action Plan (GBV Action Plan), to assess and manage the risks of gender-based violence (GBV) and sexual exploitation and abuse (SEA) before works begin.<br>(ii) Contractor to specify additional funds available to implement measures to address GBV and SEA risks and impacts that may arise during Project implementation. Presumed interventions to be outlined and costed.<br>(iii) Contractor to:  | Prior to beginning rehabilitation and other works on sanitation systems/septic tanks and to be maintained throughout the work. Maintained throughout project implementation. | Contractor: to develop and implement protocols for GBV and SEA risks<br>PIU: to monitor<br>EEA: to conduct regular audits |

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| <ul style="list-style-type: none"> <li>- Develop, disclose and implement LMP that incorporates measures and actions to assess and manage the risks of HIV/AIDS, gender-based violence (GBV) and sexual exploitation and abuse (SEA).</li> <li>- Develop and implement measures and actions to manage SEA and GBV risks as part of ESMP.</li> <li>- Engage a qualified institution to conduct community and workers' training and awareness on HIV/AIDS, GBV &amp; SEA</li> <li>- Awareness raising on grievance/feedback processes for reporting SEA and GBV cases</li> <li>- Provide for and adopt a labor GRM</li> </ul> |   |   |
| 4.4 <b>EMERGENCY RESPONSE MEASURES:</b><br>Develop and implement Emergency Response Plan (ERP)   | Prior to commencing construction works;<br>Maintained throughout Project implementation.      | Supervising Firm(s)<br>Contractor(s)<br>PIU<br>EHD  |
| 4.5 <b>SECURITY PERSONNEL:</b><br>Prepare, adopt, and implement a stand-alone Security Personnel Management Plan consistent with the requirements of ESS4, in a manner acceptable to the Bank. This will include a code of conduct amongst security staff to manage the risks to human security of health workers, project-affected communities and project workers that could arise from the use of security personnel.   | Prior to engaging/hiring security personnel;<br>implemented throughout Project implementation | Contractor: to prepare Security Personnel Management Plan<br>PIU: to ensure it is prepared, socialized with the security personnel and is being implemented throughout project implementation |
| 4.6 <b>AWARENESS AND TRAINING FOR THE COMMUNITY:</b><br>(i) Conduct scoping meetings for the project community designed to heighten awareness of risks and to mitigate impacts specified in this section.<br>(ii) Induct contractors and train communities and increase awareness on the Project risks and measures to be adopted.   | Throughout project cycle  | PIU is responsible under the guidance of MOH/EHD  |
| <b>ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</b>  |   |   |

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| 5.1 <b>LAND ACQUISITION AND RESETTLEMENT:</b><br>At this stage, financing of the construction of the HCWM facility is not a part of the project. In case this changes, ESS 5 will become applicable and a resettlement action plan (RAP) will be prepared in line with the requirements of the Resettlement Policy Framework (RPF) that has been prepared for this project. | The RAP should be adopted and implemented before carrying out any associated activities.                              | The PIU and MOH are responsible for ensuring a RAP is prepared and implemented in a manner acceptable to the World Bank. |
| 5.3 <b>MONITORING AND REPORTING:</b><br>Monitoring and reporting on land acquisition and involuntary resettlement activities will be conducted as part of regular project progress reporting.   | Throughout Project implementation, as part of regular project reporting.  | EHD and PIU to monitor RAP implementation progress.  |
| 5.4 <b>GRIEVANCE MECHANISM:</b><br>A grievance mechanism for involuntary resettlement will be developed and implemented describing the arrangements for the grievance redress during involuntary resettlement.  | Developed prior to commencement of involuntary resettlement activities; implemented throughout Project implementation | PIU to oversee<br>EHD to monitor   |
| <b>ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES</b>  |   |  |
| 6.1   | This standard is not currently relevant.  |  |
| <b>ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES</b>   |   |  |
| 7.1 <b>INDIGENOUS PEOPLES PRESENT OR COLLECTIVELY ATTACHED TO PROJECT AREA:</b><br>This standard is not relevant to the project as the social and cultural groups which have been identified in accordance with ESS 7 are not applicable to the national context in the project area  |   |  |
| <b>ESS 8: CULTURAL HERITAGE</b>   |   |  |

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| <b>8.1</b>  | <b>CHANCE FINDS:</b><br>Develop chance finds procedure as part of the ESMP for the Operations Centre to guide what process to follow should cultural heritage elements be encountered during project implementation.<br>Ensure chance finds procedures are reflected in all bid documents and implemented.    | Prior to launching of procurement process of contractors and thereafter implemented throughout the construction period. | PIU  |
| <b>8.2</b>  | <b>CULTURAL HERITAGE:</b><br>Consultation of community structures carried out including chiefdoms to identify any cultural significance areas/landmarks and measures to address risks and impacts on cultural heritage in the case construction of the centralized HCWM facility becomes part of the project. | Prior to project implementation and disturbance of site.<br>Maintained throughout construction.                         | PIU  |
| <b>ESS 9: FINANCIAL INTERMEDIARIES</b>  |   |   |  |
| <b>9.1</b>  | This standard is not relevant, as the project involves no financial intermediaries.   |   |  |
| <b>ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE</b>  |   |   |  |

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| <b>10.1</b>   | <p><b>SEP PREPARATION:</b></p> <p>(i) Update, redisclose and implement Stakeholder Engagement Plan (SEP) and ensure SEP is incorporated into the project's management system, adequate staffing and budget is allocated to implementing the SEP.</p> <p>(ii) Project site specific/in depth consultations to be conducted and reflected in updated SEP to be re-disclosed.</p> <p>(iii) SEP to be updated throughout the life cycle of the project and re-disclosed when significant changes are made, for example a change in stakeholders or project scope.</p> | <p>(i) Draft to be updated, adopted and implemented four (4) weeks after project effectiveness.</p> <p>(ii) Timelines for in depth consultations to be determined by PIU.</p> <p>(iii) SEP should be revisited by PIU every 2 months to ensure it is up to date and that it is being implemented.</p>  | <p>Responsibility: PIU Environment &amp; Social Team</p> <p>Accountability: PIU Coordinator</p> <p>Funding: Project Funds</p>  |
| <b>10.2</b>   | <p><b>SEP IMPLEMENTATION:</b></p> <p>Implement the SEP</p>  | Throughout project preparation and implementation  | MOH EHD / PIU  |
| <b>10.3</b>   | <p><b>PROJECT GRIEVANCE MECHANISM:</b></p> <p>PIU to develop, maintain and operate a grievance redress mechanism as described in the LMP and consistent with ESS2 and monitor contractors' adoption of a GRM as well in line with the LMP and ESS2</p> <p>PIU will also develop an overall project GRM that will be accessible to all stakeholders. This will be an integrated GRM that will operate at national, regional hospital level as well as PIU level</p>  | <p>PIU's GRM should be operational on project effectiveness and maintained throughout project implementation.</p> <p>The contractor's grievance redress mechanism should be operational prior engaging Project workers and maintained throughout Project implementation.</p> <p>PIU's GRM to be operational on project effectiveness and maintained throughout project implementation.</p> | <p>EHD/PIU to approve procedures for GRM and it's ensure set up.</p> <p>Under Secretary Admin/HR, PIU to ensure GRM has been put in place by contractors and are functional.</p> |

| <b>Capacity Support</b>   |   |  |
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| <b>Specify Training to be provided</b>  | <b>Specify Targeted Groups and Timeframe for Delivery</b>                               | <b>Specify Training Completed</b>  |
| <p>The MoH will design and implement targeted training for the PIU and other entities responsible for Project implementation, focused on ESF including but not limited to:</p> <ul style="list-style-type: none"> <li>• World Bank procurement provisions for environment and social aspects of the ESF;</li> <li>• ESS 1 including specific aspects of environmental and social assessment;</li> <li>• ESS 10 including stakeholder mapping and engagement;</li> <li>• ESS 3 including health care waste management;</li> <li>• ESS 4 including Emergency preparedness and response; and</li> <li>• Other relevant contents related to the Project Scope of work.</li> </ul> | <p>1<sup>st</sup> year and throughout Project duration</p> <p>PIU/ MoH project team</p> | <p>Before the commencement of the Project activities and on finalization of the PIU.</p> |