

Engaging Citizens to Improve Service Delivery through Social Accountability

ENVIRONMENTAL and SOCIAL COMMITMENT PLAN (ESCP)

09 September 2019



ID: PI72630

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. World Vision International Cambodia will *implement* the **Engaging Citizens to Improve Service Delivery Through Social Accountability** Project (the **Project**), with the involvement of the following Ministries/agencies/units: the National Committee for Sub-National Democratic Development (NCDD) at the Ministry of the Interior; Ministry of Education, Youth and Sports; Ministry of Health and the Partnership Steering Committee (PSC). The *International Bank for Reconstruction and Development/International Development Association (hereinafter the Bank)* has agreed to provide financing for the Project, primarily through its Cambodia Social Accountability and Service Delivery Trust Fund (SASD-TF).
2. World Vision International Cambodia will implement material measures and actions so that the Project is implemented in accordance with the Environmental and Social Standards (**ESSs**). This Environmental and Social Commitment Plan (**ESCP**) sets out material measures and actions, any specific documents or plans, as well as the timing for each of these.
3. *World Vision International Cambodia* will also comply with the provisions of any other E&S documents required under the ESF and referred to in this ESCP and the timelines specified in those E&S documents.
4. World Vision International Cambodia is responsible for compliance with all requirements of the ESCP even when implementation of specific measures and actions is conducted by the Ministry, agency or unit referenced in 1. above.
5. Implementation of the material measures and actions set out in this ESCP will be monitored and reported to the *Bank* by World Vision International Cambodia 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 World Vision International Cambodia, 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, World Vision International Cambodia 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* and the *World Vision International Cambodia*. The *World Vision International Cambodia* will promptly disclose the updated ESCP.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, World Vision International Cambodia shall provide additional funds, if needed, to implement actions and measures to address such risks and impacts.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
MONITORING AND REPORTING			
A	REGULAR REPORTING World Vision International Cambodia (WVI-C) will report on the activities and performance of the environmental, social, health and safety (ESHS) commitments and performance on the project, including the implementation of the ESCP, stakeholder engagement activities, and the functioning of the approved grievance mechanism as a section of the standard six monthly project report which will be submitted to the Bank, as required in the terms of the Grant Agreement.	Six Monthly reports	WVI-C Safeguarding and Protection team
B	INCIDENTS AND ACCIDENTS NOTIFICATION WVI-C will promptly notify the Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers including People with disability, indigenous group and or disadvantaged people.	Any incident or accident related to the project will be notified to the Bank within 48 hours after the reporting of the incident or accident.	WVI-C Safeguarding and Protection team

ESS I: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
I.1	ORGANIZATIONAL STRUCTURE WVI-C will be using its existing safeguarding officers that are already in the structure of the organization to support this project. Every province where WVI-C operates also has a dedicated child safeguarding officer. In addition, the child safeguarding officer at national level will provide support to any project areas that fall outside of WVI-C current implementation areas.	Existing WVI-C Safeguarding and Human Resource staff will be in place prior to the beginning of the project and will guide project start-up including the implementation of the requirements of the ESCP and management of ESHS.	WVI-C Safeguarding and Protection team

ESS I: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.2	MANAGEMENT TOOLS AND INSTRUMENTS WVI-C will review its existing policies and instruments related to all aspects of the ESCP and update to ensure alignment with the relevant standards of the ESF where necessary. WVI-C will continue to implement its existing management policies, best practices and other tools such as the grievance policy mechanism and related documents to ensure appropriate management of all staff, consultants and volunteers. WVI-C will continuously review its tools to ensure they provide adequate monitoring of all staff and are fit for purpose. In addition, the tools will be reviewed to identify any potential gaps with Bank requirements that will require adaptation of the current tools. WVI-C will develop reporting requirements and templates for staff, consultants and volunteers that allow reporting on the key actions required by the implementation of the ESCP such as capacity building of staff and volunteers, adoption and implementation of key policies, etc. WVI-C will ensure that the Project Operational Manual (POM) incorporates lessons from the POM from the recently closed Voice & Action: Social Accountability for Improved Services Delivery Project to enhance the participation of men, women, ID poor and other marginalized groups (such as indigenous people, ethnic minorities, school children, the elderly, people with disabilities, people living with HIV/AIDS and the LGBTQI+ community) in project processes. WVI-C will continue to implement WVI's child safeguarding policies and processes to ensure children are safe at all times and especially when participating in project processes. The ISAF Demand-side Operational Manual will be revised where necessary to ensure proper alignment with the project requirements.	- Existing WVI's policies will continue to be implemented throughout the duration of the project - Review of the existing policies will be undertaken on an ongoing basis to ensure alignment with the requirements of the project and Bank's ESF where necessary	WVI-C ISAF Project Manager

ESS 2: LABOR AND WORKING CONDITIONS			
2.1	LABOR MANAGEMENT PROCEDURES WVI-C will continue to implement its existing policies and procedures in relation to labor and working conditions to ensure appropriate management of all staff, consultants and volunteers to align with the standards of the ESCP. WVI-C will keep updating assessment tools and processes for selection of staff, consultants and volunteers to cover policies related to labor and working conditions and ensure that potential gaps are identified in line with Bank requirements and addressed. WVI-C will review and update reporting requirements and templates for staff, consultants and volunteers to cover actions required for the implementation of the ESCP. WVI-C will review and update policies related to the labor and working conditions of the staff, consultants and volunteers to ensure alignment with the ESF and implement these policies.	- Existing policies will be implemented throughout the duration of the project. - Review in line with Bank requirements prior to contracting consultants or volunteers. - Existing policies and procedures designed for WVI-C's staff will also be implemented with consultants, sub-grantees, and volunteers to ensure that they are fully aware of, and understand, the policies before they start their work on the project.	WVI-C Human Resources Manager and Safeguarding and Protection team
2.2	GRIEVANCE MECHANISM FOR PROJECT WORKERS WVI-C will conduct orientation on its existing policies including worker grievance procedure with all project staff, consultants, subgrantees, and volunteers to ensure that they aware of their rights and benefits before they sign their contracts.	- Existing worker grievance procedure will be implemented throughout the duration of the project. - WVI-C's existing worker grievance procedure and policies on working conditions will be used for consultants and volunteers to ensure they are fully aware of, and understand their rights before they start work on the project.	WVI-C Human Resources Manager and Safeguarding and Protection team

ESS 2: LABOR AND WORKING CONDITIONS			
2.3	OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES WVI-C will continue implementing its existing guidelines for the security of all staff, subgrantees, consultants and volunteers. The Security Management Manual will be used as the key guideline in the selection and management of staff, consultants, volunteers and other partners for this Project. WVI-C will review existing occupational, health and safety (OHS) standard operating procedures and amend to meet the required standards of the Bank, especially travel safety for workers, WVI-C will implement updated OHS standard operating procedures WVI-C will update assessment tools and processes for selection of consultants to cover OHS standard operating procedures and ensure that potential gaps are identified. An action plan will be identified for adoption and implementation of relevant policies identified as part of the ESCP. WVI-C will carry out a review of the ESCP reporting requirements and templates for consultants and revise as necessary to cover any additional actions required for the implementation of the ESCP.	- Existing policies on OHS and Security will be implemented throughout the duration of the project. - Review of existing policies and procedures on OHS and Security will be undertaken for consultants and volunteers to ensure that they well understand and aware of it before they start work on this project.	WVI-C Human Resources Manager and Safeguarding and Protection team

ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.2	INDIGENOUS PEOPLES PROTOCOL WVI-C will continue to use its existing Indigenous Peoples Engagement Protocol from the Voice and Action Project in the project coverage areas. The Indigenous Peoples Protocol and M&E framework will be reviewed prior to implementation in those localities, and revised if required. WVI-C will include additional wording in its grievance mechanism to more appropriately include indigenous people. The additional wording will ensure the inclusion of Indigenous Peoples in the selection of staff, consultants and volunteers and assist in ensuring access to project deliverables or representing WVI-C in the implementation of the project.	Implement the Indigenous Peoples Engagement Protocol throughout the life of the project.	WVI-C ISAF Project Manager

ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	STAKEHOLDER ENGAGEMENT The Project includes an intensive, annual cycle of engagement with citizens in target communities which forms the basis of stakeholder engagement. These activities will be continued through the duration of the Project.	Continue to implement citizen engagement through the entire project lifecycle.	WVI-C ISAF Project Manager
10.2	PROJECT GRIEVANCE MECHANISM WVI-C review and revise where necessary its existing grievance mechanism to communicate, operationalize and maintain its standard policies: 1/ Grievance Policy_ Mechanism and related documents 2/ Grievance Mechanism – training 3/ Grievance mechanism - key documents 4/ Contracted staff 5/ Indigenous People Engagement Protocol 6/ Safe Guard 7/ Program Accountability Framework	Before project start up and ongoing through the life of the project	WVI-C Human Resources Manager and Safeguarding and Protection team

CAPACITY SUPPORT (TRAINING)			
CSI	Training will be provided to all WVI-C staff, subgrantees, consultants and volunteers and the curriculum will be reviewed to ensure all relevant policies are covered and adequate. All relevant stakeholders (staff, subgrantees, contractors, volunteers or partners) will receive training at the beginning of the project or on signing their contract. Refresher training will be conducted regularly, at least every year or as required by safeguarding officers. This training will include the following aspects: • Child safeguarding and protection; • Inclusion and participation of marginalized and vulnerable groups and ethnic and indigenous groups in all project processes; • Protecting Workforce Health and Safety; • Operating and maintaining grievance mechanisms for communities; • Reporting of accidents and incidents; • Gender based violence and harassment; and • Standard operational practices related to labor conditions for staff, consultants, volunteers and other partners.	Training will occur at the start of any partnership agreement with a subgrantee or contract with a consultant, refresher training will be conducted on an annual basis, or more frequently where required.	WVI-C Human Resources Specialist, Security Manager