



Concept Environmental and Social Review Summary

Concept Stage

(**ESRS Concept Stage**)

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I. BASIC INFORMATION

A. Basic Operation Data

Operation ID	Product	Operation Acronym	Approval Fiscal Year
P506533	Investment Project Financing (IPF)	Integrated SPJ	2025
Operation Name	Integrated Social Protection and Jobs Services in Tunisia		
Country/Region Code	Beneficiary country/countries (borrower, recipient)	Region	Practice Area (Lead)
Tunisia	Tunisia	MIDDLE EAST AND NORTH AFRICA	Social Protection & Jobs
Borrower(s)	Implementing Agency(ies)	Estimated Appraisal Date	Estimated Board Date
Republic of Tunisia	Ministry of Social Affairs		16-Sep-2024
Estimated Concept Review Date	Total Project Cost		
13-Aug-2024	1,800,000.00		

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Proposed Development Objective

The Project Development Objective (PDO) is to improve the delivery of and access to integrated social services for poor and vulnerable households and individuals in Tunisia.

B. Is the operation being prepared in a Situation of Urgent Need of Assistance or Capacity Constraints, as per Bank IPF Policy, para. 12?

No

C. Summary Description of Proposed Project Activities

[Description imported from the Concept Data Sheet in the Portal providing information about the key aspects and components/sub-components of the project]

The proposed project will strengthen Tunisia’s social protection sector by promoting better access to and delivery of integrated social services. It will also support the implementation of Component 3 (Strengthening the Social Protection System) activities of the Social Protection Emergency Response project (P176352). On the demand side, the proposed project will support the Ministry of Social Affairs (MoSA) and the AMEN Social program, in particular, to carry out information and awareness-raising campaigns to improve the communication and information to vulnerable



populations on their legal and social rights and access to integrated services. On the delivery side, the proposed project will support the delivery of integrated social services by developing the AMEN Social program’s Management Information System (MIS) and purchasing the necessary equipment and vehicles to improve the working conditions and services provided by the MoSA.

D. Environmental and Social Overview

D.1 Overview of Environmental and Social Project Settings

[Description of key features relevant to the operation’s environmental and social risks and opportunities (e.g., whether the project is nationwide or regional in scope, urban/rural, in an FCV context, presence of Indigenous Peoples or other minorities, involves associated facilities, high-biodiversity settings, etc.) – Max. character limit 2,000]

Project activities are countrywide involving not only the Ministry of Social Affairs (MoSA) but also other key actors among beneficiaries of and social workers for Amen social program. They are aimed at reinforcing integrated social protection services for poor and vulnerable households and individuals in Tunisia by supporting the MoSA to (i) develop its information system; (ii) procure essential work equipment; and (iii) implement information and awareness-raising campaigns.

A special focus will be provided to users of the integrated social protection services Information among civil servants and beneficiaries. Some of civil servants, especially those who are working in hardship settings with probably weak internet connectivity will face several challenges. Likewise for some beneficiaries, the geographic location will be key to have access to the online services. Some of them are not well connected to IT networks, neither have equipment for access to digitalized services. Moreover, digital gap may impact some beneficiaries among poor people to have full access to the online social protection services.

While procurement of IT equipment, vehicles, and tools is designed to improve the working conditions and service delivery capabilities of the MoSA this should be planned and executed with minimal environmental disruption. It is essential to consider the potential environmental impact of increased digital infrastructure and the use of electronic devices. Proper e-waste management procedures must be implemented to mitigate the environmental risks associated with the disposal of outdated or damaged electronic equipment and tools.

D.2 Overview of Borrower’s Institutional Capacity for Managing Environmental and Social Risks and Impacts

[Description of Borrower’s capacity (i.e., prior performance under the Safeguard Policies or ESF, experience applying E&S policies of IFIs, Environmental and social unit/staff already in place) and willingness to manage risks and impacts and of provisions planned or required to have capabilities in place, along with the needs for enhanced support to the Borrower – Max. character limit 2,000]

This technical assistance project to be managed by the MoSA will provide a special focus on digitalizing services for Amen Social program beneficiaries by setting up an integrated information system that will be used by social workers as a platform to deliver on social protection services.

The MoSA will be the implementing agency for the overall project. The project will be managed through the existing Project Implementation Unit (PIU) previously established by the MoSA for the Social Protection Project and will be responsible for overall day-to-day project coordination; setting and monitoring activities and deadlines; and ensuring coordination among stakeholders including services and equipment providers for the project. Through the current project, MoSA has shown commitment to managing environmental and social risks and impacts. The PIU is staffed with experienced civil servants in handling E&S aspects, ensuring that the project adheres to the necessary standards and



mitigates potential risks. Moreover, the implementation of this technical assistance project will be decentralized to regional and Local Units of the MoSA and will be innovative in integrating the Grievance Mechanism for which the design had been provided by the project MOP as part of the Integrated Information system to be put in place for social protection services. This decentralized approach ensures that the project reaches various regions, accommodating their specific needs and conditions. The regional and local units will play a crucial role in the implementation of project activities, facilitating a more tailored and responsive approach. The Integrated Information system will digitalize the reception and treatment of the grievance by the PIU for beneficiaries and social protection workers creating a collaborative space with regional and local Units. Regional and local focal points who will be appointed are expected to be the counterparts of the PIU for E&S Risk Management.

II. SCREENING OF POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS

A. Environmental and Social Risk Classification (ESRC)

Moderate

A.1 Environmental Risk Rating

Moderate

[Summary of key factors contributing to risk rating, in accordance with the ES Directive and the Technical Note on Screening and Risk Classification under the ESF – Max. character limit 2,000]

The environmental risk rating for this project is considered moderate. The project involves activities aimed at improving office conditions and enhancing digital infrastructure, which present minimal environmental risks. Specifically, the project includes simple renovation tasks such as replacing window panes, painting walls, minor plumbing works (e.g., changing faucets), upgrading air conditioning systems in offices, and purchasing computers and other IT equipment. These activities are limited in scope and have minimal environmental impact. Although the project is nationwide, covering both urban and rural areas, the interventions are confined to office settings, resulting in a minimal environmental footprint since there are no significant construction activities or land modifications involved. The primary environmental risks are associated with noise, dust, and waste generation during office renovations, as well as the procurement and eventual disposal of IT equipment and minor office renovation waste. Noise and dust can arise from activities such as removing and installing window panes, sanding walls for painting, and drilling or cutting during plumbing work. However, these risks are considered low and manageable with proper waste management practices and mitigation measures. The project will incorporate standard mitigation measures, such as proper disposal of e-waste and minor renovation debris. Additionally, the inclusion of a grievance mechanism within the project’s information system will help address any environmental concerns promptly. Given these factors, the environmental risks associated with the project are predictable, temporary, and easily mitigated. They are site-specific with low magnitude, ensuring that the project is environmentally sustainable with minimal adverse impacts. As the project activities are nationwide and concern different sites, cumulative impacts exist and increase the project environmental risk to moderate.

A.2 Social Risk Rating

Low

[Summary of key factors contributing to risk rating, in accordance with the ES Directive and the Technical Note on Screening and Risk Classification under the ESF – Max. character limit 2,000]

The social risk for this project is assessed Low. Although the project will have positive impacts on Amen Social Program beneficiaries and social workers, activities for scaling up benefits should be equally planned and resources should be mobilized for capacity building activities including for social workers in the regions and localities. Under the

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proposed design some forms of discrimination between civil servants and social exclusion will remain especially between beneficiaries who will not have access to the same digitalized services and for some social workers at the local level who will not have access to digital platform and/or trained enough to interact with regional and central services through the new infrastructure. Vulnerable groups accessibility to the new digitalized services may pose particularly problems especially for Severe visually impaired persons and for beneficiaries in remote areas with weak connectivity to internet, mobile services and digital platforms. Ability and geographic location are also background of discrimination and might be cumulative with other root causes of social exclusion such as illiteracy, sex, nationality.... The exclusion of NGOs representatives of the abovementioned vulnerable groups' interests from taking part in meaningful consultations on project activities for digitalizing social protection services will amplify discrimination and the voice of the vulnerable claiming for equal opportunities under the new project will need to be taken into consideration. Social risks for this project will be attributed also to Labor and working conditions entailing child and forced labor and exposure of project workers and communities to OHS risks due to IT equipment installation and other project activities. In addition, the SEA/SH risk was assessed through the Social Screening Tool and is deemed low.

A.3 Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH) Risk Rating

Low

[Summary of key factors contributing to risk rating. This attribute is only for the internal version of the download document and not a part of the disclosable version – Max. character limit 2,000]

The SEA/SH risk for this Project is deemed low, attributed to the absence of civil works for project activities, the familiarity of the implementing agency with World Bank projects rules and the nature of a Technical Assistance project. The project's avoidance of physical investments minimizes SEA/SH risks and SEA/SH will be dealt with under the Borrower Framework and ESF to ensure prevention and protection of PIU and social workers.

B. Relevance of Standards and Policies at Concept Stage

B.1 Relevance of Environmental and Social Standards

ESS1 - Assessment and Management of Environmental and Social Risks and Impacts

Relevant

[Optional Explanation - Max. character limit 1,000]

Although the project involves low-risk activities like replacing windows, painting walls, simple plumbing, and installing air conditioning units and office equipment, effective management of environmental impacts is essential. These activities can generate noise, dust, e-waste, and disruptions. The E&S screening will determine if an ESMP or other ESF instrument is needed. The identified project social risks are deemed low and will be partly managed under the borrower's system. Social risks will be assessed and managed by a Stakeholder Engagement Plan (SEP) ensuring inclusive and meaningful consultations and a Labor Management Plan (LMP) assessing and managing the exposure of project workers to risks pertaining to labor and working conditions. SEA/SH tailored mitigation measures will be integrated into the LMP, and ESMPs, as needed. The SEP will provide a GM uptake of SEA/SH risks' grievances

ESS10 - Stakeholder Engagement and Information Disclosure

Relevant

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[Optional Explanation - Max. character limit 1,000]

A Stakeholder Engagement Plan (SEP) will be prepared based on a comprehensive Stakeholders mapping. The project will be targeting civil servants from MoSA including central, regional and local services; services and equipment providers and beneficiaries of Amen Social Program. Exhaustive stakeholders mapping and inclusive and meaningful consultations are needed for project preparation and implementation. MNA Template for Consultations, Communications, & Management of Grievances and Implementation Issues for Low and Moderate Risk Projects will be used by the client for consultation and for setting up the project grievance mechanism within the PIU with SEA/SH risks uptake.

ESS2 - Labor and Working Conditions

Relevant

[Optional Explanation - Max. character limit 1,000]

ESS2 is relevant to this Project. In light of proposed components, the project will involve direct workers: PIU Staff members who will be conducting core project activities. Contracted workers entailing services and equipment providers' workers; and to some extent suppliers' workers who are also project workers. All workers associated with the project will need to meet requirements as provided by ESS2. These requirements will cover conditions of employment, non-discrimination and equal opportunities, worker's organization, child and forced labor, minimum employment age, freedom of association, protection of health and safety at work... The Borrower's Framework will be used in part to manage labor and working conditions especially to ensure project workers' compensation for accident and professional illnesses.

ESS3 - Resource Efficiency and Pollution Prevention and Management

Relevant

[Optional Explanation - Max. character limit 1,000]

The project will optimize the use of energy, water, and raw materials by implementing technically and financially feasible measures that integrate cleaner production principles into the renovation processes. For instance, new air conditioning units will be energy-efficient, reducing energy consumption and greenhouse gas emissions. The procurement of IT equipment will prioritize energy-efficient models to minimize environmental impact. Potential environmental risks will be managed through the ESMP. The project will implement effective waste management practices, including recycling and safe disposal of materials such as old windows, paint containers, plumbing fixtures, and e-waste. For e-waste management, the project will utilize the Borrower's framework, supplemented with additional measures to ensure proper handling, recycling, and disposal. Specific protocols for e-waste will include safe collection, storage, transportation, and recycling or disposal by certified facilities.

ESS4 - Community Health and Safety

Relevant

[Optional Explanation - Max. character limit 1,000]

Project activities can generate dust and noise within confined office environments. Replacing window panes and performing simple plumbing tasks can create dust from breaking plaster or cutting pipes, while power tools can produce noise. Painting walls may involve sanding surfaces, generating dust and noise. Upgrading air conditioning systems involves removing old units and installing new ones, both of which can be noisy and create dust. These

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potential risks will be managed through ESMPs developed during project implementation, which will include protocols for safely managing hazardous and non-hazardous wastes. Proper dust and noise control measures will be implemented, such as using dust barriers, scheduling noisy activities during non-working hours, providing PPE (masks, earplugs, gloves) to workers, ensuring proper ventilation, and using low-VOC (volatile organic compound) paints to minimize harmful fumes.

ESS5 - Land Acquisition, Restrictions on Land Use and Involuntary Resettlement Not Currently Relevant

[Optional Explanation - Max. character limit 1,000]

there no land acquisition, nor restriction on land and involuntary resettlement for this Technical Assistance Project.

ESS6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources Not Currently Relevant

[Optional Explanation - Max. character limit 1,000]

ESS6 is not relevant to the project as all planned activities will be conducted within confined office environments.

ESS7 - Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities Not Currently Relevant

[Optional Explanation - Max. character limit 1,000]

ESS8 - Cultural Heritage Not Currently Relevant

[Optional Explanation - Max. character limit 1,000]

CH is not part of project sites and activities.

ESS9 - Financial Intermediaries Not Currently Relevant

[Optional Explanation - Max. character limit 1,000]

FI are not part of this project

B.2 Legal Operational Policies that Apply

OP 7.50 Operations on International Waterways No

OP 7.60 Operations in Disputed Areas No

B.3 Other Salient Features

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Use of Borrower Framework

In Part

[Optional explanation – Max. character limit 1,000]

It is envisaged that the project will partially rely on the Borrower’s E&S framework as follows:

1. Discrimination between Civil Servants as per the Constitution of July 2022 and the General Status of Civil Servants of 1983.
2. Exclusion of persons with disability: the participation of persons with disability is encouraged by the constitution and the Law 83/2005 on the protection of persons with disability.
3. OHS risks for workers: The National Law is applicable for the prevention of and compensation for victims for accidents and professional illnesses within the workplace: law 28/1994 and Law 56/1995.
4. SEA/SH risks will be minimal and managed in part under the National Law, notably Law 58/2017
5. Proper handling, recycling, and disposal of e-waste will be ensured through key legal texts, including Decree No. 2000-2339 of October 10, 2000; Law No. 96-41 of June 10, 1996; and Circular No. 25 of October 13, 2023.

Use of Common Approach

No

[Optional Explanation including list of possible financing partners – Max. character limit 1,000]

No financing partners are expected.

B.4 Summary of Assessment of Environmental and Social Risks and Impacts

[Description provided will not be disclosed but will flow as a one time flow to the Concept Stage PID – Max. character limit 5,000]

The environmental risk rating for this project is considered moderate. The project involves low-risk activities like replacing window panes, painting walls, minor plumbing (e.g., changing faucets), upgrading air conditioning systems, and purchasing IT equipment. These tasks are confined to office settings and present minimal environmental impact.

Primary environmental risks include noise, dust, and waste generation during renovations, as well as the procurement and disposal of IT equipment. These risks are manageable with proper waste management practices and mitigation measures, such as dust barriers, scheduled noisy activities, PPE for workers, and proper ventilation.

The project will implement standard mitigation measures for e-waste and renovation debris disposal. A grievance mechanism within the project’s information system will address environmental concerns promptly. Although activities are nationwide, resulting in cumulative impacts, these are predictable, temporary, and site-specific with low magnitude, ensuring environmental sustainability with minimal adverse impacts.

Social risks for this project are assessed Low and entail discrimination between civil servants and social exclusion of beneficiaries including among vulnerable groups and social workers . At the same time this project will maximize the advantages for Amen Social Program beneficiaries by facilitating their access to digital platforms and online services. In addition, the project will contribute to the modernizations of the central, regional and local services of the MoSA for an improved delivery on social protection services. Persons with disability among beneficiaries and especially severe visually impaired persons and beneficiaries residing in remote areas might be excluded from project outcomes. Shortcomings in terms of digital infrastructure and connectivity may exclude some beneficiaries and prevent social workers from the potential of the project in terms of public services modernization. Other social risks are pertaining to non meaningful consultations including NGOs representing vulnerable group interests and to labor and working conditions; OHS risks

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including SEA/SH risks. Mitigation measures of the above-mentioned risks will be provided by several E&S instruments, notably SEP, LMP and ESMPs, as needed. These measures will be implemented in part under the Borrower System.

C. Overview of Required Environmental and Social Risk Management Activities

C.1 What Borrower environmental and social analyses, instruments, plans and/or frameworks are planned or required by Appraisal?

[Description of expectations in terms of documents to be prepared to assess and manage the project’s environmental and social risks and by when (i.e., prior to Effectiveness, or during implementation), highlighted features of ESA documents, other project documents where environmental and social measures are to be included, and the related due diligence process planned to be carried out by the World Bank, including sources of information for the due diligence - Max. character limit 3,000]

E&S instruments that are needed by appraisal are the SEP and the LMP. ESMPs which may cover SEA/SH mitigation measures will be prepared during implementation based on the ESMF that will be prepared and disclosed by appraisal. The project will partially rely on the Borrower’s E&S framework and on ESF to manage social risks for this project, especially on discrimination between beneficiaries; Exclusion of persons with disability for which constitution and legal frameworks provided some principles and rules (constitution and Law 83/2005 on the protection of persons with disability); OHS risks including SEA/SH risks can be partially managed under the National Law (Laws on prevention of and compensation for Accidents and Professional Illnesses: law 28/1994 and Law 56/1995 and on GBV: Law 58/2017). However, the Borrower Framework is not robust enough for conducting meaningful consultations (Decree 328/2018) nor to set up a dedicated and effective GM (Decree 93/1549) and ESF should be applicable for stakeholder engagement and for setting the GM.

From an environmental perspective, the project’s activities, such as replacing windowpanes, painting walls, simple plumbing tasks (e.g., changing faucets), upgrading air conditioning systems, and purchasing new IT equipment, may result in temporary, site-specific risks, including noise, dust, and waste generation. To address these, required documents include an ESMF outlining actions to minimize pollution and manage waste.

The project will rely on the Borrower’s framework for e-waste management to ensure proper handling, recycling, and disposal of electronic waste. Key legal texts include:

- Decree 2000-2339 of October 10, 2000, identifying hazardous e-waste categories;
- Law 96-41 of June 10, 1996, governing waste management and disposal; regulations on waste collection, transport, storage, and treatment; and
- Circular 25 from October 13, 2023, encouraging public entities to transfer e-waste to approved companies or ANGED.

III. CONTACT POINT



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