DEPARTMENT FOR THE DEVELOPMENT OF DRINKING WATER SUPPLY AND WASTEWATER DISPOSAL DEVELOPMENT

UNDER THE MINISTRY OF WATER RESOURCES, AGRICULTURE AND PROCESSING INDUSTRY OF THE KYRGYZ REPUBLIC

Project Coordination Unit

CLIMATE RESILIENT WATER SERVICES PROJECT

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP)

Construction of a drinking water pipeline for the village of Zar-Tash, Tort-Gul aiyl aymak, Batken district, Batken oblast

July 2026

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Abbreviations

AO	Aiyl Okmotu
ACM	Asbestos-Containing Material
BOD	Biological Oxygen Demand
WB	World Bank
BoQ	Bill of Quantity
Fuel	Fuels and Lubricants
DDWSWD	Department for the Development of Drinking Water Supply and Wastewater Disposal Development
KR	Kyrgyz Republic
PAP	Project Affected Persons
MWSE	Municipal Water Supply Enterprise
MWRAPI	Ministry of Water Resources, Agriculture and Processing Industry
MNRETS	Ministry of Natural Resources, Environment and Technical Supervision
GRM	Grievance Redress Mechanism
EIA	Environmental Impact Assessment
LSG	Local Self Government
EP	Environmental Protection
RPF	Resettlement Policy Framework
PCU	Project Coordination Unit
RAP	Resettlement Action Plan
CRWSP	Climate Resilient Water Services Project
DED	Design and Estimate Documentation
ESMP	Environmental and Social Management Plan
ACMMP	Asbestos-Containing Materials Management Plan
ESMF	Environmental and Social Management Framework
DDPCSSES	District Disease Prevention Centers and State Sanitary and Epidemiological Surveillance
SanPiN	Sanitary Rules and Regulations
PPE	Personal Protective Equipment
Media	Mass Communication Media
SNiP	Construction Rules and Regulations
ESS	Social and Environmental Standards
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SMW	Solid Municipal Waste
PDO	Project Development Objectives

Executive Summary

The Environmental and Social Management Plan (hereinafter - ESMP) for the construction of a drinking water pipeline for the village of Zar-Tash is developed in accordance with the Environmental and Social Management Framework (hereinafter - ESMF), elaborated under the Climate Resilient Water Services Project (hereinafter referred to as the CRWSP), financed by the International Development Association.

The ESMP includes procedures and mechanisms for ensuring the requirements of the social and environmental standards of the World Bank (hereinafter - WB), provides for mitigation measures in accordance with the WB policy.

Legislation of the Kyrgyz Republic in the field of environmental and social environment protection, including laws, by-laws, procedures, regulations, SNiPs (construction norms and rules), and SanPiNs (sanitary norms and rules), serves as the basis for the implementation of this ESMP. This ESMP will be implemented at the contractor's own expense, taking into account the funds allocated for a number of measures, in accordance with the bill of quantities. Monitoring of the implementation of this ESMP will be carried out within the framework of contracts of the Social and Environmental team of the Project Coordination Unit.

This ESMP provides information about geographical coverage of the project, the current state of the water supply system, the state of environmental and social conditions. Information about the implementation of the project, location and adopted technical solution is also provided. The document contains information about decisions on rehabilitation of the water supply system with a description of the main types of construction works.

One of the ESMP key chapters is the environmental and social impacts of the project and appropriate mitigation measures. In this chapter the types and means of mitigating the potential project's adverse social and environmental impacts are presented.

The water supply project is associated with several key social risks, including: temporary disruption of access during trenching works; community and worker health and safety (OHS); worker accommodation conditions; SEA/SH risks; affordability of connection tariffs for poor households; and the need for continued stakeholder engagement. These risks are addressed through this ESMP, including the SEP, GRM, and dedicated SEA/SH prevention and response measures.

The types of environmental and social impacts during construction and operation are given in Section 6. This chapter describes the proposed actions and mitigation measures for each environmental and social parameter (soil, water resources, atmospheric air, waste generation, noise impacts, safety and health of workers and communities, etc.) with identification of responsible organizations and individuals.

Chapter 7 was developed to monitor the impact of construction works on the environment and social and to take appropriate measures, which specifies the parameters and methods of environmental and social monitoring.

This document describes the following information about:

- potential social and environmental impacts of the project;
- the current legal framework regulating the protection and use of natural resources;
- public hearings for population in the implementation of the project;
- grievance redress mechanism.

The requirements specified in the ESMP are mandatory for compliance by contractors. The construction contractor shall have dedicated personnel responsible for the implementation of the ESMP during the construction and installation stage. Appropriate PCU specialists will monitor the implementation of mitigation measures and compliance with good practice prescribed by this

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document, and in case of detection of deficiencies, will notify contractors of the identified issues and require corrective actions to be taken.
The ESMP activities will be included in bidding and contract documents, both within construction works and construction supervision.

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Introduction

The Climate Resilient Water Services Project development objectives are to (i) improve access to water services in selected basins and (ii) improve institutional capacity for climate-resilient water supply and management services at local and national levels.

The project aims to improve - in selected river basins - the coverage, quality and efficiency of water supply, sanitation and irrigation services, as well as capacity building to improve integrated water resources management and the capacity of relevant service providers in the selected basins. At the national level, the Project will improve the institutional capacity of water resources management in terms of climate resilience. Regarding the first part of the PDO, climate resilient water services are defined as water services that achieve coverage and meet quality standards despite possible climate risks (droughts, high temperatures and extreme heat, urban flooding and wastewater overflows, floods and mudflows).

Investments in infrastructure will also help reduce (a) environmental pollution of Zar-Tash village; (b) public health risks associated with exposure to untreated wastewater in the event of climate change-induced flooding, and (c) the energy and greenhouse footprint of service provision. These investments will be designed to minimize greenhouse gas emissions by reducing energy consumption by (i) prioritizing gravity flow solutions for irrigation and drinking water supplies, (ii) improving pump efficiency for service delivery, (iii) reducing nitrous oxide emissions, methane and dioxide emissions carbon as well as biological oxygen demand (BOD) through adequate wastewater treatment and sanitation services and (iv) promoting water conservation through water accounting and on-farm activities. Consequently, this component, by its intensity, has an indirect benefit in terms of climate resilience.

The Environmental and Social Management Framework (ESMF) was prepared for the Project in accordance with the requirements of the WB Social and Environmental Standards. Each activity included in the project financing should comply with the environmental and social risks of the subproject and environmental legislation of the Kyrgyz Republic.

This ESMP outlines environmental impacts and mitigation measures related to the rehabilitation of water supply investments in Zar-Tash subproject. The ESMP activities will be included in bidding and contract documents as part of both construction and technical supervision phases.

The Contractor will be required to prepare and implement site-specific measures to operationalize this ESMP, tailored to the conditions of the subproject. These measures include: an Occupational Health and Safety Plan; traffic and access management measures for the site and surrounding areas; worker accommodation arrangements, where applicable, in cases involving non-local labor; implementation arrangements for the Code of Conduct, including orientation and signature by all workers; and a worker grievance redress mechanism (worker GRM) ensuring a confidential and accessible channel for raising and addressing workforce concerns. These documents shall be approved prior to the commencement of site works and applied throughout the construction period.

Legal and Regulatory Framework

The fundamental principles of managing natural resources and the environment in order to ensure favorable conditions for human life, defining responsibility and compensation for damaged caused, are laid down in the Constitution of the Kyrgyz Republic. Kyrgyzstan has developed a legal framework that ensures the ongoing management of natural resources and the environment and regulates the legal relationship between users of nature and the state.

Current legislation regulates the protection and use of all types of resources: land, water, air, biodiversity, mineral resources. Legislation provides procedures and mechanisms for their management, such as: basic norms and rules for resource use, including norms and rules for

charging fees for environmental use and pollution, environmental monitoring, impact assessment, environmental standards, environmental expertise, environmental control, etc.

The main laws governing environmental management, environmental protection and the need to conduct Environmental Impact Assessment (EIA) in the Kyrgyz Republic include:

(i) Law on Environmental Protection of June 16, 1999 (as last amended on June 13, 2024);
(ii) Law on Environmental Expertise of June 16, 1999 (as last amended on July 31, 2025);
(iii) Law on General Technical Regulation for Ensuring Environmental Safety in the Kyrgyz Republic of May 8, 2009 (as last amended on July 31, 2025);
(iv) Law of the Kyrgyz Republic Technical Regulation on Safety of Drinking Water of May 31, 2011;
(v) Law on Waste of Production and Consumption of August 15, 2023;
(vi) Procedure for Production and Consumption Waste Management in the Kyrgyz Republic (Government Resolution No. 559 dated August 5, 2015)
(vii) Procedure for Hazardous Waste Management in the Kyrgyz Republic (Government Resolution No. 885 dated December 28, 2015)
(viii) Regulations on the Procedure for Environmental Impact Assessment in the Kyrgyz Republic (Government Resolution No. 60 dated February 13, 2015);
(ix) Regulations on the Procedure for State Environmental Expertise in the Kyrgyz Republic (Government Resolution No. 248 dated May 7, 2014);
(x) Other laws regulating the protection and use of natural resources;
(xi) Land Code of the Kyrgyz Republic of 02 June 1999, No. 45 (as last amended on July 18, 2025, No. 85);
(xii) Regulations on Asset Valuation: Asset valuation is carried out based on the Temporary Rules for Valuers and Valuation Companies (Government Resolution No. 537 dated 21 August 2003), Valuation Standards for Valuers (Government Resolution No. 217 dated April 2003.) 3, 2006) and other provisions of national legislation;
(xiii) Civil Code of the Kyrgyz Republic of 08 May 1996, No. 15 (as last amended on November 14, 2025, No. 120);
(xiv) Labor Code of the Kyrgyz Republic of January 23, 2025 No. 23 (as amended on November 14, 2025);
(xv) Law of the Kyrgyz Republic “On Occupational Safety and Health” of 1 August 2003 No. 167 (as amended in July 26, 2016);
(xvi) Law of the Kyrgyz Republic “On Local State Administration and Local Self-Government Bodies” No. 123 of October 20, 2021 (as last amended on October 14, 2025);
(xvii) Law of the Kyrgyz Republic “On the Procedure for Consideration of Citizens' Appeals” No. 67 of 4 May 2007 (as last amended on July 18, 2025);
(xviii) Law of the Kyrgyz Republic “On the Rights and Guarantees of Persons with Disabilities" No. 191 of August 8, 2025.

When carrying out construction/rehabilitation works, the Contractor shall comply with all requirements of the Kyrgyz legislation, SNiP, SanPiN, and the requirements of the following social and environmental standards (hereinafter - ESS) of the World Bank. Otherwise, the PCU has the right to stop construction work until appropriate corrective action is taken and approved.

The project is being implemented under the World Bank’s Environmental and Social Framework (ESF). Mitigation measures are guided by the following World Bank Environmental and Social and Standards (ESS):

ESS 1: Assessment and Management of Environmental and Social Risks and Impacts
ESS 2: Labor and Working Conditions

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ESS 3: Resource Efficiency and Pollution Prevention and Management
ESS 4: Community Health and Safety
ESS 5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement
ESS 6: Biodiversity Conservation and Sustainable Management of Living Natural Resources
ESS 8: Cultural Heritage
ESS 10: Stakeholder Engagement and Information Disclosure.

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Table 1. Gap analyses in the requirements of national legislation and the requirements of the ESS of the World Bank within the framework of the project.
In the event of any dissonance between the KG national laws and those of the Bank, those of the Bank shall prevail.

WB ESS requirements	Environmental and social requirements of national legislation	Gaps	Actions by Project
ESS 1 - Assessment and management of environmental and social risks and impacts - Applicable			
ESS1 identifies, assesses and manages the environmental and social risks and impacts of the project in accordance with the ESS. This standard uses a mitigation hierarchy approach: a) anticipate and avoid risks and impacts; b) if not avoidable, minimize or reduce risks and impacts to acceptable levels; c) once risks and impacts have been minimized or reduced, proceed to mitigate them; and (d) where significant residual impacts remain, offset them if technically and financially feasible. Take differentiated measures so that adverse impacts do not fall disproportionately on the disadvantaged or vulnerable, and that they do not suffer from the sharing of benefits and development opportunities arising from the project. Use national environmental and social institutions, systems, laws, regulations and procedures in the evaluation, development and implementation of projects, where appropriate. Contribute to the improvement of environmental and social performance in a manner that recognizes and enhances the Borrower's capabilities.	• Law “On Ecological Expertise” No. 54 of 1999 (as amended on 04 May 2015). • Law on Environmental Protection No. 53 of 1999 • Law “General technical regulations for ensuring environmental safety”. No. 151 of 2009 • Regulations on the procedure for conducting environmental impact assessment in the Kyrgyz Republic (February 13, 2015, No. 60). • Regulations on the procedure for conducting state environmental expertise in the Kyrgyz Republic (May 7, 2014, No. 248).	The environmental risk classification system under Kyrgyz Republic law is based on the inclusion of a “List” of activities that are either subject to or not subject to EIA. According to the Law "On Environmental Protection No. 53 of 1999", the Law "On General Technical Regulation in the Field of Environmental Safety". No. 151 of 2009, Appendix 1 of the Regulations on the procedure for conducting environmental impact assessment in the Kyrgyz Republic in accordance with Government Decree No. 60 dated February 13, 2015 – Groundwater intakes and water supply systems for settlements, drainage systems are included in the mandatory List of economic activities subject to environmental impact assessment (EIA). The project will be required to undergo the third stage of EIA - assessment of the environmental impact of the proposed activity accompanying the project documentation (Project, Detailed Design). The results of the impact assessment should be formalized as the "Environment" section of the Project (Detailed Design), which includes the Environmental Management Plan. Whereas under the ESF, risk is classified based on due diligence and according to the Bank's classification. However, some provisions of ESS 1 are not fully reflected in national legislation – for example, in relation to social risk assessment, the need to identify vulnerable and disadvantaged groups, and the application of differentiated measures to prevent disproportionate impacts or adverse impacts when sharing development benefits. National legislation also lacks other types of social risk assessment and mitigation, such as public health and safety, although some of these aspects are present in other government regulations, such as air or water pollution, and food safety.	The following tools were prepared for the actions: • ESMF; • SEP; • LMP; • RPF; The ESMF covers the applicable WB ESS and the EHS Guidelines of the World Bank Group. In accordance with the ESF, the more stringent of the national and WB Group regulations will apply. The ESMF includes screening checklists to determine where and when Environmental and Social Impact Assessment (ESIA)/ Environmental and Social Management Plans (ESMPs) are required. Stakeholder Engagement Plan (SEP) outlines strategies and mechanisms for engaging with stakeholders, including affected communities, local authorities, civil society organizations, and other relevant actors. It bridges the gaps between national legislation and the World Bank's ESS by: a. Enhancing Participation: SEP ensures that stakeholders have opportunities to participate in decision-making processes, as required by the World Bank's ESS. It promotes meaningful engagement, thereby providing affected communities a platform to voice their concerns. b. Addressing Communication Gaps: National legislation may not adequately address the communication and information needs of stakeholders. SEP fills this gap by establishing mechanisms for transparent information sharing, disclosure of project-related documents, and effective communication between the project and stakeholders. c. Promoting Social Accountability: SEP strengthens social accountability by establishing grievance redress mechanisms and channels for feedback from stakeholders. This helps address any gaps in national legislation concerning stakeholder grievances and ensures that affected communities have avenues to seek resolution for their concerns.

			Labor Management Procedures (LMP) provides guidelines and procedures for managing labor and employment practices within the project. LMP intended to ensure that the Project complies with all applicable labor laws and regulations and provides fair and safe working conditions for workers. LMP can help to identify potential labor risks and impacts associated with the project and provide guidelines for how to manage them. LMP includes provisions on terms and conditions of employment, non-discrimination, equal opportunity, grievance redress mechanism for workers, occupational health and safety management and management of contractors and primary suppliers. By adhering to the LMP, the project can ensure that it meets the labor requirements of both national legislation and the ESS of the World Bank. The Resettlement Policy Framework (RPF) provides guidance for developing appropriate mitigation measures and providing compensation, rehabilitation assistance for Project impacts in land acquisition, land use restrictions, and involuntary resettlement whose exact location is unknown.
ESS 2 - Labor and Working Conditions - Applicable			
ESS2 recognizes the importance of job creation and income generation in the pursuit of poverty reduction and inclusive economic growth. The standard applies to project workers, including full-time, part-time, temporary, seasonal and migrant workers. Subject to these requirements, the Borrower shall develop and implement written workforce management procedures applicable to the project. These procedures shall define how project workers are managed in accordance with the requirements of national legislation and this ESS. Procedures should consider how this ESS will apply to different categories of project workers, including direct workers, and how the Borrower will require third parties to manage its workers in accordance with ESS 2. The standard recognizes the promotion of occupational safety and health and fair	• Labor Code of the Kyrgyz Republic, 2004. • Law of the Kyrgyz Republic on labor protection of 2003 (Article 2). • Law of the Kyrgyz Republic "On Occupational Safety and Health", 2003 • International Labor Organization March 31, 1992	The Kyrgyz Republic has ratified eleven ILO conventions on issues such as forced and child labor, freedom of association, the right to organize and conduct collective bargaining, non-discrimination and labor inspection. The National Labor Law, with the latest amendments in April 2021, establishes state guarantees of labor rights and freedoms of citizens, creates favorable working conditions, and protects the rights and interests of workers and employers. In addition to this Law, the government has approved fourteen other laws and more than twelve regulatory legal acts that directly relate to labor relations. Taken together, the laws adopted in the country cover many of the goals and requirements of ESS 2. Registration of complaints and subsequent procedures are available in the Law on Citizens' Petitions; however, they are common to all project affected persons and do not define a specific grievance redress process for employees as required in ESS 2.	The project will be implemented in accordance with the applicable requirements of ESS 2 by implementing appropriate health and safety measures, including emergency preparedness and response measures; determination of mechanisms for communication with project workers and inclusion of OHS requirements as technical specifications in tender documents and contracts with contractors and supervisory firm. The EA prepared the LMP, including Code of Conduct and GRM for project workers, within the framework of ESS 2. Component activities will employ direct and contracted workers subject to national labor law requirements and the World Bank Group EHS Guidelines in accordance with ESS 2, which will be addressed in the LMP. PIU will develop the GRM for direct and contracted workers before the project starts. Civil works contracts will include EHS-based social and environmental mitigation measures and the ESMF.

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treatment, non-discrimination and equal opportunity for project workers; prevents the use of all forms of forced and child labor and upholds the principles of freedom of association and collective bargaining with workers, in accordance with national law.			Each Contractor will prepare its LMP and site specific ESMP (for the construction period) addressing the above labor issues. In accordance with ESS 2 and relevant national legislation, the Project prohibits the use of forced and child labor.
ESS 3 - Resources and Efficiency, Pollution Prevention and Management - Applicable			
ESS3 recognizes that economic activity and urbanization often generate air, water and land pollution and consume limited resources that can threaten people, ecosystem services and the environment at the local, regional and global levels. The standard sets out requirements for resource efficiency, pollution prevention and management throughout the life of the project in accordance with Good International Industry Practice (GIIP).	• Law on Environmental Protection 1999. • Water Law, 2009 • Law on Production and Consumption Wastes of 2001	The national regulatory framework for pollution prevention prioritizes the protection of public health and is based on the definition of threshold values for permissible concentrations of pollutants to which people may be exposed. The environmental regulation requires the calculation of expected negative impacts such as emissions, noise, wastewater discharges, waste generation as part of the EIA, to prove the compliance of the proposed project with the established threshold values.	The ESMF covers issues of resource efficiency, pollution prevention and management, it requires that risk definitions and proposed mitigation measures related to the relevant requirements of ESS 3, including raw materials, water use, air pollution, waste generation, be included in the Contractor's ESMP, if applicable. Design, construction/rehabilitation of water supply systems as well as the main equipment, mechanization and automation means must comply with national legal norms and the requirements of international technical regulations and standards. The Contractors will prepare an ESMPs covering all types of possible waste generated during the implementation process including dirt and debris, household waste, hazardous waste if found.
ESS 4 - Community Health and Safety - Relevance - Applicable			
ESS4 considers the community health and safety risks and impacts affected by the project and the Borrowers' respective responsibilities for preventing or minimizing such risks and impacts, with particular attention to individuals who, due to their circumstances, may be vulnerable.	• Law on Environmental Protection • Labor Code of the Kyrgyz Republic, 2004. • Law of the Kyrgyz Republic on labor protection	The general principles of protecting the health and safety of citizens and communities are enshrined in the Constitution of the Kyrgyz Republic and the Law on Environmental Protection. These laws provide that everyone has the right to live in a natural environment that does not harm his health. To achieve this goal, thresholds are established to limit human exposure to hazardous environments based on several physical, chemical and biological parameters.	The following tools were prepared for the solution: • ESMF; • SEP with Project GRM LMP with Code of Conduct The ESMF covers the applicable ESSs and the EHS Guidelines of the World Bank Group. The PIU will take measures, including requiring contractors to develop a health and safety plan as part of the ESMP (during construction phase) to address the impact of moving construction equipment on local communities; measures and actions designed to assess and manage the specific risks and impacts outlined in the ESMF and subsequent ESMPs. All activities will comply with applicable national regulations and ESS 4.
ESS 5 - Land Acquisition, Land Use Restrictions and Involuntary Resettlement - Applicable -			
ESS5 mitigates the inevitable adverse social and economic impacts of land acquisition or restrictions on land use by: (a) providing timely compensation for loss of assets at replacement cost, and	• Civil Code, 1996, 2021. • Land Code, 1999, 2021, (Article 49, paragraph 1, subparagraph 5; Article 66, paragraphs 1, 4; Article 68, paragraphs 1, 3, 4; Article 78, paragraphs 2, 3).	The Land Code of the Kyrgyz Republic states that the withdrawal of land is an exceptional measure for the termination of the right to a land plot. The constitution and several laws refer to the need for compensation for land acquisition, although there are no specific requirements for the preparation of action	Component 1 "Water Supply Investments" may have potential impacts on land acquisition and temporary restriction of land use in the area around the utility facilities if new facilities or additional land for infrastructure improvements are required for project activities.

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(b) assist displaced persons in their efforts to improve, or at least restore, their livelihoods and living standards, in real terms, to pre-displacement levels or pre-project levels, as appropriate, which is higher. This standard improves the lives of poor or vulnerable people who are physically displaced by providing adequate housing, access to services and amenities, and security of tenure.	• Law on State Registration of Rights to Real Estate and Transactions Therewith, 1998 2021 • Decree of the Government of the Kyrgyz Republic "Standards for the valuation of property, mandatory for use by all subjects of valuation activities in the Kyrgyz Republic", dated April 3, 2006, No. 217.	plans for land acquisition or resettlement with a detailed procedure. In accordance with the national legislation of the Kyrgyz Republic, affected persons are those who have formal legal rights to land or property and/or have a right to land or property recognized under national law. The latter mainly concerns land rights allocated by the relevant authorities, but not yet registered in accordance with the law. Users of land or property without proof of such a claim are not entitled to compensation. This is one of the main legal gaps that exist between national legislation and the ESF. The national legislation does not say anything about the rehabilitation and improvement of the living conditions of the households affected by the project, or about special attention to vulnerable persons and additional assistance to them.	Component 2, "Sanitation Development", may have potential impacts on temporary land use restriction in the area around utility facilities, temporary restriction to sanitation facilities. Due to construction work there may be physical displacement as well as economic displacement of households Construction activities are expected to take place within existing infrastructure or on available state and/or municipally owned land. Department for Development of Drinking Water Supply and Wastewater Disposal PIU will avoid or at least minimize the need for involuntary resettlement, temporary and/or permanent land acquisition. To prevent negative impacts, within the framework of ESS5, a Resettlement Policy Framework (RPF). Social-environmental screening check-list was prepared. If during the project implementation (target sites are finalized, scopes of work are determined and designs are prepared), any unanticipated impacts or additional impacts are identified a site-specific Resettlement Action Plans (RAPs) will be prepared in accordance with RPF and implemented prior to the commencement of civil works.
ESS 6 - Biodiversity Conservation and Sustainable Management of Living Natural Resources - Applicable			
ESS6 promotes the sustainable management of living natural resources and supports the livelihoods of local communities and inclusive economic development through the adoption of practices that integrate conservation needs and development priorities. The standard protects and conserves biodiversity and habitats. This standard applies a mitigation hierarchy and a precautionary approach to the design and implementation of projects that may impact on biodiversity.	• Water Code of the Kyrgyz Republic; • Law on Specially Protected Natural Territories; • Law on Biosphere Territories; • Air Protection Law; • Law on the protection of flora; • Fisheries Law; • Law on environmental protection; • Regulations on the protection of surface waters of the Kyrgyz Republic; • List of rare and endangered species of animals and plants listed in the Red Book of Kyrgyzstan.	The Kyrgyz Republic has a strong legal and regulatory framework for the protection, conservation and restoration of biodiversity, but the legal provisions on the sustainable use of natural resources do not provide a regulatory framework to meet the social needs of biodiversity dependent (e.g. forest ecosystems) communities and to derive maximum benefits from their economic use while preserving natural ecosystems, preventing degradation and depletion of their natural resources. National legislation is mainly focused on the protection and conservation of species and to lesser extent on habitat conservation. The Red Book and Red List of Species Law prohibits any activity that damages habitats supporting protected species, meaning that any proposed activity in such habitats must prove that the proposed mitigation measures are sufficient to meet this requirement.	The ESMF includes a screening checklist (Annex 2) to identify potential high risks to biodiversity for specific sites under Component 2. If these risks are identified, so these subprojects will not be funded. In case risks are identified as substantial, a separate Biodiversity Action Plan will need to be prepared. Implementation of Component 2 activities located in natural habitats (including rivers, forest areas, mountain pastures, etc.) will only be eligible for project funding if the requirements of ESS6 are met.
ESS 7 - Indigenous Peoples - Not applicable			
ESS 8 - Cultural Heritage – If applicable			

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ESS8 protects cultural heritage from the adverse impacts of project activities and supports its conservation and considers cultural heritage as an integral aspect of sustainable development. The Borrower will apply internationally recognized methods of field study, documentation and protection of cultural heritage in connection with the project, including by contractors and other third parties.	• Law on the protection and use of historical and cultural heritage.	National legislation comprehensively covers many aspects related to historical and cultural heritage. The Law on the Protection and Use of Historical and Cultural Heritage obliges the state to recognize the common cultural values of mankind to support cultural development and international cultural relations, to ensure the availability of cultural values to the public and to preserve the freedom of expression of every citizen his own cultural identity. The state establishes a system for the protection of objects of local, state and international historical or cultural significance.	Since construction works on rehabilitation of water supply systems will be carried out inside settlements and water supply networks will be laid along existing pipes and communications, identification of cultural and national heritage sites is unlikely. Nevertheless, during the design stage, a thorough survey for physical cultural values will be conducted in determining the design solution. In addition, the procedure to be followed in the event of a find of cultural value will be included in all works contracts. ESMF includes a screening checklist (Annex 2) to determine the presence of cultural heritage, in case of work and accidental discovery of cultural heritage, the procedure will be applied "chance finding" to be included in the ESMPs. In general, the proposed activities will have no direct physical impact on existing cultural heritage sites, indirect impacts from project funded activities will be carefully considered, and mitigation measures provided for in the ESMF will be integrated in the ESMPs if found.
ESS 9 - Financial intermediaries - Not applicable			
ESS 10 - Stakeholder Engagement and Information Disclosure – Applicable			
ESS 10 recognizes the importance of open and transparent communication between the Borrower and project stakeholders as an important element of international best practice. Effective stakeholder engagement can enhance the environmental and social sustainability of projects, increase their acceptability, and make a significant contribution to the successful design and implementation of a project. The Borrower will engage with stakeholders throughout the life cycle of the project, commencing such engagement as early as possible in the project development process and at a time that allows for meaningful stakeholder consultation on project development. The nature, extent and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts. In consultation with the Bank, the Borrower will develop and implement a Stakeholder Engagement Plan (SEP)	• Constitution of the Kyrgyz Republic • Civil Code • Land Code • Labor Code • Law on labor protection • Law on guarantees and freedom of access to information; • Law on Access to Information of State Bodies and Local Self-Government Bodies; • Law on the Procedure for Considering Citizens' Appeals; • Law on local self-government • Law on the rights and guarantees of persons with disabilities	In general, sound legislation exists, but it needs to be applied consistently. Regarding investment projects, national legislation and regulations are focused mainly on stakeholders, interaction at the stage of project preparation. The existing legal framework describes in detail the procedure for dealing with complaints without the division into local, regional/central levels, as in projects funded by IFIs. There are no special rules in national legislation concerning the participation of vulnerable or disadvantaged individuals and groups in public consultations and project activities. Provisions for disclosure of information and meaningful consultation with project-affected persons are not as clear as in the ESF.	The project's priority is to identify the stakeholders that can be positively and negatively impacted by project activities, in particular the impact on people's lives and the sustainability of livelihoods. In this regard, a list of key stakeholder groups was compiled. The information and consultation process shall be started at early stage of Project preparation, including project design, environmental and social assessment, identification of impact mitigation measures, development of the ESF instruments in order to get people's opinions on the project. The project has prepared a SEP outlining all the different types of stakeholders, including vulnerable groups, timing and modalities of communication and consultation. The SEP describes a Grievance Redress Mechanism (GRM) for the Project o address the issue of transparency and feedback.

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proportionate to the nature and scale of the project and its potential risks and impacts.			

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1. General information about the Project area

1.1.Batken district of Batken region

Batken region is one of the three districts of Batken region of Kyrgyzstan. The administrative center of the district is the town of Batken. Batken district is located in the central part of Batken region. The northern part of the district is located within the southern edge of the Fergana valley, and the rest of the district is located in the foothill and mountainous part of the Alay Range. The highest elevation point in the district is 5621 m. The district borders with Leilek district in the west and Kadamjai district of Batken region of Kyrgyzstan in the east, with Tajikistan in the south and north, and with Uzbekistan (mainly with the Sokh exclave) in the north-east. The Vorukh exclave of Tajikistan is also located within the district.
The main rivers of Batken district are the Sokh (with tributaries Kojo-Ashkan, Archa-Bashy and Ak-Terek) and Isfara (in the middle reaches - Karavshin, with a tributary Kshemysh). There are glacial mountain formations on the district territory.
Batken district includes 9 aiyl aimaks and 47 villages.



Figure 1. Location of Batken district

1.2. Environmental and social baseline information for the Zar-Tash village

1.2.1. Geographical location

Zar-Tash village administratively belongs to Tort-Gul aiyl aimak of Batken district of Batken region.
The studied site for the water pipeline is located on the south-west side of Zar-Tash village, at the highest point of the village's terrain, at a distance of 15 km from the administrative center of the Tort-Gul aiyl aimak, and 35 km to the northwest of the district and regional center — the city of Batken. This provides convenient logistical access for both construction and subsequent operation of the facility. The nearest railway station is located in the city of Kyzyl-Kiya, at a distance of approximately 100 km from the village.

1.2.2. Social and economic characteristics

The population of Zar-Tash village is 1079 people living in 209 households. Number of men – 533, women – 546. The population is 99% Kyrgyz. The main population activities are livestock, agriculture, and small business. Number of livestock: 356 cows, 230 sheep, 40 goats, 1 horse, and 1,031 chickens.
According to the passport of Tort-Gul aiyl okmotu, the following municipal social facilities are located in the aimak area:

- general educational institutions - 1;
- preschool institutions – 1;
- feldsher-midwife station – 1;
- libraries - 1;
- club - 1;
- mini football field - 1;

There are 121 students and 19 teachers at Baizhigitov Secondary School.
Ai-Kol Kindergarten has 40 children and 3 teachers.

For the purposes of this ESMP, vulnerable households are identified at the level of local self-government bodies (LSGs). A corresponding list is maintained by the LSG's social protection department, which records socially vulnerable households by established categories (including, among others, low-income families, female-headed households, households with persons with disabilities, and other categories defined under local legislation). This list is used by the project to ensure targeted engagement of such households in consultation and outreach activities, as well as their inclusion in decision-making groups related to the project, so that their interests are reflected in connection planning, tariff discussions, and grievance redress mechanism (GRM) outreach. In terms of affordability, the LSG provides financial support to vulnerable households through subsidies to the municipal water utility, which applies corresponding tariff concessions for this category of consumers when calculating charges. In addition, LSGs typically support the connection of vulnerable households to the water supply system by covering, from the local budget, the cost of utility services and materials required for connection. This approach is intended to reduce barriers faced by the most vulnerable population groups in accessing consultations, participating in decision-making, and connecting to water supply services.

1.2.3. District climatic condition characteristics

The climatic characteristics of the work area given according to long-term observations of the Isfana meteorological station, located at an altitude of 1,180 m. The station is located in the foothills of the northern slope of the Turkestan range, which extends latitudinally. The area around the station and the planned facility is characterized by complex, rugged terrain with a developed network of ravines, gullies, and temporary streams. The climate of the region is **moderately continental**, with distinct seasonality, significant annual and daily temperature fluctuations, and comparatively low precipitation. The average annual air temperature is -9.3°C, with an absolute minimum of -28°C, and an absolute maximum of 37°C. The average temperature during the coldest period (ventilation period) is approximately -6°C. The average daily air temperature falls below 0°C for 61 days, falls below 8°C for 142 days, and falls below 10°C for 160 days, indicating a fairly long cold season. Annual precipitation is 323 mm, with most falling in the spring and fall. Summer precipitation typically occurs in short-term showers and may be accompanied by surface runoff. The maximum depth of the zero isotherm under natural snow cover is 84 cm. Atmospheric humidity is moderate.

Average outdoor air temperature by month, Isfana MS t^0C

I	II	III	IY	Y	YI	YII	YIII	IX	X	XI	XII
-4.0	-1.4	4.2	9.8	14.9	19.0	21.6	20.1	15.3	9.0	9.6	-0.2

- Average annual outdoor temperature: -9,3^{o}C;

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- Absolute minimum air temperature: - 28°C;
- Absolute maximum air temperature: 37°C;
- The calculated temperature of the coldest 5 days: - 13°C;
- Average temperature of the coldest period (ventilation): -6°C;

The total solar radiation incident on a horizontal surface under a clear sky is 7223 MJ/m² per year, with peaks in the summer months (up to 925 MJ/m² in July). High values of solar radiation are characteristic of southern and southeastern exposures, which must be taken into account when siting structures and selecting protective measures for constructions and equipment.
In general, the climatic conditions of the region are favorable for the construction and operation of water supply system facilities, provided that design solutions, standard pipeline burial depths, drainage measures, and protection of structures from the effects of negative temperatures are observed.

1.2.4. Biodiversity

Flora. The vegetation is mainly represented by trees (American elm, white poplar, umbrella plant, common privet and many others) planted along the road and flowers. No plants listed in the Red Book of the K.R. were found on the construction area. The first fresh fruits and vegetables after winter are brought from here. Wheat, potatoes, onions, garlic, cotton, rice and fruit plantations are mainly planted. There is not a free piece of land here, everything is sown.
Fauna. The animal world is represented mainly by birds: sparrows, pigeons, thrushes, swifts, tits, crows, jackdaws, etc. Also represented by a small list of mammals: bats, rodents (house mouse, grey hamster, rats, etc.).
The construction site is located in the built up areas, which determines the presence of synanthropic animal species. No species listed in the Red Book of Kyrgyz Republic were found on the construction site or the adjacent territories.

1.2.5. Engineering and geological report

Engineering geological surveys were carried out in December 2023 by the Engineering Surveys Department based on the technical assignment of Er Zhanar LLC. The works were performed in accordance with the requirements of the current regulatory documents of the Kyrgyz Republic in the field of engineering surveys for construction.

The purpose of the engineering geological surveys was a comprehensive study of the natural and engineering geological conditions of the territory intended for the placement of water supply system facilities, including the water intake site, the water main route, the reservoir site, and the routes of the distribution water supply networks of the village of Zar-Tash.

The obtained data are intended to substantiate design solutions, select structural parameters of facilities, and assess possible engineering geological risks during construction and operation of the facility. Topographic and geodetic works were carried out by a surveying engineer Zhuraev A.; engineering geological investigations and the preparation of this report were performed by engineer-geologist Apsatarov R., using archival materials from previously conducted surveys in this area.
From a geomorphological perspective, the project site is located on the floodplain and on the terraces above the floodplain of the Sokh River. The terrain is flat, with a slight slope toward the north.
The geological structure of the site includes deluvial-proluvial deposits of Upper Quaternary to

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modern age (dpQiii-iy). Lithologically, these consist mainly of a thick layer of coarse-grained soils, overlain by sandy loam and a soil-vegetation layer, and in places by fill material (gravel, pebbles) with a thickness of 0.20–0.30 m. The depth ranges of the soils are shown in the lithological columns.

During the survey period, no groundwater was encountered in excavations up to 5 meters deep. According to archival data, groundwater lies at a depth of more than 7 meters below ground level. The reservoir and water pipeline site is classified as potentially not subject to groundwater flooding.

It is recommended that naturally deposited gravelly soils be used as the foundation for the planned buildings and structures.

According to GOST 20522-75, two engineering-geological elements (EGE) have been identified on the site.

1. Light gray, low-moisture sandy loam of firm consistency, with sparse gravel inclusions and tree and plant roots, with a thickness ranging from 0.50 to 0.80 m. The soil category based on the difficulty of manual excavation is Sandy Loam-II. The conditional design resistance for sandy loam is taken as 2.0 kN/cm². (SNiP 2.02.01-83).
2. Pebbly soil with sandy-loamy aggregate, containing up to 10% boulders, light brown in color, slightly moist, and moderately rounded. Petrographically, it consists mainly of limestone and sandstone. The soil is dense and slightly cemented by clay.

The thickness of the deposits exceeds 5 m. The soil category for manual excavation of gravelly soil is III. The conditional design resistance for gravelly soil is taken as 4.5 kN/cm². (SNiP 2.02.01-83).

According to archival data, the corrosive activity of soils with respect to carbon steel varies from low to high depending on the assessment method. In accordance with GOST 9.015-74, it is recommended to assume high corrosive activity, which justifies the use of anti-corrosion protective measures for metal pipeline components.

In terms of sulfate content, coarse-grained soils are non-aggressive toward concrete in reinforced concrete structures made with all types of cement. The soil category based on the difficulty of manual excavation, as defined by SNiP-IY-5-82, is indicated on the lithological columns of the excavations.

Water resulting from atmospheric precipitation must be drained away from the construction sites. Grading elevations must correspond to the natural slope of the surface. The drainage network must be laid in concrete troughs to prevent leaks. Provision must be made for the maximum preservation of existing greenery and the planting of new.

In the event of a significant change to the site’s topography due to vertical grading, a change in the location of buildings, or a change in their technical characteristics, the report must be updated to reflect the changed conditions.

According to SNiP KR 20-02:2009, the soil category based on seismic properties is II.

According to SN KR 20-02:2024, the earthquake intensity at the site under study is IPE = 9 points, the peak acceleration is agR = 0.49 g, and the design acceleration is 0.539 g.

Overall, the engineering-geological conditions of the site are assessed as acceptable and favorable for the construction and operation of water supply system facilities, provided that design solutions, drainage measures, and corrosion protection requirements are followed.

In the event of changes to the design solutions or structural parameters, or if soils are identified that do not comply with this report, the engineering-geological conditions must be revised, and the corresponding reports must be prepared.

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1.2.6. Hydrogeological conditions and prediction of area flooding of Zar-Tash village

The district is located in the low-mountain Batken basin, which transitions into the Fergana Valley, and is bounded to the south by the Alay and Turkestan Mountain ranges. Within the district are the Adygine-Too, Daud, Kok-Bel, and other mountain ranges. From an engineering geological perspective, the area consists of bedrock formations (hard and semi-hard rocks) that form the mountainous foundation, as well as unconsolidated Quaternary deposits in the intermountain basins and on the slopes, where landslides, gully erosion, debris flows (mudflows), and collapsible soils are widespread. The hydrographic network belongs to the Syr Darya River basin, with water supply derived predominantly from glacier and snowmelt. The district's principal river is the Sokh River, which flows through the territory of the Tort-Gul aiyl aimak. River discharge is partially regulated by the off-stream Tort-Gul reservoir.

Groundwater flooding is widespread along the floors of the small intermountain basins, particularly the Batken and Isfara–Lyakkan basins. It is caused by the impoundment of groundwater flow against protrusions of low-permeability bedrock. Groundwater drainage from these basins is restricted because narrow gaps ("breaches") in the impermeable bedrock barriers are insufficient to convey the accumulated groundwater, resulting in a rise of the groundwater table. Groundwater flooding intensifies during the summer due to the discharge of irrigation return flows, increased runoff from mountain rivers, and seepage from the Tort-Gul reservoir. A significant portion of the flow from mountain rivers infiltrates into the highly permeable coarse-grained deposits that underlie the basins floors, thereby recharging the groundwater system.

A rise in the groundwater table and an expansion of groundwater flooding may occur as a result of increased precipitation and higher air temperatures, which accelerate glacier melt.
According to the groundwater flooding data of the Ministry of Emergency Situations (MES) for Batken district, the village of Zar-Tash is not listed separately among the settlements identified as being vulnerable to groundwater flooding. Based on the available information, it is therefore not classified as a priority area at risk of groundwater flooding.

1.2.7. Seismicity

According to SNiP KR 20-02:2009, the category of soils based on seismic properties is II. According to SN KR 20-02:2024, the earthquake intensity at the study site is IPE = 9 points, with a peak ground acceleration agR = 0.49g, and the design acceleration is 0.539g.

1.2.8. Archaeological and Cultural Monuments Characteristics

No archaeological monuments or finds were found in the area of interest. If artefacts and other signs of historical and cultural heritage materials, as well as fossils are found, it is necessary to stop all construction works and report the findings to the local government, the department of the Ministry of Culture, Information, Sports and Youth Policy responsible for the protection of cultural heritage and archaeological specialists, and also follow the procedure in Appendix 5. The subproject will not affect cultural and national heritage sites.

2. Scope of Works and Identification of Related Environmental and Social Impact Assessment

2.1.Scope of the Works

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The water source is artesian groundwater from the existing well No. 21355-D, equipped with submersible pumps. Water is supplied from the well through the existing water main to two planned pressure tanks, each with a capacity of 150 m³, via a chlorination station to be constructed on the tank site located in the southwestern part of the village of Zartash, at the highest point of the village's terrain. The design maximum capacity of the water intake in the village of Zartash is 10.92 m³/hour or 3.03 L/sec; the total flow rate of the well is 26.0 L/sec. Water is supplied from the well via the existing water main to two planned clean water reservoirs, each with a capacity of 150 m³; the water is disinfected with bleaching powder, and the project includes a chlorination plant building.

The approved water supply system includes the following buildings and structures:

1. Two monolithic reinforced concrete reservoirs with a capacity of 150 m³ each.
2. One chlorination station.
3. One guardhouse.
4. One single-stall restroom.

The water distribution network is designed as a looped and dead-end system, taking into account the terrain.

For the installation of water distribution networks, PE-100 SDR-17 (PN10) polyethylene pipes conforming to GOST 18599-2001 are to be used in the following diameters:

- d75 × 4.5 mm — 1,900 m
- d125 × 7.4 mm — 565 m
- d110 × 6.6 mm — 4,610 m

The water supply network includes 65 water wells, of which 3 are equipped with water taps, 16 with pressure gauges, and 58 with water distribution manifolds. Groundwater along the route of the water supply networks lies at a depth of more than 7 meters below the ground surface.

To drain the water supply networks during repair work and flushing, valves are installed in the manholes to discharge water, which is then pumped into a trough.

To allow air to enter and exit during the filling and emptying of the water main, air vents are installed at the highest points of the pipeline. Concrete supports are provided at the bends of the water main and distribution networks in both horizontal and vertical planes.

Plastic pipes will be joined using flanges. Soft, elastic rubber 4–6 mm thick is used as the sealing material for flanged joints.

When installing flanged joints in the ground, pour bitumen-rubber cold mastic over the joints to protect them from corrosion.

Operational stage

After completion of construction work, operational activities will be carried out by the Municipal Water Supply Enterprise. As part of the project, training will be conducted for the operating organization. Repair and maintenance of the system will be the responsibility of the Municipal Water Supply Enterprise.

2.2.Environmental and Social Impacts and Analysis of alternatives

Two new wells were selected as the water supply source for the villages of Zar-Tash and Chon-Kara. An existing well was available as an alternative water source; however, due to the absence of any documents or information regarding what pipes are used, at what depth they lie, and whether filters are present, the design institute included the drilling of two wells in the project. The Sokh River was also considered as a second alternative; however, this river is transboundary, and furthermore, its water volume is low in summer. In addition, the water from this river is not suitable

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for drinking without advanced treatment. Therefore, the Sokh River alternative is considered the "no project" alternative.
The subproject's activities were also reviewed for compliance with the World Bank criteria and exclusion from the project. The planned work for the subproject is not included in the exclusion list. At the design stage, the PCU conducted environmental and social screening (Annexes 1, 2). Thus, the Zar-Tash subproject was assigned the category "**moderate**".

2.2.1. Environmental Risks

Construction stage

During the construction period, potential environmental risks and impacts resulting from small/medium scale activities for local communities will be limited in scope and include temporary inconvenience from ongoing construction activities and may include: (i) increased pollution due to construction debris, (ii) generation of dust, noise and vibration due to operation, movement and maintenance of construction machinery and vehicles, (iii) risks due to inappropriate disposal of construction debris, and asbestos-containing materials, or small operational or accidental spills of fuel and lubricants from construction machinery on soil and water resources, (iv) inadequate restoration of construction sites upon completion of the works
Such potential environmental impacts will be quickly identified, moderate in magnitude and impact, and can be effectively avoided, minimized or mitigated by including specific measures in construction contracts for implementation by contractors, with strong supervision and control by the PCU and other routine mitigation measures.
The use of construction materials that are hazardous to human health (e.g. asbestos containing materials) is prohibited. Asbestos containing wastes will be collected, removed, and ultimately disposed of in a special protective manner, in accordance with established hazardous materials disposal standards in municipal solid waste landfill approved by government for the disposal of ACMs.
An Environmental and Social Management Plan (Table 1) and an Environmental Monitoring Plan (Section 7) were developed to mitigate impacts during the construction period. The costs for implementing environmental and social mitigation measures are specified in the Bill of Quantities of the subproject and have been taken into account by the contractor when submitting the tender documentation, including measures requiring separate funding, such as stripping of topsoil, tree planting, and dust suppression. Further details are provided in the "Cost of Measures" section of Table 1. Monitoring of the implementation of mitigation measures will be carried out in accordance with the contracts of the Social and Environmental Team of the PCU and the contracts of technical supervision. During implementation of activities, the PCU will have overall responsibility for supervision to ensure that the measures specified in the ESMP are properly implemented. The PCU in cooperation with the Dara subproject local authorities and the Regional Office of the Ministry of Natural Resources and Technical Supervision in Batken oblast shall carry out environmental monitoring of activities during the construction and operation stages.
The subproject will not support activities that have an impact on critical habitats, natural habitats or protected areas. In addition, no funding will be provided for activities that may cause substantial loss or degradation of significant areas of natural habitat.

Operational stage

Some negative impacts are possible during the operational stage: leaks in the water supply system, discharge of water when flushing water pipes;; contamination of groundwater in the absence of effective wastewater treatment and discharge of untreated water into the territory.

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2.2.2. Social Risks

The activities planned under the subproject will have mostly positive social impacts. No significant negative risks are expected, potential social impacts may include:

- possible work-related injuries to workers;
- potential public safety issues due to construction work on the village streets;
- restrictions on land use as a result of construction activities (i.e., access to private properties);
- unauthorized access of the local communities to the operational sites;
- community dissatisfaction with the failure of existing communications;
- low involvement of women in the project;
- problems with household connections of the poor (low-income population);
- possible social resistance against tariff increases;
- limited capacity of local governments;
- actual delays in project implementation;
- change in behavior and water consumption practices.
- risk of sexual exploitation and violence/sexual harassment against the local population
- risks associated with the influx of labor (the average number of workers in a team on a subproject is 12; the projected duration of work on this subproject is 2 construction seasons - 18 months)

Measures to mitigate these potential risks, institutional responsibility for implementing the measures, and monitoring are described in the social part of the Environmental and Social Impact Mitigation Plan (Section 3).

In accordance with the Stakeholder Engagement Plan, developed for this Project, open social interaction is part of the Project's holistic approach to maintaining favorable relations with the local community. The Project uses various methods such as public consultations/hearings, social media, trainings and seminars, information boards and GRM.

To more effectively involve the local population in the decision-making process for a particular subproject, during the initial public hearing where information about the Project is provided, the PCU establishes a Village Water Committee (VWC) at the subproject level, consisting of representatives of aiyl okmotu, aiyl kenesh, elders' council, women council, youth council, vulnerable category of population, ethnic minorities, municipal water enterprise, as well as interested residents of the village.

The main purpose of establishing and interacting with the VWC is to facilitate the Project to broadly involve rural residents in the process of addressing the village water supply and sanitation issues, as well as in:

- dissemination among the rural residents of reliable information on the progress of the project on construction/rehabilitation of the WS and modernization of sanitary facilities of social institutions;
- assistance in increasing transparency and openness in the process of implementation of the Project activities;
- conducting joint monitoring of activities of aiyl okmotu and municipal water enterprise on water supply system management and provision of safe drinking water to the population.

Also, the VWC is part of the main tool for the preventing social risks/conflicts - the Grievance redress Mechanism, through which information is exchanged and community opinions are taken into account at all stages of the project. The GRM includes the consideration of appeals at the local level (Aiyl Okmotu) and at the central level (DDWSWD). Here, an important task of the VWC is

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the initial review, together with PCU representatives, of complaints/appeals arising from the local population regarding the subproject. The local population can contact the VWS in any convenient way and receive an answer/solution to the issue without contracting the Commission at the Aiyl Okmoty level. Thus, the VWC maintains a platform for preliminary dispute resolution that does not require the involvement of official representatives.
More details on the operation of the GRM are provided in Section 7 "Grievance Redress Mechanism". Table 2 of the same section presents a matrix for managing appeals/complaints from citizens affected by the Project.

2.2.3. Involuntary resettlement

Land acquisition and resettlement issues fall under the WB ESS5 "Land Acquisition, Restrictions on Land Use and Involuntary Resettlement". With regard to involuntary resettlement, no impacts have been identified that may result in land acquisition, restrictions on economic activities, or physical resettlement.
A resettlement framework document, the Resettlement Policy Framework (RPF), has been developed for the project. The framework document was made publicly available to the target community, through public hearings and published on www.tunuksuu.kg.The RPF guides the preparation of Resettlement Action Plans (RAPs) during project implementation.
In case of land acquisition, resettlement or damage to community assets, a Resettlement Action Plan will be prepared in accordance with the RPF. RAP will be prepared by the PCU specialist with the support of the relevant LSGs, as well as in consultation with the affected parties. After receiving approval from the WB, the Implementing Agency will publish RAP on its official website and hold public consultations. After finalizing RAP based on the public consultations and obtaining WB approval, the Implementing Agency will proceed with implementation.
According to design decisions, during construction, private lands will not be affected, all distribution networks, water pipelines will be laid by municipal participants; there will not be restrictions on land use (easement).

2.3.Proposed mitigation measures.

All work shall be performed only after the necessary permits and approvals are obtained.

Organizational Measures. Before starting construction work, local construction supervision and environmental protection inspections and the public shall be informed about the forthcoming activities through mass media and/or at sites open for public access (including works sites) by disclosing site-specific ESMPs for each subproject. All activities required for the implementation of environmental and social safeguards and monitoring shall be planned and budgeted in the work plans of the Employer, contractors and subcontractors. All work shall be performed in a safe and disciplined manner that minimizes impact on the public, the environment and the workers.
The Contractor shall prepare and implement a temporary access and traffic management plan before works begin in each section, including safe pedestrian crossings, access to residences and public facilities, signage, advance notification, and special provisions for persons with disabilities, elderly persons, children.
Air pollution control and dust minimization. During construction activities, waste should be stored in a controlled area and sprayed with water to reduce dust generation. Open burning of construction and household waste is not allowed at the site. When transporting any dust-forming materials to the rehabilitation site, the materials must be covered. Dust generation at the rehabilitation/construction site in dry seasons can be minimized by frequent watering the ground, while in hot seasons, it is necessary to spray water on the roads along the excavated trenches at least four times a day.

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Prevention of soil and water contamination. Maintenance and refueling of construction machinery and equipment shall be performed at service centers located at the maximum possible distance from the work site. If this work is performed on-site, the contractor and the PCU will provide an impervious surface for refueling and have a supply of absorbents available in case of an accidental spill. Next, it is necessary to constantly inspect machinery and equipment in order to identify and eliminate malfunctions, as well as maintain mechanical equipment, tools and devices in order to prevent soil and water contamination. Car washing should be prohibited near surface water bodies. Used motor vehicle oil, fuel and lubricant supplies and other hazardous substances should also be stored on an impervious surface, preferably under cover, and should be protected from fire. Where workers' accommodation is located in construction camps, septic tanks or pit latrines shall be provided, and their operation shall not allow direct discharge of water into surface water bodies, contamination of ground water, soil or degradation of sanitary conditions.

Waste Management and Recycling. On site waste management is the responsibility of the contractor. Waste should be minimized, segregated and handled appropriately. Open air burning and illegal dumping of any waste is strictly prohibited. Non-hazardous waste, as well as waste containing asbestos, will be segregated, labelled, evacuated and disposed of at designated landfills as per ACM Management Plan. Excess excavated soil will be returned to officially designated areas. The contractor must obtain permission from the local authorities to remove the waste. Construction equipment and machinery should be maintained at dedicated place at the construction camp. Worn tires, filters and waste oil shall be disposed by the licensed company based on transfer agreement. Containers with lids shall be installed for the collection of household waste. The issue of regular household waste removal should be coordinated with local authorities.

Disposal of dismantled asphalt. During construction, the head of the aiyl okmotu will provide a landfill for the disposal of dismantled asphalt; in the absence of a landfill, the asphalt will be transferred for processing to an asphalt production organization.

Asbestos-Containing Materials Management. During water system rehabilitation, the existing asbestos cement pipes will not be removed; it will be possible to leave existing pipelines in the ground as much as possible. The new water lines will be located parallel to the existing water mains. In cases where existing asbestos-cement pipelines are dismantled, the asbestos-containing materials will be identified, collected, labelled, removed and finally disposed of using special protective measures and in government approved sites for such wastes in accordance with hazardous waste management plan.

The contractor shall develop an Asbestos-Containing Waste Management Plan (an example plan is given in Annex 4). Sanitary norms and rules No. 2.2.3.013-03 "Work with asbestos and asbestos-containing materials" must be observed when working with asbestos-containing waste. Asbestos-containing materials must be disposed of in authorized municipal landfills.

Tree Felling/Cutting Down. During construction of water supply networks, trees and shrubs may be cut down. No mass cutting is envisaged under this subproject. Before starting construction work, inventory of green areas along the route of the planned water pipeline should be carried out with a view to avoiding tree felling/cutting to identify the number of trees to be cut down. The cutting of trees on the municipality's balance sheet will take place only after the attained of appropriate permits, taking into account compensation measures of cut green spaces in the ratio of 1:3. In the case of private tree felling, a RAP will be prepared in accordance with the WB ESS5. If trees of several owners are felled, one RAP can be prepared for a subproject.

Temporary restrictions. In the case of temporary restrictions on access to assets or livelihoods during construction, ESS5, where avoidance of such impacts is not feasible, requires measures to ensure continued access to the affected resources or to provide access to alternative resources with equivalent livelihood-earning potential.

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Child and forced labor. According to the Labor Management Plan developed for this Project, the legislation of the KR prohibits persons under 18 years of age from performing construction and installation works that are classified as harmful to health and hard labor. Child labor and forced labor shall not be used in the subproject. The contractor shall make a commitment against the use of child and forced labor by requesting all necessary documentation upon hiring to confirm the legal working age of the employee. If a minor below the minimum working age is found working on the subproject, measures will be taken for immediate dismissal and to hold the minor accountable, taking into account the best interests of the minor. The PCU staff responsible for supervising the contractor will monitor and report on the absence of child and forced labor. T

Safety and health of workers during construction works. Construction workers will wear appropriate personal protective equipment (hereinafter referred to as PPE): including but not limited to safety helmets, safety glasses, safety harnesses (belts), hand gloves, safety shoes, safety belt with lifeline, high-visibility vests. Before starting construction work, workers shall be trained/instructed on the labor safety rules at the project sites. Further, it will be required to conduct constant inspection of machinery and equipment in order to identify and eliminate malfunctions, to observe equipment repair periods, to train and instruct workers who perform maintenance of mechanical equipment, tools and devices in safe methods and means of work. It is prohibited to: give defective or untested tools for work, as well as leave unattended mechanical tools connected to the electrical network or to compressed air hoses; pull out and twist cables and air hoses; cables and hoses must not intersect with wire ropes, electrical cables; it is prohibited to hold rotating elements of mechanized tools. The applicable national regulations on the safe operation of cranes/earthmoving machines and welding work must be strictly observed.

Procedures in case of accidental finds. Before starting construction work, the PCU shall instruct the contractor's working personnel in case cultural and historical objects are found. If a "chance finds" is discovered during excavation, the contractor shall implement the Chance find Procedure including immediately stopping all physical work on the site and notifying the PCU. The PCU should forward the information to the Ministry of Culture, Information, Sports and Youth Policy of the Kyrgyz Republic and suspend the work until written notification is received from the Ministry with permission to restart the work. The Procedure for chance finds and the Incident Form are specified in Annex 5.

Labor influx, SEA/SH. Workers from contractors brought to the subproject area for work are provided with temporary housing for the duration of construction and installation works. Monitoring the conditions related to temporary housing, food, and services provided to workers under the project is one of the key elements of managing OHS-related risks and promoting the health, safety, and well-being of project workers. The PCU will be obliged to raise awareness through trainings on the prevention and response to SEA/SH, the risks of which may increase due to the influx of labor into the subproject. Regular semi-annual trainings will be conducted for contractor organizations and project institutes with mandatory registration of each training participant. The GRM will maintain confidentiality when handling complaints related to SEA/SH. The Contractor will be responsible for developing personnel management procedures and complying with the Code of Conduct, which contains provisions on SEA/SH.

Decision on the matter of disturbance to local communities. Local communities should be notified of the timing and scope of the planned works. Working hours should be strictly limited to daytime (08:00 to 18:00) on weekdays and the area should be sprayed with water to prevent dust generation. Protective warning tape should be installed along the perimeter of the trenches, and the trenches must be equipped with pedestrian crossing bridges with handrails at intervals no greater than every 200 meters. Warning signs and mobile banners with information about the works must be installed near the work sites. In the event of a traffic closure, the site must be provided

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with a flagger/traffic controller to coordinate the flow of vehicles. The routes children take to educational institutions must be under special surveillance. Temporary ramps must be provided in places that are difficult for wheelchairs and baby strollers to pass. Temporary storage of construction materials and debris shall be done in the subproject area, parking of construction machinery shall not block or restrict access of local residents to their property and public areas or, if unavoidable, alternative temporary access routes shall be organized. Waste and material storage areas, work camps and access roads shall be identified by the Project works and clearly marked. All project employees shall comply with the Code of Conduct (Annex 3).

The following risk management and mitigation measures will be implemented during the operational stage.

- Use of environmentally acceptable fuel.
- Regular maintenance (system warranty period is 12 months)
- Ensure that all warranties and certificates are obtained in accordance with fire safety requirements and emission/air concentration monitoring.
- Ensure correct and efficient use of water resources and prevent water losses, leaks and excessive water consumption - install, operate and periodically check water meters at water consumers.
- In the event of a leak, the operator must shut off the water supply, determine the location and nature of the fault, and then carry out repair work.
- Component 3 includes the procurement of equipment for operation and maintenance, as well as training in the operation of the system.
- When flushing the water mains, water will be discharged into irrigation canals.
- The contractor will develop instructions for the maintenance of the water supply system,
- The project will include training and information work.
- Proper control over the operation and efficiency of local treatment facilities.
- Regular monitoring of the efficiency of treatment facilities.
- Obtaining permission for water use in accordance with the requirements of the legislation of Kyrgyzstan.
- Timely cleaning of the outdoor toilet to be used as needed.

The table below lists the responsible parties and their associated activities.

Responsible site	**Description of duties**
Aiyl Okmotu	On a weekly basis, conducts working planning meetings with the participation of representatives of contractors, the municipal water supply company and regional project specialists in order to discuss and agree of a plan for civil works in certain areas of the village. Based on the results of joint planning of civil works, the Aiyl Okmotu, through its quarterly employees, informs the population about upcoming civil works in their area.
Contracting company	According to the construction schedule, installs information boards and road signs at construction sites in order to regulate the movement of vehicles and the local population. Conducts daily briefings among its workers on occupational health and safety issues and Code of Conduct during construction work under the subproject. Takes action to prevent disturbances to the local community during construction work.

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PCU DDWSWD	Dissemination of information among the local population about upcoming construction work schedules of contractors via WhatsApp messenger. The PCU Technical Supervision Engineers and Regional Institutional Development Specialists provide support and control in the organization of the above activities under the subproject.
Village Water Committee	Receives requests and complaints from the population regarding construction water supply system construction works and, together with the PCU Regional Specialists, discusses and makes decisions at the local level. Assists the PCU in the timely dissemination of information about the project activities under the subproject.

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3. Environmental and Social Impact Mitigation Plan (Table 1).

Environmental and Social Elements	Impacts and Risks	Proposed Environmental Impact Mitigation Measures	Cost of Mitigation Measures	Institutional Responsibility for the Implementation of Measures
Construction Period				
Physical Environment				
Noise and Vibration	During construction works the sources of non-permanent noise and vibration are operating mechanisms (engines) of construction machinery and equipment. There may also be temporary increases in noise and vibration levels along material supply routes.	• Machineries and equipment will be equipped with silencers. • Use of vibration devices that comply with standards, as well as vibration and noise protection devices. • Machinery and equipment will only work from 8 a.m. to 6 p.m., no work will be done at night or weekends. • During work, the engine covers of generators, air compressors and other drive mechanisms should be closed; the equipment should be located as far away from residential premises as possible. • Avoid the use of worn-out vehicles or heavy machinery producing significant noise and air emissions. • Workers will use earmuffs for noise reduction.	Criteria /specifications to be incorporated into bidding and contract documents. It is not considered as a separate cost item.	1. The Contractor shall be responsible for implementation of environmental and social mitigation measures. 2. Contractor shall prepare and have approved a site-specific ESMP implementation plan prior to commencement of works. 3. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 4. PCU Environmental Specialist, Social Development Specialist and Infrastructure Engineer are responsible for overall supervision. 5. State control will be carried out by the authorized state body.

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Soil Pollution	Soil and water contamination during leak detection; water contamination with fuel oil from the use of machinery During the construction period, impacts are accompanied by the following type of work: -earthworks: soil excavation, embankment, backfilling, levelling; -operation of construction machinery. -waste formation.	• Ensure proper selection of areas for construction site location, where SDW collection and safe toilets (possibly bio-toilets) should be provided. • Timely cleaning of territories from fuel oil in case of their contact with the soil • No washing of machinery and equipment in the construction area • Fueling of machinery will be carried out at specialized fuel stations • Vehicles with a defective fuel system exceeding the exhaust gas toxicity standards and hydraulic systems shall not be permitted. • Use of vehicles that have passed technical inspection • No storage and stockpiling of fuel and lubricants and construction materials is allowed to prevent pollution from entering the river • Daily inspections of machinery and equipment for oil leaks.	It is not considered as a separate cost item.	1. The Contractor shall be responsible for implementation of environmental and social mitigation measures. 2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 3. PCU Environmental Specialist, Social Development Specialist and Infrastructure Engineer are responsible for overall supervision. 4. State control will be carried out by the authorized state body.
		• Topsoil Removal Improvement of the territory in accordance with the project.	It is considered as a separate cost item in the EP BoQ (310,0 m3(Zar-Tash and Chon-Kara))	
Atmospheric Air (dust pollution)	Dusting during reconstruction work will be minor and temporary.	• Dust suppression measures and appropriate household activities such as spraying water to prevent	Water irrigation of unpaved roads (wet dust suppression of on-	1. The Contractor shall be responsible for implementation of

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	Air pollutant emissions are expected: - from motor vehicles (machinery) -during road leveling -when using electrical welding.	dust and use of curtains, and construction site fencing. • Use of masks, gloves and protective clothing. • Limit vehicle speeds and select appropriate transportation routes to minimize exposure to dust-sensitive receptors. • Equip vehicles transporting bulk materials with removable tents. Cement is delivered to construction sites only in pre-packed hermetically sealed bags. • The above machinery is ordered only for the period of specific operations and is not permanently located at the construction site. • Vehicles with a defective fuel system exceeding the exhaust gas toxicity standards shall not be permitted. • It is prohibited to burn construction and household waste on the work site. • Keep the surrounding area clean and free from construction debris to minimize dust and contamination. • Organization of proper storage and transportation of flammable and hazardous materials (gas cylinders, bituminous materials, paints, solvents, glass and	site roads and sites) is considered as a separate cost item in the EP BoQ (260 times (Zar-Tash and Chon-Kara).	environmental and social mitigation measures. 2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 3. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 4. State control will be carried out by the authorized state body.

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		rockwool). It should be noted that the construction of facilities will not take place in parallel, but in stages and sequentially, from one facility to another.		
	Use of calcium hypochlorite (chlorine).	• During construction work, chlorine is not expected to be handled, so exposure is avoided. During operational period, it is possible for people working directly with chlorine (in the working area) to be exposed. Resolution of the Kyrgyz Republic dated 29.10.2019 No. 576 “On Approval of the Safety Rules for Handling Strong Poisonous Substances in the Kyrgyz Republic ”	It is not considered as a separate cost item.	
Water resources	Pollution of ground and surface waters, soil flooding.	• Do not allow spills/leaks of fuel oil into the ground, in case of inadvertent spills remove contaminated soil and transport to appropriate locations. • Timely cleaning of areas from fuel oil in order to prevent their entry into local water courses and groundwater together with atmospheric precipitation. • Vehicles with a defective fuel system exceeding the exhaust gas toxicity standards and hydraulic systems shall not be permitted.	It is not considered as a separate cost item.	

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		• Cleaning of outdoor toilet pit from liquid waste and its removal to the municipal treatment facilities according to the Removal Act • No excavation near groundwater sources. • Work areas with machinery, concrete mixers and fuel tanks should be located outside of water protection zones. • Installation of special pallets and other prefabricated equipment in places of possible leaks and spills of fuel and lubricants, technical solutions • Disinfection of pit toilet and filling with soil in accordance with building regulations.		
Construction waste	Pollution of adjacent territories, soil and water resources.	• Before the start of works, to sign an agreement with the local municipality for disposal of construction and household waste at the municipal landfill. • Determination of methods of waste collection and disposal prior to the commencement of work, as well as locations for the main types of waste generated during demolition and construction work • Mineral waste from construction works and waste generated during dismantling of facilities shall be separated from organic, liquid and	It is not considered as a separate cost item.	

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		chemical wastes at the work site, after which they shall be stored at a proper site • All materials and documentation of waste removal and disposal should be properly maintained as evidence of proper waste management practices on site as designed • Recycling of inert material waste (except asbestos) is allowed whenever possible • Construction waste shall be removed at the contractor's expense to the storage sites.		
	Dismantled asphalt.	• During construction, the Head of the Aiyl okmotu will provide a landfill for the disposal of dismantled asphalt; • In the absence of a landfill, the asphalt will be transferred for processing to an asphalt production organization.	It is not considered as a separate cost item	
Asbestos-containing materials	Pollution of the surrounding area and adverse impact on human health.	• Some construction debris may contain asbestos. The Contractor shall train its employees to assess the presence of asbestos-containing materials and determine procedures for safe disposal of asbestos using appropriate protective equipment, storage in sealed containers. Safety requirements for asbestos	It is not considered as a separate cost item	1. The Contractor shall develop an Asbestos-containing Waste Management Plan as part of contractors ESMP. 2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of

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		management are specified in Annex 4. • Asbestos should be handled and disposed of by qualified and experienced specialists using proper protection (masks, gloves and overalls). • Before removal (if removal is necessary), the asbestos will be treated with a wetting agent to minimize the generation of asbestos dust. • Asbestos-containing materials shall not be subjected to breaking or cutting. • Workers should avoid crushing/destruction of asbestos waste and dispose of it in an organized manner at construction sites with subsequent removal to designated areas or burial. • If asbestos material is to be temporarily stored, its waste must be securely isolated in closed containers and labeled as hazardous material. • Hazardous waste transportation to landfills is carried out by specially equipped own transport of the enterprise or specialized transport companies.		potential environmental and social risks. 3. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 4. State control will be carried out by the authorized state body.

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		• Transportation of unpackaged asbestos in open bodies of vehicles is not allowed. • ACM should be safely disposed of at a local hazardous waste landfill, if available, or at a municipal landfill after prior arrangements have been made with the landfill operator for safe storage.		
Vehicles	Local air pollution, terrain; Hazard when moving around in a populated area; Hazard when maneuvering.	• Authorization of technically serviceable vehicles for operation • Observance of speed limits • Vehicle complete set is: medical kit; fire extinguisher; emergency stop sign or flashing red light; wheel stops (at least two). • Sound the horn when reversing • Open parking areas shall have markings identifying parking spaces and driveways.	It is not considered as a separate cost item.	1. The Contractor shall be responsible for implementation of environmental and social mitigation measures. 2. Develop and implement a Traffic and Pedestrian Safety Plan, including trench fencing, temporary crossings, traffic control personnel, and diversion signage 3. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 4. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 5. State control will be carried out by the authorized state body.
	Littering of adjacent property; Restriction of free movement of pedestrians and vehicles.	• Temporary storage of construction materials and debris shall be organized in the subproject area; • Parking of construction machinery and shall not obstruct or restrict local residents' access to their property and common areas. Arrange alternative temporary access routes if necessary.	It is not considered as a separate cost item.	
Organization of the construction site and dismantling of the site after completion	An adverse impact may occur if the Contractor fails to ensure that the area is cleared of construction	Ensure removal of all waste and construction debris from the facilities for disposal at a municipal authorized construction waste	It is not considered as a separate cost item.	

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of construction work	debris, production waste and reclamation of disturbed land during the construction process.	landfill in accordance with the Waste Disposal Contract. Ensure removal of materials, dismantled equipment, etc.		
Biological Environment				
Flora and fauna	Tree and shrub cutting when laying the pipeline routes.	Avoid tree and shrub cutting. If unavoidable, the cutting crown pruning should be carried out strictly along pipe laying routes only after obtaining permits from territorial environmental authorities in coordination with the local governments, taking into account compensatory planting. If it is necessary to cut down municipal trees, the contracting organization should request a cutting permit from Aiyl Okmotu. Then, AO with the approval of the local environmental authorities will obtain a permit to cut down the specified number of trees. When the water pipeline route is completed, a tree inventory should be conducted with the municipality to identify potential trees to be cut for compensation. In case of cutting down municipal trees, compensation in the form of seedlings will be made (the compensation amount is stipulated in the bill of quantities (BoQ). For one tree felled, 3 will be planted.	It is considered as a separate cost item in the EP BoQ (42 pcs (Zar-Tash and Chon-Kara))	1. The Contractor shall be responsible for implementation of environmental and social mitigation measures on site. 2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 3. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 4. State control will be carried out by the authorized state body.

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		The contractor shall plant saplings in the places determined by the aiyl okmotu (AO), drawing up a planting act. In the case of private tree felling, a RAP will be prepared in accordance with the ESS5. If trees of several owners are felled, one RAP can be prepared for a subproject.		
Social Environment				
Occupational health and safety fire safety	Industrial/work placeinjuries	• Compliance with approved occupational health and safety instructions and provisions of the Labor Management Procedures. • Conducting initial and repeated briefings on occupational safety and health (OSH) and fire safety for employees, as well as maintaining a briefing log. • All works have to be carried out using safety methods and disciplines to minimize the negative impact on the public and the environment. • Personal protective equipment must comply with safety standards (mandatory use of protective helmets, masks, if necessary, belts and shoes). • The contractor shall provide workers with: - drinking water during working hours;	It is not considered as a separate cost item.	1. The Contractor shall be responsible for implementation of environmental and social mitigation measures. 2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 3. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 4. State control will be carried out by the authorized state body.

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		- sanitary facility including mobile bio toilets when the crew works with more than 8 people; - medical kits for each construction site to render first-aid - anti-noise headphones, earplugs • Compliance with all fire safety requirements. Availability of equipped fire shields at the sites. • The sites will be equipped with appropriate information boards and signs informing workers about the rules and regulations of work.		
Aesthetics and Landscape	Landscape disturbance can be associated with the accumulation of construction debris.	Once the works are completed, planning and restoration works will be carried out on the distribution network sections.		
Historical and cultural sites	Negative impact on cultural heritage may destroy its value and the loss will be irreparable	Avoid Archaeological/ Historical/ Social/Cultural/ Religious sites during the site selection and constriction period. The absence of such is also confirmed by the results of the social and environmental screening. If cultural heritage is discovered accidentally, the chance find procedure will be implemented (Annex 5)		
Safety and health of workers	Workers can be injured during their work.	• Regional inspectors of the Ministry of Natural Resources, Ecology and Technical Supervision, who control construction works and		1. The Contractor shall be responsible for implementation of environmental and social mitigation measures.

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		environmental safety will be duly notified of the forthcoming project works. • All work shall be performed in a safe and disciplined manner and organized so as to eliminate work-related injury. • Personal protective equipment of workers must meet work safety standards (with mandatory permanent wearing of helmets, protective masks in those conditions where it is necessary, safety goggles, safety harnesses and safety shoes). • Appropriate directional and informational signage will be posted at the site to inform workers of the basic rules and regulations of the work to be performed. • Warning signs, signage, and signal tapes shall be installed for the safety and protection of workers.		2. PCU Technical Supervision Engineer / Technical Supervision Company will provide overall supervision of the construction site, including monitoring of potential environmental and social risks. 3. PCU Environmental Specialist, PCU Social Specialist and PCU Infrastructure Engineer are responsible for overall supervision. 4. Introduce a Grievance redress mechanism for workers, including confidential consideration of anonymous complaints. 5. Develop separate provisions for the placement of workers that meet the requirements of ESS2 6. State control will be carried out by the authorized state body.
Public safety and health	Community member injuries	• Regional inspectors of the Ministry of Natural Resources, Environment and Technical Supervision, local communities should be appropriately informed about upcoming project activities. • Local communities will be appropriately informed about the works through publications and/or	It is not considered as a separate cost item.	1. Implement a Community Notification Protocol specifying minimum advance notice prior to temporary access restrictions, road closures, or utility interruptions. **2.** The Social Safeguards Specialist of the PCU is

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		media alerts and/or information boards in public places (and at work sites). • All permits required by law for the use of waste landfill/dump, as well as approvals from the Sanitary Inspectorate, etc. during construction and rehabilitation works at the site must be obtained. • The contractors shall: - organize parking of machinery at a safe distance from social facilities (schools, kindergartens, hospitals, etc.); - fence the excavated trenches with warning signal tapes; - install road signs, safety signs for pedestrians and drivers, as well as mobile banners with information about the works; - provide a flagger/traffic controller during traffic closures to coordinate the flow of vehicles; - lighting of fences, temporary roads, and pedestrian zones; - provide residents with a sufficient number of safe crossing bridges with handrails (over trenches) - organize temporary pedestrian walkways to bypass excavated areas or work sites		responsible for organizing and coordinating stakeholder consultations, monitoring the contractor's compliance with the social requirements of the ESMP, ensuring the identification, engagement, and consideration of the interests of vulnerable and low-income households during consultations, connection planning, and grievance handling, conducting screening of project activities for the applicability of ESS5 (land acquisition, restrictions on access to resources, and involuntary resettlement), and ensuring the timely preparation of relevant documentation when required.

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Inflow of workers and labor issues	Conflict situations in employment. Unsatisfactory living conditions. Harassment of local residents or vice versa.	Require contractor to: • comply with working and rest conditions; • comply with the labor schedule; • provide job skills training to increase community participation; • provide adequate sanitary facilities (toilets and washing facilities) at the workplace with sufficient supplies of hot and cold running water, soap and hand drying devices; • install a temporary septic tank system for any residential labor camp without causing pollution to nearby waterways; • provide workers who require accommodation with temporary housing under acceptable conditions for the duration of the work: • raise employees' awareness of the overall management of community relations. • Conduct regular training sessions for workers on the intolerance of any form of SEA/SH and strict compliance with the provisions of the Code of Conduct. Provide for appropriate sanctions for non-compliance with the Code of Conduct, including dismissal and imposition of fines:	It is not considered as a separate cost item.	1. The Social Safeguards Specialist of the PCU is also responsible for overseeing the Contractor's implementation of the Code of Conduct, including ensuring that workers are familiarized with and sign the Code, monitoring risks associated with the influx of labor, and supervising the accommodation conditions for workers.

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		• The Contractor must maintain a functioning channel for workers grievances and appeals. Grievances and appeals shall be reviewed with confidentiality regarding the complainant and the subject. The fact of the grievance and the results of its review shall be reported to the PCU.		
Human Communities	Existing communications failure	Timely warning of the population about upcoming shutdowns. Quickly restore the operation of utilities.		Local Self Governments PCU
	Gender quota	• Equal participation, consideration and reflection of women's interests and opinions throughout the project implementation period. • At least 30% of participants in all project meetings and hearings will be women. Under the project, communities will be invited to establish village water committees. At that, at least 30% of the committee members will be women.		Local Self Governments PCU
	Poverty	A plan will be developed under the project to connect poor households to water services.		Aiyl Okmotu (AO) Municipal water supply enterprise PCU
	Possible social resistance against tariff increases	Social mobilization under the project, community outreach (public works, hearings, development and implementation of information campaign plans). Tariffs will be developed taking into account		Aiyl Okmotu (AO) Municipal Water Supply Enterprise (MWSE)/Community Drinking water Users Union (CDWUU) supported by the PCU

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		community views received during public consultations.		
	Limited capacity of local governments	The project includes selected activities aimed at capacity building and technical support to local governments.		PCU
	Actual project implementation delays or construction delays that may pose a threat to public safety	Delays in the implementation of construction work can cause some discontent. In such cases, community outreach will be conducted.		Contractor PCU
Operational Period				
Leaks in the water supply system, water discharge during flushing of water pipes	Leaks in the water supply system and a drop in pressure can lead to poor water quality (dirty water entering the pipeline). In addition, some households may be temporarily left without water.	• Use of environmentally friendly fuel. • Regular maintenance (system warranty period is 12 months) • Ensuring that all warranties and certificates are obtained in accordance with fire safety requirements and monitoring of emissions/air concentrations. • Ensuring correct and efficient use of water resources and prevention of water losses, leaks and excessive water consumption - installation, operation and periodic testing of water meters at water consumers. • In case of a leak, the operating organization must shut off the water supply, determine the location and nature of the	Events, trainings and meetings	Municipal water supply enterprise PCU

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		accident, and then carry out repair work. • Component 3 includes the purchase of equipment for operation and maintenance, as well as training in the operation of the system. • When flushing water pipes, water will be discharged into irrigation canals.		
Source Protection (Sanitary Zone)	○ Fencing the immediate area around the spring capture chamber to prevent access by livestock and unauthorized personnel. ○ Prohibiting agricultural activities, use of pesticides, or dumping of waste within a defined sanitary protective zone. ○ Ensuring proper design of the catch chamber to avoid mixing surface water with drinking water.			PCU
Wastewater management	Pollution of groundwater due to the lack of effective wastewater treatment and discharge of untreated water into the area.	• Proper control over the operation and efficiency of local treatment facilities. • Regular monitoring of the efficiency of treatment facilities. • Obtaining permission for water use in accordance with the requirements of the legislation of Kyrgyzstan. • Timely cleaning of the street toilet, which will be used as needed.	Events, trainings and meetings	School/kindergarten administration, Department of Disease Prevention and State Sanitary and Epidemiological
Possible increase in water tariffs	Currently, utility rates are below cost recovery levels and it is likely that water rates will be revised	The project will build the capacity of local authorities and municipalities responsible for the provision of water services in the project areas.	Events, trainings and meetings	Municipal Water Supply Enterprise, DDWSWD

	upwards once the system is operational. This could lead to public discontent.	This will include topics and support on tariff setting, billing and collection systems, training on operations and maintenance (e.g. disinfection), water quality testing, customer management, grievance mechanisms, human resources and commercial management. The project will also support the preparation of service contracts to clarify and formalize the respective responsibilities of the operator and asset owner and support the management of service quality, tariffs and financing mechanisms. Institutional support at the local level will also focus on strengthening the capacity of the department at the district level, with a focus on sector monitoring and technical support on complex operations and maintenance issues. The project will support the development of connection subsidy strategies and tariff setting mechanisms to meet the needs and requirements of the poorest and most vulnerable.		

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4. Monitoring Plan

Which parameter is to be monitored	Where to be monitored	How will be monitored (instrument type)	When (Measurement frequency)	Monitoring cost. (equipment cost or the amount of contractor costs required to implement the monitoring?)	Institutional Responsibility for monitoring	Start Date
Noise	At construction site and waste dump	Visually	Continuous	Criteria /specifications to be incorporated into bidding and contract documents. It is not considered as a separate cost item.	1. Site inspection is carried out by the PCU to ensure compliance with the ESMP. 2. The state inspectors will oversee the implementation of design solutions during construction and installation works or during the reconstruction of facilities, the quality of construction materials and structures. They will participate in the commissioning of completed construction projects. 3. The state inspectors, implementing the state environmental supervision, have the right to supervise in accordance with the established procedure after providing relevant identification documents in accordance with environmental regulations, standards, environmental protection measures during the project implementation. 4. The person responsible for the protection of the environment and social environment and occupational	After handover of the facility to the Contractor
Air	At construction site	Visually	Continuous			
Transportation	At and near the construction site	Visually	Continuous			
Waste disposal and storage	At construction site and waste dump	Visually	According to plan, but at least weekly			
Soil Pollution	At construction site	Visually	Continuous			
Construction site dismantling	At construction site	Visually	According to plan			

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Trees, shrubs	At construction site	Visually	Continuous		safety of the contractor organization on regular base instructs workers on compliance with safety measures and registers with a specially created logbook about the completion of the instruction. 5. The contractor provides workers with special protective equipment, taking into account seasonality. 6. The contracting organization provides workers with adequate housing, food, first aid kit and also creates sanitation conditions both in the camp/residence base and in the construction site by concluding contracts for the provision of the above types of services mainly with the local population, which have appropriate conditions.	
Absence of grounds for land acquisition (ESS5)	Within the subproject area	Visually	Continuous			
Safety of workers. Briefing log, work log, availability of personal protective equipment.	At construction site	Analysis of documentation, photographic documentation	Continuous			
Working conditions and conditions of temporary accommodation for workers. Operation of the GRM for contractor employees	At the construction site" "In the workers' accommodation camp"	Visually, photographic documentation	Monthly			
Number of employees who have completed	Within the subproject area	Checking the briefing log	Monthly			

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Occupational Health and Safety and the Code of Conduct trainings						
Number of employees who signed the Code of Conduct	Within the subproject area	Documentation verification	Monthly			
Number of recorded occupational health and safety incidents	Within the subproject area	Documentation verification	Monthly			
Number of complaints/appeals from local population received through the grievances redress mechanism (GRM)	Within the subproject area	Documentation verification	Monthly			
Number of SEA/SH cases referred through confidential channels	Within the subproject area	Documentation verification	Monthly			
Number of violations/access restrictions (to roads, water, land, etc.) recorded during construction work	Within the subproject area	Documentation verification	Monthly			

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Number of complaints regarding household connections	Within the subproject area	Documentation verification	Monthly			
Number of vulnerable households consulted	Within the subproject area	Documentation verification	Monthly			
Number of vulnerable households receiving targeted assistance/support	Within the subproject area	Documentation verification	Monthly			

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5. Supervision and reporting

Supervision of the ESMP implementation measures.

During the ESMP implementation, the PCU Environmental Specialist and the PCU Social Specialist will be responsible for overall supervision to ensure that the measures specified in the ESMP are properly implemented. Specialists, in cooperation with local authorities, will monitor social and environmental activities during the construction period.

The Technical Supervision Engineer/Company shall be on the construction site at all times. In addition, the PCU Environmental Specialist, the PCU Social Specialist and the PCU Infrastructure Engineer must visit the construction site at least once a month to monitor compliance with the ESMP requirements during the subproject implementation.

Upon completion of the monitoring the PCU Environmental Specialist and the PCU Social Specialist must submit a report on the site visit to the Project Coordinator. In case of non-compliance with environmental protection measures, a report must be prepared indicating the period for the contractor to eliminate the violations.

Reports on the site visit must include a dedicated social section reflecting the status of implementation of the project's social commitments. This section should cover the following areas: occupational health and safety (OHS); labor relations and working conditions; worker accommodation arrangements (where temporary housing is provided); community safety; access restrictions arising during project implementation; stakeholder engagement activities; functioning of the Grievance Redress Mechanism (GRM), including statistics on grievances received and resolved; SEA/SH-sensitive grievances handled separately in accordance with principles of confidentiality and survivor-centered approach; results of ESS5 screening related to involuntary resettlement and restrictions on access to resources; and a list of identified non-compliances together with corrective actions taken, including implementation timelines.

During social and environmental monitoring, special attention will be paid to accidents and incidents. If accidents resulting in serious injury or death are identified, the Contractor or Technical Supervision Engineer must immediately notify the PCU, and they will be recorded in the subproject registry.

The accident should be classified as severe, serious or minor, with a description of the type and cause of the accident. If accidents are identified, they will be recorded in the report and categorized as severe, serious and minor with a description of the type and cause of the incident.

Regular subproject progress reports submitted to PCU by the Technical Supervision Engineer /Company on the ground must include information on the implementation of the environmental and social management plan. This section should contain information and description of monitoring activities, as well as description of problems identified and methods for their elimination.

In case of accident, the Technical Supervision Engineer /Company will immediately inform the PCU. In line with the ESCP PCU will notify the World Bank within 48 hours after receiving information about the incident or accident.

Institutional responsibility for the ESMP implementation

№	Responsible	Duties
1	Ministry of Natural Resources, Ecology and	Reviews the “Environmental Protection” section developed by the design institute as part of the design and estimate

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	Technical Supervision of Kyrgyz Republic	documentation for the rehabilitation of the water supply system, and issues an environmental conclusion.
2	Environmental and Technical Supervision Service under the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic	Carries out state supervision and control on environmental and technical safety issues at construction sites of subprojects
3	Department of Disease Prevention and State Sanitary and Epidemiological Surveillance under the Ministry of Health of the Kyrgyz Republic	It is a state supervisory body responsible for monitoring the quality of drinking water. Conducts surveys and takes samples of drinking water, examining physicochemical and microbiological indicators. Samples shall comply with the requirements of the Law of the Kyrgyz Republic Technical Regulations "On the Safety of Drinking Water".
4	Local Self Governments	Ensure that stakeholders are informed Fulfill the terms and conditions of the Cooperation Agreement Assist in conducting public hearings. Resolving grievances during the implementation of the RAP. Pay compensation for land and assets of PAPs, as per the RAP
5	PCU Environmental Specialist	Full project environmental support. Environmental Screening. ESMP preparation. Environmental monitoring of construction works. Occupational health and safety. Training for stakeholders (contractors, LSGs, community, etc.) Issuing instructions to contractor.
6	PCU Specialist on Social Issues	Full project social support. Social screening. ESMP preparation. Social monitoring of construction works, including stakeholder engagement, community health and safety, grievance management, land acquisition, and labor influx management (including, among others, Codes of Conduct and SEA/SH) working conditions of the contractor's employees, temporary accommodation conditions. Training for stakeholders (contractors, LSGs, community, etc.) Issuing instructions to contractor. GRM management.
7	Technical Supervision Engineer / Company	Conducts daily socio-environmental monitoring of construction works Issues instructions to contractor Conducts training and outreach to contractor Submits monthly report to PCU on fulfillment of socio-environmental requirements.
8	Contractor	Performs the ESMP activities and the Environmental Protection Section, which received a positive state environmental conclusion.

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		Submits monthly report to PCU on the implementation of socio-environmental activities.
9	Community Drinking Water Users Union and/or municipal water utilities	Actively participate in the process of construction and/or rehabilitation of drinking water supply systems, public supervision of construction work and compliance with the requirements of the ESMP. Providing the local population with safe drinking water. Ensure sustainability of water supply systems after construction and/or rehabilitation.

6. Public consultations

In accordance with the Stakeholder Engagement Plan prepared for this Project, one of the methods of stakeholder engagement is public consultations/hearings. As part of the project startup, the PCU will organize meetings to launch project activities in the project area. The PCU Environmental and Social Safeguards Team will organize and conduct public meetings according to the schedule of Project activities during the lifecycle of the subproject. Minutes of public meetings, hearings, and introductory meetings will be recorded, and participant sign the registration sheets and photos will be attached to confirm the activities conducted. The PCIU Public Relations Specialist is involved in the project activities to prepare and post information about the subproject on the PCU website and social media throughout the project cycle in the state and official languages. Social media channels will be used as much as possible to disseminate information, since social media usage rates are high among beneficiary users of different ages and backgrounds.

The organization and conduct of public consultations/hearings is be carried out with the active participation of stakeholders, as listed in the table below.

Responsible site	Description of duties
PCU	Prepare an official letter addressed to the head of the AO about the intention to hold a public hearing on social and environmental safeguard measures during the project implementation period. Conducts a preliminary meeting in the subproject with the participation of the head of the AO, the management of the municipal water supply enterprise, and the chairman of the Aiyl Kenesh regarding the organization of a public hearing for the local population. Prepares presentation materials about the Project, social and environmental safety measures. Based on the results of the public hearing, makes additions or changes to the ESMP and submits it to the WB for approval.
Aiyl Okmotu	Responsible for organizing the premise for holding a public hearing. Informs the local population about the upcoming public hearing on the water supply project and assists in ensuring maximum community participation. Moderates the public hearing, keeps minutes and registers participants of the public hearing.

Design Institute	Presents the final design decision of the subproject to the participants of the public hearing.

7. Grievance Redress Mechanism

In accordance with the requirements of the World Bank's Social and Environmental Standard ESS10, the PCU will apply its Grievance Redress Mechanism (hereinafter GRM) as part of relevant component activities during the Project operation. The GRM will streamline the process of receiving, reviewing and resolving grievances that may arise as a result of the implementation of Project activities in the subproject.

The GRM process is necessary to enable direct and indirect beneficiaries, stakeholders and Project staff, at all stages of the Project implementation:

- to access information about the Project;
- at all stages of the Project operations to submit their appeals for improvement of the Project activities;
- in increasing transparency and openness in the process of implementation of the Project activities;
- timely addressing issues/problems preferably at no cost and with a guarantee of timely resolution.

Citizens' appeals directly related to the Project implementation are subject to consideration. Appeals or complaints can be either individual or collective. The mechanism will also allow for anonymous complaints to be filed and addressed. In accordance with the Law of the Kyrgyz Republic “On the Procedure for Consideration of Citizens' Appeals” dated 4 May 2007 No.67, citizens/residents of subprojects can send any appeals on issues related to the scope of the Project at all stages of its implementation. This GRM will apply to the entire Project, but will focus on the construction and/or rehabilitation component of the water supply system, as direct adverse impacts from Project activities will be experienced by residents/populations living in the Project area, and social, environmental, and other issues may arise during the design, construction, and/or rehabilitation of the drinking water supply and sanitation system.

GRM key objectives:

- Register, verify, review, follow up and respond to complaints or appeals received related to social, environmental and any other issues related to Project activities;
- To reach mutually agreed solutions satisfactory to both the Project and Project-affected persons, and to resolve any grievances locally in consultation with the aggrieved party;
- To facilitate the development process at the local level while maintaining transparency, as well as to establish accountability to project affected persons;
- Establish feedback;
- Encourage vulnerable individuals and/or groups to express their views.

7.1. Grievance Redress and Resolution Process

The mechanism for addressing /appeals of citizens affected during the Project implementation period and providing appropriate responses on social and environmental safety measures and gender issues will be implemented according to the following three levels, i.e. grievance commissions will be established.

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It is important to note that the PCU will implement the approach used in the community mobilization activities through the establishment of Village Water Committee (hereinafter VWC) of village consisting of representatives of aiyl okmotu, aiyl kenesh, council of aksakals, council of women, council of youth, vulnerable category of population, ethnic minorities, Municipal Water Supply Enterprise, and interested rural residents. The main purpose of forming and interacting with the WC is to facilitate the Project to broadly involve rural residents in the process of addressing the village water supply and sanitation issues, as well as in:

- dissemination among the rural residents of reliable information on the progress of the project on construction/rehabilitation of water supply system (WS) and modernization of sanitary facilities of social institutions;
- assistance in increasing transparency and openness in the process of implementation of the Project activities;
- conducting joint monitoring of activities of aiyl okmotu and MWSE on water supply system management and provision of safe drinking water to the population.

Establishment of the Village Water Committee (VWC) of the village at the subproject level is carried out at the introductory village, where information on the Project, agreement on the composition of the VWC and the adopted Regulation on the VWC are provided, which are all together recorded in the Minutes of the general introductory village meeting. At the first meeting of the WC, a chairperson, a secretary and a person responsible for promotion of the GRM in the subproject are elected. The VWC will handle the tasks of reviewing complaints at the initial or preliminary level. Any interested party will be able to contact the VWC with a complaint or appeal, and if the party is not satisfied with the decision, they will be able to contact a higher-level Commission.

Further, the Commission for consideration of citizens of the local level is established at the level of aiyl okmotu on the basis of the Order of Aiyl Okmotu consisting of the Head of Aiyl Okmotu, who is the Chairman of the Commission, the Chairman of Aiyl Kenesh is appointed as the Co-Chairman of the Commission, representatives of the regional branch of the state institution “Cadastre”, the territorial department of the MNRETS KR, the DDPSSES of the MH KR, Director of MWSE, the Chairman of the WC subproject, village resident and representative of the PCU in the subproject.

Regarding the Commission for consideration of citizens' appeals at the national level within the framework of the ongoing PCU DDWSWD Project, this Commission is established by the Order of the DDWSWD with No. 27/p dated 09.11.2023. The Commission is composed of:

- The Director of the Department for the Development of Drinking Water Supply and Wastewater Disposal (DDWSWD) is the Chairman of the Commission for consideration of citizens' appeals;
- The Head of the Drinking Water and Wastewater Disposal Unit of the DDWSWD is the Co-chairman of the Commission;
- Representative of the State Agency for Civil Service and Local Self-Government;
- Representative of the Department of the Ministry of Natural Resources, Ecology and Technical Supervision of the Kyrgyz Republic;
- Representative of the Department of Disease Prevention and state sanitary and epidemiological supervision of the Ministry of Health and Social Development of the Ministry of Health of the Kyrgyz Republic;

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- PCU Director;
- PCU Environmental Specialist;
- PCU Social Safeguards Specialist

In table 2 provides information on levels, timeframe and responsible persons for consideration of appeals and complaints of citizens and stakeholders.

Table 2. Framework for managing appeals/complaints from citizens affected by the Project.

Step	Impact level	Process	Timeframe
1	Decision at the subproject village water committee (VWC) level.	At the initial stage, the VWC listens to the Applicant and proposes acceptable solutions. If, the Applicant is not satisfied with the decision of the VWC, he or she shall file a complaint in writing with the local Grievance Commission.	2-3 working days
2	Decision at the aiyl okmotu level	Upon receipt of a written request from the Applicant, the AO Commission at the local level will analyze the request and prepare a package of documents. The decision of a majority of the Commission members shall be considered final and the final MoM shall be signed. The decision shall be made within 14 working days with sending the conclusion of the commission's decision to the Applicant. If the Applicant is not satisfied with the decision of the Commission, he/she shall submit an appeal in writing to the Central Level Commission with the opinion and supporting documents received at the local level.	14 working days
3	Central level solution	Upon receipt of a written appeal from the Applicant, the Commission at the central level will review and prepare the appeal package. The formal hearing shall be held on a date agreed upon by the Commission members. The Commission members will contact the Applicant by telephone and organize a visit to the Applicant's community to verify an objective assessment of the facts and verify their accuracy if necessary. Within 14 working days of the filing of the appeal, the Commission will make a decision and sign the final MoM for further submission to the Applicant.	14 working days

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At all levels, the PCU Social Safeguards Specialist will maintain direct communication with the Project Affected Person (PAP). The project will determine the validity of the grievance, notify the complainant that he/she will be provided assistance. A response will be provided within the above timeframes indicated in the matrix above, during which time meetings and discussions will be held with the affected person. In the cases when the resolution of a complaint requires a special inspection (expert examination), requesting additional materials or taking other measures, the deadlines for resolving complaints may be exceptionally extended, but for no more than 30 calendar days in accordance with the Law of the Kyrgyz Republic dated 4 May 2007 No. 67 "On the Procedure for Consideration of Citizens' Appeals". The project will support PAPs at all stages to resolve the complaint and ensure that their complaint is addressed in the best possible way.

The Project's GRM is not an obstacle to appeal to the court, in accordance with the legislation of the Kyrgyz Republic, a PAP has the right to appeal to the court at any stage of consideration of his/her grievance. Anonymous complaints will be reviewed and actions will be taken on them within the Project.

7.2 Register of appeals/complaints.

All incoming complaints or appeals are to be registered in a local and national complaints register, the information from which is duplicated in an electronic database. The database should contain, at a minimum, relevant information on the date of submission, registration number, nature of the issue, responsible person, timeframe for problem resolution and feedback (positive/negative).

The following communication channels have been established under the current PCU project through which residents/beneficiaries can send appeals at different stages of project implementation:

- WhatsApp group is an instant text messaging system for mobile devices with voice and video support to the following GRM numbers: + 996 998 544 575 и +996 707 544 575;
- oral or written communications received during on-site working meetings and by Project field specialists in the subproject;
- incoming correspondence on purpose to the PCU reception desk;
- incoming e-mail correspondence office@tunuksuu.kg
- by mail - Bishkek, Baytik Baatyr str. 34.
- by phone: + 996 (312) 54-54-55

7.3. Handling sensitive grievances

Given the Standards for the Prevention of Sexual Exploitation and Abuse/Sexual Harassment (SEA/SH), which the World Bank requires all WB-financed projects to adhere to, these standards and responsibilities are also to be adhered to, whereby measures are taken to raise awareness on prevention and mitigation of SEA/SH. At all stages of project implementation, all the PCU staff and contractors will be informed on understanding the principles of control and prevention of the SEA/SH risks. The GRM will ensure access and confidentiality of the grievance mechanism, and will ensure that the applicant does not fear likely retaliation. These complaints will be investigated without any delay and all responsible will be held accountable. The SEA/SH issues will require certain additional measures:

- Gender sensitivity will be taken into account in the hiring of social work specialists to work in the PCU.
- Safeguards specialists will be informed of the SEA/SH issues.

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- In addition to sociocultural sensitivity and non-violent communication in employee training, the SEA/SH will be on the agenda as well. Training for employees will include the following information about the SEA/SH:
    - ✓ Definition of violence against women in national and international instruments;
    - ✓ Types of violence (physical, sexual, economic, emotional);
    - ✓ Legal Sanctions.

    - The grievance mechanism will be accessible and will ensure the confidentiality of personal information.
    - Awareness-raising activities will be conducted to inform women about the application of the mechanism. The following types of information will be provided in these activities:
        - ✓ Women's rights;
        - ✓ Self-defense in cases of violence and sexual assault. Emergency phone numbers;
        - ✓ Contact information of institutions and organizations to which they can apply;
        - ✓ Grievance mechanism and privacy policy.
- The principle of confidentiality of the grievance mechanism will be repeated in all information materials.

The Project will use additional mitigation measures proportional to the risk. The Contracting organization will be responsible for developing personnel management procedures, health and safety plans, and the SEA/SH protocols that will apply to its own employees and employees of (sub)contractors who are employed by the Project. These procedures and plans will be submitted to the PCU for review and approval before contractors are allowed to begin construction work. All contractors will be required by contract to commit against the use of child labor and forced labor, to take measures regarding the effects of the SEA/SH, and PCU personnel responsible for contractor oversight will monitor and report on the absence of forced labor and incidents of the SEA/SH. All personal data and complaints received by GRM will be treated confidentially unless the Applicant consents to the disclosure of their personal information. In particular, the confidentiality of sensitive issues and the SEA/SH complaints from communities will be respected.

When handling grievances related to sexual exploitation and abuse/sexual harassment (SEA/SH), the Grievance Redress Mechanism must apply a survivor-centered approach based on the following principles: confidentiality - information about the survivor and the circumstances of the incident is disclosed only with their consent and solely to individuals authorized to provide assistance; informed consent - the survivor makes decisions regarding further steps (seeking assistance, case referral, etc.) based on complete and understandable information, free from coercion; non-discrimination - grievances are handled regardless of the survivor's gender, age, social status, nationality, or other characteristics; safety of the survivor - priority is given to the survivor's physical and psychological safety throughout the handling of the grievance, including measures to prevent re-victimization and retaliation; referral to service providers - the survivor is provided with information on available medical, psychosocial, legal, and other support services, and, with the survivor's consent, referral to appropriate service providers is arranged; no requirement for detailed evidence - survivors are not required to provide detailed information or evidence of the incident through the GRM; the primary function of the mechanism is to ensure a safe response and referral to specialized services, rather than fact-finding or investigation.

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7.4. WB Grievance Redress Service

Communities and individuals who believe that they are adversely affected by a World Bank-supported Project may also file complaints directly with the Bank through the Bank's Grievance Redress Service (GRS) (http://projects-beta.worldbank.org/en/projectshttp://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-serviceoperations/products-and-services/grievance-redress-service). A complaint may be submitted in English, Kyrgyz or Russian, although complaints written in languages other than English will require additional time. You can file a complaint with the Bank's GRS through the following channels:

- by e-mail: grievances@worldbank.org
- by fax: +1.202.614.7313
- by mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA
- To the World Bank Office in the Kyrgyz Republic, Bishkek, J. Abdrahmanov Str. 191, Bishkek, Kyrgyz Republic, bishkek@worldbank.org, and by phone: +996 312 625262

The complaint should clearly state the adverse impact allegedly caused or likely to be caused by the Bank-supported project. It should, where possible, be supported by available documentation and correspondence. The applicant may also indicate the desired outcome of the complaint. The complaint must include the name of the applicant or designated representatives and contact information. Grievances filed through the GRS shall be addressed as soon as possible so that Project-related issues can be quickly resolved.

ENVIRONMENTAL SCREENING FORM

Part 1. GENERAL INFORMATION

Subproject Name	Zar-Tash village
Estimated Cost	
Subproject Site	Batken Region, Batken District, Tort-Gul Aiyl Aimak
Subproject Objectives	Construction
Proposed Main Activities:	
Name of Evaluator/s	U. Amanbaev
Date of Field Appraisal	27.01.2026

Part 2. BRIEF DESCRIPTION OF THE PROPOSED ACTIVITIES

The project includes construction activities. The source of water supply will be underground artesian water from the existing well No. 213545-D equipped with submersible pumps. The water intake site is located in the southwestern part of Zar-Tash village, approximately 1.2 km from the left bank of the Sokh River. The estimated maximum capacity of the Zar-Tash water intake facility is 10.92 m³/hour or 3.03 l/s, while the total well yield is 26.0 l/s. Water from the well will be supplied through the existing water pipeline to the proposed clean water reservoirs with a capacity of 150 m³ each (2 pcs.). Water disinfection will be carried out using bleaching powder, and the project includes the construction of a chlorination room.

The water supply network has been designed as a combined ring and dead-end system, taking into account the terrain conditions and the street layout. The water supply network will be constructed using polyethylene pipes in accordance with GOST 18599-2001, SDR 17 PE100: d125×7.4 mm (L=565 m), d110×6.6 mm (L=4,610 m), and d75×4.5 mm (L=1,900 rm). The water supply network will include 65 water wells, including 3 wells equipped with water intake columns, 16 wells with fire hydrants, and 58 wells with water distribution unit.

Groundwater along the water supply network route is located at a depth of more than 7 meters below ground level. The depth of penetration of the zero-degree isotherm under natural snow cover is 75 cm. The seismicity of the area is rated at 8 points.

1. Well drilling – 2 pcs.;
2. Reinforced concrete clean water reservoirs (CWR) with a capacity of 150 m³ each – 2 pcs.;
3. Metal clean water reservoirs (CWR) with a capacity of 400 m³ each – 2 pcs.;
4. Chlorination room – 2 pcs.;
5. Water pipeline – 4.02 km;
6. Water supply network – 27.36 km;
7. External electrical networks;
8. Watchhouse – 3 pcs.

Part 3. ENVIRONMENTAL BASELINE INFORMATION OF THE SUBPROJECT SITE BRIEF DESCRIPTION

Category of Baseline Information	Brief Description

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GEOGRAPHICAL LOCATION * Name of the Area (District, T/A, Village) * Proposed location of the sub project (Include a site map)	Batken Region, Batken District, Tort-Gul Aiyl Aimak, Zar-Tash village. The village is located along the Osh–Batken national highway. Currently, Zar-Tash village does not have water storage reservoirs or water intake facilities. Water supply to the population is provided directly from the river without prior treatment and disinfection. 
LAND RESOURCES ***** Topography and Geology of the area * Soils of the area * Main land uses and economic activities	Zar-Tash village is located in a foothill zone characterized by a complex and rugged terrain. The area has a pronounced slope towards the river valley, from which water is currently directly abstracted. The elevation of the area ranges from 760 to 790 meters above sea level. The geological structure is represented by proluvial and alluvial deposits, including loams, sands, and significant inclusions of gravel and pebble materials. The average depth of soil freezing during the winter period is 0.4–0.6 meters. The predominant soil types are sierozems (light and typical), which are characteristic of the arid zones of Batken Region. **Agricultural land:** Most of the land is used for arable farming (irrigated land) and pastures. **Crop production:** The residents grow rice and vegetables and are engaged in horticulture, particularly apricot cultivation. **Livestock farming:** A significant portion of the Aimak's land is used as grazing pastures for small and large livestock. **Infrastructure:** Part of the land is designated for residential development and public facilities.

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	Water supply networks are being laid along existing roads and municipal lands.
WATER RESOURCES * Surface water resources (e.g., rivers, lakes, etc.) quantity and quality * Ground water resources quantity and quality	Zar-Tash village is located in close proximity to the Kojo-Ashkan River. Currently, the water resources of the Sokh River serve as the main source of both drinking and irrigation water supply for the village residents. Under the current project, the water supply source will be located within Zar-Tash village. As part of this project, the provision of drinking water to the village will be ensured through a new well planned for construction in Zar-Tash village.
BIOLOGICAL RESOURCES * Flora (include threatened / endangered / endemic species) * Fauna (include threatened /endangered / endemic species) * Sensitive habitats including protected areas e.g. nature reserves and forest reserves	**Flora (Plant Life):** Within Zar-Tash village and the areas designated for construction activities, no rare, endangered, or endemic plant species listed in the Red Book of the Kyrgyz Republic have been identified. The vegetation cover of the area is mainly represented by cultivated plantations (orchards) and wild grasses typical of foothill zones. **Fauna (Animal Life):** No endangered or specially protected animal species have been identified within the subproject area. Since construction activities will be carried out within already developed and populated areas, the project is not expected to have adverse impacts on wildlife habitats or migration routes. **Protected Areas:** There are no specially protected natural areas within Zar-Tash village or in the immediate vicinity of the construction sites, including state nature reserves, natural parks, or forest reserves.
CLIMATE * Temperature * Rainfall	The climatic conditions of Zar-Tash village are determined by its geographical location in the foothill zone of Batken District. The climate is sharply continental and dry, with significant daily and annual temperature fluctuations. It is characterized by a long, hot summer and a relatively short but cold winter. Summer period: July is the hottest month of the year. The average temperature ranges from +27°C to +28°C; however, during daytime hours, the absolute maximum temperature may reach +40°C or higher. High temperatures contribute to intensive evaporation of moisture. Winter period: January is the coldest month. The average temperature ranges between -3°C and -

	5°C; however, during cold-air outbrake, temperatures may decrease to -15°C to -20°C. Soil freezing depth: An important engineering parameter that averages 0.6–0.8 meters in this region. This is taken into account when laying water pipes to prevent them from freezing. Precipitation: The average annual precipitation is relatively low and amounts to approximately 200–350 mm. Precipitation is distributed very unevenly throughout the year, with the majority occurring during the spring (March – May) and autumn periods. During summer, there is almost a complete absence of rainfall for 2 – 3 months. In winter, the snow cover is unstable and generally remains thin.
SOCIAL * Number of people potentially impacted * Type and magnitude of impacts (i.e., impact on land, structures, crops, standard of living) * Socio-economic overview of persons impacted	The potentially affected population comprises more than 1,063 people, representing approximately 206 households. Social facilities, including a secondary school, are also located within the project impact area. The installation of pipelines will be carried out on municipal land along existing roads. No demolition of permanent structures or acquisition of private land is planned. Upon completion of the works, road surfaces and soil layers will be restored. The project is expected to have a significant positive impact. The provision of safe drinking water will contribute to: ・ reducing the incidence of waterborne diseases; ・ improving sanitary and hygiene conditions; ・ saving time for local residents (particularly women and children), who previously spent time collecting and transporting water. *Socio-economic characteristics of affected persons:* Employment: The main sources of income for local residents are agriculture (horticulture and livestock farming) and labor migration. Income level: Most households belong to the middle and below-middle income categories. Access to safe drinking water is a critical factor in reducing household expenditures on medical treatment and the purchase of transported water. Vulnerable groups: The village includes multi-child families, elderly people, and persons with disabilities (PWDs), for whom uninterrupted access to water at home is an essential necessity.

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PART 4: SCREENING CRITERIA FOR IMPACTS DURING SUBPROJECT IMPLEMENTATION, AREAS OF IMPACTS AND IMPACTS EVALUATION AND POTENTIAL MITIGATION MEASURES

Screening Criteria for Environmental Impacts

Пункт	Item			Areas of Impacts						Impacts Evaluation
	Is this subproject site/activity within and/or will it affect the following environmentally sensitive areas?			Extent or coverage (on site, within 3-5km or beyond 5km)			Significance (Low, Medium, High)			
		No	Yes	On Site	Within 3-5 km	Beyond 5 km	Low	Medium	High	
1.0	Screening Criteria for Environmental Impacts									
1.1	National parks or game reserve	**No**								
1.2	Wetlands	**No**								
1.3	Productive traditional agricultural /grazing lands	**No**								
1.4	Areas with rare, endangered or other interest flora or fauna	**No**								
1.5	Areas with outstanding scenery/tourist site	**No**								
1.6	Within steep slopes	**No**								
1.7	Forested or near forest or will impact forest	**No**								
1.8	Along lakes, beach or river	**No**								
1.9	Near industrial activities	**No**								
1.10	Near cultural heritage sites	**No**								
1.11	Within prime surface run off	**No**								
1.12	Will the subproject	**No**								

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	discharge to or otherwise impact water bodies?									
2.0	Screening Criteria for Impacts during Implementation and Operation									
	Will the implementation and operation of the subproject within the selected site generate the following externalities/ costs/impacts?	**No**								
2.1	Deforestation	**No**								
2.2	Soil erosion and siltation	**No**								
2.3	Siltation of watercourses, dams	**No**								
2.4	Environmental degradation arising from mining of construction materials	**No**								
2.5	Damage to wildlife species and habitat	**No**								
2.6	Increased exposure of communities/ workers to agro-chemical pollutants	**No**								
2.7	Hazardous wastes (pipes, etc.)	**No**								
2.8	Nuisance - smell or noise	**No**								
2.9	Ground and surface water quality	**No**								
2.10	Increase in costs of water treatment	**No**								

2.11	Soil contamination	**No**								
2.12	Loss of soil fertility	**No**								
2.13	Salinization or alkalinisation of soils	**No**								
2.14	Reduced flow and availability of water	**No**								
2.15	Long term depletion of water resources	**No**								
2.16	Incidence of flooding	**No**								
3.0	Consultation (comments from beneficiaries and other project affected peoples)	**No**								Public hearings are scheduled for early August, as the design institute is finalizing the design documentation



The place where the well will be located

Summary: CHECKED AND CATEGORIZED AS (LOW, MODERATE, SUBSTANTIAL, HIGH)

Any subproject annexes that include actions that are coincident with actions that are included in sub-project lists of excluded subprojects for financing and that may have significant environmental or social risks will be disqualified. If the answer to one of the following questions is YES, then the application should be excluded.

Risk rating justification:

If all recommendations that will be given during the development of the ESMP are followed, the risk rating can be classified as moderate.

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Social Screening Checklist

Project Name:	**Tort-Gul Subproject, Zar-Tash village, population is 915 people**					
Date:	**28.01.2026**					
Guiding Question	**Answer**			**ESF Instruments Required**	**Level of Risk[1]**	**Remarks**
	Y	**N**	**TBD**		**Y**	**N**
ESS1: Assessment and Management of Environmental and Social Risks and Impacts ***(Please note all projects financed by the Bank through Investment Project Financing will apply ESS1)***						
Is the location of the project in a sensitive location considering ecological, social, cultural, region/national heritage, spiritual or other important values?	no					
Have alternative locations for project activities been evaluated that would avoid and/or reduce potential social risks and impacts?	no					
Does the project present risks to and impacts on individuals or groups who, because of their circumstances, may be disadvantaged or vulnerable (for example due to their age, gender, ethnicity, race, religion, dependence on unique natural resources, climate change, disabilities, land tenure, social or economic status, sexual orientation and identity)	no					Due to the high demand for water, the residents of Zar-Tash village are looking forward to the implementation of this water supply project. This survey was conducted among the residents of Zar-Tash village. The existing water supply system is outdated, and as a result, the water supply to the village is limited.
Will the proposed project be located in an area with existing tensions, conflict/dispute and/or instability and, therefore, likely to exacerbate E&S risks/impacts?	no					During the meeting with representatives of the Zar-Tash Aiyl Okmotu, it was noted that there are no conflicts, disputes, or signs of instability within the project area.
Will the proposed project be located in an area of high crime or are there other issues that pose a risk to public security and/or safety?	no					According to the Aiyl Okmotu, the crime rate in the area is very low. The residents of the village are friendly and consistently provide mutual assistance and support to one another.
Are there any legacy issues in the project's area likely to exacerbate E&S risks or impacts (i.e., health risks to local communities associated with previous contamination; legacy issues with regard to involuntary resettlement) and associated	no					According to the Aiyl Okmotu, there are no historical or cultural heritage sites in the area where the project will be implemented.

[1] High, Substantial, Moderate or Low

Project Name:	Tort-Gul Subproject, Zar-Tash village, population is 915 people					
Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
facilities/subprojects?						
Will the proposed project be located in an area where climate risk and/or natural hazards (i.e., earthquake, land or mudslides, floods, volcanos, storms, storm surge, etc.) could affect project viability, exacerbate environmental impacts and/or present an increased safety concern to project-affected communities?	no					The climate is sharply continental and arid, characterized by significant daily and annual temperature fluctuations. It features long, hot summers and relatively short but cold winters. The average annual precipitation is low, ranging from approximately 200 to 350 mm. Precipitation is distributed very unevenly throughout the year, with most rainfall occurring during the spring (March–May) and autumn seasons. Summers are characterized by an almost complete absence of rainfall for periods of 2–3 months. During winter, the snow cover is generally thin and unstable. No floods, mudflows, or other flooding events have been recorded in the area. 
ESS2: Labor and Working Conditions						
Does the subproject involve recruitment of workforce including direct (consultants, etc.), contracted (including workers), primary supply (of materials, etc.), and/or community workers (non-paid volunteer workers)?	Yes, there is a possibility					The bank requires certified specialists from the contractor - these are a foreman, plumber, mechanic, welder. The rest of the unskilled workers may be recruited from among the local population, or neighboring villages where the project will be implemented. There is also a PCU Regional Consultant in Batken district.
Is there risk or potential for the employment of child labor and/or forced labor?	no					Child labor is excluded due to the fact that all construction and installation work will be carried out in accordance with the requirements of the World Bank's ESF, and control will be carried out by the PCU
Is there a risk that forced labor, child labor, or other harmful or exploitative forms of labor are involved in the primary supply chain?	no					CIW will be carried out in accordance with the ESMP, which includes all relevant social safeguard measures required by the World Bank.

Project Name:	Tort-Gul Subproject, Zar-Tash village, population is 915 people					
Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
Are skilled workers available in local areas?	Possibly					This issue will be considered by the contractor when recruiting the required specialists. However, according to the requirements of the World Bank, certified specialists will be required from the contractor - foreman, plumber, mechanic, welder.
Is there a risk that women may be underpaid when compared to men when working on the project construction?	no					The terms of remuneration for women directly depend on the head of the contractor when interviewing for a particular position within her competence. Gender equality issues will be continuously monitored by the PCU.
Is there potential for hazardous work conditions that may expose workers to unsafe work practices or exposure to hazardous substances or conditions?	no					As part of the recruitment process and in compliance with World Bank requirements, weekly occupational health and safety (OHS) training will be provided to the contractor's workers by the regional PCU representatives and designated environmental and social safeguards specialists.
ESS4: Community Health and Safety						
Is an influx of workers, from outside the community, expected? For example, will the development of the project have the potential for immigration of workers and persons seeking employment?	There is a possibility					During project implementation, the contractor may recruit workers, including personnel from neighboring villages.
Would workers be expected to use health services and other social services of the community?	yes					According to the Decree of the Government of the Kyrgyz Republic dated 16.05.2011 No225 "On Approval of Regulatory Legal Acts of the Kyrgyz Republic in the Field of Public Health", employees of water supply facilities and persons servicing water supply networks are subject to mandatory and periodic medical examinations upon admission to work.
Are there service providers in project area to support survivors who suffer GBV/SEA/SH?	yes					Yes, if it means the Inter-District Department of Labor, Social Security and Migration of the Batken region. Also, this issue will be under the constant control of the PCU specialist on social issues.
Are project activities, civil works or buildings located in areas prone to natural disasters or extreme weather events?	no					According to the Aiyl Okmotu, no floods, mudflows, inundations, or other emergency situations have been observed in the village for a long period of time. The climate is sharply continental and arid, characterized by significant daily and

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Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
						annual temperature fluctuations. 
Does the project involve a potential for community exposure to water-borne, water-based, water-related and vector-borne diseases?	no					All personnel involved in the construction of water intake facilities will undergo pre-employment and periodic medical examinations in accordance with the relevant Resolution of the Government of the Kyrgyz Republic. In the event of an adverse epidemiological situation in the project area, the relevant healthcare authorities responsible for the area will provide notification. In accordance with the Law of the Kyrgyz Republic "On Public Health", upon the detection of infectious, non-communicable, or parasitic diseases within a specific area, healthcare authorities will undertake all necessary measures to prevent the spread of diseases. Accordingly, contractors operating in the project area will be informed and all relevant precautionary measures will be implemented.
Will the project have direct impacts on ecosystem services that may result in adverse health and safety risks to affected communities?	no					CIW will be carried out within the framework of the ESMP, which outlines all environmental and social requirements. The PCU will conduct monitoring of the implementation and compliance with the ESMP.
Could the project expose communities to emergency events or hazards that involve health or safety risks?	no					During CIW, regular occupational health and safety (OHS) briefings will be conducted for contractors, technical supervision personnel, and other relevant stakeholders.
Would outside workers create pressures on existing community services (water, electricity, health, recreation, others?)	no					Based on experience, the number of contractor workers engaged during CIW is expected to be limited. Therefore, no significant increase in demand or additional burden on the existing municipal services is anticipated.
Does the project present risks of Gender-Based Violence (GBV), Sexual Exploitation and Abuse (SEA) and/or Violence against Children (VAC)?	no					Prior to the start of construction work, all employees of the contractor will undergo trainings on GBV, SEA, VAC, as well as sign a Code of Conduct, which will limit the risks of GBV, SEA.

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Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
Is there a risk of HIV/AIDS, other sexually transmitted diseases or other contagious diseases as a result of project works?	no					Prior to the start of CIW, the contractor's employees will be briefed on SEA/SH issues and sign the Code of Conduct and limit proximity to the public. It should also be noted that according to health authorities, the incidence of sexually transmitted diseases in this area is minimal.
Is there a risk of COVID-19 community transmission as a result of project works?	yes					In the event of cases of COVID-19 in the project area, healthcare organizations will take all necessary measures to prevent infection for the contractor's employees, including the issuance of personal protective equipment, etc.
Is there a risk that existing cases of GBV and/or VAC in communities may increase as a result of project works?	no					Village water committees will be created, which will be involved in the project, and there will be constant control and monitoring by the PCU specialists
Would any public facilities, such as schools, hospitals or pagodas be negatively affected by the project?	no					The LGB will ensure the implementation of all necessary safety measures during the project implementation period, in accordance with the World Bank's Environmental and Social requirements.
Does the project involve use of security personnel during preparation, construction, operation and/or decommissioning?						This issue will be discussed with the contractor. The PCU specialists will provide all necessary recommendations and guidance to ensure compliance with safety requirements.
Will project activities result in disruption of traffic in the project area?	no					The subproject site is located far from major highways and nationally significant roads; therefore, no significant impacts or disturbances to traffic flow are expected. 

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Project Name:	Tort-Gul Subproject, Zar-Tash village, population is 915 people					
Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
Would project activities required setting up of a worker's camp?	yes					Prior to the commencement of CIW, the contractor may establish worker camps for personnel hired from other regions, in the event that qualified specialists are not available locally at the subproject site.
Is there a risk that women, ethnic groups and/or other vulnerable groups may not benefit and/or be more adversely impacted by the project?	no					No, such a risk is not anticipated, as the local population is awaiting the implementation of the subproject due to insufficient access to safe drinking water.
Does the project involve the new construction, rehabilitation or upgrading of existing dams or water resource infrastructure dependent on the operation of dams? If so, what may be the associated social risks and impacts?	yes					There are no risks. The project provides for the construction of a new water intake structure and water supply system.
ESS 5 – Land Acquisition, Restrictions on land Use and Involuntary Resettlement						
Will the project involve the acquisition or taking of land using any of the following modalities? - Involuntary taking of land by the state - Voluntary donations of land or assets by individuals, households, business or communities - Involuntary loss of structures, assets, crops or trees - loss of assets or access to assets that leads to loss of income sources or other means of livelihoods - Involuntary restriction of households' land use and livelihoods	No, none of the above methods will be applicable.					The project will be allocated a land plot that is on the balance sheet of the Aiyl Okmotu or a municipal enterprise. No involuntary land acquisition or resettlement will be required for this subproject.
Will the project require the involuntary relocation of any individuals, households, groups, or communities?	no					The design institute will prepare a master plan, taking into account the social screening of the PCU Specialist, where all red lines will be taken into account and agreed with the LGBs.
If the taking of land for project activities lead to adverse impacts on livelihoods, will this impact be different for women and men?	No land acquisition will be required					In the event that land plots are acquired for project activities, the PCU specialists will conduct additional screening, and the next steps will be determined in accordance with World Bank requirements.

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Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
In addition to loss of land and physical assets, will the taking of land involve the loss or restriction of access to protected areas or natural resources upon which individuals or communities depend?	No land acquisition will be required					There are no protected areas or protected natural resources within the area where the subproject will be implemented.
Will the project affect land rights or land use rights?						The subproject will be implemented only in the territory allocated by Aiyl Okmotu.
Does land acquisition or resettlement affect disadvantaged or vulnerable individuals, households or groups (i.e., informal settlers, women, people without legal title, poor, minorities, refugees)? If possible, describe how this may be different for men and women in these groups.	No land acquisition will be required					The subproject will be implemented only in the territory allocated by Aiyl Okmotu.
Are there any squatters or temporary residents living in state land that need to be moved due to project activities?	no					
Does the subproject involve use of goods and equipment on lands abandoned due to social tension / conflict, or the land-use rights are disputed or cannot be ascertained?	no					No social tensions or conflicts were identified in this area during the screening.
Is there agricultural land in project commune available for "land for land compensation"?	yes					If necessary, this issue will be raised by the Aiyl Okmotu and addressed through a commission-based review process. 
Are there resettlement sites available for relocation?	No resettlement will be required					
ESS7						
Are there ethnic minorities living in the project area in line with	no					Not applicable to the Kyrgyz Republic

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Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
ESS7 (self-identification, collective attachment, different customary/ economic/ political/ cultural institutions, distinct language)? *For projects with a presence of ethnic minorities, it is suggested that the "Presence of Ethnic Groups Checklist" is also completed to confirm requirements of ESS7.*						
Will any project activities be implemented on lands or territories which are under the customary control, ownership or use of such ethnic groups?	no					
Will such ethnic groups be affected (positively or negatively) by project activities? If possible, describe how this may be different for men and women.	no					
Will any project activities affecting these groups meet the ESS 7 criteria for FPIC (i.e., adverse impacts on land/natural resources, resettlement of ethnic groups, or impacts on cultural heritage?)	no					
Does the project intend to use cultural/custom of project-affected ethnic individuals and/or communities for commercial purposes?	no					
Are project activities likely to be controversial or contentious with ethnic groups?	no					
ESS8						
Are the works, located in or near a cultural/heritage area? Or located near graves, temples or other sacred sites? Is relocation of graves, cultural heritage expected?	no					There are no historical or cultural heritage sites, burial sites, or other similar objects within the project implementation area.
Are project activities likely to affect tangible and/or intangible cultural heritage as defined under ESS 8 (i.e., archaeological sites that comprise any combination of structural remains, artifacts, human or ecological elements,	no					There are no archaeological sites within the subproject area. This was visually confirmed during the screening process. A designated area for burials is located outside Zar-Tash village.

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Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
and may be located entirely beneath, partially above, or entirely above the land or water surface)?						
Has the project checked for the likelihood of intangible cultural heritage in the project area based on the UNESCO list of Intangible Cultural Heritage in Vietnam, secondary sources (such as academic papers), and/or consultations with stakeholders?	No, they were not					Information was provided by the LGBs confirming the absence of cultural and historical heritage sites within the project area.
Will the project activities involve excavations, demolitions, earth movements, flooding or changes to physical environment that could affect cultural heritage values?	no					No, the project does not involve the demolition of buildings or excavation activities that would affect cultural heritage sites, as there are no such sites in Zar-Tash village.
Are project activities located in legally recognized and/or legally protected areas or defined buffer zones designated for the protection of cultural heritage? Will the project activities affect cultural heritage in non-designated or legally recognized areas or protection zones?	no					There are no legally recognized or legally protected areas within the subproject site.
Will project activities affect natural features of cultural heritage such as sacred groves, spirit forests, or culturally important landscapes?	no					There are no sacred groves, spirit forests, etc., within the subproject area. 
Will the project affect cultural heritage assets that are movable (i.e., rare books, manuscripts, paintings, etc.) that could be endangered by the project?	no					
Does the project intend to use cultural heritage of project-affected parties (individuals and communities) for commercial purposes?	no					
ESS10 ***(Please note all projects financed by the Bank through Investment Project Financing will apply ESS10)***						

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Project Name:	Tort-Gul Subproject, Zar-Tash village, population is 915 people					
Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
Is there a grievance redress mechanism in place for the project?	yes					At the district level, an order No. 02-08/87 dated 8 June 2026 was issued by the Tort-Gul Aiyl Okmotu to approve the Grievance Redress Mechanism. The order established the composition of the grievance review commission and approved the Commission's Regulation.
Has the consultation process identified all stakeholders including targeted beneficiaries, which include the poorest group, in particular women, ethnic groups and people with disabilities?	yes					The Aiyl Okmotu has a registry of socially vulnerable families and households. Additional activities will be undertaken in the future to further assess and address the needs of these vulnerable groups.
Does the project involve activities or initiatives which are known to be sensitive or controversial among project stakeholders?						
Has there been meaningful public dialogue, engagement, consultation and disclosure in the past about the project and its associated E&S risks and impacts?	yes					During the project's launch phase, official meetings were held at the Batken Regional Administration, where discussions were conducted regarding the project being launched in Batken region. The meetings involved representatives of the Batken Regional Administration, heads of Aiyl Okmotu, district representatives of municipal enterprises, and other relevant stakeholders, including discussions on environmental and social risks.
Is there the potential for any public opposition for the project?	no					No risks of potential public opposition to the project have been identified. During the screening process conducted in Zar-Tash village, it was determined that the local population has a significant need for access to safe drinking water, as the existing water supply system is outdated and water provision is currently limited.
Have NGOs expressed specific concerns about the project?	no					No comments or concerns were received from NGOs.
Is the project likely to face any barriers to consultation and information disclosure, transparent sharing of project information among stakeholders, or other aspects that could affect meaningful consultations? If possible, describe how this is different for men and women.	no					WhatsApp groups will be created under the subproject to disseminate reliable and accurate information from the LGBs to the local population.

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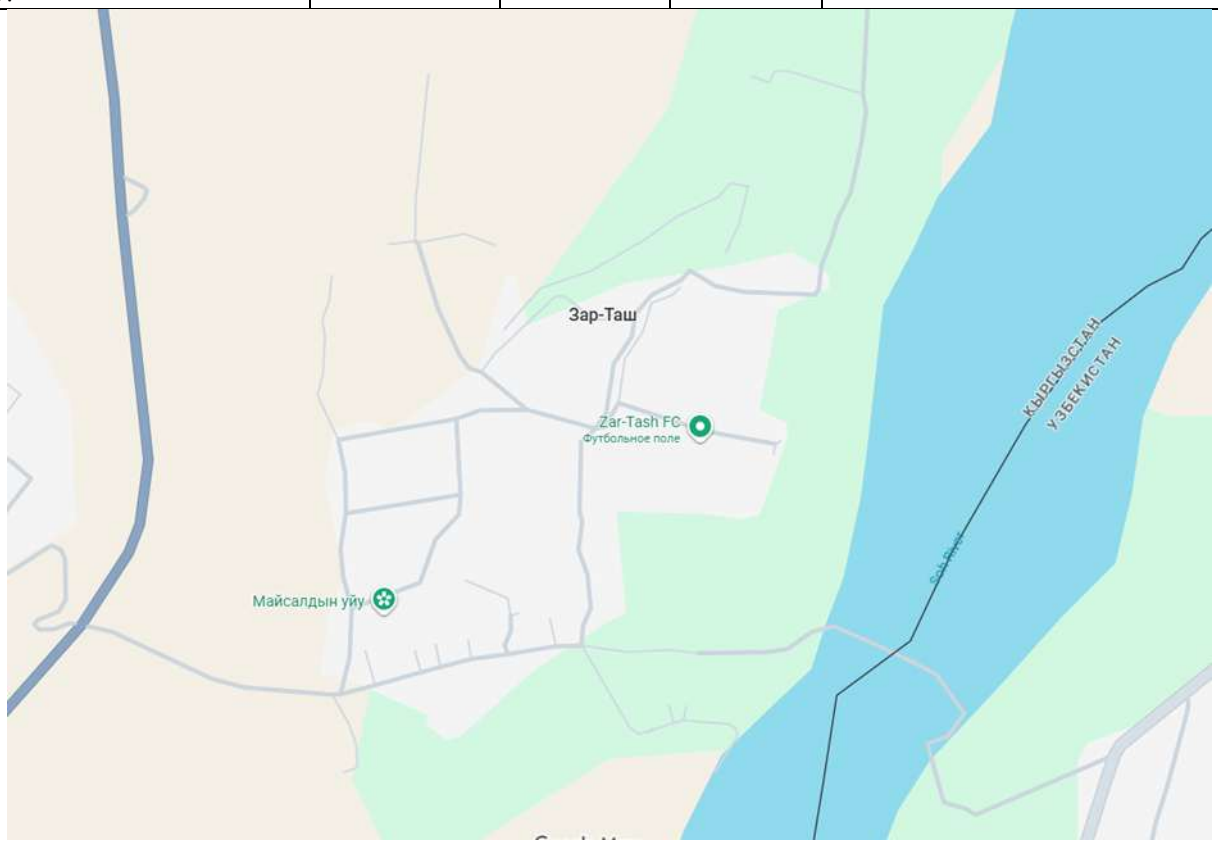
Date:	28.01.2026					
Guiding Question	Answer			ESF Instruments Required	Level of Risk[1]	Remarks
	Y	N	TBD		Y	N
Are stakeholders familiar with the World Bank's Environment and Social Framework (ESF), its requirements and procedures of the WB?	yes					During official visits, the PCU provided comprehensive information about the project, including the ESF and requirements of the World Bank's.



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Annex 3. Code of Conduct

CODE OF CONDUCT TO BE OBSERVED BY THE CONTRACTING ORGANIZATION (HEREINAFTER REFFERED TO AS THE CONTRACTOR)

Code of Conduct for Contractor Personnel: Form

We, the contractor, [*enter Contractor's name*], have signed a contract with [*enter Employer's name*] for [*enter description of Work*]. These Works will be carried out at [insert Site and other locations where the Works will be carried out]. Our contract requires us to take measures to address the environmental and social risks associated with the Works, including the risks of sexual exploitation, sexual violence and sexual harassment.

Note:

The minimum content of the Code of Conduct form established by the Employer shall not be materially altered. However, the Contractor may add requirements as necessary, including to address issues/risks associated with the Contract.

This Code of Conduct is part of our measures to address the environmental and social risks associated with our operations. It applies to all of our personnel, employees and others employed on the construction site or elsewhere where work is being performed. It also applies to the employees of each subcontractor and any other personnel assisting us in the performance of the Work. All such persons shall be referred to as **"Contractor Personnel"** and shall be bound by this Code of Conduct.

This Code of Conduct defines the behavior we require of all Contractor Personnel.

Our workplace is an environment where unsafe, abusive, angry or violent behavior is unacceptable and where all people should feel comfortable raising issues and not fearing punishment.

REQUIRED BEHAVIOR

The Contractor's personnel shall:

1. Perform their duties with integrity and competence;
2. Comply with this Code of Conduct and all applicable laws, regulations and other requirements, including requirements to protect the health, safety and welfare of other Contractor Personnel and any other person;
3. Maintain a safe working environment, including by:
   - ensuring that workplaces, machinery, equipment and processes under everyone's control are safe and free from health hazards;
   - wearing the necessary personal protective equipment;
   - using appropriate measures for chemical, physical and biological substances and reagents; and
   - following applicable emergency operating procedures.
4. Report work situations that he/she believes are unsafe or pose a health hazard, and to withdraw himself/herself from work that he/she reasonably believes poses an immediate and serious danger to his/her life or health;5. treat others with respect and do not discriminate against certain groups such as women, people with disabilities, migrant workers or children; not engage in sexual harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractor or Employer personnel;

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5. Report work situations that he/she believes are unsafe or pose a health hazard, and to withdraw himself/herself from work that he/she reasonably believes poses an immediate and serious danger to his/her life or health;
6. Treat others with respect and do not discriminate against certain groups such as women, people with disabilities, migrant workers or children;
7. Not engage in sexual harassment, which means unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature with other Contractor or Employer personnel;
8. Not to engage in sexual exploitation, which means any actual or attempted abuse or misuse of a position of vulnerability, inequality of position or trust for sexual purposes, including but not limited to obtaining monetary, social or political advantage from the sexual exploitation of another person;
9. Not to participate in forced sexual activity, which means actual coercion or coercion of a sexual nature by physical force, under unequal or coercive conditions;
10. Not engage in any form of sexual activity with anyone under the age of 18, unless previously married;
11. Attend appropriate training courses to be conducted on the environmental and social aspects of the Contract and to include health and safety, sexual exploitation and abuse and sexual harassment;
12. Report violations of this Code of Conduct; and
13. Not retaliate against any person who reports violations of this Code of Conduct, whether to us or to an employer, or who utilizes the grievance mechanism provided for contractor personnel or the project grievance mechanism.

RAISING CONCERNS

If any person witness's behavior that he/she believes may constitute a violation of this Code of Conduct, or that otherwise concerns him/her, he/she should raise the matter immediately This can be done in one of the following ways:

1. Contact [*enter the name of the PCU Social Specialist with relevant experience in handling cases of sexual exploitation, sexual abuse and sexual harassment, or, if such a person is not required by the Contract, another person designated by the Employer to handle these matters*] in writing at the following address [ ] or by telephone [ ] or in person at [ ]; or
2. Call [ ] to the Employer's hotline (*if available*) and leave a message

A person's identity will be kept confidential unless suspected involvement is provided for under the laws of the country.

Anonymous complaints or claims may also be made and will be given due and appropriate attention. We take all reports of possible misconduct seriously and will investigate and take appropriate action. We will provide guidance and additional information to service providers who can help support the person experiencing the alleged incident, as appropriate.

No penalty will be imposed against any person who in good faith reports any conduct prohibited by this Code of Conduct. Such punishment will be a violation of this Code of Conduct.

CONSEQUENCES OF VIOLATING THE CODE OF CONDUCT

Any violation of this Code of Conduct by Contractor Personnel may result in serious consequences, up to and including termination of employment and possible referral to law enforcement authorities.

FOR THE CONTRACTOR'S PERSONNEL:

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I have received a copy of this Code of Conduct written in a language I understand. I understand that if I have any questions about this Code of Conduct, I may contact [*enter the name of the Customer's contact person(s) with relevant experience*] to request clarification.
Name of Contractor's employee: [*insert full name*]
Signature _____ _____
Date: (day/month/year): _____

Counter-signature of the Contractor's authorized representative:
Signature _____ _____
Date: (day/month/year): _____

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Behaviors that constitute sexual exploitation and abuse (SEA) and behaviors that constitute sexual harassment (SH).

BEHAVIOR THAT CONSTITUTES SEXUAL EXPLOITATION AND ABUSE AND BEHAVIOR THAT CONSTITUTES SEXUAL HARASSMENT

The following is a partial list of prohibited behaviors.

(1) **Examples of sexual exploitation and abuse** include, but are not limited to, the following:

- Contractor personnel inform a local resident that he/she can obtain work related jobs (e.g., cooking and cleaning) in exchange for sexual favors.
- Contractor personnel who connect households to the electricity grid say they can connect female-headed households to the grid in exchange for sexual favors.
- Contractor personnel raping or otherwise subjecting a local resident to violent sexual acts.
- Contractor personnel will deny a person access to a construction site if they are not providing a sexual service.
- Contractor personnel inform the person applying for work under the Contract that he/she will only hire him/her if he/she has sex with him/her.

(2) **Examples of sexual harassment in the work context**

- Contractor Personnel make comments about other Contractor Personnel's appearance (positively or negatively) and sexual attractiveness.
- When Contractor Personnel complain about another Contractor Personnel's comments about his/her appearance, the other Contractor Personnel responds by saying that he/she is "provoking him/her to do so" because of the way he/she dresses.
- Unwanted touching of Contractor or Employer Personnel by other Contractor Personnel.

The Contractor's Personnel informs the other Contractor's Personnel that he/she will receive a pay raise or promotion if he/she sends him/her nude photos of himself/herself.

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Annex 4. Asbestos Containing Materials Management Plan (example)

Applicability

The Asbestos Containing Materials Management Plan (ACMMP) applies to all construction or reconstruction sites and any related areas. Contractors employed by Project are legally responsible for their construction sites and related areas and must follow the provisions of the Project ACMMP within those locations. Specifically, this procedure must be used to ensure the safe handling, removal and disposal of all Asbestos Containing Materials (ACM) from those areas.

Immediate action

On discovering ACM on a Project site, the contractor must:

- Stop all work within a 5 m radius of the ACM and evacuate all personnel from this area;
- Delimit the 5 m radius with secure fencing posts, warning tape and easily visible signs warning of the presence of asbestos;
- If the site is in an inhabited area, place a security guard at the edge of the site with instructions to keep the general public away;
- Notify the PCU Environmental and Social Specialists and arrange an immediate site inspection.

- There must be no smoking, eating or drinking on a site containing ACM

Equipment

To remove asbestos from a construction site, contractors must provide the following equipment:

- Warning tape, sturdy fence posts and warning notices;
- Shovels;
- Water supply and hose fitted with a garden type spray attachment;
- Buckets of water and rags;
- Sacks of clear, strong polythene that can be tied to close;
- Asbestos waste containers (empty, clean, sealable metal drums, clearly labelled as containing asbestos).

Personal Protective Equipment (PPE)

All personnel involved in handling ACM must wear the following equipment, provided by the contractor:

- Disposable overalls with a hood;
- Boots without laces;
- New, strong rubber gloves;
- A respirator is not normally required if there are only a few pieces of ACM in a small area, and if the ACM is damp;

Decontamination Procedure 1: Removing small pieces of ACM

- The removal/demolition work area must be clearly demarcated with warning tape and warning signs.
- Identify the location of all visible ACM and spray each lightly but thoroughly with water;
- Once the ACM is damp, pick up all visible ACM with shovels and place in a clear sealed plastic bag;
- If ACM debris is partially buried in soil, remove it from the soil using a shovel and place it in the sealed plastic bag;
- Insert a large label inside each plastic bag stating clearly that the contents contain asbestos and are dangerous to human health and must not be handled;
- Tie the plastic bags securely and place them into labelled asbestos waste containers (clean

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metal drums) and seal each drum;
- Soil that contained ACM debris must not be used for backfill and must instead be shoveled by hand into asbestos waste containers;
- At the end of the operation, clean all shovels and any other equipment with wet rags and place the rags into plastic disposal bags inside asbestos waste containers.

Decontamination Procedure 2: Removing ACM-contaminated backfill
- If soil containing ACM debris has inadvertently been used for backfill this must be sprayed lightly with water and shoveled out by hand to a depth of 300 mm and placed directly into asbestos waste containers (i.e. not stored temporarily beside the trench);
- Any ACM uncovered during the hand shoveling must be placed in a clear sealed plastic bag;
- Once the trench has been re-excavated to 300 mm, if there is no visible ACM remaining, the trench may be refilled by excavator using imported clean topsoil.

Disposal

ACM should be disposed of safely at a local hazardous-waste disposal site if available, or at the city municipal dumpsite approved by government after making prior arrangement for safe storage with the site operator.
- The Contractor must arrange for the collection, labelling, evacuation and disposal site operator to collect the sealed asbestos waste containers as soon as possible and store them undisturbed at the disposal site.
- All transport vehicles carrying ACM waste must be clearly marked to indicate that they are transporting hazardous asbestos waste. Each shipment must be accompanied by documentation specifying the type of waste, quantity, origin, destination, and responsible personnel.
- The transport route should avoid, to the extent practicable, residential areas.
- At the end of construction, Contractors must arrange for the disposal site operator to bury all ACM containers in a separate, suitably-sized pit, covered with a layer of clay that is at least 250 mm deep.

a) Personal Decontamination

At the end of each day, all personnel involved in handling ACM must comply with the following decontamination procedure:
- At the end of the decontamination operation, clean the boots thoroughly with damp rags;
- Peel off the disposable overalls and plastic gloves so that they are inside-out and place them in a plastic sack with the rags used to clean the boots;
- If a disposable respirator has been used, place that in the plastic sack, seal the sack and place it in an asbestos waste container;
- All personnel should wash thoroughly before leaving the site, and the washing area must be cleaned with damp rags afterwards, which are placed in plastic sacks as above.

b) Clearance and Checking-Off
- The decontamination exercise must be supervised by site supervisors (engineering or environmental).
- After successful completion of the decontamination and disposal, the Contractor should visually inspect the area and sign-off the operation if the site has been cleaned satisfactorily.
- The contractor should send a copy of the completion notice to the PCU, with photographs of the operation in progress and the site on completion.

Training

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PCU Environmental Specialist may hire the specialized companies to conduct training on ACCMP implementation for Contractors staff and PCU on the implementation of ACCMP. The training will include a session focusing on ACM, which covered:

- Risks of contact with ACM;
- Responsibilities for dealing with ACM on project's construction sites, including identification, collection, segregation, labeling, evacuation, final disposal at government approved sites for ACM and decotamination;
- The Project's ACMMP and the Protocol for site clean-up;
- Awareness-raising for the contractor staff.

Cost estimate

The costs necessary to implement this plan will be covered by the contractor's own funds.

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Annex 5. Chance Find Procedures

Chance Find Procedure

To be implemented under the Project during emergency activation

1. Purpose and Applicability

This procedure aims to protect cultural heritage and ensure compliance with the legislation of the Kyrgyz Republic and the World Bank's Environmental and Social Standard 8 (ESS8). It is designed for immediate use by all project actors — including contractors, suppliers, PCU staff under the Ministry of Emergency Situations, volunteers, and temporary workers — in case of accidental discovery of objects with potential cultural, archaeological, historical, or religious value.

2. What Qualifies as a Chance Find

A chance find is any unintentional discovery made during project activities (including delivery, excavation, installation of temporary infrastructure, etc.) of:

- archaeological objects, ceramics, stone or metal tools;
- human remains or mass graves;
- remnants of ancient structures, foundations, roads, or walls;
- religious items, symbols, engravings, commemorative plaques;
- any unusual objects clearly different from natural soil or rocks.

3. Step-by-Step Response Procedure

Step 1 – Immediate Suspension of Work

- Responsible: Any person involved in the project who discovers the item (worker, driver, engineer, volunteer).
- Actions:
    - Immediately stop all activities within a radius of at least 10–15 meters of the find.
    - Do not touch, move, or attempt to remove the object.
    - Secure the area to prevent further disturbance.

Step 2 – Notification

- Responsible: Site supervisor or person responsible for safeguard matters on site.
- Actions:
    - Notify:
        - the designated safeguard specialist from the PCU (if available),
        - the regional project coordinator or emergency operations center,
        - and — where possible — local cultural or municipal authorities.

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Step 3 – Temporary Protection

- Responsible: Contractor, site coordinator, or volunteer team.
- Actions:
    - Install temporary barriers (tape, pallets, makeshift fencing).
    - Assign a person to monitor the area until authorities arrive.
    - Prevent any unauthorized access.

Step 4 – Documentation

- Responsible: Safeguard specialist from the PCU or the contractor.
- Actions:
    - Complete the Chance Find Incident Form (see Annex A).
    - Take photographs from multiple angles.
    - Record GPS coordinates.
    - Prepare a short written description (what, where, when, who discovered it).

Step 5 – Notification of Authorities

- Responsible: Project coordinator or regional PCU representative.
- Actions:
    - Within 24 hours, send details to:
        - the Ministry of Culture, Information, Sports and Youth Policy of the Kyrgyz Republic, or local cultural authorities, as appropriate.

Step 6 – Decision on Next Steps

- Responsible: In coordination with the authorized cultural heritage body.
- Possible actions:
    1. Allow resumption of work (if item has no significance),
    2. Temporarily secure the item for future investigation,
    3. Adjust work routes/locations (if item is significant),
    4. Transfer the object to a museum or archive (if safe and permitted).

Step 7 – Resumption of Activities

- Work may resume only after formal written or verbal clearance, duly logged in the site observation record.

4. Implementation Principles

- This procedure shall be integrated into project's overall emergency response system.
- Chance Find orientation shall be included in mandatory safeguard briefings for all contractors and volunteers.
- All supporting materials (leaflet, contact list, incident form) shall be kept in the on-site mobile documentation kit.

5. Sample Contact Information

Authority	Contact	Notes

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Ministry of Culture, Information, Sports and Youth Policy of the Kyrgyz Republic	[to be determined]	Archaeology/Cultural Heritage Specialist
Local Administration (Akimat)	[to be determined]	Department of Culture or Architecture
PCU Safeguard Specialist	[to be determined]	Appointed during emergency activation

Annex A. Chance Find Incident Form (Sample)

Form No. 1 – "Chance Find"

Field	**Content**
Date and Time	
Name of Reporter	
Location (GPS)	
Brief Description	
Photos Attached	□ Yes □ No
Urgency Level	□ Low □ Medium □ High
Immediate Actions Taken	
Signature of Responsible Person	

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