

**The Republic of Uzbekistan**

**Ministry of Digital Technologies**

Uzbekistan Digital Inclusion Project

(P179108)

Draft

**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF)**

**March 2023**

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**ABBREVIATIONS**

ADPU	Association of Disabled People of Uzbekistan
CPF	Country Partnership Framework
CWCs	Civil Work Contractors
DP	Development Partner
DCM	Decree of the Cabinet of Ministers
ECA	Europe and Central Asia
ELTCs	English Language Training Centers
ESF	Environmental and Social Framework
EA	Environmental Assessment
EHSG	Health, and Safety General Guidelines
EIA procedure	Environmental Impact Assessment
ESIA	Environmental and Social Impact Assessment
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESMS	Environmental and Social Management System
ESS	Environmental and Social Standards
FM	Financial Management
GIIP	Good International Industry Practice
GBV	Gender-Based Violence
GM	Grievance Mechanism
GFP	Grievance Focal Point
GoU	Government of Uzbekistan
GRC	Grievance Redress Commission
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
ICT	Information and Communication Technologies
ISP	Internet Service Provider
IT	Information Technology
ITP	IT Park - Limited Liability Company under the Ministry of Digital Technologies "Directorate of Technological Park of Software Products and Information Technologies"
ITCs	Information and Communication Centers
ITES	IT enabled services
ITU	International Telecommunication Union
KPO	Knowledge-process outsourcing
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
M&E	Monitoring and Evaluation
MECC	Ministry of Environment and Climate Change
MOEF	Ministry of Economy and Finance
MPRE	Ministry of Poverty reduction and Employment

MDT	Ministry of Digital Technologies of the Republic of Uzbekistan (formerly Ministry of Information Technology and Communications)
MNO	Mobile Network Operator
NEET	(Not in Education, Employment or Training) A generation of young people who, due to various economic, social or political factors, do not work or study
NGO	Nongovernmental Organization
NSC	National Statistics Committee
NSDS	National Sustainable Development Strategy
OIPs	Other Interested Parties
PAD	Project Appraisal Document
PAPs	Project-affected Parties
PDO	Project Development Objectives
PIU	Project Implementation Unit
POM	Project Operational Manual
PPL	Public Procurement Law
PPG	Project Procurement Strategy for Development
PPP	Public-Private Partnership
PwD	Persons with disabilities
RPIU	Regional Project Implementation Units
SEE	State Environmental Expertise
SMEs	Small and Medium Enterprises
SS	Safeguards Specialist
RAP	Resettlement Action Plan
RCM	Residents and Community Members
RFB	Request for Bids
RPF	Resettlement Policy Framework
RFP	Request for Proposals
SCFWU	State Committee for Family and Women of Uzbekistan under MPRE
SMEs	Small and Medium Enterprises
SEP	Stakeholder Engagement Plan
SEA/SH	Sexual Exploitation, Abuse and Sexual Harassment
SOE	State-owned enterprise
TOR	Terms of Reference
WB	The World Bank

## EXECUTIVE SUMMARY

The proposed Uzbekistan Digital Inclusion Project is aimed to develop the digital economy in Uzbekistan in line with the GoU's "Digital Uzbekistan 2030 Strategy" and "Development Strategy of New Uzbekistan for 2022-2026". The Project is articulated three main areas for intervention: improve legislation and institutional system, infrastructure, and skills. These three parts consist of the following components:

Component 1: Digital Inclusion and Enabling Environment.

Component 2: Development of regional infrastructure and incentives for BPO.

Component 3: Location Attractiveness Promotion.

The Project will focus on the fundamentals for digital inclusion, including digital jobs creation for youth and women within all regions of the Republic of Uzbekistan. The priority for the Project is the creation of new digital jobs in the BPO and KPO markets, particularly targeting regional areas. The Project will include gender-disaggregated indicators in the results framework with a target of 50 percent of the project beneficiaries being women. According to the preliminary Feasibility Study, the project implementation will be carried out in two phases: Phase 1 will start in the second half of 2023 and will be finalized in 2026. Phase 2 will start in 2027 and will be completed in the first half of 2029. The IT Park Ministry of Digital Technologies (MDT) will be implementing the Project activities. The project will be implemented within all 12 regions of Uzbekistan and in the autonomous Republic of Karakalpakstan.

The Environmental and Social Management Framework (ESMF) is developed to support the environment and social due diligence provisions for activities financed by the World Bank in the Uzbekistan Digital Inclusion Project (P179108). A main part of the environmental impact is expected to be during the first phase of the project. The Project will finance the refurbishment of up to 8 existing Uzbelecom facilities (source: FS confirms the possibility and cost of the refurbishment works). The project is processed under the World Bank ESF and is classified as *Moderate* for both environmental and social risks. Six of the ten ESS are relevant for this project: ESS1 (Assessment and Management of Environmental and Social Risks and Impacts); ESS2 (Labor and Working Conditions); ESS3 (Resource Efficiency and Pollution Prevention and Management); ESS4 (Community Health and Safety); ESS5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement); and ESS10 (Stakeholder Engagement and Information Disclosure).

ESS6 (Biodiversity Conservation and Sustainable Management of Living Natural Resources); ESS7 (Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities), ESS8 (Cultural Heritage), and ESS9 (Financial Intermediaries) are not currently relevant as project activities will not impact biodiversity or protected areas, there are no known cultural heritage, will not involve financial intermediaries, and Uzbekistan does not have indigenous people. The Project activities will be equally spread across all 12 regions of Uzbekistan. However, there is a final location is not yet identified, and framework mitigation instruments are being developed.

This ESMF follows the World Bank Environmental and Social Framework (ESF) as well as the laws and regulations of Uzbekistan. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works.

Environmental risks will occur both during construction and operation. Environmental risks and impacts are expected to be temporary and mitigable. Existing facilities will require only repair and renovation and no new buildings will be built at the first phase. A detailed description of risks and impacts is presented in the section 6 "Potential Environmental and Social Risks and Standard Mitigation Measures" (Tables 10, 11). The potential risks and impacts of the construction include:

- i) Air pollution from dust formation, construction vehicles, building materials accumulation, construction machinery work. Preventive or mitigating measures: use of irrigation in dust

- release, storage of building materials in enclosed premises and in closed tanks (bags), minimal idling of transport;
- ii) Noise pollution and vibrations. Preventive or attenuating measures: compliance with noise and vibration standards, temporary mode of operation of equipment, use of fences;
  - iii) Accumulation of demolition/construction wastes. Preventive or attenuating measures: establishment of a waste management system;
  - iv) Risks to the health and safety of participants. Preventive or attenuating measures: compliance with safety and health requirements;
  - v) Minor or accidental leakages of petrol, oil and lubricants from construction equipment. Preventive or attenuating measures: observance of the rules of storage and handling of petrol, oil and lubricants, protection and insulation of soil integuments when working with petrol, oil and lubricants;
  - vi) Sewage pollution. Preventive or attenuating measures: establishment of a water and wastewater management system;
  - vii) Inappropriate restoration of construction sites after completion of work. Preventive or attenuating measures: site cleaning, recultivation activities;
  - viii) Pandemic threat. Preventive or attenuating measures: implementation of measures to prevent infection and spread of infection (Annex 4).

During operation, there will be risks and effects such as:

Air pollution from heating boilers, generators. Preventive or attenuating measures: using of energy-saving technologies;

Generation of household and electronic waste. Preventive or attenuating measures: establishment of a waste management system;

Sewage pollution. Preventive or attenuating measures: establishment of a water and wastewater management system;

Health hazards to participants. Preventive or attenuating measures: compliance with safety and health requirements;

Risk of pandemic. Preventive or attenuating measures: implementation of measures to prevent infection and spread of infection (Annex 4).

Institutional arrangement for implementing the mitigation measures include the following:

(i) PIU: Environmental monitoring.

(ii). The Ministry of Environment and Climate Change of the Republic of Uzbekistan: Control of Environmental Protection.

(iii). Contractors:

- development and implementation of PES requirements,

- elimination of inconsistencies based on the results of monitoring of specialists of PIU and the Ministry of Environment and Climate Change.

This ESMF should be read together with other plans prepared for the project as a draft, including the Stakeholder Engagement Plan (SEP), the Environmental and Social Commitment Plan (ESCP), Labor Management Procedures that has been developed as for this project. Towards addressing the risks, the draft versions of the above plans will be updated prior to project appraisal, consulted on, and cleared by the World Bank. SEP and ESCP is to be disclosed by appraisal and other plans including ESMF shall be disclosed on Borrower's website before the negotiations.

Implementation of ESMF is included in the prior budget for the Project with an estimated cost. Preliminary cost of project implementation is 50,0 million USD (Section 11 "ESMF implementation budget"). Costs associated with the coordination of ESMF implementation by the PIU SCF will be fully costed after the final design of the feasibility study. Costs will be included in the contractor's



contract amount. In addition, the project will make a contribution to climate change adaptation and mitigation in Uzbekistan in accordance with the World Bank Group Action Plan on Climate Change as part of Uzbekistan's commitment to reduce greenhouse emissions 35% by 2030 compared to 2010.

Within the framework of the project, consultations with stakeholders including the vulnerable, local governorates, ITES, youth associations, women's committees, and NGOs were conducted in the regions. Consultative meetings were held in February-March 2023 by the IT Park with the support of consultants. During consultations was presented the anticipated risk and impact categories of the project were and described the process of Environmental and Social assessment and management was according to the WB ESF standards and national legislation. There were discussed environmental and social impacts of the project, which are as follows: dust, noise, and pollution risks that may occur as a result of construction; health and safety of workers and local communities, the grievance mechanism, ect. Details of the consultations are provided in section 12.

## 1 Introduction

This Environmental and Social Management Framework (ESMF) is developed to support the environment and social due diligence provisions for activities financed by the World Bank in the Uzbekistan Digital Inclusion Project (P179108). The project will support digital inclusion by increasing access of unemployed women and youth to skills and employment opportunities in the digital economy within all regions of the Republic of Uzbekistan. According to the preliminary Feasibility Study, the project implementation will be carried out in two phases: Phase 1 will start in the second half of 2023 and will be finalized in 2026. Phase 2 will start in 2027 and will be completed in the first half of 2029. The IT Park<sup>1</sup> Ministry of Digital Technologies (MDT) will be implementing the Project activities.

This ESMF follows the World Bank Environmental and Social Framework (ESF) as well as the laws and regulations of Uzbekistan. The objective of the ESMF is to assess and mitigate potential negative environment and social risks and impacts of the Project consistent with the Environmental and Social Standards (ESSs) of the World Bank ESF and national requirements.

More specifically the ESMF aims to:

- (a) assess the potential environmental and social risks and impacts of the proposed Project and propose mitigation measures;
- (b) establish procedures for the environmental and social screening, review, approval, and implementation of activities;
- (c) specify appropriate roles and responsibilities, and outline the necessary reporting procedures, for managing and monitoring environmental and social issues related to the activities;
- (d) identify the training and capacity building needed to successfully implement the provisions of the ESMF;
- (e) address mechanisms for public consultation and disclosure of project documents as well as redress of possible grievances; and
- (f) establish the budget requirements for implementation of the ESMF.

Project's environmental and social risk is Moderate. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works. This ESMF should be read together with other plans prepared for the project as a draft, including the Stakeholder Engagement Plan (SEP), the Environmental and Social Commitment Plan (ESCP), Labor Management Procedures that has been developed as for this project. Towards addressing the risks, the draft versions of the above plans will be updated prior to project appraisal, consulted on, and cleared by the World Bank. SEP and ESCP is to be disclosed by appraisal and other plans including ESMF shall be disclosed on Borrower's website before the negotiations.

### 1.1. Project Description and project components.

The proposed Uzbekistan Digital Inclusion Project is aimed to develop the digital economy in Uzbekistan in line with the GoU's "Digital Uzbekistan 2030 Strategy" and "Development Strategy of New Uzbekistan for 2022-2026". The proposed Project will focus on the fundamentals for digital inclusion, including digital jobs creation for youth and women. The priority for the Project is the creation of new digital jobs in the ITES and KPO markets, particularly targeting regional areas. The proposed Project would contribute to the larger goal of building greater economic opportunities, creating more and better jobs, and facilitating private sector-led economic growth

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<sup>1</sup> The IT Park is founded by the MDT in 2019 with its 100% share will serve as the executing entity based on a project agreement.

as indicated in the NDS. The Project will include gender-disaggregated indicators in the results framework with a target of 50 percent of the project beneficiaries being women. The project will be implemented within all 12 regions of Uzbekistan and in the autonomous Republic of Karakalpakstan.

The Project is divided into two distinct phases. The first phase will be implemented during the first three years of the project and will ensure that the foundational aspects of ITES industry support have been put in place. This includes basic digital and language skills training for the most disadvantaged. During the second phase, investments will be made into regional infrastructure and incentives to the ITES companies with signed multiyear contracts.

#### 1.1.1 PDO Level Indicators

Key results of the Uzbekistan Digital Inclusion Project will be measured in terms of the areas identified in the PDO. The proposed PDO-level indicators are:

- People from vulnerable groups that gained digital literacy and are employable (Number of people that received basic training and were presented with opportunity to apply for employment), disaggregated by target group (women, youth, and persons with disabilities).
- Number of people that gained ITES skills and were employed, disaggregated by target group (women, youth and persons with disabilities).

**The project development objective** is to support digital inclusion by increasing access of unemployed women and youth to skills and employment opportunities in the digital economy.

#### 1.1.2 Project Components

The project consists of the following three components:

- **Component 1: Digital Inclusion and Enabling Environment.**
  - 1.1. Digital and soft skills for the most vulnerable groups;
  - 1.2. Modernization of the legal and institutional framework for the digital economy.
- **Component 2: Development of regional infrastructure and incentives for ITES.**
  - 2.1. Incentives (professional training, equipment, operational cost);
  - 2.2. Construction and renovation of ITES Centers.
- **Component 3: Location Attractiveness Promotion.**
  - 3.1. Creation of international representations to promote the brand "Digital Uzbekistan";
  - 3.2. Development of ITES strategy and development of IT-Park potential for ITES transactions, stimulus packages and marketing research;
  - 3.3. Support for the Project Implementation Unit.

Sub-component 2.2 will finance upgrading of physical infrastructure in the regions necessary to host the ITES companies. During the first phase, the Project will finance refurbishment of up to 8 existing Uzbektelecom facilities and based on the demand, the second phase may involve either rolling out the refurbishment of existing facilities in a larger number of locations or possibly construction of new buildings for ITES centers in which case project will be re-structured to allow this change in implementation modality.

The buildings will be rented from Uzbektelecom and administered by the IT Park. Both parties will enter into agreement for the duration of not less than 10 years allowing IT Park to manage the ITES Center facilities. The centers will be located in refurbished buildings that meet the requirements of fire safety and sanitary standards established by the legislation of the Republic

of Uzbekistan and will not require additional sanitary improvements. Table 1 below shows the main buildings to be refurbished under this subcomponent.

Table 1: List of buildings where ITES centers are planned to be established under the project in the buildings belonging to JSC "Uzbektelecom" and JSC "Uzbekiston pochtaasi"

<b>№</b>	<b>Name of the area (city/ district)</b>	<b>The building where the center is planned to be established</b>	<b>Address</b>	<b>Area (m/sq)</b>
1.	Surkhandarya region, Termiz city	JSC "UZBEKTELEKOM" (ATS-224)	Administrative building	3 050 sq.m
2.	Samarkand region, Samarkand city	JSC "UZBEKTELEKOM" (234-ATS)	Administrative building	790 sq.m
3.	Fergana region, Fergana city	Fergana branch of JSC "UZBEKTELEKOM"	Administrative building	677,5 sq.m
4.	Jizzakh region, Jizzakh city	JSC "Uzbekiston pochtaasi"	Administrative building	790 sq.m
5.	Khorezm region, Khiva city	"UZBEKTELEKOM" JSC "Khiva TTB"	Administrative building	374 sq.m
6.	Namangan region, Toraqorgan district	Namangan branch of JSC "UZBEKTELEKOM".	Administrative building	105 sq.m
7.	Republic of Karakalpakstan, city of Nukus	Nukus branch of JSC "UZBEKTELEKOM"	Administrative building	522,61 sq.m
8.	Tashkent region, Kibrai district	JSC "Uzbekiston pochtaasi"	Administrative building	105 sq.m

The FS analysis identified that Uzbektelecom provides 8 facilities in the center of the city or district center. The buildings do not have a heating system. The water supply system requires reconstruction. Three of the proposed 8 buildings are not connected to the sewage system. Of the eight candidate cities, two are rural district centres. All selected buildings have the conditions for a high-connectivity Internet. The current status of the project buildings is described in the table 2 below.

Table 2: Characteristics of buildings selected for reconstruction

No.	City, region	Building location	Dedicated space	Availability of external high-speed communications	Electricity supply	Heating, water supply, sewerage	Ventilation and air-conditioning	Fire safety systems	Trees in the surrounding area
1	Kibray, Tashkent region	The facility is located in the city center.	The third floor is allocated for the ITES center.	Available	Two transformers are operational. A 32kW diesel generator and a 5 kW portable engine.	There is no heating, The water supply system needs reconstruction. There is a sewer.	Ventilation and air-conditioning units have been dismantled as worn out.	Available on the ground floor of the building.	There are trees in the surrounding area
2	Nukus, Republic of Karakalpakstan	The facility is located 9 km from the city center.	The second and third floors are allocated for the ITES centre.	Available	City electricity supply.	The heating system requires reconstruction. The water supply system requires reconstruction. There is no sewers.	Ventilation and air conditioners are outdated	Lack	There are trees in the surrounding area
3	Turakurgan, Namangan region	The facility is located in the city center.	The third floor is allocated for the ITES center.	Available	Two transformers. A 23kW diesel generator.	There is no heating, The city water supply is not connected.	There are not ventilation and air conditioners	Available outside the building	There are trees in the surrounding area

No.	City, region	Building location	Dedicated space	Availability of external high-speed communications	Electricity supply	Heating, water supply, sewerage	Ventilation and air-conditioning	Fire safety systems	Trees in the surrounding area
						There is no sewer.			
4	Samarkand, Samarkand region	The facility is located in the city center.	The fifth floor is allocated for the ITES center.	Available	One transformer. A 150kW diesel generator.	There is no heating. The water supply system needs reconstruction. There is a sewer.	Ventilation and air-conditioning units have been dismantled as worn out.	Available on the ground floor of the building.	There are trees in the surrounding area
5	Fergana, Fergana region	The facility is located 2 km from the city center.	The fourth floor is allocated for the ITES center.	Available	Two transformers (one is operational). A 32kW diesel generator and a 5 kW portable engine.	There is no heating. The intake system needs renovation. There is a sewer.	Ventilation and air-conditioning units have been dismantled as worn out.	Available on the ground floor of the building.	There are trees in the surrounding area
6	Khiva, Khorezm region	The facility is located in	The second floor is allocated for	Available	The building is provided with city electricity.	There is no heating. The water supply system	Ventilation and air-conditioning units have	Available on the ground floor of	There are trees in the surrounding area

No.	City, region	Building location	Dedicated space	Availability of external high-speed communications	Electricity supply	Heating, water supply, sewerage	Ventilation and air-conditioning	Fire safety systems	Trees in the surrounding area
		the city center.	the ITES center.		There is no generator.	needs reconstruction. There are no sewers.	been dismantled as worn out.	the building.	
7	Jizak, Jizak Region	The facility is located in the city center.	The third floor is allocated for the ITES center.	Available	Two transformers. A one diesel generator and a one portable engine.	There is no heating. The water supply system needs reconstruction. There is a sewer	There are not ventilation and air conditioners	Available on the ground floor of the building.	There are trees in the surrounding area
8	Termez, Surkhandarya region	The facility is located in the city center.	The fourth floor is allocated for the ITES center.	Available	Two transformers. A one diesel generator.	There is no heating. The water supply system needs reconstruction. There is a sewer.	Ventilation and air-conditioning units have been dismantled as worn out.	Only 1-3 floors of the building	There are trees in the surrounding area

Table 3: Planned engineering support<sup>2</sup><sup>2</sup> Feasibility study of project “Uzbekistan Digital Inclusion”, 2023.

No.	City, region	Electricity supply	Heating, hot water supply	Water supply	Sewerage	Ventilation and air-conditioning	Fire safety systems	Digital connection
1	Kibray, Tashkent region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory. <sup>3</sup>	City water supply system	Reconstruction of sewer system. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical
2	Nukus, Republic of Karakalpakstan	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory.	City water supply system	Reconstruction of sewer system. Connection to the municipal sewerage network. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical

<sup>3</sup> Resolution of the President of the Republic of Uzbekistan NPP-57 of 16.02.2023 «On measures to accelerate the introduction of renewable energy sources and energy-saving technologies in 2023».



No.	City, region	Electricity supply	Heating, hot water supply	Water supply	Sewerage	Ventilation and air-conditioning	Fire safety systems	Digital connection
3	Turakurgan, Namangan region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory.	City water supply system	Reconstruction of sewer system. Connection to the municipal sewerage network. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical
4	Samarkand, Samarkand region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory.	City water supply system	Reconstruction of sewer system. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical
5	Fergana, Fergana region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature	City water supply system	Reconstruction of sewer system. Drainage to	Ventilation systems. Conditioning by air conditioner	Modern fire protection systems with fire automatic control devices.	Optical

No.	City, region	Electricity supply	Heating, hot water supply	Water supply	Sewerage	Ventilation and air-conditioning	Fire safety systems	Digital connection
			control. Water heating with electric boilers. Installation of solar panels is mandatory.		the city sewer system.	"Winter-summer".		
6	Khiva, Khorezm region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory.	City water supply system	Reconstruction of sewer system. Connection to the municipal sewerage network. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical
7	Jizak, Jizak Region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of	City water supply system	Reconstruction of sewer system. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical

No.	City, region	Electricity supply	Heating, hot water supply	Water supply	Sewerage	Ventilation and air-conditioning	Fire safety systems	Digital connection
			solar panels is mandatory.					
8	Termez, Surkhandarya region	City electricity supply.	Urban heat network. Facade heating system with automatic temperature control. Water heating with electric boilers. Installation of solar panels is mandatory.	City water supply system	Reconstruction of sewer system. Drainage to the city sewer system.	Ventilation systems. Conditioning by air conditioner "Winter-summer".	Modern fire protection systems with fire automatic control devices.	Optical

Note: The Feasibility Study provides for the application of energy-saving technologies.

## 1.2 Use and Justification of the ESMF

The WB has categorized the E&S risks of the project as “Moderate”. Five of WB’s Environmental and Social Standards (ESSs) will be applicable to the project, namely the WB’s ESS on Assessment and Management of E&S Risks and Impacts (ESS1), Labour and Working Conditions (ESS2), Resource Efficiency and Pollution Prevention and Management (ESS3), Community Health and Safety (ESS4) and Stakeholder Engagement and Information Disclosure (ESS10). Given that the project is made of a series of subprojects for which the location and detailed information is not yet available, it was agreed that an Environmental and Social Management Framework (ESMF) will be prepared. The ESMF provides guidance on the management of environmental and social impacts and risks, the institutional arrangements, and E&S instruments to be prepared as part of the implementation of the project.

## 1.3 Objectives of ESMF

The objective of this ESMF is to ensure that implementation of Uzbekistan Digital Inclusion Project is carried out in an environmentally and socially responsible manner. The ESMF has included World Bank Environmental and Social Standards applicable to the project, the national legal and institutional arrangements, environmental screening and assessment guidance, monitoring and reporting formats, and capacity requirements for its effective operationalization which is all geared towards ensuring that the proposed project will be environmentally and socially sustainable.

Therefore, the ESMF aims to provide clear guidelines and processes for determining the level of required environmental and social management and development of mitigation measures, so as to avoid, manage or minimize potentially negative environmental and social impacts associated with the project. The ESMF specifically helps to:

- i) Establish clear process and procedures for environmental and social assessment such as screening of sub-project activities as the first step to determine the level of assessment required, that is, ESMP, checklists and necessary management approaches during project implementation;
- ii) Provide for continuous improvement and identification of potential social and environmental risks and impacts of the proposed Project;
- iii) Ensure adherence to national, regional and international laws, policies and regulations relevant to the project;
- iv) Specify appropriate roles and responsibilities of government departments, lead agencies and other stakeholders, and outline the necessary reporting procedures, for managing and monitoring environmental and social concerns related to the project subcomponents;
- v) Assess the IT Park capacity, training and technical assistance needs to implement the provisions of the ESMF and make recommendations for strengthening the capacity;
- vi) Provide criteria for selection of sites for the construction activities of the projects under the program and for the design of environmental and social impact mitigation measures;
- vii) Undertake stakeholder consultations, document issues that are raised in relation to the project subcomponents;
- viii) Provide recommendations on ensuring review and adherence to developed project compliance procedures, Environmental and Social Management Plan (ESMP) plans;

## 1.4 Methodology for ESMF Preparation

The consultant prepared this ESMF using the following approach and methodology:

### 1.4.1 Desk review

The preparation of the ESMF involved a review on the existing baseline information and literature material. Detailed review and analysis of the national relevant legislations and policies as well as World Bank ESF and other relevant documents were done. Key documents reviewed include existing policies, regulations, feasibility study, and institutions related to Uzbekistan Digital

Inclusion Project, reviewed World Bank Environmental and Social Management Framework (ESF) especially Environmental and Social Standards pertinent to the proposed project. Key document reviewed include:

- Project documents (Project Appraisal Document, Concept Environmental and Social Review Summary, Draft Environmental and Social Commitment Plan, draft Labor Management Procedure, and Draft Stakeholder Engagement Plan prepared for the project);
- Feasibility study developed for Uzbekistan Digital Inclusion Project;
- National Environmental and Social regulations and policy documents;
- World Bank Environmental and Social Framework (ESF)/Environmental and Social Standards (ESSs).

#### 1.4.2 Public consultations

In compliance with National regulations and international standards, Stakeholder engagement was key for the preparation of this ESMF. Stakeholder engagement involved stakeholder analysis and planning, and consultation with stakeholders. The consultant organized consultations with stakeholders at the regions including, local governorates, ITESs, youth associations, women committees and NGOs, associations for disabled persons.

### 1.5 E&S risk management tools to be prepared

#### 1.5.1 Environmental and Social Commitment Plan

The Environmental and Social Commitment Plan (ESCP) sets out material measures and actions, any specific documents or plans, as well as the timing for each of these so that the Program is implemented in accordance with the Environmental and Social Standards (ESSs). It also states IT Park responsibility for compliance with all requirements of the ESCP even when implementation of specific measures, monitoring and actions is conducted by its contractors and sub-Contractors.

#### 1.5.2 Labor Management Procedure

The Labour Management Procedure aims to:

- a) Ensure fair treatment at work for all workers involved in Uzbekistan Digital Inclusion Project to protect or mitigate the risks of potential discrimination in employment, remuneration disparities, Gender Based Violence and aspects of Sexual Harassment at the workplace.
- b) Provide commitment from management towards sustainable project execution in compliance with ESS2
- c) Ensure safety of workers and remind all project teams of the need to adhere to resident worker related legislation, standards and best in duty practice.
- d) Provide all project teams with the main legal backings on workers' rights, duties, employer's duties among others

#### 1.5.3 Stakeholder Engagement Plan

The SEP aims to provide key stakeholders with program information, alternative approaches to its implementation, potential impacts and strategies to mitigate those negative impacts while optimizing the positive, educate stakeholders on the grievance management mechanism and Gender Based Violence framework the program plans to utilize, identify key stakeholders that are affected, and/or able to influence the Program and its activities and provide stakeholders an opportunity to make input into the program risk management process by highlighting their

expectations, fears, concerns and what needs to be done among others. At the sub project level, the following tools will be prepared: ESMPs, and SEP, progress reports, monitoring plans, and grievance logs.

## 2 POLICY, INSTITUTIONAL AND LEGAL FRAMEWORK

### 2.1 Uzbekistan National Environmental Legislation and Procedures

Legal Framework in the field of Nature Protection and Management established in RUz, provides to the citizens the rights and duties specified in the country's Constitution. Specific articles that address environment protection issues within the **Constitution** are:

- Article 50. All citizens shall protect the environment;
- Article 51. All citizens shall be obliged to pay taxes and local fees established by law;
- Article 54. Any property shall not inflict harm to the environment;
- Article 55. Land, subsoil, flora, fauna, and other natural resources are protected by the state and considered as resources of national wealth subject to sustainable use.

Uzbekistan has enacted several supporting laws and statutes for environmental management and is party to several international and regional environmental agreements and conventions. The key national environmental law is the Law on Nature Protection (1992). A brief description of this law and the other supporting laws related to environmental protection is presented below.

• **Law of the Republic of Uzbekistan on Atmospheric Air Protection - No.353-I of 27.12.1996.**

- The main objectives of ambient air protection legislation are:
- Preservation of the natural composition of atmospheric air;
- Prevention and reduction of harmful chemical, physical, biological and other effects on the atmospheric air;
- Legal regulation of the activity of state bodies, enterprises, institutions, organizations, public associations and citizens in the field of atmospheric air protection.

• **Law of the Republic of Uzbekistan on Wastes - No.362-II of 05.04.2002.**

- The purpose of this Law is to regulate relations in the field of waste management;
- The main objectives of this Act are to prevent harmful effects of waste on the life and health of citizens;
- the environment, to reduce the generation of waste and to ensure its rational use in economic activities.

• **Law of the Republic of Uzbekistan on Water and Water Use - No.837-XII of 06.05.1993.**

The purpose of this Law is to regulate water relations.

The main objectives of this Law are to ensure the rational use of water for the needs of the population and economic sectors, to protect water from pollution, pollution and depletion, to prevent and eliminate harmful effects of water, to improve the status of water bodies, as well as the protection of the rights and legitimate interests of enterprises, institutions, organizations, farms, dekhkan farms and citizens in the field of water relations.

• **Law of the Republic of Uzbekistan on Protected Natural Areas – No.683 of 21.04.2021.**

The purpose of this Law is to regulate relations in the field of organization, protection and use of protected natural areas, preservation of typical, unique, valuable natural objects and complexes, genetic fund of plants and animals, Prevention of negative impact of human activities on nature, study of natural processes, monitoring of the natural environment, improvement of environmental education and upbringing.

• **Law of the Republic of Uzbekistan on Sanitary and Epidemiological Well-being of the Population - No. LRU-393 of 26.08.2015.**

The purpose of this Law is to regulate relations in the field of sanitary and epidemiological well-being of the population. The main directions of the State policy in the field of sanitary and epidemiological well-being of the population are as follows:

- Development and implementation of health and epidemic control measures;
- State sanitary and epidemiological standardization;
- Raising the level of sanitary culture among the population;
- State sanitary supervision;
- International cooperation.

• **Law of the Republic of Uzbekistan on Radiation Safety - No.120-II of 31.08.2000.**

The purpose of this Law is to regulate relations related to radiation safety, protection of life, health and property of citizens, as well as the environment from harmful effects of ionizing radiation.

• **Law of the Republic of Uzbekistan on Environmental Expertise - No.73-II of 25.05.2000.**

The Law regulates the determination of the conformity of proposed or ongoing economic and other activities with environmental requirements and the determination of the permissibility of the implementation of an environmental expertise.

• **Law of the Republic of Uzbekistan on Environmental Control No. LRU -363 of 27.12.2013.**

The purpose of this Law is to regulate relations in the field of environmental control - a system of state and public measures aimed at prevention, detection and suppression of violations of the requirements of legislation in the field of environmental protection and rational use of natural resources, and enhancement of the effectiveness of environmental protection activities.

• **Law of the Republic of Uzbekistan on the use of renewable energy sources No.ZRU-539 of 21.05.2019.**

- The purpose of this Law is to regulate relations in the field of renewable energy. The Law defines the main directions of State policy in the field of renewable energy:
- Identification of priorities and implementation of renewable energy measures;
- Development and implementation of State and other programmes for the use of renewable energy sources;
- Strengthening the country's energy security;
- Promotion of innovative renewable energy technologies;
- Improvement of institutional and legal mechanisms for the use of renewable energy sources;
- State support and encouragement of renewable energy producers and producers of renewable energy installations;
- Developing international cooperation on renewable energy.

• **Land Code of the Republic of Uzbekistan of 01.07.1998.**

The main objectives of land legislation are to regulate land relations with a view to ensuring the scientific, rational use and protection of land, reproduction and improvement of soil fertility, conservation and improvement of the natural environment, Creating conditions for the equitable development of all forms of management, protecting the rights of legal entities and individuals to land, and strengthening the rule of law in this area, including by preventing corruption offences.

• **Decree of the President of the Republic of Uzbekistan No.UP-5863 of 31.10.2019 "On Approval of the Concept of Environmental Protection of the Republic of Uzbekistan until 2030".**

- The Decree provides for measures to preserve and ensure the quality of environmental objects (air, water, land, soil, subsoil, biodiversity, protected natural areas) from anthropogenic influences and other negative influences;
  - Giving priority to the use of materials, products, production and other facilities that pose the least environmental hazard;
  - Expansion of protected natural areas;
  - Ensuring the environmentally sound use of toxic chemicals and radioactive substances;
  - Improving environmentally sound waste management;
  - Developing an environmental culture among the population, increasing transparency in the activities of State bodies in the field of environmental protection and strengthening the role of civil society.
- **Decree of the President of the Republic of Uzbekistan No. PP-4477 of 04.10.2019 “On Approval of the Strategy for the Transition of the Republic of Uzbekistan to a Green Economy for the Period 2019-2030”.**
- Directions of transition of the Republic of Uzbekistan to «green» economy have been determined: Increase of energy efficiency of basic sectors of economy;
  - Diversification of energy consumption and promotion of renewable energy;
  - Adaptation and mitigation of climate change, more efficient use of natural resources and conservation of natural ecosystems;
  - Development of financial and non-financial mechanisms to support the «green» economy.

- **Decree of the President of the Republic of Uzbekistan No.PP-4845 of 29.09.2020 (as amended on Decree of the Cabinet of Ministers No 88 of 22.02.2021) "On Measures For Further Improvement of the Activity Management System in the Sphere of Management with Domestic and Construction Waste".**

It provides for measures to improve the system of management of activity in the sphere of management of household and building waste, formed in the branches of economy and settlements, introduction of productions that use high technologies of waste processing, as well as broad involvement of business entities in this sphere and creation of favourable conditions for the implementation of public-private partnership projects and investment climate

- **Decree of the President of the Republic of Uzbekistan No.UP-189 of 11.08.2022 "On priority measures to reform the system of organization of waste management".**

The Decree sets out measures to improve the system of payment for waste management services, further support for sanitation facilities and expansion of public-private partnerships.

- **Resolution of the President of the Republic of Uzbekistan N°3379 of 08.11.2017 "On measures to ensure the rational use of energy resources".**

The decree defines measures for the successive modernization and technological re-equipment of the system of electric and gas supply, improvement of the bases of energy saving and mechanisms of mutual payments for supplied electric energy and natural gas.

- **Decree of the President of the Republic of Uzbekistan N° UP-220 of 09.09.2022. "On additional measures for the introduction of energy-saving technologies and the development of renewable energy sources of small capacity".**

The decree defines the introduction of mechanisms for State support for the wide use by the population and business entities of renewable energy sources, providing them with electric and thermal energy through these sources, as well as stimulating the efficient use of energy resources in buildings and structures for administrative and domestic purposes.

- **Decree of the Cabinet of Ministers No.541 of 07.09.2020 "On Further Improvement of the Environmental Impact Assessment Mechanism".**



Adoption of the list of activities with a high degree of impact on the environment (hereinafter referred to as category I), medium (hereinafter referred to as category II) and low (hereinafter referred to as category III) as well as those that affect the local level (hereinafter referred to as category IV) and the list of activities subject to the State Environmental Expertise, the regulations on the State Environmental Expertise, regulating the organization of the State environmental expertise of activities belonging to the I, II, III and IV categories of environmental impact, the preparation and submission of materials for the examination, the timing of the examination, establishing the rights and obligations of the participants of the examination, as well as the status of the expert opinion and payment for the examination

• **Decree of the Cabinet of Ministers No.255 of 31.03.2018** "On the Approval of Some Administrative Regulations for Rendering State Services in the Sphere of Nature Using".

- The Decree approves the Administrative Regulations for the Provision of State Services for the Granting of Permits for the Cutting of Trees and Shrubs outside the State Forest Fund;
- Administrative Regulations for the Provision of State Services for the Issuance of Permits for Special Use of Plant World Objects under;
- Administrative regulations for the provision of public services for the issuance of permits for special water use or use.

• **Decree of the Cabinet of Ministers No.95 of 06.02.2019** "On the Approval of Regulatory Legal Acts in the Field of Waste Management".

- The Decree approves the rules for the provision of services for the collection and export of solid and liquid household waste, which provide:
- Procedures for the provision of household waste collection and disposal services by organizations specializing in waste management services;
- Requirements for the collection, storage and removal of household waste, as well as for service providers;
- Decree of the Cabinet of Ministers No.266 of 21.09.2011 "On Approval of the Regularions on the Organization of Collection and Disposal of Spent Resource of Mercury-containing Lamps";
- The Decree approves the requirements for the collection and disposal of end-of-life mercury-containing lamps to protect the environment from mercury pollution.

• **Decree of the Cabinet of Ministers No. 40 of 28.01.2021** "On Measures for Further Improvement of the Order of Work with Construction Waste".

- The Decree approves the basic requirements for the collection, storage, transport, utilization, processing and disposal of building waste;
- Delivery and reception of construction debris for burial at the landfill;
- Maintenance of a database of construction waste;
- State control over the collection, storage, transport, utilization, processing and disposal of construction waste.

• **Decree of Cabinet Ministers No.484 of 11.06.2019** "On Approval of the Strategy for the Conservation of Biological Diversity in the Republic of Uzbekistan for the Period 2019-2028".

The decree provides for measures to ensure the conservation and sustainable use of biological diversity, the development and expansion of protected natural areas, the implementation of a set of measures to reduce the rate of degradation of natural ecological systems, Restoration of rare and endangered species of animals and plants, development of international relations in the field of biodiversity conservation.

- **Decree of Cabinet of Ministers No.981 of 11.12.2019** "On Approval of the Regulation on the Procedure for Establishing Water Protection Zones and Sanitary Protection Zones for Water Bodies in the Territory of the Republic of Uzbekistan".

Adopt measures to strengthen the protection of rivers, reservoirs and other water bodies, water management facilities and all other water sources from the harmful effects of industrial, construction, transport, agricultural and other facilities; The allocation of land for the organization of coastal zones, sanitary protection zones and sanitary protection strips. The width of water protection zones has been determined.

- **Decree of the Cabinet of Ministers No. 649 of 20.10.2020** "On approval of fire safety rules of the Republic of Uzbekistan".

These Fire Safety Rules (hereinafter referred to as the Rules) define the general fire safety requirements on the territory of the Republic of Uzbekistan in order to protect the life and health of people, property of legal entities and individuals, the environment from fires in accordance with the Law. Republic of Uzbekistan "On fire safety".

- **SanR&N No 0350-17** Sanitarian Standards and Rules for Protecting the Atmospheric Air of Landed Areas of the Republic of Uzbekistan.
- **SanR&N No 0293-11** List of Maximum allowed concentration (MAC) of pollutants into the atmosphere air of settlements in Uzbekistan.
- **SanPiN № 0233-07.** Sanitary rules and standards on occupational hygiene and environmental protection in producing and using asbestos-containing products". SanPiN № 0168-04. The list of asbestos-cement materials and structures permitted for use and their application in construction.
- **SanPiN No. 0158-04.** Sanitarian Rules and Norms on Collection, transportation, and Disposal of wastes contained asbestos in Uzbekistan.

According to the **Resolution of Cabinet of Ministers of Ruz No. 295 from 27.10.2014** on approval of the regulation on the procedure of state accounting and control in the field of waste management, asbestos waste is classified as toxic non-recyclable waste

Based on the waste classification under the **Resolution of the Cabinet of Ministers of RUZ No14 from 21.01.2014**, asbestos-containing waste refers to several classes: 1st, very hazardous - the dust of asbestos, 2nd, hazardous - asbestos waste in lump form, 3rd and 4th, moderate and low hazardous - asbestos graphite oiled gland packing (oil content 15% or more).

- **Special technical regulation** "On the safety of asbestos" № 501, approved by the Ministry of Construction 02.11.2019.
- **Order of Chairman of the Ministry of Environment and Climate Change of the Republic of Uzbekistan for Nature Protection No.105 of 15.12.2005** "On Approval of the Instructions for conducting an inventory of pollution sources and standardizing emissions of pollutants into the atmosphere for enterprises of the Republic of Uzbekistan".
- **SanR&N No 0068-96** Sanitarian Rules of Collection, Storage, Transportation, Handling and Disposal of Solid Domestic Waste (SW) in the Cities of the Republic of Uzbekistan.
- **KMK 2.04.01-98.** Internal water supply and sewerage of buildings.
- **GOST 17.5.3.04-83** Protection of Nature. Soils. General requirements for land reclamation.
- **GOST 17.5.1.02** Protection of Nature. Soils. Classification of disturbed land for reclamation
- **GOST 12.1.003-2014** System of safety standards. Noise. General safety requirements.
- **SanPiN No. 0175-04** "Determination and assessment of noise and vibration hazard of working conditions at workplaces".
- **KMK 2.01.08-96** Noise protection.
- **SanR&N No 0267-09** Sanitarian Standards and Rules to Ensure Acceptable Noise in Residential, Public, Buildings and in the Territory of Residential Buildings.
- **SanPiN No. 0175-04** "Determination and assessment of noise and vibration hazard of working conditions at workplaces".

- **SanR&N No. 0269-09** Sanitary norms and rules when working with sources of electromagnetic fields of radio frequencies.
- **SanR&N No. 0370-19** Sanitary norms and regulations for the placement and operation of radio engineering facilities in settlements.
- **ShNK 3.01.01-03** Organization of construction production.
- **KMK 3.05.06-97.** Electrical devices.
- **KMK 3.01.07-98** Safety rules for surveys of residential, public and industrial buildings for the design of major repairs.
- **KMK 3.01.02-00** Safety in construction.
- **SanR&N No 0289-10** Sanitarian Rules and Hygiene Requirements to the Organization of Construction Production and Construction Works.

Table 4: International Conventions and Treaties

No.	International Conventions and Treaties	Date of ratification	Date of coming into force for Uzbekistan
1	UN Framework Convention on Climate Change	20 June 1993 (acceptance)	21 March 1994
2	Kyoto Protocol to UNFCCC	20 October 1999	16 February 2005
3	Montreal Protocol on Substances that Deplete the Ozone Layer (with London, Copenhagen, Montreal amendments)	18 May 1994 (succession) London – 01.05.1998; Copenhagen – 01.05.1998; Montreal – 07.09.2006.	18 May 1993 London – 08.09.1998; Copenhagen – 08.09.1998; Montreal – 29.01.2007.
4	Vienna Convention on the Protection of Ozone Layer	18 May 1993 (succession)	18 May 1993
5	Ramsar Convention on Wetlands of International Importance Especially as Wildlife Habitat	30 August 2001 (accession)	8 February 2002
6	UN (Rio) Convention on Biological Diversity	6 May 1995 (accession)	17 October 1995
7	Convention on International Trade in Endangered Species of Wild Fauna and Flora	25 April 1997 (accession)	8 October 1997
8	Convention on Migratory Species of Wild Animals	1 May 1998 (accession)	1 September 1998
9	Basel Convention on the Control of Transboundary Movements of Hazardous Wastes and their Disposal	22 December 1995 (accession)	7 May 1996
10	United Nations Convention to Combat Desertification	31 August 1995	29 January 1996
11	Paris Convention on Protection of the World Cultural and Natural Heritage	22 December 1995	15 June 1996
12	UNECE Convention on the Protection and Use of Transboundary watercourses and International Lakes (UNECE Water Convention)	9 August 2007 (accession)	3 December 2007

No.	International Conventions and Treaties	Date of ratification	Date of coming into force for Uzbekistan
13	Convention on the Law of the Non-Navigational Uses of International Watercourses	9 August 2007 (accession)	Has not entered into force yet
14	International Convention for the Protection of the Intangible Cultural Heritage UNESCO	29 April 2008	
15	Paris Climate Convention	2 October 2018	
16	Stockholm Convention on Persistent Organic Pollutants	8 May 2019	26 September 2019
17	The Cartagena Protocol on Biosafety to the Convention on Biological Diversity	14 October 2019	23 January 2020
18	International Convention on Quarantine and Plant Protection	6 December 1951	13 January 2020

## 2.2 World Bank Environmental and Social Framework

The Digital Inclusion in Uzbekistan project is implemented with the proceeds of a World Bank loan, which requires that the Project meet the World Bank's relevant Environmental and Social Standards (ESSs), as well as the national legislation of Uzbekistan. If the requirements differ, the more stringent one has to be complied with.

The project's main environmental risks are associated with the activities proposed under Component 2 that will entail civil works for establishment of and equipping ITES Centers in regional and district capitals throughout Uzbekistan, for which existing buildings will be refurbished (including minor works and supply of IT equipment, such as servers, data storage equipment, power, and air conditioning/cooling systems), but no new construction will be required. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works.

At this point, project activities are not expected to require the involuntary acquisition of land. As far as Component 2 is concerned new buildings will be constructed during the implementation of the Project's second phase, and existing buildings will require only repair and rehabilitation or, if necessary, existing buildings in all regions will be selected. Should the need for land acquisition, however, emerge during preparation, a Resettlement Policy Framework (RPF) will be developed to enable the project to appropriately identify, address and mitigate adverse socioeconomic impacts that may occur due to the implementation of subprojects that involve the involuntary acquisition of land and the subsequent resettlement of affected families. Beyond land acquisition other social risks include the exclusion of vulnerable and marginalized groups from employment opportunities with the ITES companies and potential incidents of SEA/SH during construction activities.

The application of these standards, by focusing on the identification and management of environmental and social risks, supports Borrowers in their goal to reduce poverty and increase shared prosperity in a sustainable manner for the benefit of the environment and citizens. The standards aim to support Borrowers in achieving good international practice relating to environmental and social sustainability; assist Borrowers in fulfilling their national and international environmental and social obligations; enhance non-discrimination, transparency, participation, accountability and governance; and enhance the sustainable development outcomes of projects through ongoing stakeholder engagement. An overview of the ESSs and their relevance to the Digital Inclusion In Uzbekistan Project is provided in Table 5 below.

Table 5: Summary of the Relevant Environmental and Social Standards

Environmental and Social Standards (ESS)	Relevance to the Project
ESS1. Assessment and Management of Environmental and Social Risks and Impacts	<p>The standard is relevant to the Project. Although the Project is likely to result in positive environmental and social benefits, there are potential environmental and social risks and impacts deriving from civil works. An ESMF is prepared for the Project setting out the principles, rules, guidelines, and procedures to be followed to address and mitigate environmental and social risks and impacts. Based on the ESMF, site specific Environmental and Social Management Plans (ESMPs) will be prepared detailing the measures to be taken during implementation to eliminate or offset adverse environmental and social impacts or reduce them to acceptable levels. The ESMF includes differentiated measures so that adverse impacts do not fall disproportionately on the disadvantaged or vulnerable. It utilizes national environmental and social institutions, systems, laws, regulations, and procedures where appropriate. ESMPs to be developed for individual investments will use generic mitigation measures provided in the ESMF to apply the impact mitigation hierarchy as appropriate.</p>
ESS2. Labor and Working Conditions	<p>This standard is relevant given that the Project will hire both direct and contracted workers. Direct workers will be engaged directly by the country-level Project implementing entity to work specifically in relation to the Project. Contracted workers will work on the Project, hired by third parties. Labor relations, rules of employment, occupational health and safety, workforce protection, worker grievance mechanism, with specific requirements for contractor and subcontractor employees will adhere to national legislation and to ESS2 requirements. Accordingly, a Labor Management Procedures (LMP) is prepared inclusive of the Grievance Redress Mechanism for workers. The LMP outlines areas of alignment and gaps between Georgian national legislation and ESS2, the terms and conditions of employment, OHS requirements and mitigation measures that will apply to the present Project.</p>
ESS3 Resource Efficiency and Pollution Prevention and Management	<p>This standard is relevant for the project as it anticipates some minor works and supply of IT equipment, such as servers, data storage equipment, power, and air conditioning/cooling systems, but no new construction will be required. Use of GHG and Ozone friendly coolant use in air conditioning Under Component 1. In this respect, the ESMF and sub-project construction ESMPs will address (i) establishing and adhering to general good management, (ii) emissions (including dust, noise, etc.) control, and (iii) proper waste management including hazardous, such as handling asbestos containing material as well as E-waste, domestic solid and construction waste management. Measures to ensure resource efficiency</p>

	(water, energy, construction material) will be included in the ESMF and will be further detailed in the respective ESMPs prepared for specific sub-project sites.
ESS4 Community Health and Safety	<p>This standard is relevant for the project. Community health and safety risks and impacts may occur during retrofitting/renovation of buildings as part of sub-projects activities. Risks include construction noise and air quality, transport and traffic management and waste management including hazardous waste. Large scale labor influx and worker accommodation are not expected. The ESMF, construction ESMPs and the SEP will identify stakeholders and the likely impacts of rehabilitations on community health and safety, as well as mitigation measures, monitoring and reporting requirements. Site-specific construction ESMPs (such as transport and traffic management plan) will include measures addressing disturbance of the community members as well as the staff in the buildings in addition to training programs, relevant stakeholder engagement activities and site safety awareness and access restrictions, depending on the level of risk.</p> <p>The contractors will be required to appoint a focal person who will keep local communities informed of project implementation schedule, expected impacts and other issues of interest for them, and receive grievances or feedback from them.</p> <p>The contractors will be required to implement the Code of Conduct (CoC) and train its employees on the prohibition of SEA/SH. As a part of stakeholder engagement activities, communities will be made aware of the project CoC and channels where they can report SEA/SH cases.</p>
ESS5 Land Acquisition, Restrictions on Land Use and Involuntary Resettlement	This standard is not relevant as project activities are not expected to require land acquisition. The feasibility and scope of such a mechanism are not known at this point and should the possibility of land acquisition emerge during preparation, a Resettlement Policy Framework (RPF) will be prepared, consulted upon and disclosed to enable the project to appropriately identify, address and mitigate adverse socioeconomic impacts.
ESS6 Biodiversity Conservation and Sustainable Management of Living Natural Resources	ESS6 is not relevant for the project. Since most of the activities are likely to be in/close to population centers, the Project is not expected to have any significant impact on biodiversity, critical habitats, or the management of living natural resources due to the limited nature of the proposed physical interventions.
ESS7: Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local	This standard is not relevant to the Project as no indigenous people are known to reside in Uzbekistan.

Communities	
ESS8 Cultural Heritage	This standard is not relevant to the Project. As a precautionary measure, procedures to be applied in case of chance finds in order to protect archaeological heritage is covered in this ESMF (Annex 7).
ESS9: Financial Intermediaries	This standard is not relevant, as there are no financial intermediaries involved in the Project.
ESS10. Stakeholder Engagement and Information Disclosure	The standard is relevant. IT Park prepared a Stakeholder Engagement Plan (SEP) and a Project-wide Grievance Redress Mechanism (GRM). This document and other safeguards instruments (LMP, RPF, ESMF) will be disclosed and consultations with the relevant stakeholders be held. Engagement with stakeholders will continue throughout the duration of the Project, and the SEP may be updated if required.

Table 6: Comparative table between WB safeguards requirements and Uzbek national environmental legislation

No.	Aspect	World bank	National Uzbek regulations	Harmonized framework						
<b>Environmental safeguards requirements</b>										
1	Environmental Policy and Regulations	There is key 10 Environmental and Social Standards (ESS), and World Bank Group Environmental, Health, and Safety General Guidelines (EHSB).	<p>Environmental assessment and permitting procedure in Uzbekistan are set out in the following laws and regulations:</p> <p><b>(i)</b> The Law on Nature Protection (1992);</p> <p><b>(ii)</b> The Law on Environmental Expertise (2000), and</p> <p><b>(iii)</b> DCM No. 541 of 07.09.2020 on “On the further improvement of the Environmental Impact Assessment mechanism”.</p> <p>Environmental legislation base consists of the more than 100 laws, bylaws and other regulative documents, such as sanitarian norms and rules, standards and etc.</p>	In most of the cases national requirements and standards for environment quality are match with WB EHC standards. However, there are some parameters when national and WB requirements and standards are different. In such cases more strictly ones will apply for the project.						
2	Screening and Categorization	<p>WB carries out project screening and categorization at the earliest stage of project preparation when sufficient information is available for this purpose.</p> <p>In the case where World Bank and national categorization requirements differ, the more stringent requirement will apply. This refers mostly in the case of deciding about Category “Moderate Risk” subprojects - the</p>	<p>In Uzbekistan the EIA system is based on the State Ecological Expertise, which is regulated by Law No.73-II On Ecological Expertise and by DCM No.541 of 07.09.2020 “On the further improvement of the Environmental Impact Assessment mechanism”.</p> <p>The category of the project is defined in accordance with Appendix 1 to DCM No.541.</p>	<p>WB and Uzbekistan project categorization could be harmonized by accepting the following principle:</p> <table border="1" data-bbox="1597 1098 2076 1370"> <thead> <tr> <th data-bbox="1597 1098 1839 1166">WB</th> <th data-bbox="1839 1098 2076 1166">Uzbekistan</th> </tr> </thead> <tbody> <tr> <td data-bbox="1597 1166 1839 1270">Category High Risk</td> <td data-bbox="1839 1166 2076 1270">Category I</td> </tr> <tr> <td data-bbox="1597 1270 1839 1370">Category Substantial Risk</td> <td data-bbox="1839 1270 2076 1370">Category II</td> </tr> </tbody> </table>	WB	Uzbekistan	Category High Risk	Category I	Category Substantial Risk	Category II
WB	Uzbekistan									
Category High Risk	Category I									
Category Substantial Risk	Category II									



No.	Aspect	World bank	National Uzbek regulations	Harmonized framework				
		<p>national EA legislation doesn't refer to small scale activities, including construction and rehabilitation of various buildings. In these cases the client will apply the WB criteria.</p> <p>Categorization into Categories High Risk, Substantial Risk, Moderate Risk or Low Risk.</p> <p>The project categorization depends on location. There are several locations which should be considered while deciding to qualify the project as category I: in or near sensitive and valuable ecosystems, archeological heritages, densely populated areas and etc.</p>	<p>The Regulation stipulates 4 categories for development:</p> <ul style="list-style-type: none"> <li>• Category I (High Risk),</li> <li>• Category II (Middle Risk),</li> <li>• Category III (Low Risk),</li> <li>• Category IV (Local Impact).</li> </ul> <p>The types of activities subject to state ecological expertise, not included in this list, are determined by the category of this type of activity on the basis of materials submitted by the Expert Council under the "Minekologii" or based on the results of field research.</p> <p>If the materials submitted by one customer for the state ecological expertise are complex and consist of several objects of different categories that affect the environment and are located in the same production zone, their impact on the environment is determined according to the highest category.</p>	<table border="1" data-bbox="1594 300 2080 499"> <tr> <td data-bbox="1594 300 1839 395">Category Moderate Risk</td> <td data-bbox="1839 300 2080 395">Category III</td> </tr> <tr> <td data-bbox="1594 395 1839 499">Category Low Risk</td> <td data-bbox="1839 395 2080 499">Category IV</td> </tr> </table> <p>All potential sub-projects will be reviewed on location in regard to sensitive areas. In this case WB categorization will be applied.</p>	Category Moderate Risk	Category III	Category Low Risk	Category IV
Category Moderate Risk	Category III							
Category Low Risk	Category IV							
3	Environmental Impact Assessment Report	EIA processes report for category "High Risk" sub-projects includes the following chapters: (i) Executive Summary, (ii) Policy, legal and administrative framework, (iii) Project description, (iv) Baseline data, (v) Environmental Impacts, Analysis of alternatives, and (vi)	DCM No.541 defines content of EIA report for project belonged to categories I-III. The report has to include: (i) baseline data, (ii) project description, (iii) anticipated environmental impacts, (iv) waste management, (v) analysis of emergency situation, and (vi) and	EISA prepared for category "Substantial Risk" sub-projects under this project should be developed in accordance with national requirements, fulfilled with WB requirements presented in this ESMF document and with WB information on public disclosure requirements.				

No.	Aspect	World bank	National Uzbek regulations	Harmonized framework
		<p>Environmental Management Plan. Information on public consultations is provided in Appendixes.</p> <p>For the category “Substantial Risk” sub-project the scope of EA and report should be narrow than for category “High Risk” sub-projects.</p>	<p>anticipated changes due to project implementation. Information on applicable laws and regulation usually is presented in “Introduction” part.</p> <p>For the projects category IV, the EIA report more simplified in the form of a questionnaire.</p>	
4	ESMP	<p>ESMP should be prepared and should specify, along with the proposed mitigation activities, a monitoring plan and reporting requirements, institutional arrangements for ESMPs implementation. For sub-projects category “Substantial Risk” with low impact ESMP checklist has to be filled.</p>	<p>National legislation on EA requires to identify possible impacts, but it does not require a preparation of separate EMP or any other environmental documents/plans/checklists.</p> <p>There is no requirements on environmental monitoring with specification of monitoring parameters and location.</p>	<p>Based on results of sub-projects screening ESMP, ESMP checklist will be developed.</p>

### 2.3 Uzbekistan National Social Policy

**Law of the Republic of Uzbekistan #ZRU-410** dated September 22, 2016, on the introduction of amendments and additions to the law of the Republic of Uzbekistan “**On Labor Protection**”. The purpose of this Law is to regulate relations in the field of labor protection. Labor protection legislation consists of this Law and other legislative acts. If an international treaty of the Republic of Uzbekistan establishes rules other than those provided by the legislation of the Republic of Uzbekistan on labor protection, then the rules of the international treaty are applied. This Law applies to:

- employees who are in labor relations with enterprises, institutions, and organizations (hereinafter referred to as organizations), as well as with individual employers.
- students of higher educational institutions, students of secondary specialized, vocational educational institutions, students of other educational institutions undergoing industrial practice.
- military personnel recruited to work in organizations.
- citizens doing alternative service.
- persons serving a sentence under a court sentence during the period of their work in organizations determined by institutions for the execution of punishment, as well as persons who are subject to an administrative penalty in the form of administrative arrest, persons involved in other types of work, including those organized in the interests of society and state.

**Law of the Republic of Uzbekistan #ZRU-445** dated September 11, 2017 “**About appeals of individuals and legal entities**”. The purpose of this Law is to regulate relations in the field of appeals of individuals and legal entities to state bodies and state institutions, as well as to their officials. This Law also applies to organizations with state participation and citizens' self-government bodies.

**Law of the Republic of Uzbekistan on guarantees and freedom of information access** as of April 24, 1997, #400-I governs the relations arising in the implementation process of the constitutional right of everyone freely and to unimpeded seek, receive, research, to transfer and distribute information.

**Law of the Republic of Uzbekistan on principles and warranties of freedom of information** as of December 12, 2002, #439-II. The main objectives of this Law are to ensure compliance with the principles and guarantees of freedom of information, the exercise of the right of everyone to seek, receive, research, disseminate, use and store information, as well as ensure the protection of information and information security of the individual, society and the state freely and unimpededly.

**Law of the Republic of Uzbekistan on the appeals of individuals and legal entities** as of December 03, 2014 #378 governs grievance redress procedure in Uzbekistan. This Law obliges state authorities to deal with appeals and provides a clear framework to handle the case. The appeals can be in the form of applications, proposals, and complaints and submitted in three ways: oral, written, and digital format. The application or complaint shall be considered within fifteen days from the date of receipt in the state authority, which is obliged to resolve the issue on the merits, as well as require additional study and (or) check, a request for additional documents - up to one month. No project-specific GM is warranted under the national legislation. However, it is allowed to apply to a) conciliation commission; b) Labor Inspection under the Ministry of Employment and Labor Relations; and c) court.

The positions of Uzbekistan in international rankings, as well as the absence of the country in some of them, indicate the need for further implementation of work to modernize the institutional framework, including the improvement of legislation.

In order to identify the level of development of legislation to stimulate the development of ITES in the country and determine the scope of work to be implemented, a study of the national regulatory framework was carried out. A consolidated analysis is given in the table below (Annex 1).

**Annex 1.** Consolidated analysis of the legislation of the Republic of Uzbekistan in the field of Labor and social protection

№	Name	Type	Issues covered	Link in the National Legislation Database
<b>1. Sphere of employment</b>				
1.1.	Labor Code of the Republic of Uzbekistan	Legislative act	Regulation of labor relations of individuals working under an employment contract (contract) at enterprises, institutions, organizations of all forms of ownership, as well as individual citizens	<a href="https://lex.uz/docs/145261">https://lex.uz/docs/145261</a>
1.2.	Law of the Republic of Uzbekistan dated October 20, 2020 No. ZRU-642 "On Employment"	Legislative act	Regulation of relations in the field of employment	<a href="https://lex.uz/ru/docs/5055696">https://lex.uz/ru/docs/5055696</a>
1.3.	Law of the Republic of Uzbekistan dated September 22, 2016 No. ZRU-410 "On amendments and additions to the Law of the Republic of Uzbekistan "On labor protection"	Legislative act	Regulation of relations in the field of labor protection	<a href="https://lex.uz/docs/3031429">https://lex.uz/docs/3031429</a>
1.6.	Decree of the President of the Republic of Uzbekistan dated 08.06.2021 No. PP-5140 "On measures to further improve the system for training personnel in working professions"	Bylaw / Non-legislative act	Issues concerning the organization of the "Ishga Markhamat" monocenters and vocational training centers	<a href="https://lex.uz/docs/5449380">https://lex.uz/docs/5449380</a>

1.7.	Decree of the President of the Republic of Uzbekistan dated August 11, 2020 No. PP-4804 "On additional measures aimed at attracting entrepreneurship, increasing labor activity and vocational training of poor and unemployed citizens, as well as ensuring employment of the population"	Bylaw / Non-legislative act	Issues concerning the organization of the "Ishga Markhamat" monocenters and vocational training centers	<a href="https://lex.uz/docs/4945780">https://lex.uz/docs/4945780</a>
1.8.	Decree of the President of the Republic of Uzbekistan dated October 31, 2019 No. PP-4502 "On measures to introduce the interdepartmental hardware and software complex "Unified National Labor System"	Bylaw / Non-legislative act	On the implementation, main functions and tasks of the interdepartmental hardware and software complex "Unified National Labor System" (MAPK "ENST")	<a href="https://lex.uz/ru/docs/4574234">https://lex.uz/ru/docs/4574234</a>
1.9.	Decree of the President of the Republic of Uzbekistan dated November 7, 2018 No. PP-4008 "On measures to create favorable conditions for the implementation of labor activities on the territory of the Republic of Uzbekistan by qualified specialists of foreign states"	Bylaw / Non-legislative act	Measures to simplify the issues of attracting qualified foreign specialists	<a href="https://lex.uz/docs/4045563">https://lex.uz/docs/4045563</a>

1.10.	Decree of the President of the Republic of Uzbekistan dated August 20, 2018 No. PP-3913 “On measures to improve the structure of labor bodies and strengthen the system for protecting labor rights and labor protection of citizens”	Bylaw / Non-legislative act	On the establishment of the State Labor Inspectorate and its main tasks	<a href="https://lex.uz/ru/docs/4213624">https://lex.uz/ru/docs/4213624</a>
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## 2.4 Institutional Framework.

The Ministry of Environment and Climate Change (MECC - “Minekologii”) is the body of state administration in the sphere of ecology, environmental protection, rational use and reproduction of natural resources. The “Minekologii” is accountable to the Cabinet of Ministers of the Republic of Uzbekistan.

The activity of the Ministry is regulated by President Resolution No. 5024 ‘On Improving the System of State Management in the sphere of Ecology and Environmental Protection’ of 21th April 2017.

The structure of “Minekologii” takes the form of a central body in Tashkent with regional branches and agencies providing scientific and technical support. Regional environmental authorities are structured similarly to the “Minekologii”.

Other state bodies of the Republic of Uzbekistan dealing with environment-related issues are:

- Ministry of Water Resources;
- State Committee for Geology and Mineral Resources (or Goskomecologiya);
- Centre of Hydro-meteorological Service (or Uzhydromet);
- Ministry of Health (or MoH RUz);
- State Inspectorate for Exploration Supervision, Operations Safety Supervision of Industry, Mining and Utilities Sector (or Sanoatgeokontekhnazorat);
- Ministry of Culture;
- Ministry of Emergency Situations, etc.

**Ministry of Water Resources** is responsible for water allocation among different users within Republic of Uzbekistan and monitoring of water management facilities. Based on forecast and limits provided by Interstate Commission for Water Coordination (ICWC), water is allocated among users with the priority given to drinking water supply sector.

**State Committee for Geology and Mineral Resources:** (i) carries out, together with Geological Survey Services of the neighboring countries, work on identifying and studying the focal points of radioactive and toxic pollution within transboundary territories, prepare geological maps and atlases reflecting specially hazardous zones and sections; (ii) in accordance with the procedure established by legislation, exercises control over protection of geological and mineralogical facilities as well as underground water from pollution and depletion.

Centre of Hydro-meteorological Service establishes and maintains the State Hydrometeorological Fund of Data, the State Fund of data on environment pollution, state accounting of surface waters;

systematic observations of air, soil, surface water, as well as formation and development of disastrous hydrometeorological phenomena.

**Ministry of Health** – develops and approves sanitary regulations, rules, and hygienic standards, carries out state sanitary supervision over their observance as well as methodological supervision of the work of sanitary and epidemiological services, regardless of their departmental subordination.

**State Inspectorate for Exploration Supervision, Operations Safety Supervision of Industry, Mining and Utilities Sector** – works together with the “Minekologii” and carries out control in the field of geological investigation, use and protection of subsurface resources.

**Ministry of Culture** - is a body of the Government of Uzbekistan that responsible for state policy in cultural spheres, Art, Cinematography, archives and inter-nations issues.

### 3 ENVIRONMENTAL AND SOCIAL BASELINE ANALYSIS

#### 3.1 Environmental Baseline Analysis

##### 3.1.1 Location and Size

According to the FS the Project will be implemented throughout the country, in all provinces, and the Republic of Karakalpakstan. This chapter presents the general geographic and climatic observe of the country.

**Geographical location and administrative structure.** The Republic of Uzbekistan is in Central Asia (Figure 1) within the Amu Darya and Syr Darya river basins, and covers an area of 448.97 thousand sq. km<sup>4</sup>. It is bordered on the northeast by the Republic of Kazakhstan, on the east and southeast by Kyrgyzstan, Tajikistan, and on the west by Turkmenistan and also shares a short border with Afghanistan to the south. The total length of the country border is 7 090,12 km. The long border with Afghanistan is 143 km, with Kazakhstan - 2.356,31 km, with Kyrgyzstan - 1.476,12 km, with Tajikistan - 1.283,2 km and Turkmenistan - 1.831,49 km.



<sup>4</sup> <https://constitution.uz/en/pages/aboutUzbekistan>

Figure 1: Location of the Republic of Uzbekistan in Central Asia map

The administrative subdivision of Uzbekistan is made up of 12 provinces and the Republic of Karakalpakstan. Karakalpakstan is the autonomous republic. Uzbekistan has 17 cities with more than 100,000 inhabitants and 1 city with more than one million inhabitants. The capital is Tashkent city. The provinces are Andijan, Bukhara, Jizzak, Kashkadarya, Navoi, Namangan, Samarkand, Syrdarya, Surkhandarya, Tashkent, Fergana, and Khorezm (Figure 2).



Figure 2: The provinces of the Republic of Uzbekistan

A short summary of the characteristics of each province is provide in Table .

Table 7: Summary overview of the provinces of Uzbekistan

Provinces	Brief description
<b>Tashkent</b>	Tashkent is located in northeast Uzbekistan, between the western slopes of the Tien Shan mountain range and the Syrdarya River. Tashkent region has a total area of 20 800 square kilometres. The climate is sharply continental, with mild wet winters, and hot dry summers. The region's population is 2 977 000 people. The region is divided into 15 administrative districts. Tashkent, the region's administrative capital, with a population of around 2 million people. The region consists of 16 cities. The biggest cities - Angren, Almalyk, Akhangaran, Bekabad, Chirchiq, Yangiabad and Yangiyul. There are also 17 small cities and settlements. The region is rich with coal, copper, molybdenum, zinc, gold, silver, rare metals, etc.



Provinces	Brief description
<b>Andijan</b>	Andijan is located in the Fergana Valley's eastern portion. The total area is 4 300 square kilometres. Climate is sharply continental with sharp differences in winter and summer temperatures. The region's population is 3 322 800 people. There are 14 administrative districts in the region. Andijan, with a population of 303 000 people, is the region's administrative centre. Asaka, Shakhrikhan, Khanabad, and Karasu are the region's other major cities. The region's natural resources include oil, ozocerite, and other mineral resources. In the region, 85 joint ventures are currently registered.
<b>Fergana</b>	The Fergana region is located in the southern section of the Fergana Valley, on the border with Kazakhstan. The total land area is 6 760 square kilometres. The climate is sharply continental, with mild winter and very hot summer. Fergana has a population of 3 976 500 people, which is the largest in the country. Rural areas are home to around 70,7 percent of the population. The region is subdivided into 15 administrative districts for administrative purposes. Fergana city, with a population of 214 000 people, serves as the administrative headquarters. Kokand, Kuva, Kuvasay, Margilan, and Rishtan are some of the other major cities.
<b>Namangan</b>	The region of Namangan is in the north-eastern part of the Fergana Valley. The region of Namangan covers an area of 7 440 square kilometres. The climate is continental, with dry summer, and mild humid winter. The region has a population of 2 931 100 people, with 62,3 percent of the population living in rural regions, according to the United Nations Population Division. The region is subdivided into 13 administrative districts for administrative purposes. Namangan is the most populous city in the district, with a population of 341 000 people. Other major cities include Kasansay, Pap, Uchkurgan, and Chust, all of which are located in the northern part of the region.
<b>Syrdarya</b>	Syrdarya region is located in Uzbekistan's central region, on the left bank of the Syrdarya River. The region has a total land area of 4 280 sq.km and has a continental climate with droughts throughout the year. The region has a total population of 829 900 people. The Syrdarya region is divided into 8 administrative districts, the centre of which is Gulistan. The city of Gulistan has a population of 54000 people. Other important towns and cities include Bakht, Syrdarya, Shirin, and Yangiyer.
<b>Jizak</b>	Jizak region is in the central part of the Republic of Uzbekistan. Total area makes 21 210 sq.km. The climate is sharply continental, with dry hot summer, and relatively mild winter. The population makes 1 443 400 people, and average density is 68 people per sq.km. The region is divided into 12 administrative districts. Jizak city is the administrative center of the region. The population of the capital makes 127 200 inhabitants. Other important cities are Gagarin, Galliaral, Pakhtakor, Dustlik and Marjanbulok. In Jizak region 34 joint ventures are established. The region is mainly agrarian. The most important products are cotton and wheat. Tens of thousands of hectares of uncultivated lands will be used for agricultural purposes.
<b>Samarkand</b>	Samarkand region is located in the center of Uzbekistan. The total area of Samarkand region is 16 770 sq.km. Climate is continental and dry. The population makes 4 031 300 people, more than 65% live in rural areas. The region consists of 14 administrative districts, population density - 240 people per 1 sq.km. The administrative center

Provinces	Brief description
	of the region is Samarkand city with the population of 368 000 people. Other main cities: Kattakurgan, Nurata, Urgut, Juma and Aktash.
<b>Kashkadarya</b>	Kashkadarya region is in the southern part of Uzbekistan. Kashkadarya region is located in Kashkadarya river basin on the western slope of Pamir, the Alay mountains. The area of the region is 28 570 sq.km. The climate is continental, dry, in some places - subtropical. The population of the region makes 3 408 300 people, more than 73% live outside the city. Kashkadarya region is divided into 13 administrative districts, with the center in Qarshi city. The population of the city makes 177 000 people. Other main cities are Shakhrisabz, Kitab, Kasan, Mubarak, Yakkabog, Guzar and Kamashi.
<b>Surkhandarya</b>	Surkhandarya region is located in the southern part of Uzbekistan, borders on Afghanistan. The total area of the region makes 20 100 sq.km. Climate is continental with mild winter and hot summer. The population of the region makes about 2 569 900 people with rural people (79,8%) living outside the city. The region consists of 14 administrative districts. Termez city is the administrative center. The population of Termez city - 95 000 people. Other main cities: Denau, Baysun, Sherabad, Shurchi and Sariosiyo.
<b>Bukhara</b>	The region is located in the southwest of Uzbekistan. The area is 40 322,86 sq.km. The climate is desert and continental. The population of the region makes about 2 009 800 people with rural people (63%) living outside the city. The region is divided into 11 districts. The population of Bukhara city is 237 800 people. Other main cities: Alat, Gijduvan, Kagan and others. Bukhara city is the administrative center.
<b>Navoi</b>	Navoi region is located in the southwest of Uzbekistan, in the middle of Kyzylkum Desert. The territory of the region is 111 100 sq.km. The climate is continental, dry. The population makes about 1 055 500 people, more than 59,4% live in the rural areas. The region is divided into 8 administrative districts. Navoi city is the administrative center with the population of 128 000 people. Other main cities: Uchkuduk and Zarafshan.
<b>Khorezm</b>	Khorezm region is located in the northwest of Uzbekistan. Total area – 6060 sq.km. The climate is continental, with cold winter and dry hot summer. The population of the region –1 947 100 people, 80% of which live in the rural areas. The region is divided into 11 administrative districts, the main one is Urgench. The population of Urgench makes 135 000 people. Other large cities: Khiva and Pitnak.
<b>Republic of Karakalpakstan</b>	The Republic of Karakalpakstan is located in the Southwest part of Uzbekistan, occupies Northwest part of Kyzylkum Desert, and Amudarya delta. The total area of the republic - 166 590 sq.km. The climate is sharply continental, with very hot summer and cold winter without snow. The population of Karakalpakstan – 1.95 million people, mainly Uzbeks (32,8%) and Karakalpaks (32,1%). About 48% of the population live in the settlements while 52% live in the cities. Republic is divided into 16 administrative regions, 12 cities and 16 settlements. Administrative center of the Republic of Karakalpakstan - Nukus with the population of 236 700 people. Other main cities are Khojeyli, Kungrad and Chimboy.

**Topography.** The physical environment of Uzbekistan is diverse, ranging from the flat, desert topography that comprises almost 80% of the country's territory to mountain peaks in the east reaching about 4,500 metres (14,800 ft) above sea level. The northernmost point of Uzbekistan is located in the northeast of the Ustyurt plateau (45°36'N), the southern one - near the city of Termez on the bank of the Amu Darya (37°11'N), the western one - on the Ustyurt plateau (56°Ed.), the east - in the east of the Fergana Valley (73°10'E). The Tian Shan mountains are in the southeastern part of Uzbekistan, which rise higher in neighboring Kyrgyzstan and Tajikistan and form a natural border between Central Asia and China. The vast Qizilqum Desert, shared with southern Kazakhstan, dominates the northern lowland portion of Uzbekistan. The most fertile part of Uzbekistan, the Fergana Valley, is an area of about 21,440 square kilometres (8,280 sq mi) directly east of the Qizilqum and surrounded by mountain ranges to the north, south, and east. The western end of the valley is defined by the course of the Syr Darya, which runs across the northeastern sector of Uzbekistan from southern Kazakhstan into the Qizilqum. Although the Fergana Valley receives just 100 to 300 millimetres (3.9 to 11.8 in) of rainfall per year, only small patches of desert remain in the center and along ridges on the periphery of the valley. (Figure 3).

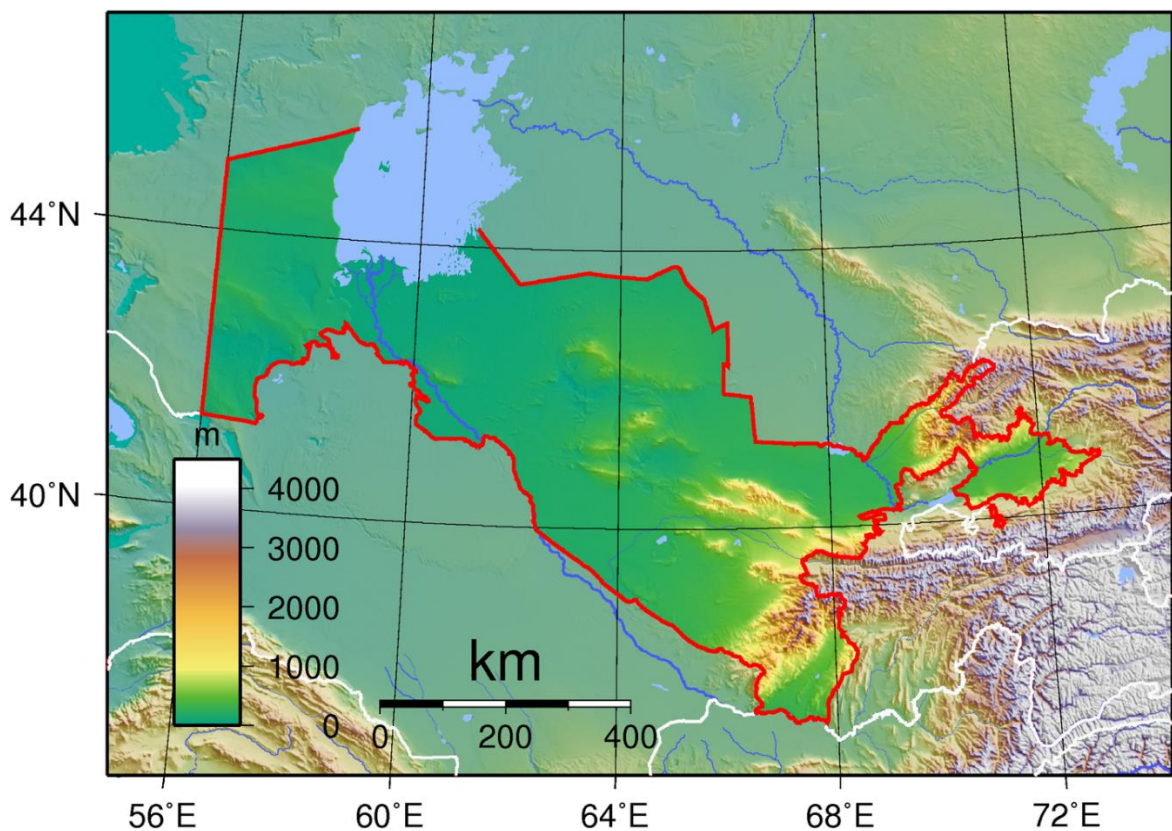


Figure 3: Topographic map of the Republic of Uzbekistan in the Central Asia (source: [https://en.wikipedia.org/wiki/File:Uzbekistan\\_Topography.png](https://en.wikipedia.org/wiki/File:Uzbekistan_Topography.png))

### 3.1.2 Physical characteristics

**Climate.** Climate of Uzbekistan is of continental and subtropical type with large seasonal and daily variations in air temperature. The southern part of Uzbekistan is located in subtropical climatic zone, and the northern one in moderate climatic zone. Extended summer season is the one of climate features. Thermal depression is quite often located over Uzbekistan in summer, which consists of front free non-mobile area of low air pressure with distinctive fair dry and hot weather. The hottest month generally is July with average mean monthly air temperature ranges from 37°C in the south (Termez) to 32-33°C in the north (Ustyurt Plateau). The absolute maximum air temperature reaches 48-50°C, and 44-46°C in the southern and northern districts respectively. That of in piedmont areas with elevation up to 800-900m above mean sea level (mamsl) is over 42°C. The average temperature for the coldest month of January on Ustyurt Plateau and lower

reaches of Amudarya river is -8°C, -10°C, that of in the south is +2, +3°C. The absolute minimum winter air temperature of -40°C was observed on the north of Ustyurt Plateau. The absolute minimum winter air temperature in the far south of Uzbekistan is -20°C. In the Kyzylkum desert, piedmont area and mountains air temperature never drops below -25, -34°C. Generally, the territory of Uzbekistan is attributed to the arid zone. Precipitation is mainly brought about by humid air mass. Distribution of precipitation across the territory is extremely uneven and closely associated with terrain elevation, direction of mountain slopes and other features of orography. Usually, the significant amount of precipitation falls in autumn, winter and spring periods. Minimum precipitation amount (less than 100 mm per year) occurs in the western part of republic (Ustyurt Plateau). Towards south-east and east with terrain elevation increase, the precipitation amount is increasing reaching 800-900 mm per year.<sup>5</sup>

**Hydrological conditions.** The total water resources of the country comprises the surface runoff of Amudarya and Syrdarya rivers (55%), runoff of small rivers (33%), underground waters (around 10%), and collector/drainage waters (2%)<sup>6</sup>. There are 17 777 natural watercourses on the territory of Uzbekistan, of which 9930 are in the Amu Darya basin, 4926 in the Syr Darya basin. More than 500 lakes are located in mountain river valleys, the largest is the Aydar-Arnasay lake system. Glaciers are located in the upper reaches of individual rivers, mainly in the river basin. Pskem, with an average glacier area of 0.29 km. Water resources of Uzbekistan are formed mainly due to melt water 60%, both in the Syrdarya river basin and in the Amudarya river basin<sup>7</sup>.

**Air quality.** Many different sources of pollution occurring within Uzbekistan borders, main of which come from anthropogenic activity disrupting the environment (both now and from times past) as well as various combustion sources. In accordance with the Decree of the Cabinet of Ministers No. 737 of 05.09.2019<sup>8</sup> Uzhydromet is in charge for monitoring of air, surface (natural watercourses) water, and soil pollution, also the entity is responsible for background monitoring. Uzhydromet operates 63 stationary observation points in 25 cities. The atmospheric air is analysed for 12 pollutants. Atmospheric air quality in the city is monitored for five main parameters: dust (particulate matter), sulphur dioxide, carbon monoxide (carbon monoxide), nitrogen dioxide and nitrogen oxide. Other pollutants (ammonia, phenol, formaldehyde, ozone, chlorine, solid fluorides, hydrogen fluoride, heavy metals) are monitored according to emission composition from nearby industrial enterprises. Observations of atmospheric air are carried out daily 3 times a day (7:00; 13:00; 19:00 local time).

**Noise.** The ambient noise levels at all the location of the Facilities is likely be equivalent to normal background levels relevant in cities or towns, consisting of baseline traffic noise and general background noise. Noise measurements in residential and public buildings are carried out by the State Sanitary and Epidemiological Surveillance according to the request of residents or legal entity.

## 3.2 Social Baseline Analysis

### 3.2.1 Poverty rate assessment

The Center for Economic Research and Reforms (CERR), together with the Statistics Agency (Statistics Agency), assessed changes in the level of well-being of the population of Uzbekistan for 2021-2022 on the basis of household budget survey data throughout the republic.

The Agency conducted a poverty review in the country. According to the survey, the poverty level in Uzbekistan by the end of 2022 decreased by almost 3% compared to the previous year and amounted to 14%. The study revealed that the greatest reduction in the level of poverty was noted in the Syrdarya, Tashkent, Kashkadarya and Jizzakh regions. At the same time, in Navoi,

<sup>5</sup> Third National Communication of the Republic of Uzbekistan under the UNFCCC

<sup>6</sup> State Water Cadastre, Uzhydromet, Tashkent, 2015.

<sup>7</sup> Geographic Atlas of Uzbekistan, Goskomzemgeosezkadastr, Tashkent - 2012.

<sup>8</sup> "On improvement of the environmental monitoring system in the Republic of Uzbekistan". <https://lex.uz/uz/docs/4502814?ONDATE2=26.07.2022&action=compare>

Surkhandarya and Ferghana regions, no significant improvement in poverty reduction indicators has been achieved.

The average level of income per capita increased by 8.8% in 2022. In 8 regions, per capita income growth was below the national average, including Andijan, Bukhara, Kashkadarya, Navoi, Syrdarya, Khorezm, Surkhandarya and Ferghana regions. In the following 6 regions, the growth in per capita income was noted at a level above the average for the republic, including in the Jizzakh, Namangan, Samarkand, Tashkent regions, in the Republic of Karakalpakstan, as well as in the city of Tashkent.

It should be noted that in the structure of income of the population, the share of income from small business has increased by 2 times, and the share of income from agriculture has increased by 3 times.

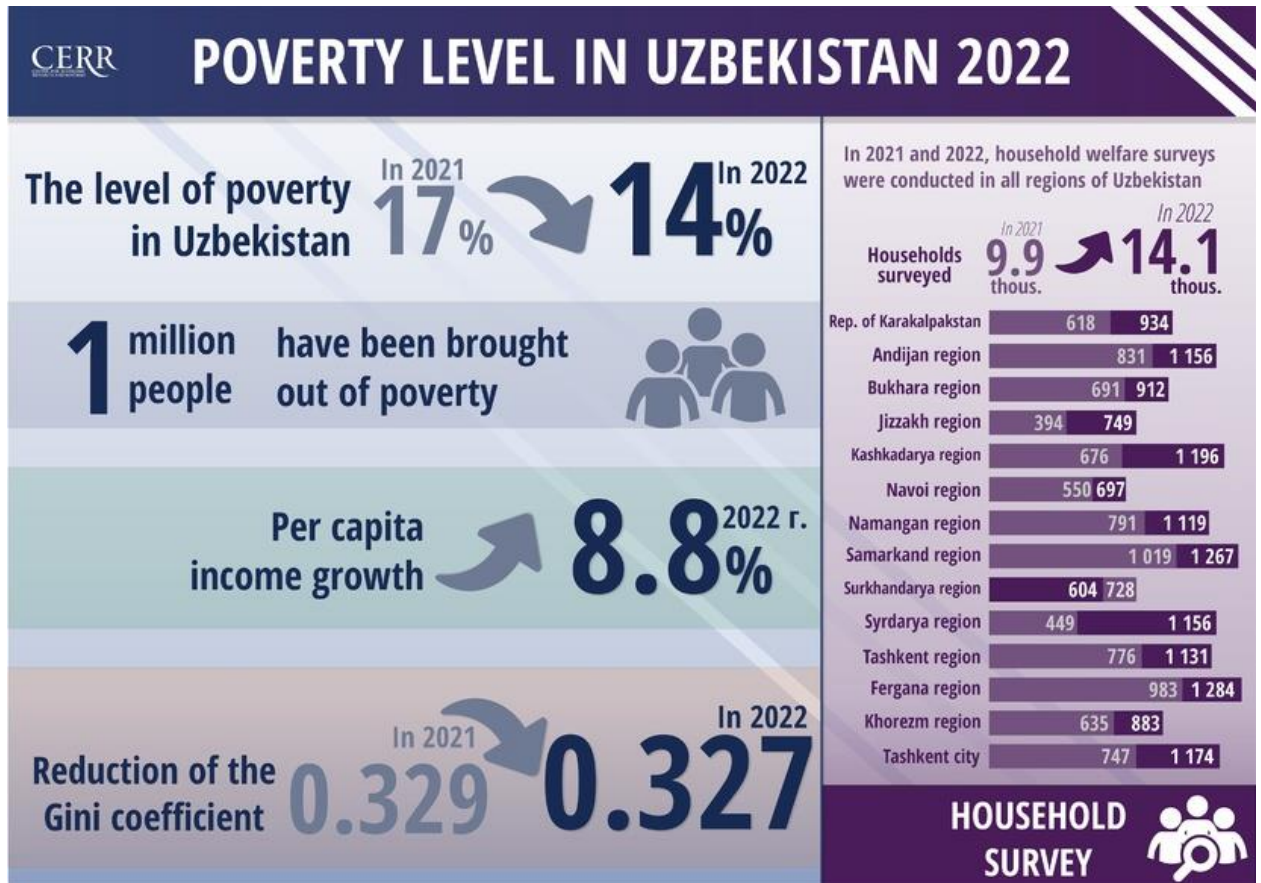


Figure 4: Assessment of the poverty level in Uzbekistan for 2022 . Source CERR 2023

### 3.2.2 Assessment of Persons with disabilities

In Uzbekistan, the officially reported number of persons with disabilities is likely underestimated at 2.1 percent of the population, given that an estimated 15 percent of people around the world have some form of impairment. Namely, at the end of 2019, 693,900 persons with disabilities (295,500 females and 398,400 males), including 111,300 children under the age of 16 (48,800 girls and 62,500 boys) received pensions and social benefits in Uzbekistan<sup>9</sup>.

**Access to Health Services.** In terms of access to healthcare, the study highlights that 25 percent of children and adults with disabilities do not receive the required healthcare services, compared to 10 percent of those without disabilities. Persons with disabilities are almost three times more likely to lack access to prescribed medication due to difficulties with paying for the medicine, not

<sup>9</sup> <https://kun.uz/en/news/2022/01/31/world-bank-highlights-challenges-faced-by-people-with-disabilities-in-uzbekistan#:~:text=The%20official%20number%20of%20people,figure%20should%20probably%20be%20higher.>

knowing where to access the medicine, and other factors. In 2019, a study showed that only 26.9 percent of persons with physical impairments that require a wheelchair were using them. Nearly half (43.6 percent) of the study participants expressed a need for assistive devices and services. 21.5 percent had access to them but only 2.8 percent had received the devices from state institutions.

**Gender and Disability.** Based on official administrative data, the number of girls and women with disabilities has decreased from 408,900 women and 68,800 girls under 16 in 2007 to 295,500 women and 48,800 girls in 2019. The cause of this drop in reported numbers is unclear, as disability is believed to be more prevalent among females due to their longer life expectancy. Also, women and girls with disabilities may face additional barriers to registering their disability status at the Medical Labor Expert Commission (VTEK).

**Accessibility.** Lack of accessibility negatively affects the livelihoods of persons with disabilities. A recent analysis revealed that 85 percent of buildings and social infrastructure facilities in Tashkent city are not adapted for use by persons with disabilities even though 70,000 persons with disabilities live there. Nor is public transport in the capital satisfactorily accessible, which has serious socio-economic consequences for the livelihoods of persons with disabilities. Insufficient access to the physical environment and reasonable accommodation violates the rights of persons with disabilities and discourages them from participating in public life, education, labor, and other activities, which affects their quality of life. Persons with disabilities, particularly those with physical impairments, are thus in forced social isolation, become highly dependent on others, and are deprived of urban citizenship.

**Access to Education.** The World Bank study shows that children with disabilities have nearly 20 percent less access to pre-school education than those without disabilities, which can decrease the retention rates of children with disabilities in the upper grades. As an experiment, in the 2021/2022 academic year, an inclusive education system was introduced in 42 secondary schools in cities, as well as districts of Tashkent city. Based on the results of this pilot program, the inclusive approach to education will be rolled out in other regions of the country. However, the study reconfirmed that general secondary schools lack accessible buildings and toilets, reasonable accommodation (sign language interpreters, textbooks in Braille), and qualified staff (e. g. tutors for children with learning disabilities, teachers of children with hearing impairments).

**Access to Employment.** In terms of employment, persons with disabilities are about four times less likely to find a job than those without disabilities. In 2019, only 8.9 percent of men and 4.4 percent of women with disabilities aged 16–59 and 16–54, respectively, were officially employed (7.1 percent overall). The percentage was even lower in rural areas (5.8 percent). The study found that the design of the social protection system may discourage persons with disabilities from employment in the open labor market. Access to disability benefits is limited to those who VTEK assesses as medically “unable to work,” which excludes persons with disabilities from the labor market. Employed persons with disabilities tend to work more in the informal sector, where discrimination on the basis of disability is challenging, and salaries are roughly half those in the formal sector.

**Impact of COVID-19.** The Listening to Citizens of Uzbekistan, a World Bank-supported monthly survey involving 4,000 households in all regions of Uzbekistan, showed that during the pandemic persons with disabilities reported worsened mental health during the lockdown. From July to December 2020, an average of 51 of them evaluated their mental health as “fair” or “poor”; the peak was in August 2020, at 61 percent. Lockdowns and related disruptions also impact the accessibility of persons with disabilities to markets, specialized health and social services.

**Recommendations for the social inclusion of persons with disabilities.** The study offers recommendations for the social inclusion of persons with disabilities. For instance, they include bringing legislation and national policy in line with the provisions and principles of the UN Convention on the Rights of Persons with Disabilities (CRPD); harmonizing the system of statistics and data collection related to functional limitations and disability prevalence based on

internationally shared definitions and tools; and strengthening the interagency coordination and control mechanisms related to CRPD implementation.

Moreover, the authorities could take measures to enhance the capacity of local organizations which represent persons with disabilities and NGOs; promote norms and behavior change towards persons with disabilities; enact the principle of universal design and accessibility; strengthen social services and case management practices at the community level by implementing the WHO community-based rehabilitation guidelines using existing community structures such as mahallas; and advance inclusive education and employment practices.

### 3.2.3 Gender Assessment

**Gender Equality Issues.** Gender equality in Uzbekistan has seen both progress and regression since independence in 1991. The principles of nondiscrimination and equal rights for women and men are enshrined in the Constitution. The Women’s Committee of Uzbekistan (WCU) under the Ministry of Poverty Reduction and Employment is the national machinery for women’s issues and the key player in promoting gender equality. The WCU performs regular assessments and addresses women’s appeals to the Virtual Reception offices. The main issues are requests for legal, social, and housing assistance and financial aid, and questions and proposals related to cultural behavior, dress codes, weddings, and rituals.

**Women’s Political and Public Participation.** No laws restrict women’s political participation. Uzbekistan prohibits violence against women and forbids discrimination in the workplace. Consequently, women hold high offices throughout the country, and since 2004, when the 30% quota for women in political parties’ lists of candidates was introduced, the proportion of women in Parliament has increased, from 9.4% in 2014 to 16% in 2017. However, this proportion has remained almost unchanged since then. Women are still underrepresented at other decision-making levels (16%–25%), and they have not yet reached the critical mass at least 30% representation necessary for them to have an effective voice in decision-making.

**Employment and the Labor Market.** Employment and job creation are a constant focus of the state. Women’s participation in labor market or entrepreneurial activity is not limited by any legislative act. The Development Strategy for 2017–2021 specifically addresses employment for women and female graduates of vocational colleges. Although women compose 49.6% of Uzbekistan’s population, their share in formal employment (45.7%) is lower than that of men (54.3%). Moreover, the labor market displays clear gender patterns. Women predominate in lower-paid social sector jobs (in education, health care, social services, accommodation, catering), while men hold the advantage in numbers in technical and other more profitable fields (construction, industry, transport, communications, information technology). The limited number of formal sector jobs available locally and lack of necessary education, qualifications, and skills make women in rural areas much less competitive in the labor market. They are more likely to work in family-based businesses such as farming or handicrafts, which have significant potential and are supported by the state. Because women spend about the same amount of time on the unpaid domestic tasks that go with their social roles as men do in productive paid work, women have fewer options to work at formal jobs or start-up businesses.

**Gender Roles and Norms.** Uzbekistan’s civil, criminal, labor, and family laws are based on the principle of gender equality. The legal framework protecting women’s rights complies with international standards. However, traditional gender contracts, although not constituting formal laws or policies, prescribe the roles of women and men in the family and society, define implicit and explicit rules, and assign different jobs, values, responsibilities, and obligations to women and men. Tradition-bound notions of motherhood, children, and family are prevalent in Uzbekistan. A woman who decides to have a career is expected to balance work and family life. Gender stereotypes related to female behavior and social roles significantly affect professional choices for women and men and influence young women’s opportunities in education and in the selection of a field for future career development. Gender norms in rural areas are more conservative, especially regarding women’s roles and marriageable age. xiv Executive Summary  
The most recent decree of the President of the Republic of Uzbekistan (February 2018) defines

measures intended to radically improve support for women and for the family as an institution, while continuing to follow systemic approaches to addressing gender inequalities.

**Gender Based Violence.** According to a 2015 survey, only 5.8 per cent of women respondents reported being subjected to physical violence; this is assumed to be a gross underestimation when compared with regional averages<sup>10</sup>. For example, WHO estimates 23 per cent of women in Central Asia have experienced either physical and/or sexual violence by an intimate partner or sexual violence by a nonpartner<sup>11</sup>. Similarly, according to an UNFPA study in EECA region over 30 per cent of women in Central Asia (excluding Uzbekistan and Turkmenistan) reported physical violence<sup>12</sup>. It is believed that underreporting of violence is either the result of pressure, fear of repercussion, or social conditioning. Moreover, until the law on violence and harassment against women and girls was passed in September 2019, the issue had rarely been discussed in public, and there was no legal framework that recognised it as an offence. The cultural acceptance of violence against women remains so high that about 65 per cent of women and 60 per cent of men believe that it was justified for a husband to beat his wife<sup>13</sup>. There is now greater openness to talk about this issue and to address it, including under the national SDG framework. To address the issue of violence against women, in September 2019, Uzbekistan adopted the law on Protecting Women from Harassment and Violence. In addition, the Government established rehabilitation centres with 197 branches covering all districts, as well as a national hotline to help women to get psychosocial support, legal advice and to find shelter and protection from perpetrators. These are in need of adequate funding, capacity building, and multi-sector coordination involving police, health and mahallas (local community governing bodies).

### 3.2.4 Youth

The country is passing through a youth bulge, which offers an opportunity to tap this demographic potential. However, large sections of youth are **not in education, training, or employment (NEET)**. Being NEET is a form of exclusion and if this status continues for a long time, it has serious health and well-being implications. Young women are more likely to be in this category, thus overlapping with and perpetuating gender inequality. Youth with disabilities are also more likely to be excluded. With the right and timely investment to health, education, and decent employment for youth, they can be a driving force to improve the lives of people and health of the planet, while also improving themselves in the process.

**Demographic indicators for youth.** Uzbekistan has a young population with over 33 per cent people below 18 years old and 24 per cent between 18-30 years (i.e., 57 per cent below 30 years old)<sup>14</sup>. The graph below shows that though the current dependency ratios are favorable, this window of demographic opportunity will not remain open for long. The young population will begin to age, and the ratio will become unfavorable around 2040. It is therefore urgent that investment in children and young people is made now as society will begin to age in around 15-20 years.

<sup>10</sup> The study done by the Institute of Social Research under the Cabinet of Ministers, and UNFPA in 2015.

<sup>11</sup> WHO (2013), Global and regional estimates on violence against women: prevalence and health effect of intimate partner violence and non-partner sexual violence, World Health Organization, Appendix 2, page 47. Available at: <http://who.int/reproductivehealth/publications/violence/9789241564625/en>

<sup>12</sup> UNFPA (2014), Prevalence studies on intimate partner violence and domestic violence in the EECA region. In: Strengthening Health System Responses to Gender-based Violence in Eastern Europe and Central Asia; pages 24-28. Available at: <http://eeca.unfpa.org/sites/default/files/pub-pdf/WAVE-UNFPA-Report-EN.pdf>

<sup>13</sup> UNICEF (2012), Statistics and Monitoring. Available at: [http://www.unicef.org/statistics/index\\_step1.php](http://www.unicef.org/statistics/index_step1.php)

<sup>14</sup> Generation 2030 Uzbekistan. Investing in children and young people to reap the demographic dividend. Tashkent – New York: UNICEF, 2018.





Figure 5: Youth (18-30 age cohort) not in employment, education or training (NEET). Source: UNICEF, 2021

**Economic participation of youth.** Youth (ages 18-30) not in employment, education or training (NEET) (SDG 8.6) account for 42 per cent of the population, for women in this age bracket this increases to 66 per cent, for youth with disabilities to 77 per cent, and for youth with severe disabilities to over 90 per cent<sup>128</sup>. Youth unemployment is also much higher at 17 per cent (2018) compared with the national average of 9.1 per cent (SDG 8.5)<sup>129</sup>. Prolonged periods of unemployment can be a major exclusion and a trigger for social unrest, or worse, violent extremism. With the total labour force projected to grow by 3.5 million between 2020-2030, reaching 23.5 million people, market reform and labour markets will be challenged to match demographic trends<sup>130</sup>. Moreover, without employment opportunities at home, many young people migrate to other countries in search of employment. According to the Ministry of Labour survey (2019) 87.4 per cent migrants are men and 52 per cent of migrants are in the 16-30 years age. Nearly 40 per cent are engaged in construction work in host countries (an industry that is often linked to informality, lack of social protection, poor living and working conditions etc.)<sup>131</sup>. Consultations with youth in Tashkent city and the regions conducted as part of the current assessment revealed that young people faced many obstacles in transition from education to the labour market. These challenges

include lack of work experience, mentorship, career guidance in schools, lack of diversity in tertiary education, relevant skills including IT and foreign languages.

**Youth well-being and security.** While it is important to promote the economic empowerment of youth through education, skills and employment, youth face challenges beyond their participation in the labour market. Youth health is an important issue and awareness of healthy lifestyles, reproductive health, HIV and other sexually transmitted infections is low. Eastern Europe and Central Asia region have the second highest growth rate of new HIV cases, and as significant numbers of young people engage in seasonal labour migration, there is concern that this number could grow. The results of testing of 2.5 million migrants by the Russian authorities in 2017, showed that migrants from Uzbekistan are among the top three countries with the highest number of new cases registered<sup>132</sup>. At the same time, promoting healthy lifestyles among youth is equally important and addressing youth health issues early on significantly reduce the incidence of NCDs (SDG 3.4 and 3.5).

## 4 ANALYSIS ENVIRONMENTAL AND SOCIAL IMPACTS FOR THE PROPOSED TYPES OF SUBPROJECTS

This section identifies the potential environmental and social impacts that could arise from the activities of Phase 1, component 2 to be financed. Under component 2, existing 8 buildings (Table 1) will be refurbished to house the ITES operations. According to the project preliminary design, one building is located in Nukus city of the Karakalpakstan Republic and the remaining 7 buildings are in Tashkent, Samarkand, Jizzakh, Surkhandarya, Namangan, Fergana and Khorezm regions; they are subject to reconstruction. Toilets and other sanitation facilities will be located in all buildings. However, only 5 buildings have a connection to the existing sewage system. Buildings in Nukus city, Namangan and Khorezm regions local cesspools will be constructed, with their further transportation to the sewage treatment plant.

The overall environmental risk is rated as Moderate. It is expected that environmental risks will be typical for small construction /rehabilitation works under Component 2. Some of the proposed project activities may have environmental impacts associated with green and grey infrastructure: noise, dust, pollution of air, soil, and water, solid waste management, health and safety hazards, community health and safety risks, etc. Also, risks are due to the presence and movement of the workforce from non-local labor. For the operation phase, there is also potential indirect risk from e-waste associated with the likely increases in the use of electronic equipment driven by increased IT/ digital connectivity.

### 4.1 Analysis of Environmental Impacts

Environmental risks and impacts are expected to be temporary and mitigable and are typical at IT park-provided buildings. Existing facilities will require only repair and rehabilitation, and no new buildings will be constructed. Construction works include:

- generation of dust, noise and vibration; movement of the construction vehicles and machinery; piling of construction materials;
- accumulation of demolition/construction waste, management of e-wastes;
- occupational health and safety risks associated with such construction, installation activities, electric shocks during installation, risks from working at heights, using improper protective equipment;
- nuisance related to vibration and noise during installation activities;
- minor operational or accidental spills of fuel and lubricants from the construction machinery;
- improper reinstatement of construction sites upon completion of work;
- connections for facilities and businesses and supply of broadband infrastructure such as, but not limited to: and
- pandemic risks due presence and movement of workforce from non-local labor.

The project will include the following impact:

#### 4.1.1 Air quality

The dust will form as a result of construction work, transportation of construction materials, heavy vehicle, renovation of buildings, etc. In particular, the risk of dust pollution will increase in windy weather. The magnitude of the impact will increase when construction/rehabilitation works are carried out in the vicinity of a populated area. Given the nature of most of the works, this impact is expected to be short-term, and low-risk and can be mitigated by implementing the measures in ESMP which will be developed by the contractor.

However, additional measures (most often watering, and installation of a dust screen) may be required for subprojects involving the dismantling of existing buildings. Particular care should be taken when coming into contact with toxic asbestos dust, which may occur when removing thermal insulation or roofs containing asbestos gaskets. Personnel should wear protective masks. Adverse impacts can be prevented by applying best construction practices and appropriate mitigation measures.

#### 4.1.2 Noise

The dust will form as a result of construction work, transportation of construction materials/waste, and movement of heavy vehicles. A strong increase in noise and vibration is expected when construction, transporting materials, operation of construction equipment, in particular, in earthworks, pneumatic drilling and operation of construction cranes. Noise and vibration will cause concern among local residents if the work is carried out in close proximity to residential areas. Noise Management activities will be developed as part of the site-specific ESMP.

#### 4.1.3 Waste

The contractor shall provide a solid waste management plan that meets the national waste management requirements and the WB ESF standards for approval by the PIU's E&S specialist. Waste management plan should be a part of site-specific ESMP. The site waste management plan shall describe waste handling procedures including collection, storage, and disposal through the national waste management system. There will be no open burning of waste material and the contractor shall endeavor to recycle wastes as appropriate through the national waste management system.

During the building's reconstruction, it is assumed that the amount of waste and garbage will be a little, and maintenance buildings of the Uztelecom will be built using typical technologies. The following possible types of wastes that may be generated during construction work have been formed:

- a. construction waste and waste as a result of transportation, recycling, compressor operation, jackhammers, and other construction equipment;
- b. soil and stones, cut trees, bushes, household waste, outdated equipment, and materials;
- c. hazardous waste - construction rubbish containing asbestos plaster, asbestos slate, mineral wool plate, and Ruberoid roofing felt, worn tires, filters, and oils of construction equipment and transformer substations.

Construction waste will be removed in a timely manner and properly transported to special sites in local authorized landfills. Hazardous waste will be removed and disposed of carefully to avoid further impact on the health of workers and surrounding communities. Waste disposal sites should be carefully selected at the construction site, and waste classification and recycling rules should be prepared in environmental management plans. Currently there is no disposal company for electronic waste (e-waste) in Uzbekistan. During Project implementation, the IT park will apply the best international practice of e-waste.

The following waste is expected to be generated during operation:

- solid domestic waste.
- electronic waste (e-waste).

#### 4.1.4 Wastewater

Construction works are accompanied by the formation of domestic wastewater in various quantities, depending on the number of workers. In the absence of wastewater disposal, contamination of soil, groundwater and natural water is expected. Wastewater arising on the site will be collected, removed from the site via a suitable and properly designed temporary drainage system, and disposed of at a location and in a way that will cause neither pollution nor nuisance.

Domestic wastewater will be generated during operation. All buildings will have toilets and other sanitation facilities. Currently, only 5 buildings have a connection to the existing sewage system. Local cesspools will be constructed for buildings in Nukus City, Namangan, and Khorezm regions, with further transportation of wastewater to the sewage treatment plant. All mitigation measures related to the treatment of wastewater should be reflected in the site-specific ESMP.

#### 4.1.5 Soil contamination

Soil pollution. As a result, leakage of fuel and lubricants from the heavy vehicle, construction equipment, stored waste, petroleum products, and chemicals can contaminate the soil, penetrate groundwater or drain into surface water reservoirs. If temporary camps for developers are established on the construction site, pollution can be caused by sanitary conditions in settlements. The site-specific ESMP should include mitigation measures for sanitary conditions in the areas where workers take food and rest. Inadequate management and operation of sanitation facilities can lead to increased groundwater pollution. In the event of an accidental spill, immediate cleaning will be carried out. All cleaning materials must be stored in a safe place on the site where hazardous waste can be disposed of.

#### 4.1.6 Hazard materials

##### *Asbestos Management*

It's expected dismantling of existing asbestos containing materials will be carried out during the renovation of the old buildings. Potential asbestos containing materials (ACMs) used as insulation of heat or sewage system, cladding, or roof material that may be disturbed. ACMs (no more than 15%) in cement boards and other construction materials are allowed in Uzbekistan. Asbestos management is contained in Special technical regulation "On the safety of asbestos" № 501, approved by the Ministry of Construction 02.11.2019.

#### 4.1.7 Green spaces

There is no any impact to green area of the project site expected. If any impact will occur, the contractor will replace one removed tree with 10 new ones.

#### 4.1.8 Biodiversity

The Project is not expected to have any significant impact on natural resources, biodiversity, critical habitats, due to the exact locations of the proposed spots. The proposed buildings located in cities and far from protected areas.

#### 4.1.9 Cultural heritage

The Activity is not expected to include any ground excavations or earth movement except at the immediate location of existing foundations (strengthening Activity). The risk of discovering previously unknown intangible cultural heritage at the work locations is low.

#### 4.1.10 Occupational risks and safety

Professional risks for builders should be taken into account and safety in reconstruction and construction should be ensured:

- accidents, fall injuries.
- exposure to chemicals, harmful or flammable materials and wastes as a mixture of liquid, solid and gaseous compounds.
- cases of spread of infectious diseases, including COVID-19.
- cases of fires, spills of harmful or flammable liquids, oil products, emergency situations.
- lack of working conditions and health measures for workers.

Risks to people during exploitation:

- cases of fire, spread of infectious diseases, electricity and heating outages and other emergencies.

## 4.2 Overview of potential social risks and impacts

Digital transformation can result in measurable and positive impact in accelerating Uzbekistan's economic and social development and help meet the ambitious goals of the GoU to halve poverty and reach upper-middle-income status by 2030.

The project is processed under the World Bank ESF and is classified as Moderate for social risks. Six of the ten ESS are relevant for this project: ESS1 (Assessment and Management of Environmental and Social Risks and Impacts); ESS2 (Labor and Working Conditions); ESS3 (Resource Efficiency and Pollution Prevention and Management); ESS4 (Community Health and Safety); and ESS10 (Stakeholder Engagement and Information Disclosure).

The project's main social risks are associated with the activities proposed under Component 2 that will entail a civil works at ITES Centers in regional and district capitals throughout Uzbekistan and, for which existing buildings will be refurbished or new construction will be required. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works.

At this point, project activities are not expected to require the involuntary acquisition of land. As far as Component 2 is concerned new buildings will be constructed, and existing buildings will require only repair and rehabilitation. Should the need for a land acquisition, however, emerge during preparation, a Resettlement Policy Framework (RPF) will be developed to enable the project to appropriately identify, address and mitigate adverse socioeconomic impacts that may occur due to the implementation of subprojects that involve the involuntary acquisition of land and the subsequent resettlement of affected families. Beyond land acquisition other social risks include the exclusion of vulnerable and marginalized groups from employment opportunities with the ITES companies and potential incidents of SEA/SH during construction activities.

### Key social risks

**Labor risks including labor influx and associated GBV, and child labor** are considered low given the small size of subproject investments and the PIU's adherence to the national labor code which also prohibits child and forced labor. Workers will be hired by the PIU under the IT park either directly as PIU staff or indirectly as part of contracts with contractors or service providers. There is a risk that the practice of unaccounted working hours and lack of compensation for overtime will continue. According to the prior consultation with the Ministry of Digital Technologies management, PIUs are heavily relies on approved project budgets and cannot exceed the budget ceilings. Labor management Procedure highlights the mitigation measures for GBV related risks on workplace.

**Labor risks associated with contracted workers at subproject level.** Subprojects will be implemented by local contractors and the majority of contracted workers will be hired locally. All contractors will be required to have a written contract with their workers materially consistent with objective of ESS2, in particular with regard to child and forced labor.

**Inclusion and non-discrimination provisions.** IT park and MDT will ensure that project benefits are equally accessible to all qualified applicants without discrimination of people with disabilities, ethnic and linguistic minorities, and persons from various regions, gender, ages, and socio-economic background. The Project Operational Manual will be prepared by the IT park will clearly spell out guidance/requirements to ensure (i) all eligible people/ agencies are aware of, and do not face a significant barrier to apply for, the grant funding opportunity through a widespread communication campaign, including eligibility and selection criteria; (ii) selection of applications is conducted based on an objective criteria and through a fair and transparent process; and (iii) results of the selection is widely disseminated, so that project benefits are more inclusive.

**Occupational Health and Safety (OHS) risks** are low to moderate and will depend on the type of subproject works to be implemented. The risks are considered low to moderate because the local contract workers are likely to be unskilled. All contractors will be required to develop and

implement written labor management procedures, including procedures to establish and maintain a safe working environment as per requirements of ESS2.

Capacity building activities under project will include guidance on identifying such impacts and preparing ESMPs. Additionally, the selection, design, contracting and monitoring and evaluation of subprojects will be consistent with the guidelines set out in the annexes. To address identified impacts, the implementing agency and its branches, the subprojects beneficiaries and contractors have to undertake a series of mitigation measures, which are presented below, and which should be clearly defined in the site specific ESMP to be prepared.

The above negative impacts will be addressed through the preparation and implementation of site-specific instruments and some of the mitigation measures including the preparation of Contractors' Environmental and Social management plans, Labor management plans, Stakeholder engagement activities and trainings.

## 5 ENVIRONMENTAL AND SOCIAL SCREENING AND ASSESSMENT

According to the ESF, the World Bank classifies all projects into one of four classifications: High Risk, Substantial Risk, Moderate Risk or Low Risk. Each project has to comply with both national environmental and social regulatory framework as well as WB ESSs.

Environmental Risk - Moderate. The project's main environmental risks are associated with the activities proposed under Component 2 that will entail civil works for establishment of and equipping ITES Centers in regional and district capitals throughout Uzbekistan, for which existing buildings will be refurbished (including minor works and supply of IT equipment, such as servers, data storage equipment, power, and air conditioning/cooling systems), but no new construction maybe will be required. The risks and impacts are expected to be temporary and mitigable and are typical of those associated with small/medium scale construction works.

The environmental and social risks are rated moderate. Towards addressing the risks, the following instruments will be prepared prior to the appraisal and shall be living documents and can be updated during implementation as needed: (i) Environmental and Social Management Framework (ESMF); (ii) Stakeholder Engagement Plan (SEP); and (iii) Labor Management Procedures (LMP).

### 5.1 Criteria for categorization of sub-projects

Table 8: Project categorization

<b>Project Category According to World Bank protection requirements<sup>15</sup></b>	
1. Category	Moderate Risk
2. Reason for proposed category	According to Component-2, the Project first phase will finance the refurbishment of up to 8 existing Uzbektelecom facilities. Environmental risks are expected to be temporary, typical and manageable, and associated with medium-scale construction works. Main impacts will be caused by the generation of dust, noise, and vibration; working of the construction vehicles and machinery; accumulation of demolition/construction waste, management of e-wastes; occupational health and safety risks associated with such construction etc. Addressing the risks, an Environmental and Social Management Framework (ESMF) with

<sup>15</sup> <https://documents1.worldbank.org/curated/en/383011492423734099/pdf/The-World-Bank-Environmental-and-Social-Framework.pdf>.

	Environmental and Social Management Plan, and other ESF instruments will be prepared.
Project Category/Environmental Assessment requirements under national policies	
1. Category*	III
2. Reason for proposed category	<p>The EIA procedure in Uzbekistan is regulated by Law No. 73-II “On Environmental Impact Assessment” and the Cabinet of Ministers of the Republic of Uzbekistan Resolution (RCM) No. 541 of 07.09.2020;</p> <p>The project category is defined in accordance with Annex 1 to RCM No. 541, which provides for 4 impact categories.</p> <p>If the requirements of the ADB's EA and national classification/requirements differ, higher requirements apply. This is mainly true for decision-making on Category C projects. - national EA legislation does not apply to small scale activities, including construction and renovation of various buildings. In such cases, the client will be guided by World Bank criteria.</p>

\* Note: The EIA procedure will be carried out as necessary. When designing repair works, facilities will be screened and appropriate environmental and social assessment of all activities will be carried out, and during EIA procedures, individual facilities may be assigned other categories according to national legislation.

## 5.2 Procedures for environmental impact assessment for individual sub-projects

The EIA procedure will be carried out as necessary. Each sub-project will be reviewed individually. Depending on the level of environmental risk, each sub-project will be assigned a specific hazard category. For example, if boiler houses are available, the risk level is increased and a higher hazard category is assigned.

The national EIA procedure is regulated by Law on Environmental Expertise and The Regulation on State Environmental Expertise (SEE) approved by Cabinet of Ministry Decree No.541 dated from 7 September 2020. The regulation defines the legal requirements for EIA in Uzbekistan. SEE is a review process conducted by the Center for SEE (“Centrgosecoexpertiza”) under “Minekologii” at either the national or the regional level, depending on the project category.

“Minekologii” on state environmental expertise is a uniform system of Center for Environmental Expertise, methodological guidance of which implemented by “Centrgosecoexpertiza”.

According to Section 21 of the Regulation on SEE, an application for the submission of EIA (“OVOS” is the national acronym) materials to the State Environmental Expertise is submitted by the customer through the personal account of the Ministry of Environment and Climate Change on the Internet in the Global information network of the Ministry of Environment and Climate Change.

The types of activities of I and II categories of environmental impact are pre-project and are subject to State Environmental Expertise, if the project documentation is confirmed in the prescribed manner at public consultations. The procedure for holding public consultations is given in Appendix 3 of this Resolution of the Cabinet of Ministers No. 541 of 07.09.2020.

Section 24 of the Regulation on SEE outlines the information that should be within the documentation at each of these stages. The three EIA stages and their required deliverables are summarized as follows:

- Stage I: The ‘Draft Statement of the Environmental Impacts (DSEI)’ (“PZVOS” is the national acronym), to be conducted at the planning stage of the proposed project prior to development funds being allocated.
- Stage II: The ‘Statement of the Environmental Impacts (SEI)’ (“ZVOS” is the national acronym), to be completed where it was identified by the “Gosecoexpertiza” at Stage I that additional investigations or analyses were necessary. The Statement must be submitted to the “Gosecoexpertiza” before approval of the project’s feasibility study, and therefore before construction.
- Stage III: The ‘Statement on Environmental Consequences (SEC)’ (“ZEP” is the national acronym) represents the final stage in the SEE process and is to be conducted before the project is commissioned. The report details the modifications to the project design that have been made from the “Gosecoexpertiza” review at the first two stages of the EIA process, the comments received through the public consultation, the environmental norms applicable to the project and environmental monitoring requirements associated with the project and principal conclusions.

SEE approval (“Gosecoexpertiza” opinion) is a mandatory document for project financing by Uzbek banks and other lenders (Section 18) at Stages I and II and for project commissioning at Stage III of the national EIA procedure.

All economic activities subject to SEE are classified into one of four categories:

- Category I — “high risk of environmental impact” (SEE is conducted by the national “Gosecoexpertiza” within 20 days, all EIA materials are required);
- Category II — “medium risk of environmental impact” (SEE is conducted by the national SNPC within 15 days, all EIA materials are required);
- Category III — “low risk of impact” (SEE is conducted by regional branches of “Gosecoexpertiza” within 10 days, all EIA materials are required); and
- Category IV – “low impact” (SEE is conducted by regional branches of “Gosecoexpertiza” within 5 days, only a questionnaire form is required)

### 5.3 WB Environmental and social screening instruments

#### 5.3.1 Project screening and categorization

Screening is the first stage of E&S process which results in a key E&S decision, namely to either conduct the assessment (based on the likely significant impacts) or not conduct it (in the anticipated absence of such impacts). Screening needs to follow specific procedures often described in the legislation so all the projects follow the same process. Key contributions of screening process are: (a) Facilitates informed decision making by providing clear, well-structured, factual analysis of the effects and consequences of proposed actions and (b) influences both project selection and policy design by screening out environmentally and/or socially unsound proposals, as well as modifying feasible action.

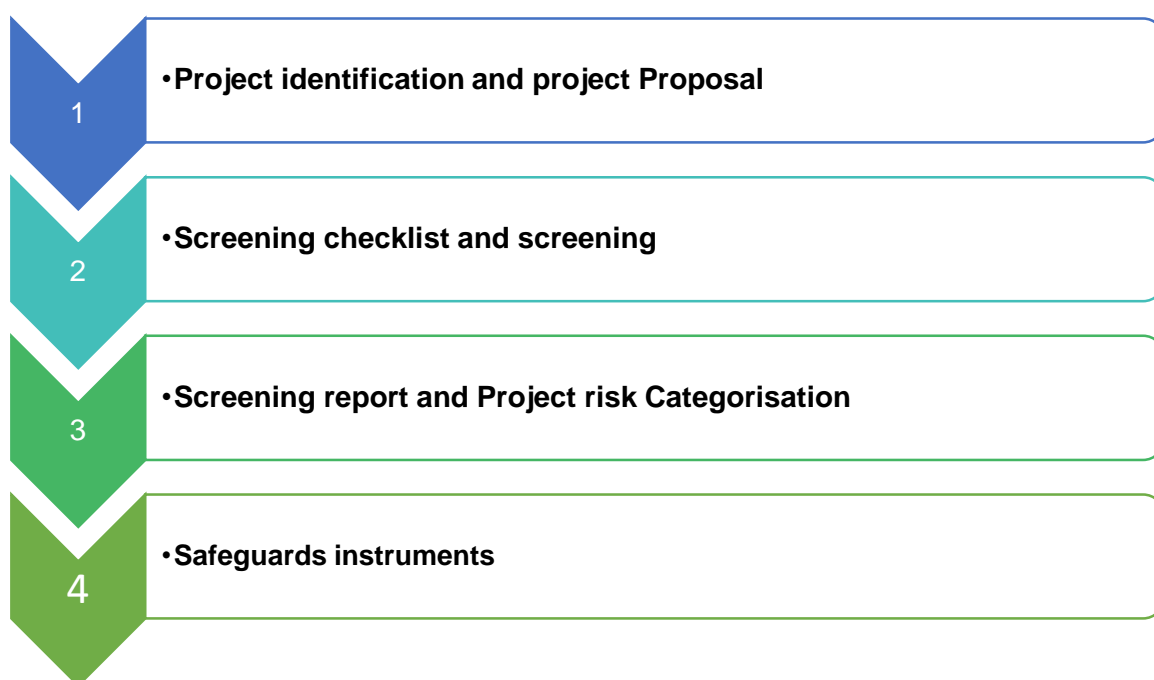
#### ✓ Screening purpose and timeline

The screening should be done at the project identification/planning phase to determine whether the project is environmentally feasible or not and if yes, which environmental analysis is required and safeguards instruments to be prepared in compliance with national requirements and World Bank ESSs.

#### ✓ Screening process

All subproject under the project will be screened by PIU/IT Park as provided for in the regulations to assess their potential environmental and social impacts. The screening will be carried out by the Environmental and Social Safeguards Specialist under PIU of IT Park. The proposed screening process is as follow:





✓ **Step 1. Project identification and proposal**

The screening is done based on initial baseline data and project proposal. The E&S specialist will be involved from the beginning of project planning and will make sure that information required for Environmental and Social screening are included in project proposal. This may include but not limited to project location, project components, sensitive areas, land ownership and land tenure in project area, project size etc.

✓ **Step 2. Screening checklist and actual screening**

Once the project proposal is available, E&S specialist will screen all subprojects to determine whether or not subprojects need an environmental and Social instruments. Sample screening checklist is provided in annex 3. The E&S may conduct site visit and consultation to collect addition information for a better screening.

✓ **Step 3: Screening report and categorization**

The purpose of the screening at this stage is to identify environmental and social risks associated with the proposed development as well as measures to mitigate adverse impacts, if any, assess the quality of the project design, facilitate informed decision making by providing clear and well-structured analysis of the effects and consequences of the proposed actions and to determine whether a ESMP are needed or not. E&S specialist will prepare a screening report with decision made and justification. Further, the screening report will provide project environment and social category based on criteria established under national regulations and World Bank ESSs.

Table 9: Environmental and social safeguards categories

Type of the Project	Uzbekistan Guideline	WB ESF	Remarks
The project is likely to have significantly adverse impacts on the environment or society.	Category I	High Risk	Requires full-scale EIA and detailed RAP
The project may have adverse impacts on the environment or society, but these impacts are less	Category I	Substantial Risk	Depends on scale of adverse impact full-scale EIA and Detailed

significant than those of High risks projects. These impacts are site-specific; few, if any, of them are irreversible; in most cases, they can be mitigated more readily than High risks projects.			RAP may or may not be necessary
The project is likely to have minimal or no adverse impact on the environment or society.	Category II	Moderate Risk	Simplified ESMP and abbreviated Resettlement Plan. Only Moderate Risk sub-projects (per the ESF) will be permitted under this project.
Funds are provided to a Financial Intermediary, which in turn implements sub-projects that may have adverse impacts on the environment or society, but these impacts cannot be identified in detail prior approval. If there is a sub-project that can be categorized as High risks, it needs to go through the same procedure as a High risk project including environmental review and information disclosure prior to its implementation.	Category III/IV	Category FI	BRD has already prepared an ESMS under other World Bank funded projects. This ESMS include provisions for screening any proposed investments it may finance, determining the required ES instruments, and having them prepared. So it will be used for RDAP.

Based on the current project design, it is anticipated that most of subprojects will fall under moderate risks but this will be confirmed through the screening process.

#### ✓ **Step 4: Determination of safeguards instruments**

At screening stage, PIU under IT Park in consultation with WB will identify appropriate instruments to be prepared including but not limited to:

- Site specific instruments (ESMP, RAP/A-RAP, LRP, SEP/SEA, EA);
- Contractor Environmental and Social Plans (C-ESMPs).

The forms for completing and defining the risk category are given in [Annex 1](#).

The WB ESF recognizes the following instruments as best practice in organizing environmental and social assessment and management:

After screening, scoping, approval of terms of reference and hiring study team, actual environmental and social assessment starts. This stage is undertaken when the draft feasibility study and key information on proposed project are available. The Environmental and Social Assessment under proposed project will primarily be the responsibility of RISA with its service providers. However, at certain stages in the project cycle, WB may intervene in order to ensure that ESSs are adequately applied.

- Environmental and Social Management Plan (ESMP) – is an instrument that details (a) the measures to be taken during the implementation and operation of a project to eliminate or offset adverse environmental and social impacts, or to reduce them to acceptable levels; (b) the actions needed to implement these measures. Example of ESMP is presented in Annex 3.

- ESMP Checklist – simplified ESMP which as a rule used for construction and for reconstruction activities with more typical impacts. Example of ESMP is presented in Annex 4.
- Labor Management Procedures - identify main labor requirements and risks associated with project implementation and helps the IA to determine the resources necessary to address labor issues.
- Stakeholder Engagement Plan - defines a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle.

## 6 POTENTIAL ENVIRONMENTAL AND SOCIAL RISKS AND STANDART MITIGATION MEASURES

The project areas are located in different climatic and economic zones with water scarcity and lack of sewerage. The project is expected to have a positive impact on the employment and livelihoods of youth, vulnerable groups such as women and persons with disabilities. In addition, a positive impact is expected from the rehabilitation of dilapidated buildings, the installation of modern equipment for lighting, heating, electricity, sewage, and the use of energy-saving technologies, updating communications in renovated buildings, establishing waste management, introducing knowledge on electronic waste management. This will reduce air, soil and water pollution.

The impact of the project is expected to be moderate and short-lived.

In accordance to WB's classification, environmental risks and impact may include: (i) those defined by WB's Environmental, Health, and Safety Guideline (EHSG); (ii) Labor and working condition; (iii) Resource efficiency; (iv) Pollution prevention and management those related to community health and safety; (v) Land acquisition, restrictions on land use and involuntary resettlement; (vi) Climate change and other transboundary or global risks and impacts; (vii) any material threat to the protection, conservation, maintenance and restoration of natural habitats and biodiversity.

The main potential environmental risks and adverse impacts as well as potential mitigation measures which may occur in the context of the project are presented in the Tables 10 and 11 below.

Table 10: Environmental risks and recommendations for prevention/mitigation on the reconstruction and construction stage

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
1	Absence of an environmental specialist.	high	high	Deterioration of the state of the environment in the construction zone. Insufficient management of documented information.	Repair and construction work requires the participation of an environmental protection specialist <sup>16</sup> .
2	Lack of an EIA procedure for reconstruction and construction of facilities in accordance with the legislation of the Republic of Uzbekistan.	high	low	Damage to the environment as a result of non-compliance with the environmental legislation of the Republic of Uzbekistan.	Conducting EIA procedures for the reconstruction and construction of facilities in accordance with the legislation of the Republic of Uzbekistan <sup>17</sup> .
3	Lack of environmental awareness on the part of staff, workers, visitors during both construction and exploitation.	medium	high	Environmental damage.	The environmental and social sustainability of the behaviour of stakeholders should be improved:  - interviews, trainings and trainings for personnel, instructions on safety measures (including fire safety); better knowledge of stakeholders on environmental issues will

<sup>16</sup> <https://lex.uz/acts/2304949>.

<sup>17</sup> <https://lex.uz/docs/4984501>.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					contribute to the development of environmental behaviour.
4	Insufficient measures to protect the environment from dust, including dust from bulk construction materials, as well as other possible sources of air pollution.	medium	high	Atmospheric air pollution. Negative impact on the health of workers and other stakeholders.	<p>Measures to protect buildings from dust during renovation and construction:</p> <ul style="list-style-type: none"> <li>- During interior demolition debris-chutes shall be used above the first floor.</li> <li>- Demolition debris shall be kept in controlled area and sprayed with water mist to reduce debris dust.</li> <li>- The surrounding environment (side walks, roads) shall be kept free of debris to minimize dust.</li> <li>- There will be no burning of waste construction and material at the site.</li> <li>- Storage and unpacking of bulk building materials in closed warehouses.</li> <li>- Protection of access roads on which special transport moves.</li> <li>- Protection of adjacent areas by means of barriers.</li> </ul>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<ul style="list-style-type: none"> <li>- Watering roads and a construction site with water.</li> <li>-Cover transported bulk materials;</li> <li>-Control speed limitation for vehicles during movement inside of settlements - no more than 40 km/h.</li> <li>- There will be no excessive idling of construction vehicles at sites.</li> </ul>
5	Air pollution from reserve electric power generators.	medium	high	<p>Air pollution from diesel or gasoline fuel combustion.</p> <p>Negative impact on the health of workers and other stakeholders.</p>	Installation of a gas generator due to the lower environmental impact of emissions compared to diesel or gasoline.
6	Air pollution from welding operations.	low	low	<p>Air pollution by gaseous and solid emissions.</p> <p>Negative impact on the health of workers and other stakeholders.</p>	Welding in special fenced areas.
7	Air pollution from paint coating operations.	low	low	<p>Air pollution by organic volatile compounds.</p> <p>Negative impact on the health of workers and other stakeholders.</p>	Painting with ventilation and protection.
8	Cooking on a wood-fired stoves for the workers.	medium	high	<p>Atmospheric air pollution by wood fuel combustion products.</p> <p>Negative impact on the health of workers and other stakeholders.</p>	Replacing a wood burning stove with a gas stove.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
9	Air pollution by wood dust during wood processing	low	medium	Atmospheric air pollution by wood dust. Negative impact on the health of workers and other stakeholders.	Wood treatment in a separate room with ventilation.
10	Noise risk.	medium	high	Negative impact on the health of stakeholders.	<ul style="list-style-type: none"> <li>- Select the equipment causing low noise.</li> <li>- Noisy plant and equipment must be sited as far as possible from sensitive buildings.</li> <li>- Noise generated by construction activities will be as short in duration as possible and in day time.</li> <li>- Barriers (e.g. site huts, buildings, fences) or purpose-built acoustic screens should be used to reduce the noise reaching sensitive buildings where practicable.</li> <li>- Avoid the use of percussive and impact tools wherever possible.</li> <li>- Machinery in intermittent use should be shut down or throttled down to a minimum when not in use.</li> <li>- Minimizing the movement of vehicles during the construction</li> </ul>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>period through the territory and where possible organize direct access from the main adjacent road. Reduced speed limit in the construction area.</p> <p>- During operations the engine covers of generators, air compressors and other powered mechanical equipment shall be closed, and equipment placed as far away from residential areas as possible.</p>
11	Using of hazardous materials or generation of wastes, including asbestos.	low	low	Atmospheric air pollution.	<p>-Use asbestos-containing building materials with caution.</p> <p>-When asbestos waste is generated, for example when old buildings are dismantled should be carried out of waste management in accordance with the Special Technical Regulations “On the Safety of Asbestos”<sup>18</sup> (<b>Error! Reference source not found.</b>).</p> <p>-Temporarily storage on site of all hazardous or toxic substances will be in safe containers labeled with</p>

<sup>18</sup> Special technical regulation “On the safety of asbestos” № 501, approved by the Ministry of Construction 02.11.2019.



No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>details of composition, properties and handling information.</p> <p>-The containers of hazardous substances shall be placed in an leakproof container to prevent spillage and leaching.</p> <p>-The wastes shall be transported by specially licensed carriers and disposed in a licensed facility.</p> <p>-Paints with toxic ingredients or solvents or lead-based paints will not be used.</p>
12	Lack of construction and household waste management.	medium	high	<p>Soil pollution by household and construction waste, metal oxidation products.</p> <p>Negative health impacts for workers and other stakeholders due to inhalation of suspended building materials.</p> <p>Negative impact on the flora and populations of soil representatives of the animal world.</p>	<p>Likely waste generated during reconstruction and construction: solid household waste, construction waste, wood waste, lamps<sup>19</sup>, scrap metal, including welding electrodes residues, oiled rags, empty containers, packaging, plastics, etc.</p> <p>The following measures should be taken:</p> <p>- Conclusion an agreement for the removal of household and</p>

<sup>19</sup> <https://lex.uz/docs/1870039>.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>construction waste with the State Unitary Enterprise "Toza Hudud".</p> <ul style="list-style-type: none"> <li>- Take measures to conclude agreements with relevant organizations for the removing of scrap metals.</li> <li>- Prevention of contamination of the territory of facilities with household and construction waste, scrap metals.</li> <li>- Prevention of burning of waste and construction material at the site.</li> <li>- Allocation of sites for the installation of containers that comply with the storage rules of the above-mentioned types of waste.</li> <li>- Establishing of a schedule for the removal of waste.</li> <li>- Establishing the maintenance of accounting logs for the removal of solid household, construction waste, as well as scrap metal.</li> <li>- Whenever feasible reusing and recycling appropriate and viable materials (except asbestos).</li> </ul>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					- The placement of fire-hazardous waste and materials far from the sources of fire, in closed containers.
13	Absence of insulation of access roads for special transport at all construction sites.	medium	high	Soil pollution with oil products, rubber particles from tires and other pollutants. Negative impact and damage of populations of soil flora and fauna.	Take measures to cover the soil of access roads with insulating material (pebbles, etc.).
14	Use of polluting fuel (e.g., firewood) for bitumen melting.	medium	high	Atmospheric air pollution by wood fuel combustion products. Negative impact on the health of workers and other stakeholders.	Consider options for installing technologically more advanced furnaces to reduce the load on atmospheric air.
15	Risk of construction near water bodies.	high	low	Water pollution, damage to aquatic biodiversity.	Construction of new facilities under Decree of Cabinet of Ministers No.981 of 11.12.2019 <sup>20</sup> .
16	Lack of water, gas and sewage disposal supply.	medium	high	Absence of control over natural resources. Accumulation of sewage. Methane emissions from wastewater, which is a greenhouse gas.	-Selection of sites for the construction of facilities in favor of settlements with water, gas transmission and sewerage networks. - Conclusion of contracts for gas supply, provision of water supply and sewerage services.

<sup>20</sup> <https://lex.uz/docs/4640437>.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
				Pollution of the environment, soil, groundwater.	<ul style="list-style-type: none"> <li>- Construction of individual treatment plants.</li> <li>- As an alternative, water well drilling (with drilling wells in the absence of water supply, drilling after obtaining permits for drilling and special water use, water analysis for water wells).</li> <li>- If there are pit latrines, control their condition and timely emptying.</li> <li>- It is recommended to establish the measures to prevent blocking the drainage water flow or adversely impacting water quality by construction run-off.</li> <li>- Choose and delineate carefully all access roads, work sites, construction materials storage and waste temporary accumulation sites.</li> <li>- Manage and monitor these sites closely so that they do not expand unduly during construction;</li> <li>- Compact the top surface of access roads and work sites to facilitate water runoff and avoid flooding the</li> </ul>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>area. This can require digging of drainage ditches and connecting them to existing drainage infrastructure;</p> <ul style="list-style-type: none"> <li>- Ensure of operation o drainage system.</li> <li>- The approach to handling sanitary wastes and wastewater from building sites (installation or reconstruction) must be approved by the local authorities</li> <li>- Implementation of wastewater monitoring.</li> <li>- Washing of emergency vehicles and machines in specially designated areas where the run-off will not pollute natural surface waters.</li> </ul>
17	Cases of spread of infectious diseases (including Covid-19).	high	medium	<p>The threat of spreading infections to staff and other stakeholders. Health hazard of stakeholders. The threat of an epidemic.</p>	<p>-Take all measures to prevent infection: isolation, treatment of equipment and premises, use of PPE and other measures in accordance with national requirements (Annex 5).</p>
18	Cases of electricity or heating outages.	medium	medium	Health hazard of stakeholders.	-Installation and use of gas-fired reserve generators.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>-In the absence of heating, installation of conventional heaters in the premises, the use of air conditioners in the heating mode.</p> <p>-Using of indoor ventilation systems, in the mode of the heating function in severe cold.</p> <p>-Automation of the heating process, i.e. automation of the boiler with air temperature sensors inside and outside of the building. When the air temperature changes, a signal is given to the control system and the gas supply in the boiler will be increased or reduced.</p> <p>-Using of eco-energy technologies, renewable energy sources and energy reduction strategies (for example, the use of microsensory systems in the premises and the introduction of energy saving, insulation, reduced energy consumption, motion sensors for lighting, etc.). Preventing excessive consumption of natural gas. Solar panels can be considered.</p>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
19	Situations of force majeure, in which there is no electricity, heating, gas.	high	low	Health and life hazard of stakeholders.	<p>-Room access to natural sunlight.</p> <p>-Sealing of all cracks to prevent heat leakage.</p> <p>-The use of thermally insulated storage tanks for hot water, in which the heated water does not cool for a long time, therefore, there is no need for frequent heating.</p>
20	Loss of vegetation if trees grow and are cut down on construction sites.	medium	medium	<p>Negative impact and damage of populations flora.</p> <p>Increasing CO<sub>2</sub> emissions to air.</p>	<p>-According to the Decree of the Cabinet of Ministers of the Republic of Uzbekistan dated March 31, 2018 No.255, felling of trees and shrubs that are not included in the state forest fund is allowed only in the order of sanitary felling and felling associated with the construction and reconstruction of buildings, structures and communications. Inspection of trees and shrubs for compliance with felling is carried out by an inspector of the district department for ecology and environmental protection. The appeal and receipt of the opinion of the inspector is carried out through the Center for Public Services with the appropriate state fees and</p>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					execution of the opinion. It is recommended where possible to replant the trees, as the territory of the hospitals allows it. - If necessary, replanting of trees.
21	Absence of medical control over the health of workers.	medium	high	Insufficient control over occupational safety and health of workers.	Establish regular medical check-ups for employees.
22	Absence of a first aid kit.	high	high	Insufficient control over occupational safety and health of workers. Insecurity of the health of workers in emergency situations, the threat of illness to workers as a result of the absence of first aid.	Organization of first aid kit in a place accessible to workers.
23	Absence of security plans and emergency response plans.	high	high	Absence of security controls. Threat of fires, spills, destruction. Threat to health and life of representatives of interested parties. Negative impact and disruption of flora and fauna populations.	Develop safety plans and emergency response plans.
24	Absence of readiness to respond to emergencies, accidental releases and spills of oil products and other substances.	high	high	The threat of fires, soil pollution, the threat of poisoning of representatives of stakeholders as a result of spills of oil products, hazardous substances.	Ensure that spill response facilities are available.



No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
				Negative impact populations of soil flora and fauna.	
25	Absence of primary fire-fighting equipment and organized shield (post).	high	high	The lack of timely localization of the fire will lead to the threat of the fire spreading to the adjacent territories, the occurrence of burns and injuries to the representatives of stakeholders.	Organize boards (posts) with fire extinguishing equipment and develop evacuation plans.
26	Absence of PPE for workers.	medium	high	Insufficient control over occupational safety and health of workers. High probability of injuries and accidents among workers.	Fully provide PPE for workers for the entire reconstruction and construction period.
27	Absence of necessary security measures at the reconstruction and construction sites.	high	high	Insufficient control over occupational safety and health of workers. High probability of injuries and accidents among workers.	-Take the necessary safety measures at the construction site. -Compliance with the requirements of Labor Code of the RUz <sup>21</sup> and standards on work and health safety. <sup>22</sup>
28	Damage to cultural heritage.	medium	low	Loss of historic buildings, artefacts in the areas of construction of project facilities.	- If the building is a designated historic structure, very close to such a structure, or located in a designated historic district,

<sup>21</sup> <https://lex.uz/ru/docs/6257291>.

<sup>22</sup> <https://documents.worldbank.org/en/publication/documents-reports/documentdetail/157871484635724258/environmental-health-and-safety-general-guidelines>.

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>notification shall be made and approvals and permits be obtained from local authorities and all construction activities planned and carried out in line with local and national legislation.</p> <p>- It shall be ensured that provisions are put in place so that artifacts or other possible “chance finds” encountered in excavation or construction are noted and registered, responsible officials contacted, and works activities delayed or modified to account for such finds.</p>

Table 11: Environmental risks and recommendations for prevention/mitigation on the operation stage

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
1	Air pollution from reserve electric power generators in cases of lack of electricity.	medium	high	Air pollution from diesel or gasoline fuel combustion. Negative impact on the health of other stakeholders.	Installation of a gas generator due to the lower environmental impact of emissions compared to diesel or gasoline.
2	Storage of unsafe fuel (diesel or petrol).	high	high	Air pollution from diesel or gasoline fuel combustion. Negative impact on the health of other stakeholders. Risk of fires	Storage in special containers. Storage in special rooms with ventilation and insulated floors, as well as free from visitors.
3	Using of gas heating boilers if there is no heating supply.	low	low	Air pollution by gas combustion products. Negative impact on the health of stakeholders.	- Installation of boilers in special boiler rooms. - The chimney height shall be calculated taking into account the formation of the lowest concentrations of pollutants on the surface. - Alternatively, installation of two-circuit electric boilers for heating and hot water supply.
4	Using of gas stoves in the operation of the dining room or buffet.	low	low	Air pollution by gas combustion products.	- The chimney height shall be calculated taking into account the formation of the lowest

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>concentrations of pollutants on the surface.</p> <ul style="list-style-type: none"> <li>- Alternatively, installation of electric stoves for cooking.</li> </ul>
5	Lack of household waste management.	medium	low	<p>Pollution from household waste.</p> <p>Negative impact on the health of stakeholders.</p>	<p>During the operational phase household and food waste are formed. The following measures should be taken:</p> <ul style="list-style-type: none"> <li>-Concluding an agreement for the removal of household waste with the State Unitary Enterprise “Toza Hudud”.</li> <li>- Prevention of contamination of the territory of facilities with household waste.</li> <li>- There will be no burning of waste at the site.</li> <li>- Installation of appropriate containers for household waste on the territory at a distance of at least 20 m from the building.</li> <li>-Establishing of schedule for the removal of waste.</li> </ul>
6	Lack of electronic waste (e-waste) management, including	medium	high	Insufficient provision of e-waste management.	The following measures should be taken:

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
	solar cell waste if there will be used.			Pollution of the environment with plastic, heavy and non-ferrous metals, non-decomposing waste and other hazardous substances.	<ul style="list-style-type: none"> <li>-Conclusion an agreement for the removal of e-waste with the recycling facility LLC "Toshrangmetzavod Recycling".</li> <li>- Prevention of contamination of the territory of facilities with e-waste.</li> <li>- Allocation of sites for the installation of containers for separate storage of e-waste.</li> <li>- Establishment of a schedule for the removal of e-waste.</li> <li>- Establishing the maintenance of accounting logs for the removal of e-waste.</li> </ul>
7	Lack of water, gas and sewage disposal supply.	high	low	<p>Absence of control over natural resources.</p> <p>Methane emissions from wastewater, which is a greenhouse gas.</p> <p>Accumulation of sewage.</p> <p>Pollution of the environment, soil, groundwater.</p>	<ul style="list-style-type: none"> <li>-Selection of sites for the construction of facilities in favor of settlements with water, gas transmission and sewerage networks.</li> <li>- Conclusion of contracts for gas supply, provision of water supply and sewerage services.</li> <li>- As an alternative, water well drilling (with drilling wells in the</li> </ul>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>absence of water supply, drilling after obtaining permits for drilling and special water use, water analysis for water wells).</p> <p>- If there are pit latrines, control their condition and timely emptying.</p>
8	Cases of spread of infectious diseases (including Covid-19).	high	medium	<p>The threat of spreading infections to staff and other stakeholders.</p> <p>Health hazard of stakeholders.</p> <p>The threat of an epidemic.</p>	-Take all measures to prevent infection: isolation, treatment of equipment and premises, use of PPE and other measures in accordance with national requirements (Annex 5).
9	Cases of electricity or heating outages.	medium	medium	Health hazard of stakeholders.	<p>-Installation and use of gas-fired reserve generators.</p> <p>-In the absence of heating, installation of conventional heaters in the premises, the use of air conditioners in the heating mode.</p> <p>-Using of indoor ventilation systems, in the mode of the heating function in severe cold.</p> <p>-Automation of the heating process, i.e. automation of the</p>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					<p>boiler with air temperature sensors inside and outside of the building. When the air temperature changes, a signal is given to the control system and the gas supply in the boiler will be increased or reduced.</p> <p>- Using of eco-energy technologies, renewable energy sources and energy reduction</p> <p>strategies (for example, the use of microsensory systems in the premises and the introduction of energy saving, insulation, reduced energy consumption, motion sensors for lighting, etc.). Preventing excessive consumption of natural gas. Solar panels can be considered.</p>
10	Situations of force majeure, in which there is no electricity, heating, gas.	low	low	Health and life hazard of stakeholders.	<p>-Room access to natural sunlight.</p> <p>-Sealing of all cracks to prevent heat leakage.</p>

No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
					-The use of thermally insulated storage tanks for hot water, in which the heated water does not cool for a long time, therefore, there is no need for frequent heating.
11	Absence or malfunction ventilation systems.	medium	low	Air emissions, odors, smoke due to improper air treatment. Indoor air pollution.	- Installation of indoor ventilation systems, including the heating function in severe cold. -Monitor and maintain the uninterrupted operation of the ventilation systems of the premises.
12	Absence of primary fire-fighting equipment and organized shield (post).	high	low	The lack of timely localization of the fire will lead to the threat of the fire spreading to the adjacent territories, the occurrence of burns and injuries to the representatives of stakeholders.	Organize boards (posts) with fire extinguishing equipment and develop evacuation plans.
13	Failure or absence of fire protection system.	high	medium	Threat of fire, spread of fire in the surrounding area, burns and injuries to representatives of stakeholders.	-Establishment of the fire-fighting system. -Control of the proper functioning.



No.	Potential environmental risks and impacts of the project	Risk severity level (low, medium, high)	Risk probability level (high, medium, low)	Consequences of realizing the risk	Measures to eliminate/mitigate the risk
14	Absence of a first aid kit.	high	high	Insufficient control over occupational safety and health of stakeholders. Insecurity of the health of workers in emergency situations, the threat of illness to stakeholders as a result of the absence of first aid.	Organization of first aid kit in a place accessible to stakeholders.

***Supervision, monitoring and reporting activities***

Environmental and social monitoring during sub-projects implementation should provide information about key environmental and social aspects of the sub-projects, particularly its environmental impacts, social consequences of impacts and the effectiveness of taken mitigation measures. Such information enables the PIU/RPIUs to evaluate the success of mitigation measures as part of project supervision, and allows corrective actions to be implemented in a timely manner, when needed. The ESMP identifies monitoring objectives and specifies the types of monitoring, and their link to impacts and mitigation measures along with specific description, and technical details of monitoring measures, including the parameters to be measured, methods to be used, frequency of measurements.

Monitoring of the compliance of project implementation with the mitigation measures defined in the ESMP, and/or RAP will be carried out jointly with communities and Environmental and Social Safeguards Unit of PIU. The aim is to verify key concerns on compliance with the ESMF, implementation progress and extent of effective consultation and participation of local communities. Standard checklist prepared during the assessment studies will be used to report on the activities. A third-party environmental, social, health and safety audit will be carried out at mid-term of project implementation and at the end of the project. The audits are necessary to ensure that:

- the ESMF process is being implemented appropriately.
- mitigation measures are being identified and implemented accordingly. The audit will be able to identify any amendments in the ESMF approach to improve its effectiveness.

***Environmental monitoring***

Monitoring shall be undertaken as follows:

- Instrumental Monitoring for environmental quality such as air and water quality during reconstruction, construction and operation phases, in case of receiving complaints on disturbance/inconveniences from local population or other emergency, analytical measurements of air or water quality should be conducted by certified laboratory under Uzbek legislation. During the operational phase, monitoring will be carried out by persons responsible for fire safety and occupational safety.
- Studying of reports provided for in the legislation of Uzbekistan.
- Observational Monitoring – throughout the sub-projects reconstruction and construction phases PRCU shall continually monitor implementation of ESMPs by contractors. This will be achieved through weekly inspections of the Contractors environmental performance by PRCUs' SS throughout the reconstruction and construction period. PRCUs shall have the right to suspend works or payments if the Contractor is in violation of any of his obligations under the ESMPs implementation. During the operational phase, monitoring will be carried out by persons responsible for fire safety and occupational safety.
- In case of non-observance of the ESMP requirements by the contractor, the PIU specialist submits a report to the management and, upon agreement with the management, comments are sent to the contractor.
- External monitoring: World Bank experts will also carry out annual site-specific visits to review compliance based on a random sample of activities. As mentioned above, in the case of non-compliance, the RPIUs/PIU would investigate the nature and reasons for non-compliance, and a decision would have to be made on what is needed to bring a sub-project into compliance, or whether financing should be suspended.

Monitoring should be done during both construction and operation phases of a project. It is done not just to ensure that approval conditions are complied with but also to observe whether the predictions made in the EIA reports are correct or not. Where impacts exceed levels predicted in the environmental impact study, corrective action should be taken. Monitoring also enables IT

Park to review validity of predictions and conditions of implementation of the Environmental and Social Management Plan (ESMP). During implementation and operation of a project, monitoring is a responsibility of the RIT Park, Contractors and Ministry of Digital Technologies.

### ***Environmental Reporting***

Results of environmental performance including monitoring activity have to be properly documented and reported. In accordance with national legislation, each contractor has to perform a log book with information about conducted training on EH&S for workers and another book for registration accidents during the civil works. In case of conduction instrumental monitoring, original records on results of required instrumental environmental monitoring (air and water quality) also need to be kept in the separate file for records.

It is recommended, that prior commencement of the civil works Contractors with assistance of RPIU's SS will develop a format for site inspection to optimize a process of environmental supervision. The format may could be in form of checklist (which would include the monitoring plans) with list of mitigation measures to be implemented at the construction sites, their performance status and some explanations as required, which would include the monitoring plans (Annex 4).

The reporting of progress of implementation of the ESMP would be the responsibility of the subproject beneficiaries and such reports would be submitted to RPIU, as relevant semi-annually and annually.

The data sources for the reports will be:

- visual inspection in the territories of sub-projects;
- instrumental research findings;
- examination of documentation on monitoring, environmental protection, reports provided for in the legislation of Uzbekistan, prevention and mitigation measures;
- reports prepared by other specialists.

Monitoring reports during project implementation would provide information about key environmental and social aspects of the project activities, particularly on the environmental impacts and effectiveness of mitigation measures. Such information allows for the assessment of the success of security activities in project supervision and allows corrective action to be taken when necessary.

All E&S instruments to be prepared under the projects will be reviewed by the project safeguards team, the World Bank and finally be submitted to MoDT for review and approval. However, some documents like RAP and other documents that may be required by the Bank but not Required at national level will only be submitted to and cleared by the Bank only. All ESMPs will be subject to MoDT approval and clearance.

## **7 ENVIRONMENTAL AND SOCIAL MANAGEMENT PROCESS**

The implementation of the ESMF requires specific knowledge for beneficiaries and operators engaged in the different phases of the project implementation. The project will support relevant trainings on knowledge and information on topics such as the ESMF implementation, ESMF/ESMP reporting, World Bank Guidelines, management of hazardous materials and etc. For this purpose, before the civil works will start, it will hired a Consultant with knowledge on the environmental and social management requirements for Republic of Uzbekistan, along with substantial knowledge on World Bank safeguards policies and requirements which will provide EA training. The training will include the basic requirements of the WB and National safeguards rules and procedures, as well as case studies in this regard. The training activities will continue also during the project implementation when the consultant will provide on the job training regarding environmental and social monitoring and supervision.

The proposing the Project's capacity building on environmental and social aspects will cover three main directions:

(a) PIU's and RPIUs' capacity on ESMF implementation during sub-projects selection process and sub-project construction stages – the hired Consultant will provide respective training for PIUs and RPIU's staff and SS on WB OPs safeguards requirements, ESMF, ESMP and RAP preparation and further assistance in monitoring of the RAP and ESMP. The training could be conducted in Tashkent and some other project towns.

(b) MDT's capacity on overall environmental performance during the projects' operation – the Consultant jointly with PIU's SS will develop and conduct training program on general overview of WB safeguards OPs and national environmental and social requirements. The target of this training will be presentation of WB's safeguards and national environmental requirements for different types (categories) of the projects and further needed actions.

(c) Beneficiaries' Capacity on development of ESMP. Since the program will be implemented during several years and more sub-projects will be proposed for inclusion in the program, the Consultant will provide training for local agencies involved in preparation of EA report and conduction national EA. The target will be to educate EA developers and specialist from local environmental agencies to prepare the documents which meet WB safeguards standards as well.

A separate training on handling, collection and disposal of hazardous materials (PCBs and asbestos materials) for PIU's, RPIUs' SS and contractors will be provided by the Consultant before starting respective works. As per national requirements the contractors will have to conduct OH&S training for workers with indication in special logbook which will be kept on each construction site.

For the project sustainability it is important along with physical interventions, institutional improvements and financial enhancing, to increase people awareness on the project related topics, particularly waste management, water supply and sanitation aspects. It is proposed, that hired Consultant will develop awareness program which will cover three mentioned above topics and delivered to the target groups through seminars (Table 12).

Table 12: Tentative plan for capacity building and training program

No.	Name of training	Time and tentative duration of the training	Recipients	Organizer
1	Implementation of ESMF, ESMP	Before sub-projects selection and approval Duration - 2 day	PIU's and RPIUs' SS	Consultant
2	Development of ESMP and ARAP/RAP	Before sub-projects selection and approval Duration - 2 days	PIU's and RPIUs' SS	Consultant
3	Development of ESMP, Gender Action Plan	Before 2 days	Beneficiaries conducting national EIA	Consultant

4	OH&S, Handling and disposal of hazardous materials	Before starting respective works 1 day	RPIU Specialist Contractors workers	SS	Consultant
5	Awareness program	Continuously during the program implementation	Public, Main stakeholders		Consultant, PIU and RPIUs
6	Citizen Engagement Component	Continuously during the program implementation	RPIU Specialist	SS	Consultant

## 8 INSTITUTIONAL ARRANGEMENT FOR ESMF IMPLEMENTATION

This section describes all involved actors in the ESMF implementation as well as their roles and responsibilities.

The Ministry for Development of Information Technologies and Communications (MITC) will be the implementing agency for the proposed Project, while the IT Park under the MITC would act as the executing agency, who will hire and host the Project Implementation Unit (PIU) team, responsible for day to day project implementation.

The institutional responsibilities and arrangements for the PIU will be as follows:

- The PIU's main role will be to ensure operational compliance with the World Bank policies as defined in the Project Appraisal Document, ESMF, ESCP, Financing Agreement and Operations Manual, and Government policies as applicable.
- The PIU will be led by a Project Director and will include a team of specialized staff responsible for project management, financial management, procurement, environmental safeguards, social safeguards, monitoring and evaluation, civil Activity design review and contract management, as well as support staff such a secretary, legal support, fiduciary support staff and a driver.
- Specialist of the PIU responsible for Environmental and Social oversight will be recruited prior to Project Effectiveness.
- The PIU will liaise closely and ensure overall coordination of all Project regions to ensure necessary data and information are shared and collated for reporting to the IT Park and the World Bank.

The E&S roles at the PIU; will be responsible for the following risk management activities:

- implementation of all steps presented in this ESMF.
- facilitating the preparation of environmental and social instruments, such as E&S screening for sub-projects, site -specific construction ESMPs, monitoring/reporting on compliance of due diligence mechanisms, set forth in the ESMF.
- ensuring that project activities are carried out in accordance with the ESSs, WBG EHS Guidelines and national policies and procedures.
- conducting and coordinating relevant training for the project staff on various guarantee topics and to contractors.
- overseeing of institutional responsibilities to obtain clearances from relevant authorities where applicable.
- review and approve site -specific construction environmental and social management plans before commencement of works for each of sub-project

- establish effective grievance mechanism; liaison with other agencies, contractors, and engineering supervisors at the regional level; monitoring and evaluation; and training.
- providing regular supervision (oversight, monitoring and identifying issues of non-compliance or adverse trends) of the effectiveness of the social, environmental mitigation measures foreseen by site-specific construction ESMPs
- providing advice and guidance to contractors on social and environmental issues where appropriate
- preparing quarterly compliance monitoring reports and formally communicating with the World Bank on environmental and social and ESF related matters.
- reporting to the IT Park on the implementation of project activities and the implementation of the Grievance Mechanism.
- oversee the implementation of the requirements of the ESCP.
- Oversee the implementation of the requirements of the LMP.

The Bank will also discuss with the client potential citizen engagement tools to be used in this project.

## 9 MONITORING AND REPORTING ACTIVITIES

Monitoring will include recording information to track performance, and establishing relevant operational controls to verify and compare compliance and progress. Based on the results of the monitoring it will identified any necessary corrective and preventive actions.

The bank should be notified of any incidents or accidents related to the project that may have a significant adverse impact on the environment, affected communities, the public or workers. The notification will provide a detailed description of the incident, including any fatalities or serious injuries. In this regard, immediate measures will be taken to eliminate and prevent the recurrence of incidents in accordance with national legislation and ESSs.

Designated personnel shall:

- visit facilities for monitoring;
- confirm annually that the facility is committed to complying with all applicable environmental and social safeguards requirements;
- document and promptly report to WB any actual or potential violation of compliance requirements;
- submit a Corrective Action Plan to WB for review if noncompliance is discovered. -monitor the implementation of corrective actions;
- at re-inspection, verify that the actions have been implemented with a positive outcome, i.e., the non-conformities have been corrected and the consequences eliminated or mitigated.
- notify WB if the non-conformities are not corrected by the scheduled time, the reason for the delay in implementation, and the scheduled time to complete the corrective actions.
- significant gaps include:
- failure by contractor or personnel to comply with ESMF and ESMP requirements resulting in damage and/or irreversible environmental or social impacts;
- nonconformities requiring urgent corrective action to prevent serious damage and/or irreversible environmental or social impacts;
- inconsistencies resulting from improper handling of hazardous substances.

Examples of such cases are:

- serious injury or death (to employees, the public or contractors);
- strikes or serious conflicts between workers;
- regulatory actions in relation to environmental and social issues;
- spills, pollution incidents, fires, explosions; as well as
- etc.

In case of any environmental incident related to the activities of the facilities during the reporting period, an incident report will be prepared and attached to the environmental and social monitoring report.

Regular reports for each subproject are submitted as follows:

a semi-annually report submitted 30 days after the end of the quarter;  
an annual report submitted 30 days after the end of the year.

## 10 DESCRIPTION AND RECOMMENDATIONS FOR GRIEVANCE MECHANISMS.

### 10.1 Description of Grievance Mechanism

The main objective of a Grievance Mechanism (GM) is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. Specifically, it provides a transparent and credible process for fair, effective, and lasting outcomes. It also builds trust and cooperation as an integral component of broader community consultation that facilitates corrective actions. Specifically, the GM:

- Provides affected people with avenues for making a complaint or resolving any dispute that may arise during the implementation of projects;
- Ensures that appropriate and mutually acceptable redress actions are identified and implemented to the satisfaction of complainants; and
- Avoids the need to resort to judicial proceedings.

The PIU will operationalize a project-specific GM to address all citizen, including unemployed women, youth and disabled people's complaints and requests related to the project and trainings.

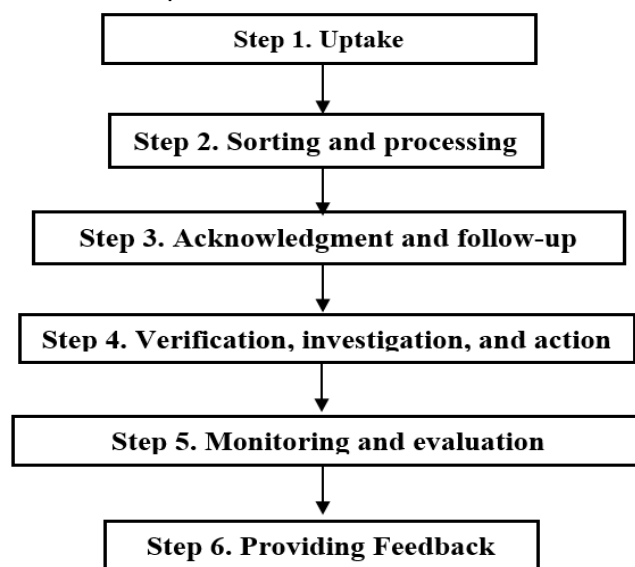
Day-to-day implementation of the GM and reporting to the World Bank will be the responsibility of the PIU. The new Social Specialist will be the Grievance Focal Point (GFP) for GM in the PIU. The system and requirements (including staffing) for the grievance redress chain of action – from registration, sorting, and processing, and acknowledgment and follow-up, to verification and action, and finally feedback – are incorporated in the GM. The more sensitive grievances such as Gender-Based Violence (GBV) including Sexual Exploitation and Abuse / Sexual Harassment (SEA/SH) are described in section 7.4 separately. To ensure management oversight of grievance handling, the PIU M&E will be responsible for monitoring the overall process, including verification that agreed resolutions are implemented.

The GM will be accessible to the full range of project stakeholders, including government agencies, private sector, civil society, media, and other interested parties. Stakeholders can use the GM to submit complaints, feedback, queries, suggestions, or even compliments related to the overall management and implementation of the project preparation grant.

### 10.2 Grievance resolution process

Information about the GM will be publicized as part of the Public/community communication (e.g., through websites, social media). Brochures and posters will be displayed in public places offices, project offices, IT park outlets and notice boards, etc. Information about the GM will also be posted online on the IT park's website. The overall process for the GM will be comprised of six steps, as described in figure 6 below.

Figure 6: Grievance resolution process



**Step 1: Uptake.** Project stakeholders will be able to provide feedback and report complaints through several channels: contacting PIU by mail, telephone, email, social media, SMS, and Telegram messages.

**Step 2: Sorting and processing.** Complaints and feedback will be compiled by the Social Specialists at PIU and recorded in a register. These are assigned to the respective individuals/agencies to address. They are expected to discuss/ deliberate with the complainant and arrive at a resolution, within 15 days of receipt.

**Step 3: Acknowledgement and follow-up.** Within seven (7) days of the date a complaint is submitted, the responsible person/ agency will communicate with the complainant and provide information on the likely course of action and the anticipated timeframe for resolution of the complaint. If complaints are not resolved within 15 days, the responsible person will provide an update about the status of the complaint/question to the complainant and again provide an estimate of how long it will take to resolve the issue.

**Step 4: Verification, investigation, and action.** This step involves gathering information about the grievance to determine the facts surrounding the issue and verifying the complaint's validity and then developing a proposed resolution, which could include changes of decisions concerning eligibility for mitigation, assistance, changes in the program itself, other actions, or no actions. Depending on the nature of the complaint, the process can include site visits, document reviews, a meeting with the complainant (if known and willing to engage), and meetings with others (both those associated with the project and outside) who may have knowledge or can otherwise help resolve the issue. It is expected that many or most grievances would be resolved at this stage. All activities taken during this and the other steps will be fully documented, and any resolution logged in the register.

**Step 5: Monitoring and evaluation.** Monitoring refers to the process of tracking grievances and assessing the progress that has been toward resolution. The PIU will be responsible for consolidating, monitoring, and reporting on complaints, inquiries, and other feedback that have been received, resolved, or pending. This will be accomplished by maintaining the grievance register and records of all steps taken to resolve grievances or otherwise respond to feedback and questions.

**Step 6: Providing Feedback.** This step involves informing those to submit complaints, feedback, and questions about how issues were resolved or providing answers to questions. Whenever possible, complainants should be informed of the proposed resolution in person (communicating by telephone or other means).



If the complainant is not satisfied with the resolution, she/he will be informed of further options, which would include pursuing remedies through the World Bank, as described below, or through avenues afforded by the Republic of Uzbekistan legal system. On a monthly basis, the PIU will report to IT Park on grievances resolved since the previous report and on grievances that remain unresolved, with an explanation as to steps to be taken to resolve grievances that have not been resolved within 30 days. Data on grievances and/or original grievance logs will be made available to World Bank missions on request, and summaries of grievances and resolutions will be included in periodic reports to the World Bank.

### 10.3 Grievance Logs

Grievance Logs will include at least the following information:

- Individual reference number;
- Name of the person submitting the complaint, question, or other feedback, address and/or contact information (unless the complaint has been submitted anonymously);
- Details of the complaint, feedback, or question/her location and details of his/her complaint;
- Date of the complaint;
- Name of the person assigned to deal with the complaint (acknowledge to the complainant, investigate, propose resolutions, etc.);
- Details of the proposed resolution, including person(s) who will be responsible for authorizing and implementing any corrective actions that are part of the proposed resolution;
- Date when the proposed resolution was communicated to the complainant (unless anonymous);
- Date when the complainant acknowledged, in writing if possible, being informed of the proposed resolution;
- Details of whether the complainant was satisfied with the resolution, and whether the complaint can be closed out;
- Date when the resolution is implemented (if any).

The IT Park will offer its district and local channels. The PIU will enable (i) local level offices, (ii) district level as GM focal points. By this arrangement, the project will be able to address effectively and efficiently all grievances raised at the grass-root level, which will have a countrywide scattered pattern including those in remote areas. To manage the project GM, it will include the following successive tiers of extra-judicial grievance review and resolution:

- The first tier will be the village local self-governments at the grassroots, who are responsible for helping members of the community and other social work (conflict resolution, overall community upkeep, etc.). They have the primary responsibility for identifying the households and/or individuals requiring social assistance. Unresolved grievances will be elevated to Grievance Redress Commission (GRC) under the MDT and IT park
- All stakeholders will have an option of submitting grievances to PIU directly. This will be the second tier, which will form a GRC under the leadership of PIU and includes one or more senior district and local level office managers and one village leader. GRC will resolve issues that could not be resolved by the local government or those that came directly. The GRC will deal with issues before referring to the legal recourse.

To promote the transparent and efficient implementation of the project, the PIU will accept and investigate queries from any Project-affected parties, including anonymous queries.

Table 13: Grievance Redress and Feedback Mechanism

To whom is the complaint filed	Form of submission	Complaint management procedure	Time for consideration of complaints
<p><b>THE FIRST LEVEL</b>  <b><u>Office of regional IT Park</u></b></p> <p>Address: [tbd]  Tel.: [tbd]  Fax: [tbd]  E-mail address: [tbd]  Officer responsible for maintaining the GM Log: [tbd]</p>	<p>Verbal  Written  In electronic format</p>	<p>1. Local MOF offices register complaints/proposals in the Log for registration of complaints and proposals;  2. Maintain and monitor the process of reviewing and responding to complaints;  3. Monthly they are reporting in writing to the PIU, to the Social Specialist on the status of work with complaints.</p>	<p>3 days</p>
<p><b>THE SECOND LEVEL</b>  <b>GRC at PIU level</b></p> <p>PIU IT Park: [tbd]  Address: [tbd]  Tel: [tbd]  Fax: [tbd]  E-mail address: [tbd]  Officer responsible for maintaining the GM Log: [tbd]</p>	<p>in written form  in electronic form</p>	<p>1. PIU office registers a complaint in the Log for complaints and proposals;  2. Maintain and monitor the process of reviewing and meeting the complaints;  3. Consideration of the complaint may require additional verification of the issue, including the collection of additional documents.  3. Report monthly in writing to the MOF (depending on the nature of the issue) on the status of work with complaints.</p>	<p>5 days   15 days</p>

#### 10.4 GBV including SEA/SH grievances

The GM system will include special pathways for the GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse, and labor-related grievances. Channels to accept and respond to GBV grievances, while ensuring high confidentiality, will be communicated to the project's affected parties during the consultation meetings and throughout project implementation. Training will also be provided by a GBV expert

for the E&S officer on detection of cases of gender-based violence and handling of inquiries, complaints, and grievances related to GBV.

Once Social Specialist is hired, his/ her email address and telephone number will be communicated to the project's affected parties during consultations and through different stakeholder engagement methods. The Social Specialist will be responsible for managing this type of complaint with high priority, seriousness, data protection, and privacy through channeling the complaint to the Head of PIU and following up on it.

The following sexual harassment and sexual abuse grievance procedures mechanism will be followed:

- I. Accept the grievance/ complaint through the GM available channels, including anonymous grievances;
- II. Provide the complainant with the option of anonymity;
- III. Upon agreement from the victim directorate to the MOF and other respective ministries (Ministry of Mahalla, Ministry of Employment, Ministry of Justice, Ministry of Internal Affairs);
- IV. Follow up with the complainant, if they have provided their consent, to ensure just and proper care is provided to them and obtain feedback from relevant ministries regarding the case for filing and closure;

#### 10.5 Existing GM at IT park

Along with the World Bank requirements on development and implementation of grievance mechanism for each Bank finance project, a grievance redress procedure is also required according to national legislation. In Uzbekistan a grievance redress procedure is regulated by the law "On Citizens' Applications" and the "Law on the order of submission of appeals of physical and legal entities" (#378, December 03, 2014). Moreover, the IT park provides an internal grievance mechanism for physical and legal entities to raise reasonable workplace concerns. The grievance mechanism procedures are described in the following local regulations as well: *Law of the Republic of Uzbekistan "About appeals of individuals and legal entities" #445 dated on 11.09.2017*

Table 14: Channels for accessing information and submitting grievances<sup>23</sup>

Description	Contact details
Grievance Redress Committee – 1st tier	IT park
Grievance Redress Committee – 2nd tier	Project Implementation Unit Ms.Madina Tokhirova
Address:	4A, Tepamasjid St., 100164, Tashkent
Telephone:	+998 71 209 11 99
Hotline:	+998 71 209 11 99
Web-platform:	<a href="https://it-park.uz/">https://it-park.uz/</a>
Social media platforms:	
Anonymous complaints are also entertained by any of the above channels	

#### 10.6 Workers' Grievance Mechanism

The MOF shall provide clear grievance mechanisms for partners, workers, employees, and contractors including consultants and experts who will be employed or engaged in connection

<sup>23</sup> Contact details will be updated as soon as the PIU will be established

with the Project. The IT park will inform the workers about the available tools to lodge grievances such as telephone numbers and email. The E&S officer will receive, and handle complaints related to workers' grievances. The E&S officer staff will be responsible for managing and sorting complaints related to workers and employees (contracted and long-term employees) and for recording and tracking the resolution of grievances in the complaints log.

The worker's grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone hotline
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- an assigned staff/office/department to receive, record, and track the resolution of grievances.

The worker's grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes", and other means as needed. IT park and PIU will monitor the registration and resolution of grievances, and report these in the progress reports

### 10.7 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaints directly to the Bank through the Bank's Grievance Redress Service (GRS) (<https://www.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>). A complaint may be submitted in English, Uzbek or Russian, although additional processing time will be needed for complaints that are not in English. A complaint can be submitted to the Bank GRS through the following channels:

- By email: [grievances@worldbank.org](mailto: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
- Through the World Bank Uzbekistan Country Office in Tashkent: 107B Amir Timur Street, Block C, 15th floor, 100084, Tashkent, Uzbekistan, [tashkent@worldbank.org](mailto:tashkent@worldbank.org), Tel. +998 78 120-2400

The complaint must clearly state the adverse impact(s) allegedly caused or likely to be caused by the Bank-supported project. This should be supported by available documentation and correspondence to the extent possible. The complainant may also indicate the desired outcome of the complaint. Finally, the complaint should identify the complainant(s) or assigned representative/s and provide contact details. Complaints submitted via the GRS are promptly reviewed to allow quick attention to project-related concerns.

In addition, project-affected communities and individuals may submit complaints to the World Bank's independent Inspection Panel, which will then determine whether harm occurred, or could occur, as a result of the World Bank's non-compliance with its policies and procedures. Complaints may be submitted to the Inspection Panel at any time after concerns have been brought directly to the World Bank's attention, and after Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank Inspection Panel, please visit [www.inspectionpanel.org](http://www.inspectionpanel.org).

## 11 ESMF IMPLEMENTATION BUDGET

Preliminary cost of project implementation is 50,0 million USD. Implementation of ESMF is included in the preliminary budget for the Project with an estimated cost. One environmental and social specialist will be recruited.

An estimated cost shown below. Costs associated with the coordination of ESMF implementation by the PIU SCF will be fully costed after final design of feasibility study (Table 15). Costs will be included in the contractor's contract amount.

Table 15: Budget for ESMF

<b>ESF activities</b>	<b>Unit cost, thousand SD</b>	<b>Quantity, months</b>	<b>Total cost, thousand USD</b>
Reconstruction and construction of new facilities	265	68	18048
One environmental and social affairs specialist	2	72	138
SEP implementation	0	72	25
Development of EIA on sub-project level	2	10	18
Grievance Mechanism on sub-project level	0,097	72	7
Contingency (approx. 5%)	0,025	72	2
<b>TOTAL</b>	<b>270</b>	<b>72</b>	<b>18238</b>

## 12 ESMF disclosure and consultation.

### 12.1 Disclosure

The WB disclosure standard requires that safeguards instruments are disclosed in country and through the World Bank external website. These reports should be made available to project affected parties/Beneficiaries and the public at large. Public disclosure of safeguards instruments such ESMF, ESMP is also a requirement of the Uzbekistan's environmental procedures. IT Park will disclose this ESMF, by making copies available at its head office and at regional offices. Copies will be made for easy consultations every time it is needed. Further, this ESMF and associated Environmental and Social Management Plans, LMP, SEP will be disclosed at IT Park websites. Further, IT Park will authorize the World Bank to disclose electronically this ESMF and specific instruments through its external website.

### 12.2 Consultation

The consultation will present the expected risk and impact categories of the project and describe the process of environmental and social assessment and management in accordance with WB standards and national legislation. The following environmental and social impacts of the project will be discussed: Risks that may arise during reconstruction and construction, as well as building maintenance. Special attention will be paid to the management of electronic waste that will be generated by the work.

The results of the consultation will be published on the WB and IT Park websites in English and local languages. Pictures and lists of participants in public consultation workshops are provided in the annexes.

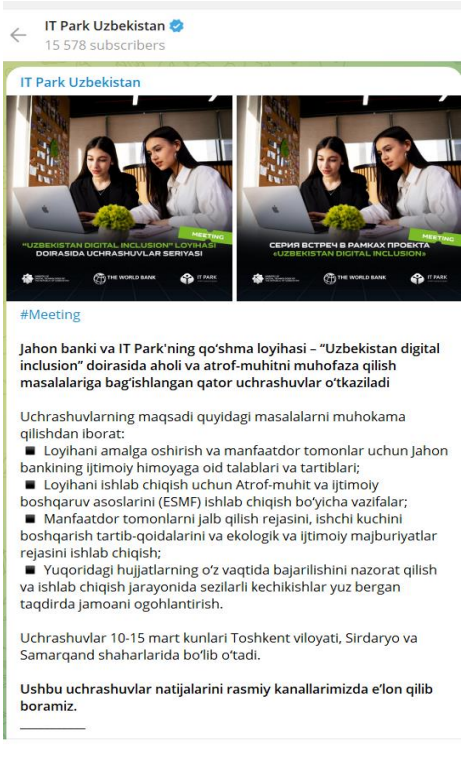
Closer consultation workshops with other interested parties, community members, local makhalla citizens, community activists should be made in stages prior the design of specific subproject. Disclosure and public consultation is a mandatory requirement of the environmental and social assessment procedures.

Next level of stakeholder consultation meetings has been conducted by IT Park during February-March 2023 with the support of the consultants developing ESF instruments as part of the process for drafting this SEP. These consultants were hired to conduct environmental and social assessment on behalf of the IT park to conduct a focused stakeholder consultation meetings per ESF instruments during the appraisal stage.

Public consultation on developed draft Stakeholder Engagement Plan (SEP) were held on during 10 March to 16 March 2023. The meetings were held in Sysdarya, Samarkand and Tashkent regions. Prior the organization of public consultations with Stakeholders IT Park issued an announcement in the Telegram platform of IT park and through Hokimiyat's youth department. information regarding the venue and topic of the meeting. Picture below is the content of the announcement.

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Screen shot:	Translation of announcement:
 <p><b>Screen shot:</b></p> <p>The screenshot shows a Telegram post from 'IT Park Uzbekistan' (15,578 subscribers). The post features two images of women working on laptops. The text is in Russian and includes the following key information:</p> <ul style="list-style-type: none"> <li><b>Topic:</b> Public meetings for the 'Uzbekistan digital inclusion' project.</li> <li><b>Purpose:</b> To discuss World Bank Social and Environmental Safeguard requirements and procedures, stakeholder engagement, and project implementation.</li> <li><b>Tasks:</b> Development of a Stakeholder Engagement Plan (SEP), Labour Management Procedures (LMP), and others.</li> <li><b>Venue and Dates:</b> Meetings will be held in the Tashkent region, Syrdarya, and Samarkand from March 10 to 15.</li> <li><b>Results:</b> The results of these meetings will be published in official channels.</li> </ul>	<p><b>Translation of announcement:</b></p> <p>Under the "Uzbekistan digital inclusion" project, financed by the World Bank, a series of public meetings will be held on social and environmental safeguard.</p> <p>The purpose of the meetings is to discuss the following issues:</p> <ul style="list-style-type: none"> <li>- World Bank Social and Environmental Safeguard requirements and procedures.</li> <li>- Stakeholders engagement and project implementation.</li> <li>- Tasks to develop Environmental and Social Management Framework (ESMF) for project development.</li> <li>- Development of a Stakeholder Engagement Plan (SEP), Labour Management Procedures (LMP) and others.</li> </ul> <p>The meetings will be held in the Tashkent region, Syrdarya and Samarkand from March 10 to 15.</p> <p>The results of these meetings will be published in our official channels.</p>

The main objective of the consultation meetings with stakeholders is to present the anticipated risk and impact categories of the project and to describe the process of Environmental and Social assessment and management according to the WB ESF standards and per national legislation and to collect stakeholders' views of the project and their preferred means for engagement, information flow and grievance mechanism. IT park and Consultants ensured that the consultations guarantee good coverage of people impacted by or interested in the project and that the methods used reach a representative sample of the impacted communities.

For more information about the tentative dates for public consultations with key stakeholders to be held in February – March 2023 please see below Table below.

Table 16: Summary of meetings with stakeholders

<b>Date, Venue</b>	<b>Targeted stakeholders</b>	<b>Format and objective</b>	<b>Issues discussed and comments from the stakeholders</b>
December 2022	Language and Computer Literacy training centers	Phone interviews and questionnaire surveys.  To introduce the proposed project's activities and objectives and to determine the level of interest of the citizens to language and training courses and affordability to pay the fees	According to studies conducted on the availability of courses in communication skills, it can be said that courses in this area are not very common in the country. Mostly they pass in a short period - 3-5 days. The cost of the course is on average 1 million UZS.  Another round of consultation meetings was held with Computer Training Centers. Computer literacy consultations included to identify the ability of the participants to work on a computer and other information devices, knowledge of basic office programs, understanding of the main terms of computer science, as well as skills in working with text, managing folders and files independently. In addition, at present, the concept of "computer literacy" also includes skills in working with Internet technologies.  Both Language and Computer Literacy Training Centers expressed their willingness to participate in the program.
December 2022	Residents of the IT park in 4 areas of ITES (Data processing and placement, Transport and logistics, Digital marketing, Video editing and	Zoom call  To introduce the proposed project's activities and objectives and to determine the level of interest of the young unemployed youth in	The main issues discussed is that unemployed youth and vulnerable groups needs skills trainings and afterward they may be employed by ITESs.  Residents of IT park expressed their willingness to participate in the program

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
	animation creation).	software related jobs	
10 March 2023  Syrdarya State University	Syrdarya region deputy major on youth and sports. University students, Unemployed women, Local ITES companies. Government agencies Persons with disabilities.  Syrdarya Regional Administration	Face to face workshop  The present the findings of the environmental and social assessment including, anticipated environmental and social risks, explain the principles of World Bank Environmental and Social Standards requirements and procedures, proposed Grievance Mechanism and possibility to attend the trainings.	Questions and answers from the workshop are summarized below:  - Lack of sufficient capacities in the country for teaching persons with disabilities. Currently, government's training courses provide based on old programs which were developed during Soviet period. Courses don't comply with the needs of modern conditions.  - Existing commercial courses are not affordable for persons with disabilities due to high cost of fees.  - Recommended to pay attention to the design of new ITES buildings so they can be accessed by persons with disabilities.  - It was also mentioned that it is necessary to provide trained to teachers during the courses so that persons with disabilities special needs will be attended.  - Sharoit Plus is ready to support the teaching components during project implementation.  - Also, they showed readiness to disseminate the project information in their website and attract young persons with disabilities for the future courses under the project.  - It was highlighted that local companies are reluctant to employ persons with disabilities regardless of existing stimulus provided by the Government in the form of tax benefits and etc.
13 March 2023  Office of Sharoit Plyus NGO for Disbaled Persons	NGO Sharoit Plus - Public Association of Disabled Persons  Chairman of the NGO D. Yusupov and members of the NGO	Face to face Focus Group Discussion (FGD).  To introduce the objective of the project and possibilities for disabled people and to identify possible challenges that	In depth FGD was conducted through giving several questions to NGO and getting feedback and comments on proposed project activities.  <b>Question from IT park:</b> <i>What are the problems in the field of education for the disabled that our project will help to solve?</i>  <b>Answer:</b> There is a problem in acquiring persons with disabilities with modern basic knowledge, learning new professions in the IT field. This is necessary to increase their competitiveness in the labour market, easier inclusion and adaptation. In addition, there are



Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
		needs to be taken into consideration.	<p>difficulties in involving young people from the regions, since NGOs can only be active in Tashkent. In addition, job opportunities were necessary because employers did not employ persons with disabilities.</p> <p><b>Question from IT park:</b> <i>What incentives are available to the employers?</i></p> <p><b>Answer:</b> According to the Law of the Republic of Uzbekistan "On the rights of persons with disabilities" in organizations with more than twenty employees, the minimum number of jobs for persons with disabilities is set at not less than 3% of the total number of employees. In this connection, the tax rate is reduced on the basis of: 1% of the tax reduction for each percentage of employed persons with disabilities (Tax Code, art. 337). In addition, adapted jobs are being created. There are soft loans. However, these measures are ineffective. It is necessary to accumulate statistics and to examine the activities of enterprises in this direction and their willingness to take these measures.</p> <p><b>Question from IT park:</b> <i>Is there a need for assistance in involving youth with disabilities and developing training programmes?</i></p> <p><b>Answer:</b> Persons with disabilities can not only learn, but also be educators themselves, learn and teach others all skills. In addition, employment of persons with disabilities is provided with work support as a work companion.</p>
15 March 2023 Samarkand regional IT Park office	Samarkand regional IT Park members, University students, Unemployed youth, Unemployed women, ITES companies.	Face to face workshop  To present the findings of the environmental and social assessment including, anticipated environmental and social risks, explain the principles of World Bank Environmental	<p>Questions and answers from the workshop are summarized below</p> <p><b>Question from audience:</b> At what age do young people participate?</p> <p><b>Answer:</b> Age of participants is 18 years but based on the local legal acts young people above 16 years are allowed to participate if there is available time besides his/her compulsory education at schools.</p> <p><b>Question from audience:</b> What assistance will be provided to HR agencies for startup and outsourcing and to women by ITES?</p>

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
	Samarkand Regional Administration	and Social Standards requirements and procedures, proposed Grievance Mechanism and possibility to attend the trainings.	<p><b>Answer:</b> Allocation of jobs for the disabled, development of ITES and KPO, training of IT-technologies, creation of conditions for development and training of youth.</p> <p><b>Question from audience:</b> List the positive and negative aspects of ITES.</p> <p><b>Answer:</b> The positive aspect is the high salary in dollars. The negative aspect is the irregular working day.</p> <p><b>Question from audience:</b> Is it possible to acquire funds for the start up projects under this project?</p> <p>The project does not provide the funds but there is a possibility after getting relevant skills to apply for such funds.</p>
16 March 2023, Zoom platform	<p>Regional ITES companies such as:</p> <p>1. Flagmen MI - director Yuldashev Mukhammad (Digital marketing)</p> <p>Location: Khorezm</p> <p>2. Next Level Group - director Eshchanov Inoyat (Digital marketing)</p> <p>Location: Khorezm</p> <p>3. Codevision - director Bakhrom Siddikov (Digital marketing)</p>	<p>Zoom call Workshop</p> <p>During the first part general information of the project was presented to the audience. Main project objectives were highlighted. Presentation materials were distributed among the participants for the reference.</p>	<p>20 participants in total. The zoom format workshop was conducted to familiarize ITESs and IT park residents with the new Digital Inclusion Project in Uzbekistan and to share the findings of the feasibility study in regard to providing training opportunity for unemployed youth, women and disabled persons. Workshop participants provided significant inputs and comments, reflecting practical considerations in implementing the project.</p> <p>Challenges pointed out by the ITESs were lack of broadband internet access in rural areas, lack of opportunities and financial resources to disseminate the training opportunities through media. Another challenges included to support with the employment after the completion of trainings by targeted groups.</p> <p>Additionally, stakeholders expressed their concerns on lack of sufficient capacities in the country for teaching persons with disabilities with the new IT enabled subjects., and lack of financial resources by vulnerable groups to cover their expenses for IT and software development courses due to high cost of training fees.</p>

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
	Location: Samarkand  4. Maab Innovation - founder Sherzod (data entry)  5.VOICE SOLUTIONS VB - director Umid Dolmatjonov (call-center services) Location: Tashkent region		Regional ITESs expressed their willingness to participate in the program
16 March 2023 Office of Association of disabled people of Uzbekistan	Association of disabled people of Uzbekistan  Chairman of the Association of Persons O. Isakov and members	Face to face Focul Group Discussion (FGD).  To introduce the objective of the project and possibilities for disabled people and to identify possible challenges that needs to be taken into consideration.	Questions and answers from the discussion are summarized below  <b>Question from IT park:</b> What can you offer for the implementation of the project in the field of assistance and training of the disabled? <b>Answer:</b> IT will help people with disabilities in everyday life and work. They need a variety of digital aids (programmes) as well as assistance in the use of these tools, which should be adapted to the needs of persons with disabilities and help to orient themselves in different situations. For example, an interactive map of a disabled person's city would be useful.  <b>Question from IT park:</b> What would you suggest involving beneficiaries in the project? <b>Answer:</b> It would be useful to include the Tashkent University of Information Technology, since 2 per cent of students in each institution were persons with disabilities. Graduates of this university could further study and work within the project. With regard to the inclusion of persons with disabilities in the work process: in general, the analysis shows that the employment quotas of employers are not being met. That, too, is a serious problem that needs to be addressed.

Date, Venue	Targeted stakeholders	Format and objective	Issues discussed and comments from the stakeholders
			<p><b>Question from IT park:</b> Do you have the opportunity to inform the members of the Association of the Disabled about our project and to involve them in the process? <b>Answer:</b> In the regions, the Association and the Societies of Persons with Disabilities can inform persons with disabilities with the help of senior officials.</p> <p><b>Question from IT park:</b> Would persons with disabilities in remote areas and those with difficulty moving be able to learn from the online platform?</p> <p><b>Answer:</b> There is a problem of inadequate provision of computers, laptops and other office equipment for persons with disabilities, as well as difficulties in accessing the Internet in the regions.</p> <p><b>Question from IT park:</b> In addition, the project includes the participation of women. Is it possible to involve women with disabilities?</p> <p><b>Answer:</b> This can be done through NNOs and Societies for Women and Women with Disabilities.</p> <p><b>Question from IT park:</b> In What training projects involve members of the Association for the Disabled? <b>Answer:</b> NGO's work with persons with disabilities to teach them various skills.</p> <p><b>Question from members PIU:</b> The World Bank pays attention to the environmental dimension of the project. What are the problems in this context?</p> <p><b>Answer:</b> Persons with disabilities are particularly vulnerable to negative environmental impacts. In this context, there is a need for increased knowledge of the interrelationships between human health and the environment, including skills in the conscious management of all environmental parameters.</p>

Based on the consultation meetings stakeholder mapping has been updated and completed, views and feedback of the stakeholders has been incorporated in this final SEP. This SEP is subject for public disclosure before the completion of the appraisal. Additionally, the project's ESCP, ESMF, LMP, E-waste management will be also publicly disclosed via the websites and public consultation meetings. The local disclosure of the ESMF summary content, with SEP and LMP content including the GRM, will be published on IT park's website in the local language. In

this environment, a letter of invitation will be sent to conduct public consultations in February - March 2023.

Photo evidence of conducted meetings, lists of participants, and content of the presentation are given in Annexes. The document will be disclosed for public discussions to receive any comments, suggestions and questions from all interested parties, an e-mail and dedicated window will also be available at the website of IT Park.

## ANNEXES

### *Annex 1. ENVIRONMENTAL SCREENING FORMS*

(to be drafted at the subproject concept stage by subproject initiator, subproject beneficiary together with PIU, E&S specialists)

#### **Form 1. VISUAL (REMOTE AND/OR PHYSICAL) INSPECTION OF THE PROJECT SITE**

**Date/time of Visit:**

**Brief description of proposed project activity:**

**Province/district:**

#### **Current activity and site history**

Who is the site contact (name, position, contact information)?

- What is the area of the site to be used for project activities?
- What is the current use/are current users of the site?
- What were previous uses of the site (give dates if possible)?
- Are there any encroachers or illegal users of the site whose livelihoods or assets are going to be affected by the project?

#### **Environmental Situation**

- Are there sensitive sites nearby (nature reserves, cultural sites, historical landmarks)?
- Are there water courses on the site?
- What is the terrain or slope?
- Does the site experience flooding, waterlogging, salinity or landslides? Are there signs of erosion?
- What are the neighboring buildings and land uses? Estimate distances.

#### **Cultural Heritage (incl. natural monuments)**

- Is the site in proximity to any known sites of cultural heritage significance (archaeological, historical, natural, paleontological, or religious)? If yes, please describe it.
- Is there any expectation of chance-finds of new objects of cultural or historical significance during civil works? If yes, make sure that site-specific ESMPs include chance find procedures.

#### **Licenses, Permits and Clearances**

- Does the site require licenses or permits to operate the type of activity proposed? Are these available for inspection?
- What environmental or other authorities have jurisdiction over the site?

### **Water Quality Issues**

- Does the proposed activity use water for any purposes (give details and estimate quantity)? What source is used?
- Will the proposed activity produce any effluent? (estimate quantity and identify discharge point)
- Is there a drainage system on site for draining surface (waste?) waters or sewage? Is there a plan available for managing drainage or septic systems?
- How wastewater is managed (surface water courses, dry wells, septic tanks, sewerage system)?

### **Soils**

- What is the ground surface (agricultural land, pasture, etc.)?
- What type of soils are common for this area (sandy, fertile, etc.)?
- Will the project damage soil during construction or operations?
- Will the project affect the landscape significantly?

### **Biological environment and sensitivity of habitat**

- Describe vegetation cover on the site, is it naturally occurring or result of cultivation? Note down the type of plants and trees that you are able to identify.
- Has the land or parts of land been previously converted for agricultural crops, fruit trees or other?
- Is there information about rare or threatened flora and fauna at or near the site? If yes, would the project have an impact or increase risk to the species?
- Note potential negative impacts on biota if project proceeds.

### **Visual Inspection Procedures**

- Try to obtain a site map or make a sketch to mark details.
- Take photos, if permitted.
- Walk over as much of the site as possible, including boundaries, to note adjacent activities.
- Note any odors, smoke or visual dust emissions, standing water, waste, e-waste, etc.

## Screening Form 2

This is an example of a screening form. The objective of the screening form is to guide the Borrower in 1) assessing the various environmental and social risks and impacts that different sub-project activities will pose, and 2) selecting the right environmental and social management plans that will be applicable to those sub-project activities.

One of the key considerations is whether the sub-project activities can use pre-prepared management measures already included in the ESMF, LMP OR whether sub-project activities require the preparation of site-specific management instruments.

The E&S Screening procedure comprises of two stages-process: (1) Initial screening by using the Exclusion List which is applied as part of the Project's Eligibility Criteria; and (2) Screening the proposed activities to identify approach for E&S risk management. This Screening Form is the second stage of screening process and is to be used for all subproject activities. The completed forms will be signed and kept in the Project ESF file. The World Bank may review a sample of the forms during implementation support visits.

### 1. Subproject Information:

<b>Subproject Title</b>	
<b>Subproject Location</b>	
<b>Regional Unit in Charge</b>	
<b>Estimated Cost</b>	
<b>Start/Completion Date</b>	

### 2. Environmental and Social Screening Questionnaires

Questions	Answer		Next Steps
	Yes	No	
<b>ESS1</b>			
1. Is the subproject likely to have significant adverse environmental impacts that are sensitive and unprecedented that trigger the 'Ineligible Activities' and exclusion?			If "Yes": Exclude from project.
2. Does the subproject involve <u>new construction</u> of ponds, wastewater sewerage systems, wastewater treatment systems, solid waste management systems, shelters, roads, community centers, schools, bridges and jetties?			If "Yes": 1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3. 2. Include E&S risk management measures in contract documents.



<p>3. Does the subproject involve <u>renovation or rehabilitation</u> of any small-scale infrastructure, such as groundwater wells, latrines, showers/washing facilities, or shelters?</p>			<p>If “Yes”:</p> <ol style="list-style-type: none"> <li>1. Apply relevant measures based on the mitigation measures for specific environmental risks that is to be developed in site-specific ESMP)</li> <li>2. Include E&amp;S risk management measures in contract documents.</li> </ol>
<p>4. Will construction or renovation works require new borrow pits or quarries to be opened?</p>			<p>If “Yes”:</p> <ol style="list-style-type: none"> <li>1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3.</li> <li>2. Include E&amp;S risk management measures in contract documents.</li> </ol>
<b>ESS2</b>			
<p>5. Does the subproject involve uses of goods and equipment involving forced labor, child labor, or other harmful or exploitative forms of labor?</p>			<p>If “Yes”: Exclude from project.</p>
<p>6. Does the subproject involve recruitment of workforce including direct, contracted, primary supply, and/or community workers?</p>			<p>If “Yes”: Apply LMP</p>
<p>7. Do workers need PPE relative to the potential risks and hazards associated with their work?</p>			<p>If “Yes”: Apply LMP</p>
<p>8. Is there a risk that women may be underpaid when compared to men when working on the project construction?</p>			<p>If “Yes”: Apply LMP</p>
<p>9. Does the project lead to any risks and impacts on, individuals or groups who, because of their particular circumstances, may be disadvantaged or vulnerable.<sup>24</sup></p>			<p>If “Yes”: Apply LMP</p>

<sup>24</sup> “Disadvantaged or vulnerable” refers to those individuals or groups who, by virtue of, for example, their age, gender, ethnicity, religion, physical, mental or other disability, social, civic or health status, sexual orientation, gender identity, economic disadvantages or ethnic peoples status, and/or dependence on unique natural resources, may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of a project’s benefits.

<b>ESS3</b>		
10. Is the project likely to generate solid or liquid waste that could adversely impact soils, vegetation, rivers, streams or groundwater?		<p>If "Yes":</p> <ol style="list-style-type: none"> <li>1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3.</li> <li>2. Include E&amp;S risk management measures in contract documents.</li> </ol>
11. Are any of the construction works involve the removal of asbestos or other hazardous materials?		<p>If "Yes": Apply asbestos guidance provide in the ECOP</p>
12. Are works likely to cause significant negative impacts to air and / or water quality?		<p>If "Yes":</p> <ol style="list-style-type: none"> <li>1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3.</li> <li>2. Include E&amp;S risk management measures in contract documents.</li> </ol>
13. Does the activity rely on existing infrastructure (such as discharge points) that is inadequate to prevent environmental impacts?		<p>If "Yes":</p> <ol style="list-style-type: none"> <li>1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3.</li> <li>2. Include E&amp;S risk management measures in contract documents.</li> </ol>
14. Is there any potential to have impact on soil due to agro-chemicals (e.g., pesticides) used in farmlands due to the consequences of the subproject activities (e.g., development of irrigation system, agriculture related activities, seed and fertilizer assistance)?		<p>If "Yes": Apply Fertilizer and Pest Management Plan in Annex 7.</p>
<b>ESS4</b>		
15. Is there a risk of increased community exposure to communicable disease (such as COVID-19, HIV/AIDS, Malaria), or increase in the risk of traffic related accidents?		<p>If "Yes": Apply LMP in Annex 4 and relevant measures in SEP.</p>
16. Is an influx of workers, from outside the community, expected? Would workers be expected to use health services of the community? Would they create pressures on		<p>If "Yes": Apply LMP in Annex 4.</p>

existing community services (water, electricity, health, recreation, others?)			
17. Is there a risk that SEA/SH may increase as a result of project works?			If "Yes": Apply LMP in Annex 4.
18. Would any public facilities, such as schools, health clinic, church be negatively affected by construction?			If "Yes": Apply relevant measures based on the ECOPs in Annex 3 (unless one of the other questions in the screening form raises specific environmental and social risks and requires a site-specific ESMP).
<b>ESS5</b>			
19. Does the subproject involve involuntary land acquisition?			If "Yes": Exclude from project.
20. Does the subproject involve physical and/or economic displacement of people?			If "Yes": Exclude from project.
21. Is private land required for the subproject activity being voluntarily donated to the project?			If "Yes": Exclude from project.
<b>ESS6</b>			
22. Does the subproject involve activities that have potential to cause any significant loss or degradation of critical natural habitats <sup>25</sup> whether directly or indirectly, or which would lead to adverse impacts on natural habitats?			If "Yes": Exclude from project.
23. Will the project involve the conversion or degradation of non-critical natural habitats?			If "Yes": 1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3. 2. Include E&S risk management measures in contract documents.
24. Will this activity require clearance of mangroves?			If "Yes": Exclude from project.

<sup>25</sup> Critical natural habitats such as legally protected, officially proposed for protection, identified by authoritative sources for their high conservation value, or recognized as protected by traditional local communities.

25. Will this activity require clearance of trees, including inland natural vegetation?			If "Yes": 1. Prepare a site-specific ESMP for the proposed subproject, based on the template in Annex 3. 2. Include E&S risk management measures in contract documents.
26. Will there be any significant impact on any ecosystems of importance (especially those supporting rare, threatened or endangered species of flora and fauna)?			If "Yes": Exclude from project.
<b>ESS7</b>			
27. Are there any Indigenous Peoples or Sub-Saharan African Historically Underserved Traditional Local Communities present in the subproject area and are likely to be affected by the proposed subproject negatively?			If "Yes": Exclude from project.
<b>ESS8</b>			
28. Is the subproject to be located within or adjacent to a sensitive site (historical or archaeological or culturally significant site) or facility?			If "Yes": Apply Chance Find Procedures in Annex 7.
29. Locate near buildings, sacred trees or objects having spiritual values to local communities (e.g. memorials, graves or stones) or require excavation near there?			If "Yes": Apply Chance Find Procedures in Annex 7.

### Conclusion

(to be completed by PIU E&S specialists based on the information and site visits provided by subproject initiator or subproject beneficiary)

1. Sub-project Name:

2. Brief Description of the sub-project activity to include: nature of the project, project cost, physical size, site area, location, property ownership, existence of on-going operations, plans for expansion or new construction.

3. With the help of information from Form 1, check if the sub-project has chance to be categorized as High-Risk project and be excluded from financing:

If any "yes" - the sub-project might be categorized as High-Risk Category

Describe any anticipated, significant environmental impacts or risks and how they are to be mitigated (avoided, minimized, restored, or compensated).

---

1) If an environmental impact assessment is required, what are the specific issues to be addressed?

- 2) Propose sub-project Environmental Risk Category (HR, SR, MR or LR) \_\_\_\_\_
- 3) Types of required Environmental Assessment documents (circle round the required).
- (a) EIA or partial EIA together with DSEI incl Positive Conclusion of the SEE and SEI for high-Substantial risk Category sub-projects;
  - (b) Partial EIA and ESMP together with DSEI incl Positive Conclusion of the SEE and SEI for Substantial risk Category sub-projects;
  - (c) Environmental and Social Management Plan (ESMP) or ESMP checklist for small scale Moderate Risk Category sub-projects – can be integrated with DSEI and SEI;
  - (d) ESMP checklist for Low-Risk category subprojects – integrated with DSEI (if required) or standalone document.
4. What is the time frame and estimated cost of conducting Environmental assessment?
- 

**Sub-project initiator/ Environmental& Social Screener:**

**Date:**

**Environmental/Social Specialist:**

(attachment: photos and maps of the area, any other relevant data)

## *Annex 2. INDICATIVE OUTLINE OF ESMP*

An ESMP consists of the set of mitigation, monitoring, and institutional measures to be taken during implementation and operation of a project to eliminate adverse environmental and social risks and impacts, offset them, or reduce them to acceptable levels. The ESMP also includes the measures and actions needed to implement these measures. It will be:

- (a) identified the set of responses to potentially adverse impacts;
- (b) determined requirements for ensuring that those responses are made effectively and in a timely manner;
- (c) described the means for meeting those requirements. The content of the ESMP will include the following:

### **Subproject Information**

<b>Subproject Title:</b>	
<b>Subproject Description/Activities:</b>	
<b>Estimated Cost:</b>	
<b>Start/Completion Date:</b>	

### **Site/Location Description**

This section concisely describes the proposed location and its geographic, ecological, social and temporal context including any offsite investments that may be required (e.g., access roads, water supply, etc.).

### **ESMP Matrix: Risk and Impacts, Mitigation, Monitoring**

This section should identify anticipated site-specific adverse environmental and social risks and impacts; describe mitigation measures to address these risks and impact; and list the monitoring measures necessary to ensure effective implementation of the mitigation measures

The ESMP identifies measures and actions in accordance with the mitigation hierarchy that reduce potentially adverse environmental and social impacts to acceptable levels.

The plan will include compensatory measures, if applicable. Specifically, the ESMP:

- identifies and summarizes all anticipated adverse environmental and social impacts (including those involving indigenous people or involuntary resettlement);
- describes—with technical details—each mitigation measure, including the type of impact to which it relates and the conditions under which it is required (e.g., continuously or in the event of contingencies), together with designs, equipment descriptions, and operating procedures, as appropriate;
- This may be particularly relevant where the Borrower is engaging contractors, and the ESMP sets out the requirements to be followed by contractors. In this case the ESMP

should be incorporated as part of the contract between the Borrower and the contractor, together with appropriate monitoring and enforcement provisions.

- estimates any potential environmental and social impacts of these measures; and
- takes into account, and is consistent with, other mitigation plans required for the project (e.g., for involuntary resettlement, indigenous peoples, or cultural heritage).

Anticipated E&S Risks and Impacts	Proposed Risk Mitigation Measures	Impact Mitigation		Impact/Mitigation Monitoring		
		Timing/Frequency	Responsibility	Parameter to be monitored	Frequency	Responsibility

### Monitoring

The ESMP identifies monitoring objectives and specifies the type of monitoring, with linkages to the impacts assessed in the environmental and social assessment and the mitigation measures described in the ESMP.

Specifically, the monitoring section of the ESMP provides:

(a) a specific description, and technical details, of monitoring measures, including the parameters to be measured, methods to be used, sampling locations, frequency of measurements, detection limits (where appropriate), and definition of thresholds that will signal the need for corrective actions; and

(b) monitoring and reporting procedures to (i) ensure early detection of conditions that necessitate particular mitigation measures, and (ii) furnish information on the progress and results of mitigation.

### Capacity Development and Training

Based on the implementation arrangements and responsible parties proposed above, this section outlines any capacity building, training or new staffing that may be necessary for effective implementation.

- To support timely and effective implementation of environmental and social project components and mitigation measures, the ESMP draws on the environmental and social assessment of the existence, role, and capability of responsible parties on site or at the agency and ministry level.
- Specifically, the ESMP provides a specific description of institutional arrangements, identifying which party is responsible for carrying out the mitigation and monitoring

measures (e.g., for operation, supervision, enforcement, monitoring of implementation, remedial action, financing, reporting, and staff training).

- To strengthen environmental and social management capability in the agencies responsible for implementation, the ESMP recommends the establishment or expansion of the parties responsible, the training of staff and any additional measures that may be necessary to support implementation of mitigation measures and any other recommendations of the environmental and social assessment.

**Implementation Schedule and Cost Estimates.**

For all three aspects (mitigation, monitoring, and capacity development), the ESMP provides

- an implementation schedule for measures that must be carried out as part of the project, showing phasing and coordination with overall project implementation plans;
- the capital and recurrent cost estimates and sources of funds for implementing the ESMP. These figures are also integrated into the total project cost tables.

**Integration of ESMP with Project.**

It is expected that the ESMP (either stand alone or as incorporated into the ESCP) will be executed effectively. Consequently, each of the measures and actions to be implemented will be clearly specified, including the individual mitigation and monitoring measures and actions and the institutional responsibilities relating to each, and the costs of so doing will be integrated into the project’s overall planning, design, budget, and implementation.

**Reports**

A list of associated reports such as social due diligence reports and social assessments that were prepared for the project.

**Review & Approval**

<p><b>Prepared By:</b> .....(Signature)</p> <p>Position: ..... Date .....</p>			
<p><b>Reviewed</b> .....(Signature)</p> <p>Position: .....Date .....</p>	<p><b>By:</b></p>	<p><b>Approved</b> .....(Signature)</p> <p>Position: ..... Date .....</p>	<p><b>By:</b></p>



*Annex 3. ESMP CHECKLIST*

**PART 1: GENERAL PROJECT AND SITE INFORMATION**

**Institutional and administrative**

Count				
Project title				
Scope of project and activity				
Institutional arrangements (Name and contacts)	WB (Team Leader)	Project Management	Local Counterpart and/or Recipient	
Implementation arrangements (Name and contacts)	Safeguard Supervision	Local Counterpart Supervision	Local Inspectorate Supervision	Contactor

**SITE DESCRIPTION**

Name of site	
Describe site location	Attachment 1: Site Map [ ]Y [ ]N
Who owns the land?	
Description of geographic, physical, biological, geological, hydrographic and socio-economic	
Description of the plot, buildings, infrastructure, distance to residential buildings, availability of roads, access roads, sewerage, water supply, gas supply, etc.	

**LEGISLATION**

Identify national & local legislation & permits that apply to project activity	
--	--

**PUBLIC CONSULTATION**

Identify when / where the public consultation process took place	
--	--

**INSTITUTIONAL CAPACITYBUILDING**

Will there be any capacity building? [ ] N or [ ]Y if Yes	
---	--

**PART 2: SAFEGUARDS INFORMATION****Environmental and social screening**

	<b>Activity</b>	<b>Status</b>	<b>Triggered Actions</b>
Will the site activity include/involve any of the following?	A. Building rehabilitation	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>A</b> below
	B. New construction	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>A</b> below
	C. Water resources, gas, electricity, heating and sewage systems supply	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>B</b> below
	D. Historic building(s) and districts	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>C</b> below
	E. Hazardous or toxic materials <sup>26</sup>	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>E</b> below
	F. Traffic and Pedestrian Safety	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>F</b> below
	G. Operational stage	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>G</b> below
	H. Training activities according to the project during operational stage.	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>H</b> below
	I. Water resources, gas, electricity, heating and sewage systems supply during operational stage.	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>I</b> below
	K. E-waste management	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>K</b> below
	L. Social Risk	<input type="checkbox"/> Yes <input type="checkbox"/> No	See Section <b>L</b> below

<sup>26</sup> Toxic / hazardous material includes but is not limited to asbestos, toxic paints, noxious solvents, removal of lead paint, etc.

**PART 3: MITIGATION MEASURES DURING RE- AND CONSTRUCTION PHASES**

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
0. General conditions	Notification and Worker Safety	<ul style="list-style-type: none"> <li>- The local construction and environment inspectorates and communities have been notified of upcoming activities.</li> <li>- The public has been notified of the works through appropriate notification in the media and/or at publicly accessible sites (including the site of the works).</li> <li>- All legally required permits have been acquired for construction and/or rehabilitation.</li> <li>- The Contractor formally agrees that all work will be carried out in a safe and disciplined manner designed to minimize impacts on neighboring residents and environment.</li> <li>- Workers' PPE will comply with international good practice (always hardhats, as needed masks and safety glasses, harnesses and safety boots).</li> <li>- Appropriate signposting of the sites will inform workers of key rules and regulations to follow.</li> <li>- All rules for the prevention and elimination of accidents, fires, etc., will be observed.</li> </ul>

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
A. Reconstruction and construction activities	Air quality	<ul style="list-style-type: none"> <li>- During interior demolition debris-chutes shall be used above the first floor.</li> <li>- Demolition debris shall be kept in controlled area and sprayed with water mist to reduce debris dust.</li> <li>- The surrounding environment (side walks, roads) shall be kept free of debris to minimize dust.</li> <li>- There will be no burning of construction and waste material at the site.</li> <li>- Storage and unpacking of bulk building materials in closed warehouses.</li> <li>- Protection of access roads on which special transport moves.</li> <li>- Protection of adjacent areas by means of barriers.</li> <li>- Watering roads and a construction site with water.</li> <li>- Cover transported bulk materials;</li> <li>- Control speed limitation for vehicles during movement inside of settlements - no more than 40 km/h.</li> <li>- There will be no excessive idling of construction vehicles at sites.</li> <li>- Installation of a gas generator due to the lower environmental impact of emissions compared to diesel or gasoline.</li> <li>- Welding in special fenced areas.</li> <li>- Painting with ventilation and protection.</li> <li>- Replacing a wood burning stove for cooking with a gas stove.</li> <li>- Consider options for installing technologically more advanced bitumen furnaces to reduce the load on atmospheric air.</li> <li>- Wood treatment in a separate room with ventilation.</li> </ul>
	Noise	<ul style="list-style-type: none"> <li>- Select the equipment causing low noise.</li> <li>- Noisy plant and equipment must be sited as far as possible from sensitive buildings. - Noise generated by construction activities will be as short in duration as possible and in day time.</li> <li>- Barriers (e.g. site huts, buildings, fences) or purpose-built acoustic screens should be used to reduce the noise reaching sensitive buildings where practicable.</li> <li>- Avoid the use of percussive and impact tools wherever possible.</li> <li>- Machinery in intermittent use should be shut down or throttled down to a minimum when not in use.</li> <li>- Minimizing the movement of vehicles during the construction period through the territory and where possible organize direct access from the main adjacent road.</li> <li>- Reduced speed limit in the construction area.</li> </ul>

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
	Waste management	<p>Likely waste generated during reconstruction and construction: solid household waste, construction waste, lamps<sup>27</sup>, scrap metal, including welding electrodes residues, oiled rags, empty containers, packaging, plastics, asbestos, etc.</p> <p>The following measures should be taken:</p> <ul style="list-style-type: none"> <li>- Conclusion an agreement for the removal of household and construction waste with the State Unitary Enterprise “Toza Hudud”.</li> <li>- Take measures to conclude agreements with relevant organizations for the removing of scrap metals.</li> <li>- Prevention of contamination of the territory of facilities with household and construction waste, asbestos, scrap metals.</li> <li>- There will be no burning of waste and construction material at the site.</li> <li>- Allocation of sites for the installation of containers that comply with the storage rules of the above-mentioned types of waste.</li> <li>- Establishing of a schedule for the removal of waste.</li> <li>- Establishing the maintenance of accounting logs for the removal of solid household, construction waste, as well as scrap metal.</li> <li>- Whenever feasible reusing and recycling appropriate and viable materials (except asbestos).</li> </ul>

<sup>27</sup> <https://lex.uz/docs/1870039>.

<p><b>B.</b> Water resources, gas, electricity, heating and sewage systems supply</p>	<p>Water resources, gas, electricity and heating management</p>	<ul style="list-style-type: none"> <li>- Selection of sites for the construction of facilities in favor of settlements with water, gas transmission and sewerage networks.</li> <li>- Conclusion of contracts for gas supply, provision of water supply and sewerage services.</li> <li>- Construction of individual treatment plants.</li> <li>- As an alternative, water well drilling (with drilling wells in the absence of water supply, drilling after obtaining permits for drilling and special water use, water analysis for water wells).</li> <li>- If there are pit latrines, control their condition and timely emptying.</li> <li>- It is recommended to establish the measures to prevent blocking the drainage water flow or adversely impacting water quality by construction run-off.</li> <li>- Choose and delineate carefully all access roads, work sites, construction materials storage and waste temporary accumulation sites.</li> <li>- Manage and monitor these sites closely so that they do not expand unduly during construction.</li> <li>- Compact the top surface of access roads and work sites to facilitate water runoff and avoid flooding the area. This can require digging of drainage ditches and connecting them to existing drainage infrastructure.</li> <li>- Ensure of operation o drainage system.</li> <li>- The approach to handling sanitary wastes and wastewater from building sites (installation or reconstruction) must be approved by the local authorities.</li> <li>- Implementation of wastewater monitoring.</li> <li>- Washing of emergency vehicles and machines in specially designated areas where the run-off will not pollute natural surface waters.</li> <li>- Construction of new facilities under Decree of Cabinet of Ministers No.981 of 11.12.2019<sup>28</sup>.</li> <li>- Installation and use of gas-fired reserve generators.</li> <li>- In the absence of heating, installation of conventional heaters in the premises, the use of air conditioners in the heating mode.</li> <li>- Using of indoor ventilation systems, in the mode of the heating function in severe cold.</li> <li>- Automation of the heating process, i.e. automation of the boiler with air temperature sensors inside and outside of the building. When the air temperature changes, a signal is given to the control system and the gas supply in the boiler will be increased or reduced.</li> <li>- Using of eco-energy technologies, renewable energy sources and energy reduction strategies (for example, the use of microsensory systems in the premises and the introduction of energy saving, insulation, reduced energy consumption, motion sensors for lighting, etc.). Preventing excessive consumption of natural gas. Solar panels can be considered.</li> </ul>
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ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
<p><b>C.</b> Historic building(s)</p>	<p>Cultural Heritage</p>	<ul style="list-style-type: none"> <li>- If the building is a designated historic structure, very close to such a structure, or located in a designated historic district, notification shall be made and approvals and permits be obtained from local authorities and all construction activities planned and carried out in line with local and national legislation.</li> <li>- It shall be ensured that provisions are put in place so that artifacts or other possible “chance finds” encountered in excavation or construction are noted and registered, responsible officials contacted, and works activities delayed or modified to account for such finds.</li> </ul>
<p><b>E.</b> Toxic materials</p>	<p>Asbestos management</p>	<ul style="list-style-type: none"> <li>- If asbestos is located on the project site, it shall be marked clearly as hazardous material.</li> <li>- When possible the asbestos will be appropriately contained and sealed to minimize exposure.</li> <li>- The asbestos prior to removal (if removal is necessary) will be treated with a wetting agent to minimize asbestos dust.</li> <li>- Asbestos will be handled and disposed by skilled &amp; experienced professionals</li> <li>- If asbestos material is to be stored temporarily, the wastes should be securely enclosed inside closed containments and marked appropriately. Security measures will be taken against unauthorized removal from the site.</li> <li>- The removed asbestos will not be reused.</li> </ul>
	<p>Toxic and hazardous waste management</p>	<ul style="list-style-type: none"> <li>- Temporarily storage on site of all hazardous or toxic substances will be in safe containers labeled with details of composition, properties and handling information.</li> <li>- The containers of hazardous substances shall be placed in a leakproof container to prevent spillage and leaching.</li> <li>- The wastes shall be transported by specially licensed carriers and disposed in a licensed facility.</li> <li>- Paints with toxic ingredients or solvents or lead-based paints will not be used.</li> </ul>

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
<p><b>F.</b> Traffic and pedestrian safety</p>	<p>Direct or indirect hazards to public traffic and pedestrians by construction activities</p>	<p>In compliance with national regulations the contractor will insure that the construction site is properly secured and construction related traffic regulated. This includes but is not limited to</p> <ul style="list-style-type: none"> <li>• Signposting, warning signs, barriers and traffic diversions: site will be clearly visible and the public warned of all potential hazards.</li> <li>• Traffic management system and staff training, especially for site access and near-site heavy traffic. Provision of safe passages and crossings for pedestrians where construction traffic interferes.</li> <li>• Adjustment of working hours to local traffic patterns, e.g. avoiding major transport activities during rush hours or times of livestock movement.</li> <li>• Active traffic management by trained and visible staff at the site, if required for safe and convenient passage for the public.</li> <li>• Ensuring safe and continuous access to office facilities, shops and residences during renovation activities, if the buildings stay open for the public.</li> </ul>



**PART 4: MITIGATION MEASURES DURING OPERATION FASE**

ACTIVITY	PARAMETER	MITIGATION MEASURES CHECKLIST
<b>G.</b> General conditions	Notification and security of staff and visitors.	<ul style="list-style-type: none"> <li>- All rules for the prevention and elimination of accidents, fires, etc., will be observed.</li> <li>- Preparedness will be maintained for power or heating outages and other force majeure situations.</li> <li>- The environmental and social sustainability of stakeholders' behaviour will be improved: interviewing, training and coaching of staff, instructions on all security measures, deepening of stakeholders' knowledge of environmental issues.</li> <li>- A first aid kit will be set up in a place accessible to workers.</li> <li>- Installation of indoor ventilation systems, including the heating function in severe cold.</li> <li>- Monitor and maintain the uninterrupted operation of the ventilation systems of the premises.</li> </ul>
<b>H.</b> Training activities according to the project.	Air quality	<ul style="list-style-type: none"> <li>- There will be no burning of waste material at the site.</li> <li>- Installation of a gas generator due to the lower environmental impact of emissions compared to diesel or gasoline.</li> <li>- The chimney height shall be calculated taking into account the formation of the lowest concentrations of pollutants on the surface.</li> <li>- Alternatively, installation of electric stoves for cooking.</li> <li>- Installation of boilers in special boiler rooms.</li> <li>- The chimney height shall be calculated taking into account the formation of the lowest concentrations of pollutants on the surface.</li> <li>- Alternatively, installation of two-circuit electric boilers for heating and hot water supply.</li> </ul>

	Household waste management	<ul style="list-style-type: none"> <li>- Conclusion an agreement for the removal of household waste with the State Unitary Enterprise “Toza Hudud”.</li> <li>- Prevention of contamination of the territory of facilities with household waste.</li> <li>- Prevention of on-site incineration of waste.</li> <li>- Allocation of sites for the installation of containers that comply with the storage rules of waste.</li> <li>- Establishing of a schedule for the removal of waste.</li> <li>- Establishing the maintenance of accounting logs for the removal of solid household waste.</li> <li>- Whenever feasible reusing and recycling appropriate and viable materials (for example, paper).</li> </ul>
I. Water resources, gas, electricity, heating and sewage systems supply	Water resources, gas, electricity and heating management	<ul style="list-style-type: none"> <li>- Selection of sites for the construction of facilities in favor of settlements with water, gas transmission and sewerage networks.</li> <li>- Conclusion of contracts for gas supply, provision of water supply and sewerage services.</li> <li>- Conclusion of contracts for gas supply, provision of water supply and sewerage services.</li> <li>- As an alternative, water well drilling (with drilling wells in the absence of water supply, drilling after obtaining permits for drilling and special water use, water analysis for water wells).</li> <li>- If there are pit latrines, control their condition and timely emptying.</li> <li>- Installation and use of gas-fired reserve generators.</li> <li>- In the absence of heating, installation of conventional heaters in the premises, the use of air conditioners in the heating mode.</li> <li>- Using of indoor ventilation systems, in the mode of the heating function in severe cold.</li> <li>- Automation of the heating process, i.e. automation of the boiler with air temperature sensors inside and outside of the building. When the air temperature changes, a signal is given to the control system and the gas supply in the boiler will be increased or reduced.</li> </ul> <p>Using of eco-energy technologies, renewable energy sources and energy reduction strategies (for example, the use of microsensory systems in the premises and the introduction of energy saving, insulation, reduced energy consumption, motion sensors for lighting, etc.). Preventing excessive consumption of natural gas. Solar panels can be considered.</p>

<p>K. Disposal of e-waste</p>	<p>Infrastructure for e-waste management</p>	<ul style="list-style-type: none"> <li>- Conclusion an agreement for the removal of e-waste with the recycling facility LLC “Toshrangmetzavod Recycling”.</li> <li>- Prevention of contamination of the territory of facilities with e-waste.</li> <li>- Establishing the maintenance of accounting logs for the removal of e-waste.</li> <li>- Allocation of sites for the installation of containers for separate storage of e-waste.</li> </ul>
<p>L. Social Risk</p>	<p>Public Relationship Management</p>	<ul style="list-style-type: none"> <li>(a) Assign local liaison person within Contractor’s team to be in charge of communication with and receiving requests/ complaints from local population</li> <li>(b) Consult local communities to identify and proactively manage potential conflicts between an external workforce and local people</li> <li>(c) Raise local community awareness about transmittable disease risks associated with the presence of an external workforce and include local communities in awareness activities, especially COVID-19 safety measures.</li> <li>(d) Inform the population about construction and work schedules, interruption of services, traffic detour routes and provisional bus routes, blasting and demolition, as appropriate</li> <li>(e) Limit construction activities at night. When necessary ensure that night work is carefully scheduled, and the community is properly informed, so they can take necessary measures</li> <li>(f) At least five days in advance of any service interruption (including water, electricity, telephone, bus routes), advise community through postings at the work site, at bus stops, and in affected homes/businesses</li> <li>(g) Address concerns raised through Grievance Redress Mechanism established by the Employer within the designated timeline within the scope of Contractor’s liability</li> </ul>

<p>Labour Management</p>	<p>a) To the extent possible, do not locate work camps proximity to local communities</p> <p>b) Consult neighboring communities on siting and operation of worker camps</p> <p>c) Recruit unskilled or semi-skilled workers from local communities to the extent possible. Where and when feasible, provide worker skills training to enhance participation of local people</p> <p>d) Provide potable water and adequate lavatory facilities in all work camps. Equip residential labor camps with septic tank systems preventing release of untreated sludge to the natural environment, washing areas, adequate supplies of hot and cold running water, and soap</p> <p>Raise awareness of workers on overall relationship management with local population, establish the code of conduct in line with international practice and strictly enforce them, including the dismissal of workers and financial penalties of adequate scale</p>
<p>Land acquisition and Involuntary Resettlement</p>	<p>Exclude from the financing or in case of not possibility to avoid, then prepare RPF, update social screening and develop Resettlement Plan which follows with RAP implementation prior the commencement of civil works or construction.</p>

## Part 5: Monitoring plan

<b>Phase</b>	<b>What (Is the parameter to be monitored?)</b>	<b>Where (Is the parameter to be monitored?)</b>	<b>How (Is the parameter to be monitored?)</b>	<b>When (Define the frequency / or continuous?)</b>	<b>Why (Is the parameter being monitored?)</b>	<b>Cost (if not included in project budget)</b>	<b>Who (Is responsible for monitoring?)</b>
During reconstruction and construction							
During exploitation							

#### *Annex 4. COVID-19 SCREENING CHECKLIST*

At admission to event or start of workday, persons responsible for screening can ask the following questions. Screening should be done at the beginning and at the end of the workday.

1. Do you have fever (36.6 0C), do you feel warm, or feel chills?
  - Yes
  - No
2. Do you have any of the following respiratory symptoms?
  - Persistent cough (wet or dry)
  - Sore throat Runny nose
3. Have you, or someone in your household, had close, unprotected contact with a suspected or known COVID-19 patient (spent longer than 15 minutes within 6 feet of someone who was sick with a fever and cough)?
  - Yes—Go home immediately and self-isolate for 14 days if asymptomatic
  - No—Continue to next question
4. If they have subjective or documented fever OR any of the respiratory symptoms OR close contact with COVID-19 patient noted above:
  - They should be asked to go home immediately and self-isolate until they are asymptomatic for 3 days without the use of any medications, and it has been 7 days since the first day of their symptoms (whichever duration is longer)
5. If they say no to No.1, No.2 and No.3, they can work but remind them to the following:
  - Wash their hands with soap and water or alcohol-based sanitizer before they start work and frequently throughout the day
  - Practice social distancing, sit and/or stand at least 6 ft from other people, do not shake hands or hug people, and do not share food or drinks
  - Sanitize their work area before they leave
  - Contact their employer and leave work immediately if they start to feel feverish or have respiratory symptoms

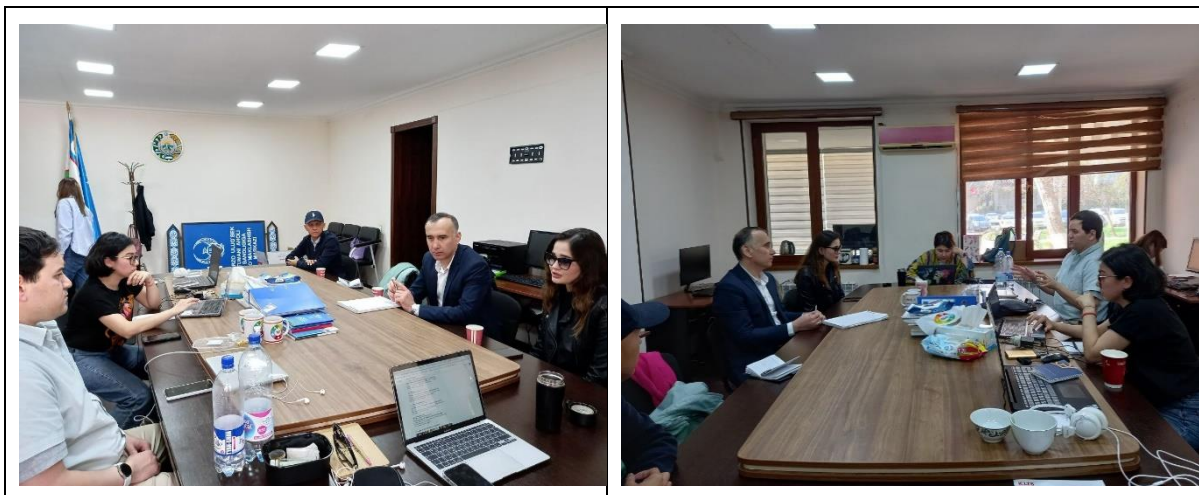
Additional requirements for COVID-19 screening is given in LMP as well.

Annex 5. Photo evidence of public consultations on the ESMF report

Picture 1. Gulistan city, public consultations, 10 march, 2023 r.



**Pictures 2. Meeting with Sharoit plus, 13 march, 2023 r.**



**Pictures 3. Meeting with Stakeholders in Tashkent region, 14 march, 2023 r.**



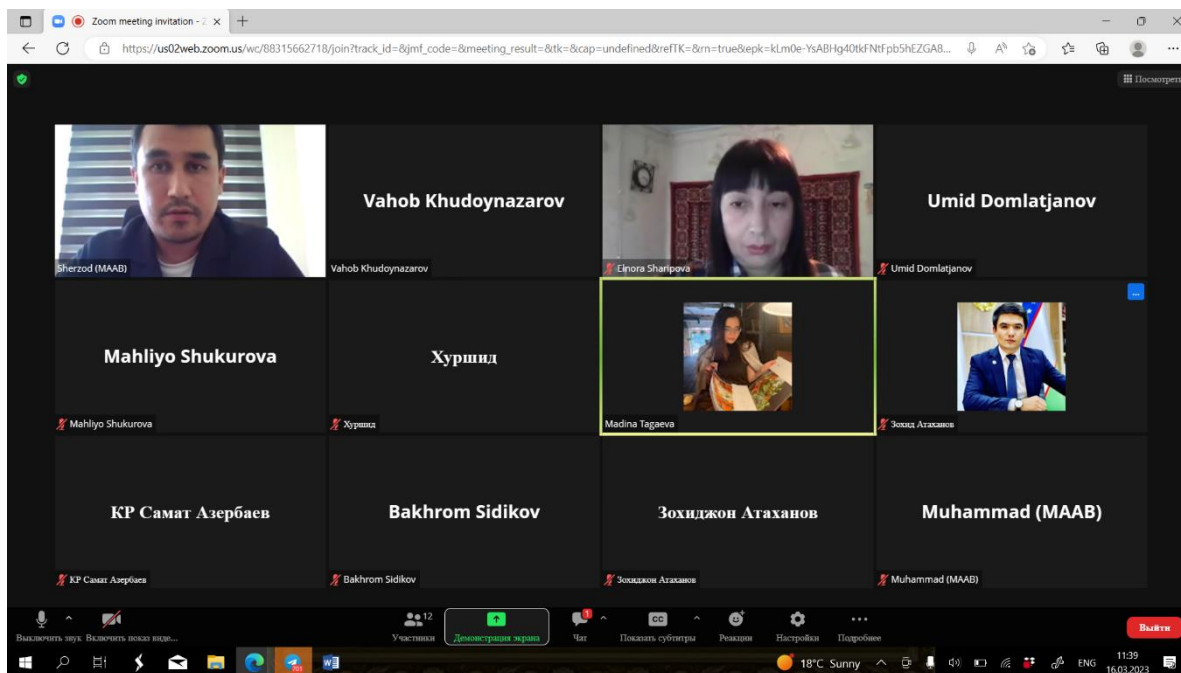


**Pictures 4. Meeting with Stakeholders in Samarkand region, 15 march, 2023 r.**



**Pictures 5. Meeting with ITESs and KPOs in Tashkent city, 16 march, 2023 r.**

Screen shot of zoom call.



**Picture 6: Meeting with Chairmen of Association of Disabled People of Uzbekistan.**



Annex 6. PARTICIPANTS LIST OF MEETING. SIRDARYA REGION, 10 MARCH, 2023

Жаҳон Банки "Uzbekistan Digital Inclusion" лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати, 10 Март 2023 йил, Сирдарё вилояти				Жаҳон Банки "Uzbekistan Digital Inclusion" лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати, 10 Март 2023 йил, Сирдарё вилояти			
№	Ф.И.Ш	Танқидот номи	Мобил телефон рақам ёки электрон пошта	№	Ф.И.Ш	Танқидот номи	Мобил телефон рақам ёки электрон пошта
	З.Бовоқали Қолмақов	DBITES	91 100 50 32	1.	Ахматаева Нилуфар	Jul Du	99 936 32 33
	З.Бовоқали Қолмақов	DBITES	95 217 11 98	2.	Тоғиқулов Исмоил	Jul Du	99 899 94 68
	Мунир Мансур	Galaxy	97 247 35 36	3.	Алиқудов Шермухаммад	Jul Du	99 460 49 45
	Валодислав Мухомоб	Galaxy	91 102 92 92	4.	Евгашева Нилуфар	Jul Du	94 853 62 25
	Эрашев Олимбек	Galaxy	97 273 05 39	5.	Тошмонова Саҳобат	Jul Du	97 032 02 23
	Мансурова Тўхтамурод	Galaxy	91 802 12 45	6.	Омирова Гулнора	Jul Du	90 681 07 15
	Мансурова Тўхтамурод	Galaxy	(99) 796 3000	7.	Олимов Хумоюн	Jul Du	99 413 04 03
				8.	Қўшиқов Абдураҳмон	Jul Du	93 533 74 26
				9.	Усмонов Аҳмад	Jul Du	94 352 03 53
				10.	Визитов Тўлқун	Jul Du	94 574 33 32
				11.	Евгашева Олим	Jul Du	90 110 56 54
				12.	Ахматаева Нилуфар	Jul Du	99 563 05 06
				13.	Тилонов Озодбек	Jul Du	99 114 02 03
				14.	Мухомобуллоев О	Jul Du	99 393 66 43
				15.	Евгашева Нилуфар	Jul Du	91 622 36 42
				16.	Евгашева Олима	Jul Du	93 293 46 01

1.	Абдуқасимов Сардор	8-йишбаг'ларнинг сўрашувчи 2-курс
2.	Қурбон Мансур Каримов	Ахборот технологиялари факультети (инженерия)
3.	З.Бовоқали Қолмақов	DBITES 91 100 50 32
4.	Эрашев Олимбек	Матем. информат. факультети 3-курс 93 293 46 00
5.	Мансурова Тўхтамурод	Cirius IT Academy LLC 99 729 63 23

Annex 7. PARTICIPANTS LIST OF MEETING, TASHKENT REGION, 14 MARCH 2023

14.03.2023.				14.03.2023.			
Жаҳон Банки "Uzbekistan Digital Inclusion" лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати				Жаҳон Банки "Uzbekistan Digital Inclusion" лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати			
№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта	№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта
1	Карантаров Илҳом	ishsiz	94 634 24 08	1	Iszatalloev Jazirjon	ishsiz	93 939 02 96
2	Ботминова Гулнора	ishsiz	93 951 15 71	2	Дурдыев Қўшиқ	мураббит	+99823-515-11-96
3	Қўриқов Абдуқадир	машистронт	90 400 37 30				
4	Хамидов Абдуқадир	машистронт	94 1717417				
5	Нематиллаев Арибек	машистронт	94 477 44 17				
6	Зотиров Раҳимбек	машистронт	98 108 01 38				
7	Ботминова Гулнора	UzDITSU	90 095 70 15				
8	Алижанова Аино	студент UzDITSU	94 334 00 03				
9	Файзуев Холжаббар	IT Парк мен.	83 222 53 83				
10	Матина Билал	ш.ш	93 766 32 02				
11	Абдураҳмонов Я	BPO School	91 082 16 08				
12	Ахмед Абдураҳмон	студент UzDITSU	91 998 32 62				
13	Матчанов Диротжон	студент UzDITSU	93 400 05 08				
14	Элмуродов Баходир	UzDITSU	97 877 74 87				
15	Абдукаримов Савад	студент UzDITSU	99 256 75 76				
16	Абдураҳмон Мамедов	студент UzDITSU					

**Annex 8. PARTICIPANTS LIST OF MEETING. SAMARKAND REGION, 15 MARCH, 2023**

15.03.2023.				15.03.2023.			
Жаҳон Банки “Uzbekistan Digital Inclusion” лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати				Жаҳон Банки “Uzbekistan Digital Inclusion” лойиҳаси. Лойиҳа экологик ва ижтимоий асослари тўғрисида учрашув Қатнашувчилар рўйхати			
№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта	№	Ф.И.Ш	Ташкилот номи	Маълумот учун телефон рақам ёки электрон почта
1	Сейтмирзаева Мамира	Хишраб ОИИТ	90 45 85 842		Абдухалимова Ўзгир	ТАТУ Техникуми	93 135 60 02
2	Ўриддиба Машира	Хишраб ОИИТ	99 835 46 38		Амонова Бахтиёр	ТАТУ Техникуми	97 931 69 56
3	Зеринмуродова Ф	Хишраб ОИИТ			Аббасова Шохида	FASTSOFT KUMI	99 173 0214
4	Себралимова З	Хишраб ОИИТ	93 350 61 72		Ахтамова Маъна	ТАТУ Техникуми	97 025 61 77
5	Мамедов Санжар	Талаба			Аблайева Хилола	ТАТУ	
6	Фонацев Жангон	Талаба			Айисқова Хумога	ТАТУ техникум	94 387 68 26
7	Турмушова Илғам	Хишраб ОИИТ	97 289 29 29		Хотамова Мадина	ТАТУ техникум	98 138 48 32
8	Рафқонова Матна	Хишраб ОИИТ	97 391 39 47		Қадригулова Седина	ТАТУ техникум	91 536 26 04
9	Абдухалимов Ма	Мақсад оқиб	91 530 25 30		Елмуродова Сафо	ТАТУ техникуми	99 032 04 99
10	Тоқмоқов Абдуқодир	Мақсад	91 555 39 90		Имарова Раҳна	ТАТУ Техникуми	90 602 50 66
11	Тоғамуродов Золдир	Мақсад оқиб			Орқов Шамсод	ITP U	90 601 49 32
12	Тулатов Амир	Ага	90 445 44 66		Орқов Умар	ITP U	91 520 61 01
13	Ўриддиқова Фаруза	ТАТУ техникум	99 621 13 19		Раҳмонова Аблом	ITP U (Yulb)T	93 333 73 78
14	Маматова Шахзода	ITPU	99 285 10 43		Раҳмонова Ўзгир	ТАТУ техникум	97 591 88 02
15	Олтиғова Рақия	IT Park	97 397 50 60		Тошпелатилева Замира	ITPU техникум	93 199 0123
16	Кароов Роман	БФД вакил KEEP EASY	97 923 98 87				
17	Аминова Парвиз	IT Park Самарқанд	91 548 18 19				
18	Саламқова Шахноз	IT Park Самарқанд	97 571 16 96				
19	Аминов Абдуқалимов	ITPU Самарқанд	91 171 48 84				
20	Қароов Шахноз	IT Park Самарқанд	93 238 89 84				

Annex 9. POWERPOINT PRESENTATIONS DURING THE STAKEHOLDER MEETINGS

## Uzbekistan Digital Inclusion Project

Loyihaning ekologik va ijtimoiy asoslari

WORLD BANK GROUP  
Social Sustainability & Inclusion

### Jahon Banking O'zbekistondagi loyihalari

Overview of Uzbekistan Portfolio (15 sectors)

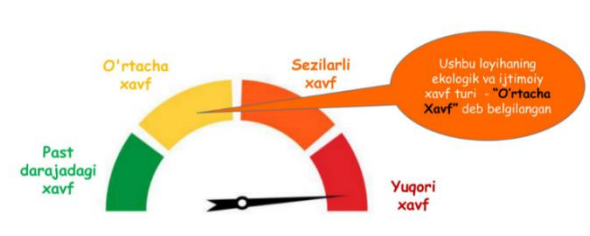
Distribution of project by global practice

Digital Development	5
Agriculture	6
Microfinance	3
Health	3
Education	3
Energy	3
Industry	3
Infrastructure	3
Transport	3
Social Protection	2
Urban	2
Water	2
Environment	1
Finance	1
Information & Communications	1
Industry	1
Labor	1
Poverty A. Entry	1

Umumiy - 43 ta loyiha  
Amaldagi loyihalarning umumiy miqdori 5 mlrd AQSH Dollar

### Loyihaga tegishli ekologik va ijtimoiy standartlar (EIS)

### Umumiy ekologik va ijtimoiy standartlar



- ### Loyihaning asosiy ekologik va ijtimoiy hujjatlari
- Qarz yoki Moliyaviy shartnoma (LA/FA)
  - Ekologik va ijtimoiy majburiyatlar rejasi (ESCP)
  - Ekologik va ijtimoiy boshqaruv asoslari (ESMF)
  - Manfaaddor tomonlarni jalb qilish rejasi (SEP)
  - Mehnatni boshqarish tartiblari (LMP)
  - Loyihani amalga oshirish bo'yicha qo'llanma (POM)
  - Xaridlar va pudratchilarning shartnomalaridagi (SPD) ijtimoiy va ekologik xavf va ta'sirlarni bartaraf etish bo'yicha majburiyatlari

- ### Manfaaddor tomonlarni jalb qilish rejasi (SEP)
- SEP ishlab chiqilgan, doimiy ravishda yangilanib boriladi.
  - Manfaaddor tomonlar (tadbirkorlar, aholi, tashkilotlar, BPO) bilan doimiy uchrashuvlar o'tkazilib turiladi.
  - Loyiha davomida Shikoyat va takliflar mexanizmi tashkil etiladi (loyiha hodimlari, aholi, manfaaddor tomonlar, pudratchilar va ularning ishchi hodimlar uchun)
  - Ushbu rejaning asosiy maqsadi nafaqat loyiha haqida ma'lumot berish balki, manfaaddor tomonlardan ma'lumot olish va zarur bo'lsa loyihaga o'zgartirishlar kiritish
  - Loyiha davomida loyiha darajasida manfaaddor tomonlar uchun Shikoyat va takliflar mexanizmi va alohida, ichchilar va pudratchilar uchun ham shikoyat va takliflar mexanizmi tashkil etiladi

### Loyiha murojat va shikoyat uchun ma'lumot

Tavsiy	Bog'lanish uchun ma'lumot
Shikoyat kurib chiqish komissiyasi - 1 daraja	Project Implementation Unit, IT-Park Madina Tokhirova
Manzili:	4A, Tepamasjid St., 100164, Tashkent
Telefon:	+998 71 209 11 99
Hotline:	+998 71 209 11 99
Web-site:	https://it-park.uz/
MDT	
Shikoyat kurib chiqish komissiyasi - 2 daraja	Mrs. Dilnora Inagamova
Manzili:	4 Amir Temur Avenue, 100000, Tashkent, Uzbekistan
Telefon:	+99871 238 41-58
Hotline:	+99871 238 41-58
Web-site:	murojaat@mitc.uz

Anonymous complaints are also entertained by any of the above channels

### Jahon Banki murojat va shikoyat uchun ma'lumotlar:

Email: [grievances@worldbank.org](mailto:grievances@worldbank.org)  
 Fax: +1.202.614.7313  
 Pochta: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA  
 Uzbekistandagi office: 107B Amir Timur kuchasi, Block C, 15th qavat, 100084, Tashkent, Uzbekistan, [tashkent@worldbank.org](mailto:tashkent@worldbank.org),  
 Tel. +998 71 120-2400.

## CONTINUATION OF ANNEX

### Loyihaning ekologik va ijtimoiy boshqaruvi asosi

- 1) 1980-yillardan hozirgi kunga qadar Jahon bankinging ekologik va ijtimoiy "Himoya siyosati" bosqichma-bosqich ishlab chiqilib, foydalanilmoqda.
- 2) Jahon bankinging **Ekologik va ijtimoiy siyosat (EIS)** 2016-yil avgust oyida tasdiqlangan va 2018-yil 1-oktabrda kuchga kirgan. Ushbu EIS umumiy 10 ta Ekologik va ijtimoiy standartlarni o'z ichiga olgan va loyihaning **Ekologik va ijtimoiy havf turiga qarab belgilanadi.**

### Ekologik va ijtimoiy siyosat (EIS) ning muhim jihatlari

EIS ning investitsiya loyihalari bilan bog'liq dolzarb ekologik va ijtimoiy muammolariga quyidagilar kiradi:



### Loyihaga tegishli umumiy ekologik va ijtimoiy standartlar



### Loyihaning asosiy ekologik va ijtimoiy hujjatlari

- Qarz yoki Moliyaviy shartnoma (LA/FA)
- Ekologik va ijtimoiy majburiyatlar rejasi (ESCP)
- Ekologik va ijtimoiy boshqaruv asoslari (ESMF)
- Manfaaddor tomonlarni jalb qilish rejasi (SEP)
- Mehnatni boshqarish tartiblari (LMP)
- Loyihani amalga oshirish bo'yicha qo'llanma (POM)
- Xaridlar va pudratchilarning shartnomalaridagi ijtimoiy va ekologik xavf va ta'sirlarni bartaraf etish bo'yicha majburiyatlari (SPD)

### Loyiha manfaaddor tomonlarni

- Raqamli texnologiyalar vazirligi (MDT);
- Raqamli texnologiyalar vazirligi huzuridagi "Dasturiy mahsulotlar va axborot texnologiyalari texnologik parki direksiyasi" mas'uliyati cheklangan jamiyati (IT Park);
- Loyihadan grant oladigan biznes jarayonlari outsorsingi (BPO) va bilim jarayonlari outsorsingi (KPO) xizmati kompaniyalari;
- Sharait Piyus, O'zbekiston nogironlar assotsiatsiyasi (ADPU) va boshqa nodavlat notijorat tashkilotlari kabi nogironlar bandligini monitoring qilishdan manfaaddor fuqarolik jamiyati va nodavlat notijorat tashkilotlari;
- Qashshoqlikni qisqartirish va bandlik vazirligi huzuridagi O'zbekiston Oila va xotin-qizlar davlat qo'mitasi (Oila va ayollar masalalari bo'yicha davlat qo'mitasi) ishsh ayollarning loyihaga jalb etilishi ustidan monitoring olib boradi;
- Yoshlar siyosati va sport vazirligi ta'lim, bandlik yoki o'qitish tizimida bo'lmagan yoshlarni (NEET) loyihaga jalb etilishini nazorat qiladi;
- Yoshlar siyosati va sport vazirligi huzuridagi "Imkon loyihasi" "Nojat talim" bilan hamkorlikda - qurilish ishlari (massalan, shovqin, chang, tebranish, tasodifiy shikastlanishlar) tufayli noqulay bo'lgan aholi va jamoa a'zolari;
- Rekonstruksiya/qurilish ishlari natijasida noqulaylik va/yoki moliyaviy ta'sir ko'rsatishi mumkin bo'lgan xo'jalik yurituvchi sub'ektlar.

### Mehnatni boshqarish tartiblari (LMP)

Reja ishlab chiqilgan va loyiha davomida zaruriy hollarda ko'rib chiqiladi va yangilanadi.

- Uchbu rejaning asosiy tamoyillari:**
- Mehnat kodeksiga amal qilish choralarini ishlab chiqish
  - Mehnat munosabatlarning barcha jabhalarida kamsitishga yo'l qo'ymaslik
  - Ta'qib, qo'rqitish va/yoki ekspluatatsiyaning oldini olish va bartaraf etish choralarini ko'rish (Xulq atvor kodeksi)
  - Loyihadagi zaif qatlamdagi ishchilarni (ayollar, nogironlar, mehnat muhojirlari va boshqalar) himoya qilish
  - Mehnat muddati va shartlari va turli toifadagi ishchilarga milliy qonunchilikni qo'llash
  - Zararli ishlar, bolalar yoki majburiy mehnatning ehtimoliy hodisalari, migrantlar yoki mavsumiy ishchilarning mavjudligi va gender asosidagi zo'rovonlikning mehnat oqimi xavfi kabi potentsial mehnat xavflarini doimiy baholash.
  - Mehnat masalalari bo'yicha shartnoma qoidalari, shu jumladan mehnatni muhofaza qilish va xavfsizlik, shuningdek pudratchi faoliyatini boshqarish va monitoring qilish tartiblari
  - Norasmiy va shartnoma asosida ishlaydigan ishchilar uchun ham teng sharoitlar yaratish
  - Loyihaning ishlovchi hodimlari uchun shikoyatlar mexanizmini joriy etish va ma'sul shaxsni birlashtirish

### Environmental and Social Framework

Rahmat!



*Annex 10. Exclusion list*

The Exclusion List defines the types of projects that the WB **does not** finance.

- Production or trade in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements, or subject to international bans, such as pharmaceuticals, pesticides/herbicides, ozone depleting substances, PCB's, wildlife or products regulated under CITES.
- Production or trade in alcoholic beverages (excluding beer and wine).
- Production or trade in tobacco.
- Gambling, casinos and equivalent enterprises.
- Production or trade in radioactive materials.
- Production or trade in unbonded asbestos fibers. This does not apply to the purchase and use of bonded asbestos cement sheeting where the asbestos content is less than 20%.
- Drift net fishing in the marine environment using nets in excess of 2.5 km. in length

All PFIs, except those engaged in activities specified below\*, must apply the following exclusions, in addition to above Exclusion List:

- Production or activities involving harmful or exploitative forms of forced labor<sup>29</sup>/harmful child labor.<sup>30</sup>
- Production or trade in wood or other forestry products other than from sustainably managed forests.

\* When investing in microfinance activities, PFIs will apply the following items in addition to the Exclusion List:

- Production or activities involving harmful or exploitative forms of forced labor/harmful child labor.
- Production, trade, storage, or transport of significant volumes of hazardous chemicals, or commercial scale usage of hazardous chemicals. Hazardous chemicals include gasoline, kerosene, and other petroleum products.

\* Trade finance projects, given the nature of the transactions, PFIs will apply the following items in addition to the Exclusion List:

- Production or activities involving harmful or exploitative forms of forced labor/harmful child labor.

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<sup>29</sup> Forced labor means all work or service, not voluntarily performed, that is extracted from an individual under threat of force or penalty.

<sup>30</sup> Harmful child labor means the employment of children that is economically exploitive, or is likely to be hazardous to, or to interfere with, the child's education, or to be harmful to the child's health, or physical, mental, spiritual, moral, or social development.



### *Annex 11. Chance Find Procedures*

According to the Decree of the President of the Republic of Uzbekistan dated 06/19/2021 No. PP-5150 “On measures to organize the activities of the Cultural Heritage Agency under the Ministry of Tourism and Sports of the Republic of Uzbekistan, as well as the innovative development of the sphere” under the Ministry of Tourism and Sports, the Cultural Heritage Agency has been established, which is a specially authorized state management body in the field of material cultural heritage, museums, archaeology, export and import of cultural values. Decisions taken by him within his competence are mandatory for execution by state and economic management bodies, local executive authorities, other organizations and their officials, as well as citizens.

Cultural heritage encompasses tangible and intangible heritage which may be recognized and valued at a local, regional, national, or global level. *Tangible cultural heritage*, which includes movable or immovable objects, sites, structures, groups of structures, and natural features and landscapes that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance. Tangible cultural heritage may be in urban or rural settings and may be above or below land or under the water. *Intangible cultural heritage*, which includes practices, representations, expressions, knowledge, skills—as well as the instruments, objects, artefacts, and cultural spaces associated therewith— that communities and groups recognize as part of their cultural heritage, as transmitted from generation to generation and constantly recreated by them in response to their environment, their interaction with nature and their history.

If during construction, sites, resources or artifacts of cultural value are found, the following procedures or identification, protection from theft, and treatment of discovered artefacts should be followed and included in standard bidding documents. These procedures consider requirements related to Chance Finding under national legislation including the Law of the Republic of Uzbekistan “On the Protection and Use of Cultural Heritage Objects”, enacted on August 30, 2001, and the Law of the Republic of Uzbekistan “On the Protection and Use of Archaeological Heritage Objects”, enacted on October 13, 2009.

- Stop the construction activities in the area of chance find temporarily.
- Secure the site to prevent any damage or loss of removable objects. In cases of removable antiquities or sensitive remains, a guard shall be arranged until the responsible local authorities take over. These authorities are Cultural Heritage Agency under the Ministry of Tourism and Sports of the Republic of Uzbekistan
- Notify the relevant PIU Representative under IT Park and the relevant local departments of Cultural Heritage Agency immediately. PIU’s Representative will inform the IT Park and Ministry of Digital Technologies.
- The relevant local level Cultural Heritage Agency shall promptly carry out the necessities and inform the Ministry of Tourism and Sports of the Republic of Uzbekistan immediately from the date on which the information is received.
- The Ministry of Tourism and Sports of the Republic of Uzbekistan would oversee evaluation inspection of the significance or importance of the chance finds and advise on appropriate subsequent procedures.
- If the Ministry of Tourism and Sports of the Republic of Uzbekistan determines that chance find is a non-cultural heritage chance find, the construction process can resume.
- If the Ministry of Tourism and Sports of the Republic of Uzbekistan determines chance find is an isolated chance find, Ministry of Tourism and Sports of the Republic of Uzbekistan would provide technical supports/advice on chance find

treatment with related expenditure on the treatment provided by the entity report  
the chance find.

## *Annex 12. Grievance Mechanism*

There will be a specific Workers Grievance Mechanism (Worker GM) for project workers as per the process outlined below. This considers culturally appropriate ways of handling the concerns of direct and contracted workers. Processes for documenting complaints and concerns have been specified, including time commitments to resolve issues. Workers will be informed about the relevant Worker GM upon their recruitment and their right to redress, confidentiality and protection against any reprisals from the employer will be stated in the contract.

### **Routine Grievances**

The process for the Worker GM is as follows:

- Any worker may report their grievance in person, by phone, text message, mail or email (including anonymously if required) to the contractor as the initial focal point for information and raising grievances. For complaints that were satisfactorily resolved by the aggrieved worker or contractor within one week of receipt of complaint, the incident and resultant resolution will be logged and reported monthly to the PIU under the IT Park.
- If the grievance is not resolved within one week, the contractor (or the complainant directly) will refer the issue to the PIU under the IT Park. The PIU under the IT Park will work to address and resolve the complaint and inform the worker as promptly as possible, in particular if the complaint is related to something urgent that may cause harm or exposure to the person, such as lack of PPE needed to prevent COVID-19 transmission. For non-urgent complaints, the PIU under the IT Park will aim to resolve complaints within 2 weeks. For complaints that were satisfactorily resolved by the PIU under the IT Park, the incident and resultant resolution will be logged by PIU under the IT Park and reported monthly to Ministry of Digital Technologies as part of regular reporting. Where the complaint has not been resolved, the PIU under the IT Park will refer to Ministry of Digital technologies for further action or resolution.

The workers will preserve all rights to refer matters to relevant judicial proceedings as provided under national labor law.

At PIU under the IT Park level, each grievance record should be allocated a unique number reflecting year, sequence and township of received complaint. Complaint records (letter, email, record of conversation) should be stored together, electronically or in hard copy. The PIU under the IT Park will appoint a Social Specialist as GM Focal Person, who will be responsible for undertaking a monthly review of all grievances to analyze and respond to any common issues arising. The Focal Person will also be responsible for oversight, monitoring and reporting on the Worker GM.

### **Serious Grievances**

In case a worker experiences serious mistreatment such as harassment, intimidation, abuse, violence, discrimination or injustice at the workplace, the worker may raise the case, verbally or in writing directly to the contractor or PIU under the IT Park. The contractor will immediately refer the case to PIU under the IT Park. The PIU under the IT Park will immediately investigate the case respecting confidentiality and anonymity of the worker.

Upon project effectiveness, the PIU under the IT Park will designate a Focal Person or Persons for Serious Grievances. These Focal Persons will receive training in investigating serious grievances, relevant laws and regulations, and World Bank standards including the rights of people who file a grievance PIU under the IT Park and the World Bank will jointly develop culturally-sensitive and locally-appropriate roles and responsibilities, and procedures.

In case a direct worker or civil servant has a serious grievance, the staff may directly contact verbally or in writing the Focal Person for Serious Grievances.

All complaints received will be filed and kept confidential. For statistical purposes, cases will be anonymized and bundled to avoid identification of persons involved.