



**World Vision International Cambodia
Engaging Citizens to Improve Service Delivery through
Social Accountability
(and additional financing)
ID: P 172630**

World Vision International Cambodia
Engaging Citizens to Improve Service Delivery
through Social Accountability - P172630 &
P178920

Updated
ENVIRONMENTAL AND SOCIAL
COMMITMENT PLAN (ESCP)

12 June 2023

ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The World Vision International (the Recipient) is implementing the **Engaging Citizens to Improve Service Delivery Through Social Accountability Project** (the **Project**), with the involvement of the National Committee for Sub-National Democratic Development (NCDD) at the Ministry of the Interior; Ministry of Education, Youth and Sports; Ministry of Health and the Partnership Steering Committee (PSC), as set out in the Grant Agreement for the Original Project and Grant Agreement providing Additional Financing for the Project. The International Bank for Reconstruction and Development, acting as the administrator of the Social Accountability and Service Delivery multi-donor Trust Fund, and acting as administrator of the Australia-World Bank Partnership for Promoting Inclusion, Sustainability and Equality in Cambodia Single-Donor Trust Fund (Bank), has agreed to provide the original financing (P172630) and additional financing (P178920) for the Project, as set out in the referred agreement(s). This ESCP supersedes previous versions of the ESCP for the Project and shall apply both to the original and the additional financing for Project referred to above.
2. The Recipient shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs) and this Environmental and Social Commitment Plan (ESCP), in a manner acceptable to the Bank. The ESCP is a part of the Grant Agreement. Unless otherwise defined in this ESCP, capitalized terms used in this ESCP have the meanings ascribed to them in the referred agreement(s).
3. Without limitation to the foregoing, this ESCP sets out material measures and actions that the Recipient shall carry out or cause to be carried out, including, as applicable, the timeframes of the actions and measures, institutional, staffing, training, monitoring and reporting arrangements, and grievance management. The ESCP also sets out the environmental and social (E&S) instruments that shall be adopted and implemented under the Project, all of which shall be subject to prior consultation and disclosure, consistent with the ESS, and in form and substance, and in a manner acceptable to the Bank. Once adopted, said E&S instruments may be revised from time to time with prior written agreement by the Bank.
4. As agreed by the Bank and the Recipient, this ESCP will be revised from time to time if necessary, during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance. In such circumstances, the Recipient and the Bank agree to update the ESCP to reflect these changes through an exchange of letters signed between the Bank and the Recipient. The Recipient shall promptly disclose the updated ESCP.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
MONITORING AND REPORTING			
A	<p>REGULAR REPORTING</p> <p>Prepare and submit to the Bank regular monitoring reports on the activities and performance of the environmental, social, health and safety (ESHS) commitments and performance on the project, including the implementation of the ESCP, stakeholder engagement activities, and the functioning of the approved grievance mechanism.</p>	Submit six-monthly reports to the Bank throughout Project implementation	World Vision International Cambodia's Safeguarding and Protection team

	MATERIAL MEASURES AND ACTIONS	TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
B	<p>INCIDENTS AND ACCIDENTS NOTIFICATION</p> <p>Promptly notify the Bank of any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers including People with disability, ethnic and indigenous groups and or the disadvantaged people such as occupational accidents that could result in death or serious injuries, the incidents of gender-based violence, sexual exploitation and abuse (SEA), safeguarding incidents, and project related fatalities (workers/communities).</p> <p>The incidents or accidents management shall follow the Recipient’s Safeguarding Incident Preparedness Plan (SIPP) which ensure credible incident handling with full existing the Recipient’s resources to immediately address all concerns and using responding mechanisms in case mitigation during project implementation.</p> <p>The incident or accident management shall be submitted to provide detailed investigation plan, incident risk assessment, and investigation report with summaries of full incident analysis and solutions.</p> <p>The Recipient has put in place the community feedback and complaint mechanisms, including serious incident reporting channels, in all Area Programmes (APs) to ensure that the beneficiaries who are children, adults, and community can access equally and comfortably the reporting channels to raise their concerns about project implementation and follow up mechanisms for the responses from their feedback or complaints. This is also ensured the “Non-Retaliating for Reporting” in Safeguarding policy for reporting the incidents affected from project implementation.</p>	<p>Notify the Bank no later than 48 hours after learning of the incident or accident.</p> <p>Provide subsequent report to the Bank within a timeframe acceptable to the Bank</p>	<p>World Vision International Cambodia’s Safeguarding and Protection team</p>

ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS

1.1	<p>ORGANIZATIONAL STRUCTURE</p> <p>Maintain existing safeguarding Focal Points that are already in the structure of the organization to support this project. Every Programme Area where the Recipient operates also has a dedicated child safeguarding Focal Points. In addition, the child safeguarding Focal Point at national level shall provide daily technical support to any project areas that fall outside of the Recipient’s current implementation areas. This support includes strengthening capacity for NGO partners through training to ensure their safeguarding compliance and operations when they are engaged in cooperation with/on behalf of the Recipient.</p>	Prior to the beginning of the project and throughout project implementation	World Vision International Cambodia’s Safeguarding and Protection team
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ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS			
1.2	<p>MANAGEMENT TOOLS AND INSTRUMENTS</p> <p>Review its existing policies and instruments related to all aspects of the ESCP and update and implement to ensure alignment with the ES standards and the requirements written in the ESCP where necessary.</p> <p>Continue to implement its existing management policies, best practices and other tools such as the grievance policy mechanism and related documents to ensure appropriate management of all staff, consultants and volunteers. The Recipient shall continuously review its tools to ensure they provide adequate monitoring of all staff and are fit for purpose. In addition, the tools shall be reviewed to identify any potential gaps with Bank requirements and that shall require adaptation of the current tools.</p> <p>Develop reporting requirements and templates for staff, consultants and volunteers that allow reporting on the key actions required by the implementation of the ESCP such as capacity building of staff and volunteers, adoption and implementation of key policies, etc.</p> <p>Ensure that the Project Operational Manual (POM) incorporates lessons from the POM from the recently closed Voice & Action: Social Accountability for Improved Services Delivery Project to enhance the participation of men, women, ID poor and other marginalized groups (such as indigenous people, ethnic minorities, school children, the elderly, people with disabilities, people living with HIV/AIDS and the LGBTQI+ community) in project processes. The Recipient shall also fully align the POM with the quality standards presented in the Implementation Guidance for NGO partners (reviewed in 2022) in order to ensure the participation of men, women, ID poor and other marginalized groups (such as indigenous people, ethnic minorities, school children, the elderly, people with disabilities, people living with HIV/AIDS and the LGBTQI+ community).</p> <p>Continue to implement child safeguarding policy and processes to ensure children are safe at all times and especially when participating in project processes. The ISAF Demand-side Operational Manual shall be revised where necessary to ensure proper alignment with the project requirements.</p>	<p>Adopt and implement throughout Project implementation</p>	<p>World Vision International Cambodia's ISAF Project Manager</p>

ESS 2: LABOR AND WORKING CONDITIONS			
2.1	<p>LABOR MANAGEMENT PROCEDURES</p> <p>Continue to review and implement its existing policies and procedures in relation to labor and working conditions to ensure appropriate management of all staff, consultants and volunteers to align with the standards of the ESCP.</p> <p>Keep using safeguarding assessment tools and procedures for staff recruitment, consultants and volunteers engagement to be aligned with policies related to labour and working conditions and ensure that potential gaps are identified in line with Bank requirements and addressed.</p> <p>Update and orientation to apply the reporting requirements and templates for staff, consultants and volunteers to cover actions required for the implementation of the ESCP.</p> <p>Review and update policies related to the labour and working conditions of the staff, consultants and volunteers to ensure their alignment with the ESF and implement these policies.</p>	Throughout Project implementation	World Vision International Cambodia's Human Resources Manager and Safeguarding and Protection team
2.2	<p>GRIEVANCE MECHANISM FOR PROJECT WORKERS</p> <p>Conduct orientation on its existing policies including worker grievance procedures with all project staff, consultants, subgrantees, and volunteers to ensure that they are well aware of their rights, benefits, including their safeguarding roles and responsibilities, before they sign their contracts.</p> <p>Develop and use the grievance mechanism materials and trained to all project staff, volunteers, and community to provide feedback through the face to face meeting, social accountability box, or hotline which will be handled by the local authorities, the Recipient, and local partners. The complaint has been recorded regularly by the field staff and report semi-annually to the Bank.</p>	Throughout Project implementation	World Vision International Cambodia's Human Resources Manager and Safeguarding and Protection team

ESS 2: LABOR AND WORKING CONDITIONS			
2.3	<p>OCCUPATIONAL HEALTH AND SAFETY (OHS) MEASURES</p> <p>Continue implementing its existing guidelines for the security of all staff, subgrantees, consultants and volunteers. The Security Management Manual shall be used as the key guideline in the selection and management of staff, consultants, volunteers and other partners for this Project.</p> <p>Review existing occupational, health and safety (OHS) standard operating procedures and amend to meet the required standards of the Bank, especially travel safety for workers, implement updated OHS standard operating procedures</p> <p>Use safeguarding assessment tools and procedures to screen and select contractors/consultants prior to their engagement in program/project implementation. This will additionally include the OHS standard operating procedures and ensure that potential gaps are identified. An action plan shall be identified for adoption and implementation of relevant policies identified as part of the ESCP.</p> <p>Carry out a review of the ESCP reporting requirements and templates for consultants and revise as necessary to cover any additional actions required for the implementation of the ESCP.</p>	Throughout Project implementation	World Vision International Cambodia's Human Resources Manager and Safeguarding and Protection team

ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES			
7.1	INDIGENOUS PEOPLES PROTOCOL Fully align the POM with the quality standards presented in the Implementation Guidance for NGO partners (reviewed in 2022) in order to ensure the participation of indigenous people and ethnic minorities. In the part of the project target area where ethnic minorities represent a significant part of the population, the recipient shall implement activities to ensure the meaningful participation of members of these minorities such as the recruitment of CAFs from these ethnic minorities and conducting activities in the language used by these minorities. The M&E framework shall also be reviewed to ensure that the participation of members of ethnic minorities is documented and data collected for reporting and learning. The Recipient shall include additional wording in its grievance mechanism to more appropriately include indigenous people. The additional wording shall ensure the inclusion of Indigenous Peoples in the selection of staff, consultants and volunteers and assist in ensuring access to project deliverables or representing the Recipient in the implementation of the project.	Throughout Project implementation	World Vision International Cambodia's ISAF Project Manager
ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE			
10.1	STAKEHOLDER ENGAGEMENT Include an intensive, annual cycle of engagement with citizens in target communities which forms the basis of stakeholder engagement.	Throughout Project implementation	World Vision International Cambodia's ISAF Project Manager
10.2	PROJECT GRIEVANCE MECHANISM Review and revise where necessary its existing grievance mechanism to communicate, operationalize and maintain its standard policies: 1/ Grievance Policy_ Mechanism and related documents 2/ Grievance Mechanism – training 3/ Grievance mechanism - key documents 4/ Contracted staff 5/ Indigenous People Engagement protocol 6/ Child and Adult Safeguarding Policy 7/ Programme Accountability Framework	Throughout Project implementation	World Vision International Cambodia's Human Resources Manager and Safeguarding and Protection team

CAPACITY SUPPORT (TRAINING)			
CS1	<p>Training shall be provided to all Recipient’s staff, subgrantees, consultants and volunteers and the curriculum will be reviewed to ensure all relevant policies are covered and adequate.</p> <p>All relevant stakeholders (staff, subgrantees, volunteers or partners) shall receive training at the beginning of the project or on signing their contract. Refresher training shall be conducted regularly, at least every year or as required by safeguarding policy.</p> <p>This training shall include the following aspects:</p> <ul style="list-style-type: none"> • Child and Adult Safeguarding Policy; • Inclusion and participation of marginalized and vulnerable groups and ethnic and indigenous groups in all project processes; • Protecting Workforce Health and Safety; • Operating and maintaining grievance mechanisms for communities; • Reporting of accidents and incidents; • Gender based violence and harassment; and • Standard operational practices related to labor conditions for staff, consultants, volunteers and other partners. 	<p>At the start of any partnership agreement with a subgrantee or contract with a consultant, refresher</p> <p>On an annual basis or more frequently where required.</p>	<p>World Vision International Cambodia’s Human Resources Specialist, Security Manager</p>