



**SOMALIA ENHANCING PUBLIC RESOURCE MANAGEMENT PROJECT-
(P177298)**

ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN (ESMP)

**FOR
GALMUDUG STATE SERVICE COMMISSION**

OFFICE CONSTRUCTION



Figure 1 Ariel view Dhusamareb City

Prepared by: Project Coordination Unit (PCU)

FINAL

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ESMP SERP

Acronym	Full Form
AMISOM	African Union Mission in Somalia
CFC	Chlorofluorocarbon
CITES	Convention on International Trade in Endangered Species
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CoCs	Codes of Conduct
C-ESMP	Construction Environmental and Social Management Plan
CIP	Capital Injection Project
CSSP	Civil Service Strengthening Project
DRM	Domestic Revenue Mobilization
DSA	Detailed Site Assessment
DSI	Durable Solutions Intervention
DMP	Dust Management Plan
EHS	Environment, Health and Safety
ESCP	Environmental and Social Commitment Plan
EWARN	Early Warning and Response Network
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESSs	Environmental and Social Standards
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
FGS	Federal Government of Somalia
FGM	Female Genital Mutilation
FMS	Federal Member States
FRS	Federal Republic of Somalia
GBV	Gender-Based Violence
GRM	Grievance Redress Mechanism
GIIP	Good International Industry Practice
GDP	Gross Domestic Product
HIPC	Heavily Indebted Poor Countries
HSMP	Health and Safety Management Plan
HRM	Human Resource Management
HRMIS	Human Resource Management Information System
IDP	Internally Displaced Persons
ICR	Implementation Completion Report
IGFF	Intergovernmental Fiscal Forum
ILO	International Labour Organization
INDC	Intended Nationally Determined Contribution
IUCN	International Union for Conservation of Nature
IT	Information Technology
ITAS	Integrated Tax Administration System
IVA	Independent Verification Agent
JSS	Jubaland State of Somalia
HSS	Hirshabelle State of Somalia
GSS	Galmudug State of Somalia

LMP	Labor Management Procedures
LTO	Large Taxpayer Office
VMG	Vulnerable and Marginalized Groups
MDA	Ministries, Departments and Agencies
MoERD	Ministry of Environment and Rural Development
MoF	Ministry of Finance
MoECC	Ministry of Environment and Climate Change
MoCI	Ministry of Commerce and Investment
NREN	National Research and Education Network
NTCs	National Technical Committees
OHS	Occupational Health and Safety
PAD	Project Appraisal Document
PCU	Project Coordination Unit
PFM	Public Financial Management
PFMRAP	Public Financial Management Reform Action Plan
PDO	Project Development Objective
PIM	Project Implementation Manual
PLWD	Persons Living with Disabilities
PPE	Personal Protective Equipment
PSM	Public Sector Management
PSC	Project Steering Committee
PSS	Puntland State of Somalia
PREMIS	Public Resource Management Information System
RCRF	Somalia Recurrent Cost and Reform Financing Project
SEA	Sexual Exploitation and Abuse
SERP	Somalia Enhancing Public Resource Management Project
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SL	Somaliland
TA	Technical Assistance
TPMA	Third-Party Monitoring Agent
NPARF	National Public Administration Reform Strategy Framework
UNFCCC	United Nations Framework Convention on Climate Change
UNICEF	United Nations Children's Fund
UNHCR	United Nations High Commissioner for Refugees
VAC	Violence Against Children
WASH	Water, Sanitation and Hygiene

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I. EXECUTIVE SUMMARY

This Environmental and Social Management Plan (ESMP) has been prepared for the construction of the Civil Service Commission (CSC) office in Dhusamareb, the capital of Galmudug State of Somalia, under the World Bank–funded Somalia Enhancing Public Resource Management Project (SERP) “the project”. The activity is implemented under Subcomponent 3.1, which supports the establishment and rehabilitation of CSC offices across selected Federal Member States (FMS) with the objective of strengthening public sector transparency, efficiency, and accountability through improved administrative infrastructure.

The Dhusamareb sub-project involves the construction of a new CSC office on a designated public land parcel located within an established administrative area of the city. The site measures approximately **40 m x 40 m (1,600 m²)** and is bordered by the Galgaduud Governor’s Office in the East, an access road in the West, an open plot North, and the Office of the Auditor General for Galmudug in the Southern part. The land is publicly owned, and no land acquisition, physical displacement, or economic resettlement is anticipated. Construction activities will include site preparation, foundations, structural works, roofing, plumbing, electrical installations, and interior finishes.

Once completed, the CSC office will function as a centralized public administration facility, primarily serving government civil servants while also being accessible to the general public for civil service–related information and services. The project is expected to improve working conditions, enhance service delivery, and support broader governance reforms in Galmudug, including merit-based recruitment, human resource management, and institutional accountability.

The preparation of this ESMP followed an Environmental and Social Screening Assessment conducted in accordance with the World Bank Environmental and Social Framework (ESF) and applicable national regulations. The screening classified the project as low to moderate risk, confirming that a full Environmental and Social Impact Assessment (ESIA) is not required. However, a site-specific ESMP was deemed necessary to guide mitigation and monitoring during construction and early operation.

The ESMP serves as a practical risk management instrument to:

- ✚ Identify potential environmental and social risks and impacts;
- ✚ Define proportionate, site-specific mitigation measures;
- ✚ Clarify institutional roles and responsibilities;
- ✚ Establish monitoring, reporting, and compliance arrangements; and
- ✚ Guide contractors, supervising engineers, and stakeholders in meeting World Bank and Somali regulatory requirements.

The ESMP is aligned with relevant World Bank Environmental and Social Standards, particularly ESS1 (Assessment and Management of E&S Risks), ESS2 (Labor and Working Conditions), ESS4

(Community Health and Safety), and ESS10 (Stakeholder Engagement and Information Disclosure). Key risks identified include construction-related dust, noise, and waste generation; occupational health and safety hazards; labor management issues; community safety risks; and potential Gender-Based Violence (GBV) and Sexual Exploitation and Abuse (SEA) risks. Mitigation measures are detailed in a comprehensive ESMP matrix, supported by Labor Management Procedures (LMP), a Grievance Redress Mechanism (GRM), Codes of Conduct, and contractor obligations for OHS compliance.

The project will adapt Labor Management Procedures (LMP) in accordance with national labor laws and the World Bank Environmental and Social Standard 2 (ESS2). The following key provisions shall apply to all project workers, including contractors and sub-contractors.

Stakeholder engagement was central to this ESMP preparation. In Dhusamareb, consultations were conducted in two phases (June 2024 and March 2025), engaging a total of 67 stakeholders (51 men and 16 women). Participants included representatives of government institutions, local authorities, civil society organizations, women and youth groups, Internally Displaced Persons (IDPs), and members of the host community. Consultations focused on project awareness, site selection, accessibility, labor recruitment, worker safety, waste management, and grievance mechanisms. Stakeholder feedback directly informed the ESMP, particularly in relation to inclusive employment, universal access design, transparency, community safety, and worker protection. All photographic documentation was handled in accordance with privacy and data protection principles.

Overall, this ESMP provides a robust, proportionate, and context-sensitive framework to ensure that the CSC office construction in Dhusamareb is implemented in an environmentally and socially responsible manner, consistent with national regulations and World Bank requirements.

1.0 INTRODUCTION

1.2 PROJECT BACKGROUND

According to its international partners, despite experiencing civil unrest, Somalia has maintained a healthy informal economy, based mainly on livestock, remittance and money transfer companies and telecommunications. Owing to a dearth of formal government statistics and the recent civil war, it is difficult to gauge the size or growth of the economy. Somalia reached the Heavily Indebted Poor Countries (HIPC) Initiative Completion Point in December 2023, following its re-engagement with the International Development Association (IDA) and clearance of arrears to international financial institutions.

Somalia reached the HIPC Completion Point in December 2023, following the successful implementation of key legislative and institutional reforms. While the majority of debt relief agreements with creditors have been concluded, some bilateral negotiations continue to be finalized.

Despite this rosy outlook, the long-term growth of the Somali economy continues to be held back by various shocks. Upon reaching the Heavily Indebted Poor Countries (HIPC) Initiative Decision Point milestone in 2020, economic growth was projected at 3.2 percent. Amid repeated shocks, growth in GDP averaged only 2% from 2013 to 2020. Owing to the multiple crises, GDP contracted by 0.2% in 2020. GDP growth recovered to 2.9% in 2021 but is projected to have fallen to 1.7% in 2022 under the regional drought and worsening global economic conditions. GDP growth is forecast to rebound to 2.8% in 2023 and 3.7% in 2024.⁸ The numerous shocks on Somali economy include the Corona Virus Disease (COVID-19), floods, and a desert locust infestation, which combined, caused an economic contraction of 0.2 percent in 2020.

Successive Somali governments have embarked on a broad reform agenda in the areas of public finances and public sector management. Several successes in this reform agenda, such as an updated legal and policy framework, automation, large and medium taxpayer offices and taxpayer identification in operation, and functional reviews completed in selected ministries, departments and agencies, have laid a solid foundation and set the stage for the next phase. Reform priorities have been identified in government's strategy documents such as Federal Government of Somalia's (FGS's) Public Financial Management Reform Action Plan (PFMRAP), and the National Public Administration Reform Strategy Framework (NPARSF), as well as in World Bank diagnostics such as the Domestic Revenue Mobilization (DRM) and Public Finance Management (PFM) diagnostics carried out under the DRM and PFM modules of the programmatic Public Expenditure Review (P160458) and the Somalia Customs Support ASA (P172650).

The proposed **Somalia Enhancing Public Resource Management Project (SERP)** rests on the premise that synergies and sustainable improvements can be achieved by taking a comprehensive approach to governance reforms. In this regard, the project design aims to explore in detail the interlink between Public Financial Management (PFM), Domestic Revenue Mobilization (DRM), and the public sector. The project has four components as indicated in table 1 below.

Table 1 The project components and subcomponents are summarized

Table 1: SERP Components	Subcomponents
1) Public Financial Management	1.1 Support essential budget execution functions

	1.2 Strengthen PFM for service delivery in the health and education sectors 1.3 Support capacity building of PFM staff 1.4 Facilitate the harmonization of PFM systems between FGS and FMS 1.5 Improve budget preparation and transparency 1.6 Strengthening Public Investment Management
2) Domestic Revenue Mobilization	2.1 Strengthening and harmonizing tax policy capacity 2.2 Strengthening and harmonizing inland revenue and selected customs administration systems and capacity 2.3 Strengthening and harmonizing taxpayer education and facilitation
3) Public Sector Institutions Management and Performance	3.1 Strengthening the Capacity and Performance of Central and Line Ministries, Departments, and Agencies building on the work of the PREMIS-PFM Project, CIP, and CSSP. 3.2 Strengthening the implementation of workforce management policies. 3.3 Expansion of key government services to local governments in Somaliland.
4) Project Management, Coordination, and Support in Delivery	4.1 Project management 4.2 Results monitoring, which along with conducting day to day M&E and supporting government capacity will include a survey-based impact assessment.

1.3 THE PURPOSE OF THE ESMP

An ESMP is an instrument that details the (a) assess the environmental and social risks in the project, (b) measures to be taken during subproject implementation and operation to eliminate or offset adverse environmental and social impacts, or to reduce them to acceptable levels; and (c) actions needed to implement these measures. It consists of a set of mitigation and monitoring measures to be taken during implementation and operation, as well as key institutional and project management arrangements to be put in place for successful implementation of the ESMP. According to the requirements of the World Bank's ESF, the project ESCP and other relevant instruments for the Project, the Project is required to prepare an Environmental and Social Management Plan (ESMP) for the construction of the CSC in the four(4) Federal Member States namely Galmudug, Jubaland, South West and Hirshabelle States of Somalia, which is based on the overall Project's Environmental and Social Management Framework (ESMF). **This ESMP is therefore prepared for Galmudug State**, the ESMP for Jubaland, South West and Hishabele States have been prepared separately. The ESMP is required to be prepared prior to the initiation of the bidding processes to procure the construction contract and should incorporate specific environmental and social measures where applicable to address any site-specific problems and outline measures to mitigate the potential negative environmental and social impacts relating to the construction of the CSC office construction buildings. The ESMP covers the key ESMP elements capturing the typical Environmental and Social (E&S) risks and impacts and associated mitigation measures that need to be considered at minimum in the context of construction activities in the FMSs. The measures focus on environmental aspects such as air emissions, noise release, environmental contamination, and social

aspects such as efficient communication with local stakeholders and safety of workers and communities, etcetera.

The objective of this ESMP is therefore to provide management actions to mitigate negative risks and impacts in consistence with national framework and/or and relevant WB's ESSs & WBG General EHSs. As noted above, the requirements of the ESF will prevail, and will be applied for this Project, as being the most stringent.

Additionally, the ESMP will guide the selected contractor to prepare and implement a Contractor Environmental and Social Management Plan (C-ESMP). The C-ESMP will have to identify measures to be implemented by the Contractor to mitigate potential environmental and social impacts during construction.

1.4 THE ESMP METHODOLOGY

Environmental and Social Management Plan is prepared based on World Bank Environmental and Social Standards (ESS). It includes a community lead participatory approach and high-level stakeholders' engagement approaches. The methodology adopted consisted of desk review of project ESF documents, physical assessment and consultation with local communities, local authorities, and interviewing key individuals in the project areas. The approach also involved identifying the scope of work (construction) which clearly stipulates the nature and magnitude of anticipated environmental and social risks. The risks were determined during environmental and social screening process. During the fieldwork phase for Dhusamareb, the PCU E&S Team conducted an integrated environmental and social screening assessment aligned with the World Bank **ESF (ESS1–ESS10)** and the project ESMF. The work combined screening-level assessments, holistic stakeholder engagement (including community consultations). The environmental and social screening for the Dhusamareb CSC office site identified No significant, irreversible or large-scale adverse impacts were identified. The subproject presents predictable, site-specific, and manageable construction-related risks which are addressed through this ESMP. Minor, construction-phase nuisances (e.g., dust, noise, traffic interface) will be managed through standard ESF-aligned mitigation and monitoring measures. Minor, construction-phase nuisances (e.g., dust, noise, traffic interface) will be managed through standard ESF-aligned mitigation and monitoring measures.

In particular, the ESMP has been prepared through the following key stages:

1. Reviewing preliminary designs for the proposed subprojects to screen environmental and social issues in the sub projects' vicinities, using the screening form;
2. Coordinating the implementation schedule of the E&S measures to be undertaken for the subprojects within the engineering and procurement processes;
3. Ensuring adequate functionality and effectiveness of the Grievance Redress Mechanism (GRM) in districts where subprojects will take place;
4. Visiting the subprojects' sites, and consulting with relevant key stakeholders, including the local communities, local leaders and vulnerable groups;
5. Carrying out an assessment ensuring that all key E&S concerns and views of all parties/persons likely to be affected by the subproject are taken into consideration; and
6. Developing E&S mitigation measures along with mechanisms needed for monitoring and evaluating the compliance and environmental and social performance

2.0 LEGAL AND INSTITUTIONAL FRAMEWORK

This section provides a brief summary of the applicable national laws, International Covenants and Agreements and World Bank Environmental and Social Standards fully captured in the E&S instruments for SERP Project: ESMF, SEP, and LMP¹.

National-level environmental and social regulations and guidelines: The constitution of the Federal Republic of Somalia is the fundamental legal instrument for management of environmental affairs in Somalia, especially Article 25 (“Environment”), Article 43 (“Land”), Article 44 (“Natural Resources”) and Article 45 (“Environment”). Article 12 of the Constitution addresses issues of application of fundamental rights. Article 15 (1,2,4) together with Article 24(5) of the Constitution provides for the protection of women against all forms of violence and provides for protection from sexual abuse, segregation and discrimination.² Article 11 (1) together with sub-article 3 respectively provides that all citizens have equal rights regardless of sex, religion, social or economic status, political opinion, clan, disability, occupation, birth or dialect shall have equal rights and duties before the law, and that the State must not discriminate against any person on the basis of age, race, color, tribe, ethnicity, culture, dialect, gender, birth, disability, religion, political opinion, occupation, or wealth. Article 14 stipulates that a person may not be subjected to slavery, servitude, trafficking, or forced labor for any purpose, while Article 24 (5) prohibits sexual abuse in the workplace. Currently Somalia has key national environmental legislation in force—notably the Environmental Protection and Management Act (EPMA, April 2024) **and the** Environmental and Social Impact Assessment & Audit Regulations (2024)³. The Environmental Management Act (2020); National Environmental Policy; Environmental Impact Assessment Bill; Environmental and Social Impact Assessment Regulations of 2021; and Somalia’s Labour Code (2025) is in force and governs employment relations nationwide. In line with this Code and WB ESS2 the project will: (i) use written contracts for all project workers (direct, contracted, and primary supply), (ii) ensure fair terms and working hours, wages and payslips, and non-discrimination/equal opportunity, (iii) prohibit child labour **and** forced labour, (iv) implement robust Occupational Health & Safety measures, worker training, and incident reporting, (v) respect freedom of **association** and collective bargaining, (vi) operate a worker GRM (confidential, non-retaliatory), (vii) enable maternity/paternity protections and safeguards against harassment/SEA-SH through Codes of Conduct, and (viii) cooperate with labour inspection authorities. Contractor C-ESMPs and contracts will explicitly reference the 2025 Labour Code and be monitored through regular E&S supervision and MoLSA engagement.

Within Galmudug State of Somalia (GSS), environmental oversight is led by the Ministry of Environment and Climate Change, which exercises regulatory and coordination functions for screening, permitting, compliance monitoring, and enforcement. Projects are processed in alignment with Somalia’s national environmental policy and WB ESMF requirements, with state-level directives and clearances applied locally.

International Covenants and Agreements Relevant to the Project: Somalia has now become an active member of the International Labor Organization (ILO). Somali has ratified a total of six out of eight

¹ <https://mof.gov.so/publications/environmental-and-social-management-framework-esmf>.

³ <https://moecc.gov.so/policies-and-strategies/>

fundamental conventions. Out of the total 26 conventions (foundational, technical and governance) ratified, 16 are in force and additional 6 came into effect in March 2021. These include the following:

- Tripartite Consultation (International Labor Standards) Convention 1976 (No 144),
- Occupational Safety and health Convention (1981) No 155,
- Promotional Framework for Occupational Safety and Health Convention (2006) (No. 187),
- Violence and Harassment Convention 2019 (No 190),
- Convention, Migration for Employment Convention (1949) (No. 97), and
- Private Employment Agencies Convention 1997 (No 181) migration for Employment Convention (Revision) 1949 (No. 97).

World Bank Environmental and Social Standards: The SERP project are subject to the requirements of the World Bank's ESF. The ESF includes 10 Environmental and Social Standards that seek to avoid, minimize, else mitigate the adverse effects of development projects financed by the Bank's Investment Project Financing (IPF). Out of ten ESSs, eight ESSs are relevant to SERP project activities:

- ESS 1 ("Assessment and Management of Environmental and Social Risks and Impacts")
- ESS 2 ("Labor and Working Conditions")
- ESS 3 ("Resource Efficiency and Pollution Prevention and Management")
- ESS 4 ("Community Health and Safety")
- ESS 5 ("Land Acquisition, Restrictions on Land Use and Involuntary Resettlement")
- ESS6 ("Biodiversity and Sustainable Management of Living Natural Resources")
- ESS 8 ("Cultural Heritage")
- ESS 10 ("Stakeholder Engagement and Information Disclosure")

3.0 PROJECT DESCRIPTION

Following the screening of the sub-project, in accordance with the Project Environmental and Social Management Framework (ESMF), it was deemed necessary to prepare this Environmental and Social Management Plan (ESMP) to mitigate the identified potential adverse environmental and social impacts that could result from the construction of the Civil Service Commissioners' office in GSS

The ESMP lists the specific environmental and social risks and impacts associated with the construction of the CSC office along with the mitigation measures. The ESMP also lays out institutional arrangements for the implementation and monitoring of the risk mitigation measures and proposes monitoring indicators for measuring E&S performance. The proposed site for the CSC office construction is as follows:

3.1 SUB-PROJECT DESCRIPTION

Under the Project Component 3 – Public Sector Institutions Management and Performance will finance the construction of the **Galmudug State Civil Service Commission (GSS CSC) Office**. This intervention aims to strengthen the institutional capacity, efficiency, and service delivery of the Civil Service Commission at Federal Member State (FMS) level by providing a dedicated, functional, and accessible administrative facility. The construction site was selected through a project needs assessment in coordination with the GSS authorities and is fully consistent with the objective of improving public administration infrastructure.

The designated plot for the Galmudug CSC office is a vacant, government-owned public land parcel measuring approximately **40 m × 40 m (1600 m²)**. Official documentation confirming land ownership and allocation by the Galmudug State authorities has been provided and is attached in the annexes. The site is free of private structures, residences, or economic activities and is not subject to any competing land claims.

A formal environmental and social screening assessment was conducted by the PCU E&S Team for the selected site to verify baseline conditions, confirm land tenure, review surrounding land use, and identify any potential environmental and social risks. The screening did not identify any significant adverse environmental or social impacts, given that the intervention is confined to an existing public plot; minor, routine construction-phase impacts (e.g. dust, noise, traffic interface) will be addressed through standard ESMP measures.

In addition, a **geotechnical engineering investigation** was undertaken by the appointed engineering consultant to assess soil conditions, bearing capacity, groundwater considerations, and other parameters necessary for safe and durable structural design. The findings inform the foundation design, platform levels, drainage layout, and pavement specifications and are integrated into the detailed design and construction methodology.

The proposed works will comprise: (i) **Design stage** preparation and approval of architectural, structural, electrical, mechanical, water supply, sanitation, drainage, accessibility, and landscaping designs in line with national codes, the World Bank ESF, universal access principles, and climate-resilient/site-appropriate solutions; (ii) **Construction stage** site demarcation and setting out, limited excavation and foundation works, structural frame and building envelope, internal partitions and finishes, installation of electrical systems, water supply and sanitation facilities, and access control, and (iii) **Operational stage** use of the facility as the Galmudug CSC administrative office, providing civil service management and citizen-facing services.

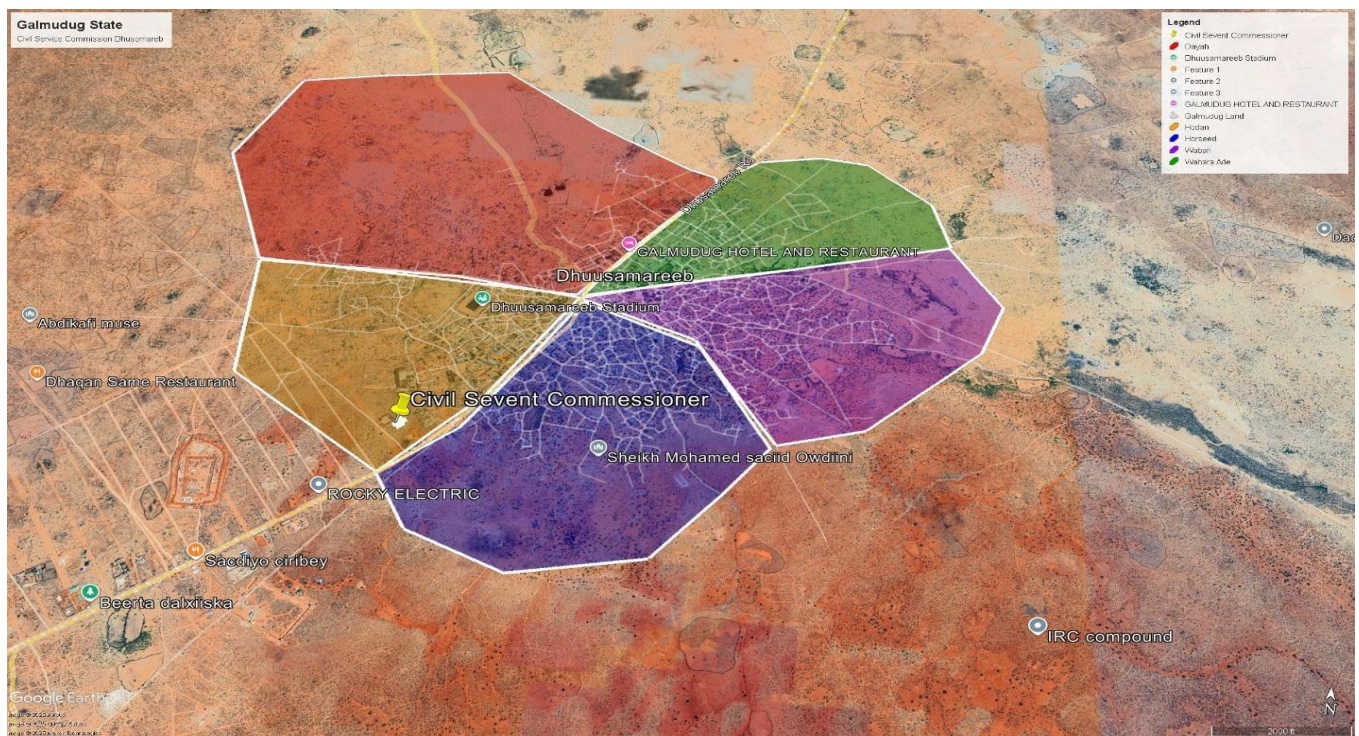


Figure 1- Dhusamareb City Zones



Figure 2 Dhusamareb CSC site overview with corners benchmarks points and site photo during engineering assessment

3.2 GALMUDUG STATE CIVIL SERVICE COMMISSION OFFICE

The Galmudug Civil Service Commission (CSC) office construction site is situated on an empty, government-owned parcel of land located on the eastern side of Dhusamareb city. The proposed site is located in **Hodan Village**, an area that hosts a concentration of key public institutions and government offices.

Directions:

- **East:** Governor's Office for Galgaduud Region
- **West:** Galmudug Orphan Center
- **North:** Open space/undeveloped plot
- **South:** Office of the Auditor General for Galmudug

Land Space: 40x40 meters, equivalent to **16,00 square meters**

Coordinates: 5°32'52"N 46°23'09"E

The site is strategically positioned to support public administration functions and has been earmarked for the development of a permanent office facility to strengthen the institutional capacity of the Galmudug CSC.

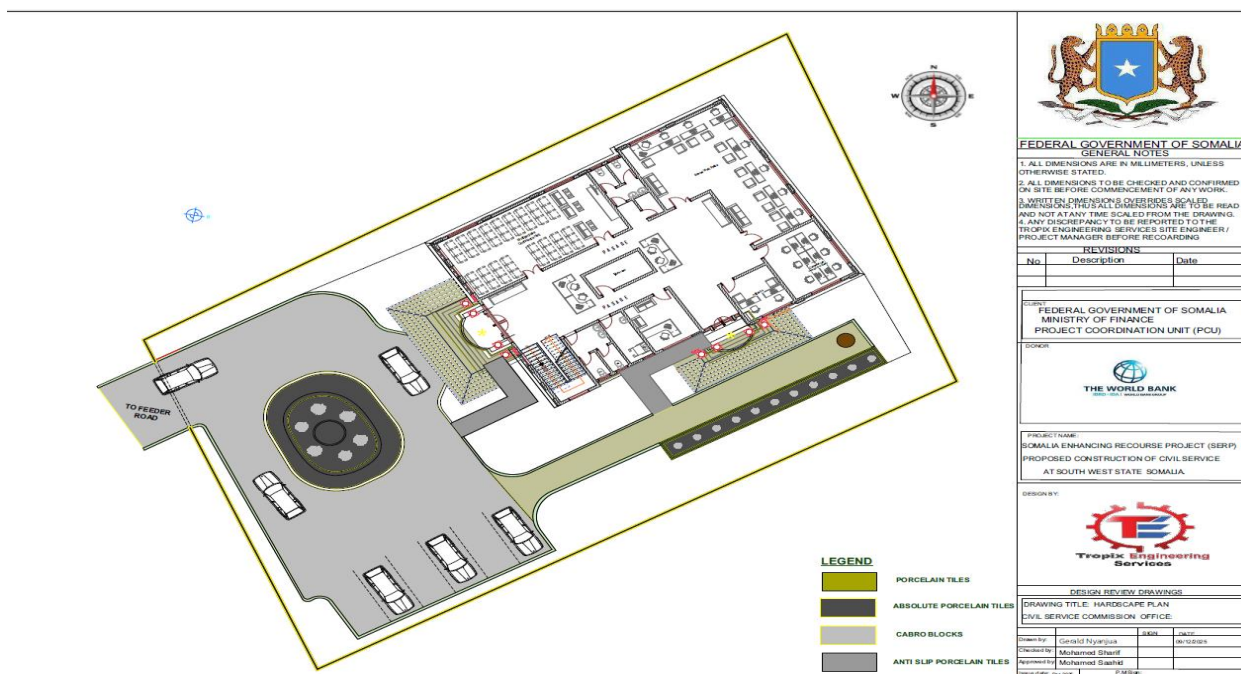


Figure 3 The proposed Galmudug Civil Service Commission site layout

3.3 PROPOSED OFFICE LAYOUT AND FACILITIES

The proposed Civil Service Commission (CSC) Headquarters for Galmudug State, located in Dhusamareb, has been carefully planned and designed to meet the functional, operational, and administrative requirements of the Commission, while ensuring a modern, inclusive, and climate-resilient public facility. The building layout incorporates efficient office space, meeting and training areas, secure records management, and public service counters, and integrates principles of accessibility, safety, gender sensitivity, and user comfort providing barrier-free access for persons with disabilities, adequate natural lighting and ventilation, compliant WASH facilities, and safe circulation for staff and visitors in line with national standards and the World Bank ESF.

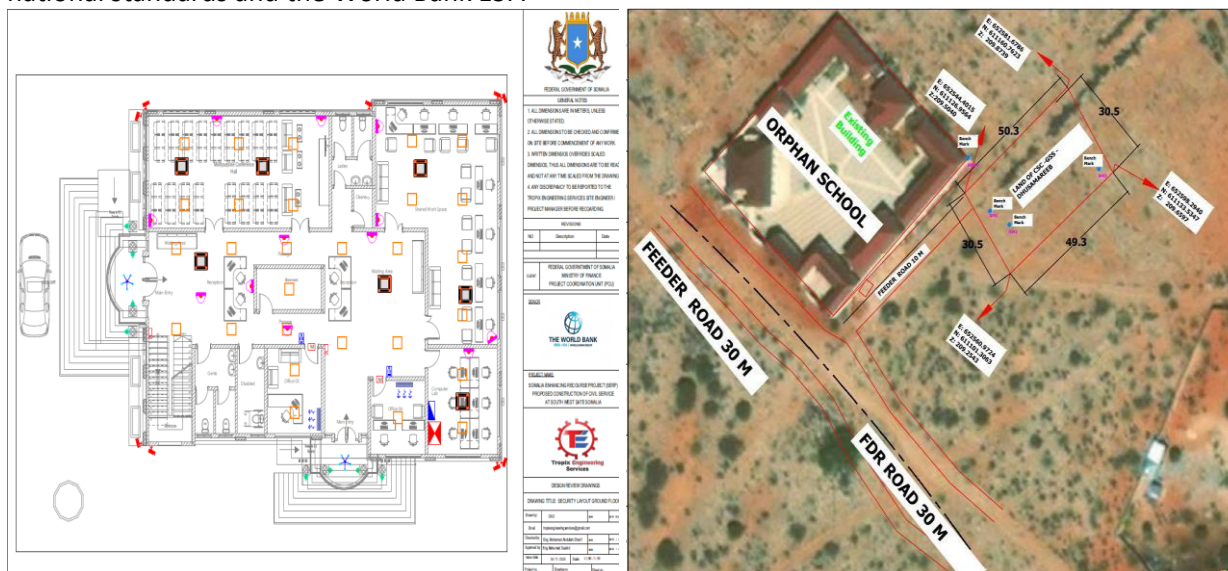


Figure 4 The CSC office layout plan with all features of barrier-free access for persons with disabilities

4.0 BASELINE ENVIRONMENTAL AND SOCIAL CONDITIONS FOR GSS-CSC OFFICE SITE

As part of the preparatory process for the proposed Civil Service Commission (CSC) office constructions in Galmudug environmental and social (E&S) screening assessments were undertaken to characterize baseline conditions, identify potential risks, and inform mitigation and management measures in line with the World Bank ESF and national regulations. The screening missions were carried out between May–June 2024 for Galmudug State of Somalia. The assessments combined desk review, site visits, photographic documentation, stakeholder engagement, and consultations with relevant authorities at FMS levels.

Physical Environment: The Galmudug State proposed site for the construction of the Civil Service Commission office complex is located in the southern part of **Dhusamareb City**, within the **Hodan neighborhood zone** of Galmudug State. The site is accessible from the main road traversing Dhusamareb and connecting directly to the other cities of Galmudug including Guriceel and Adado. The area, commonly known as **Dar-dare**, is in close proximity to key public institutions, including the Galmudug State House and the Galmudug orphanage center. The site lies within the urban area of Dhusamareb, which is characterized by an **arid to semi-arid climate**, generally high temperatures, low to moderate annual rainfall, and pronounced seasonal variability influenced by the **Gu and Deyr rainy seasons**.

Air Quality & Noise Levels: Baseline air quality at all sites is generally acceptable, typical of urban Somali settings with low industrialization. Existing noise levels reflect urban background conditions, with intermittent traffic, commercial activity, and public/government operations. There are no high-noise industrial or airport facilities directly adjoining the plots.

Topography, Geology & Soils: The site are generally flat to gently sloping, suitable for low to mid-rise public buildings. Soils typically consist of sandy-clayey formations common in the region. No steep slopes or erosion prone escarpments were observed during the screening assessment and engineering investigation within the proposed construction site.

Water & Soil Quality: No known contamination sources (e.g. fuel depots, industrial effluents) were recorded within the project footprints during screening.

Biological Environment, Ecosystems & Land Cover: The GSS proposed CSC site is located on disturbed, human-modified urban land (government designated public plots). Natural habitats within the footprints is absent, and land cover consists mainly of bare ground, sparse grasses, shrubs.

Flora & Fauna: No critical habitats, protected areas, or known habitats of species of special conservation concern were identified within the proposed site during screening.

Socio-Economic Environment and Demographics & Population Context: The CSC office site is situated within or near the administrative cores of Galmudug State capital city of Dhusamareb.

Cultural Heritage & Community Values: No known tangible or intangible cultural heritage sites were identified within the proposed footprints during screening and consultations.

Land Use & Ownership: All selected plots are confirmed as government-owned public land, formally allocated for CSC buildings by the respective FMS authorities.

- There are no residential structures, formal businesses, or productive assets within the demarcated proposed site.

- No physical or economic displacement is anticipated; ESS5 is not triggered for these site and proof of land ownership and allocation letters are attached in the appendix two.

4.1 DHUSAMAREB CIVIL SERVICE COMMISSION (CSC) OFFICE CONSTRUCTION SITE STATEMENT

The proposed construction site for the Dhusamareb Civil Service Commission (CSC) office is situated on a vacant, government-owned plot located within the administrative zone of Dhusamareb city, Galmudug State of Somalia. The land is positioned in a secure and accessible area on the southern part of the city, back side of Galmudug orphan center, and close to Ministry of Posts and Communication of Galmudug State and also presidential place making it a suitable location for government office development.

Site Boundaries and Landmarks:

- ✚ **East:** Governor's Office for Galgaduud Region
- ✚ **West:** Access Road
- ✚ **North:** Open space/plot
- ✚ **South:** Office of the Auditor General for Galmudug

Land Size:

- ✚ The designated land measures **40 meters by 40 meters**, equivalent to **1,600 square meters**.

Coordinates:

- ✚ **Latitude/Longitude:** 5°32'52"N, 46°23'09"E

Note: Proof of land ownership is attached in **Appendix Two** for verification and reference.

The land is free from encumbrances and has been designated by the Galmudug State government for institutional development. The site is well-suited for the establishment of a modern office facility to enhance the administrative capacity of the Civil Service Commission in Dhusamareb.



Figure 5 During the screening assessment of Galmudug State CSC office construction site

4.2 METHODOLOGY

The Environmental and Social Screening Assessment for the proposed Civil Service Commission (CSC) office construction site in **Dhusamareb, Galmudug State** was conducted in accordance with the **World**

Bank Environmental and Social Framework (ESF) and using the standard **World Bank Environmental and Social Screening Checklist**.

The screening aimed to identify potential environmental and social risks associated with the proposed site and inform the development of appropriate mitigation measures in subsequent instruments (e.g., ESMP).

The methodology followed included the following key steps:

1. **Site Visit and Observation:** A physical inspection of the proposed CSC office site in Dhusamareb was undertaken to assess baseline environmental and social conditions, identify any environmentally sensitive features, and determine the proximity to households, public facilities, or vulnerable groups.
2. **Stakeholder Consultations:** Consultations were held with relevant local stakeholders, including representatives of the Galmudug State Civil Service Commission, local government officials, community leaders, and nearby residents, to gather views on the proposed construction and identify any potential concerns or risks.
3. **Use of Screening Checklist:** The World Bank's standard Environmental and Social Screening Checklist was systematically applied to evaluate potential risks related to land acquisition, labor influx, occupational health and safety (OHS), community health and safety, gender-based violence (GBV), solid waste management, and other relevant environmental and social aspects.
4. **Documentation and Risk Categorization:** Findings from the screening were documented and used to determine the environmental and social risk level of the subproject, and to guide the preparation of an Environmental and Social Management Plan (ESMP) tailored to the context of Dhusamareb

4.3 SITE-SPECIFIC FIELD VISITS

Physical visits were undertaken to each proposed CSC construction site to observe and document the surrounding physical, biological, and socio-economic conditions. The assessments focused on:

- **Land use** and topographical features
- **Proximity to sensitive receptors** (e.g., schools, hospitals, government institutions)
- **Presence of vegetation**, wildlife, or ecologically sensitive areas
- **Accessibility and safety** of the site for construction

Application of the World Bank E&S Screening Checklist

Each site was assessed using the standardized screening template, which includes indicators on:

- Physical environment (topography, drainage, soil stability, flood risk)
- Biological environment (natural habitat, flora, fauna)
- Social environment (land ownership, displacement risk, cultural heritage, community access)
- Land acquisition and legal status (public land, dispute risk)

4.4 STAKEHOLDER CONSULTATIONS

Targeted consultations were held with key local stakeholders in each location to ensure transparency and community awareness. Participants included:

- Municipal officials and local government representatives
- Nearby public institution representatives
- Community leaders and residents
- Civil Service Commission staff (where applicable)

These consultations provided valuable insights into local concerns, land ownership validation, site suitability, and potential environmental or social impacts. They also served as an entry point for future engagement under the project's Stakeholder Engagement Plan (SEP).

4.5 VERIFICATION OF LAND OWNERSHIP

The GSS-CSC land ownership status was confirmed through:

- Review of land documents or municipal allocation letters
- Verification from local authorities
- Observation of land use patterns and absence of current occupants

4.6 DOCUMENTATION AND REPORTING

A site-specific Environmental and Social Screening Form was completed for each location, accompanied by:

- Photographic evidence
- GPS coordinates
- Summary of stakeholder consultations
- Risk classification (Low/Moderate/Substantial) and recommendations for further action if needed

Screening Findings

Table 2 The summary of findings is provided in this table

Federal Member State	Screening Date	Location	Land Ownership	E&S Risks	Recommendation
Galmudug	June, 04 2024	Dhusamareb	Public land Next to Ministry of Information and Social Awareness	None identified	Prepare simple ESMP

4.7 CONCLUSION

No significant environmental or social risks were identified on the proposed CSC office construction site for GSS. The site is located on public land allocated by the respective Civil Service Commission and is free from physical or economic displacement concerns. However, the preparation and implementation of site-specific **Environmental and Social Management Plan (ESMP)** is recommended to ensure adherence to mitigation and monitoring measures in line with the World Bank's Environmental and Social Framework (ESF).

5.0 SOCIO-ECONOMIC BASELINE

Dhusamareb, the capital city of Galmudug State (GSS) in central Somalia, is located **approximately 500 km north of Mogadishu**. The city serves as the administrative and political center of Galmudug, and lies on an inland plateau within the Galgaduud region.

Dhusamareb is divided into several key neighborhoods, including **Isha, Towfiq, Horseed, and Buulo Jawan**, and has an estimated population of approximately **434,080⁴** inhabitants. It plays a critical role in regional governance and service delivery for central Somalia.

The city experiences a semi-arid climate characterized by four defined seasons:

- ✚ **Gu' (main rainy season): April–June**
- ✚ **Xagaa (dry season): July–September**
- ✚ **Deyr (short rainy season): October–December**
- ✚ **Jilaal (long dry season): January–March**

Temperatures in Dhusamareb generally temperature ranges from 27°C to 37°C with the hottest months typically from **February to May**. These climatic conditions, combined with erratic rainfall and land pressure, contribute to the area's vulnerability to land degradation, drought, and desertification.

5.1 ADMINISTRATIVE AND GOVERNANCE CONTEXT

⁴ <https://datacommons.org/place/wikidataId/Q5269916>

Dhusamareb is the seat of the **Galmudug State Government**, hosting key administrative institutions including the **Office of the President of GSS**, various ministries, and independent commissions such as the **Civil Service Commission (CSC)**. It also has an active municipal government under **the Dhusamareb District Administration**, which oversees local governance, basic services, and urban planning.

5.2 POPULATION PROFILE

The population of Dhusamareb is mainly Nomads and they rely on livestock as their main source of livelihood. Like the rest of Somalia, the city has low annual rainfall and four seasons: the rainy seasons are Gu' and Deyr, while the dry seasons are Xagaa and Jiilaal. It is an arid city that is dry most of the year. Generally Galmudug experiences drought of different severity every 4-5 years, with many displaced due to drought, conflict, or food insecurity. The demographic profile includes:

- A youthful population (over 60% under the age of 25)
- High levels of poverty and unemployment, particularly among youth and women
- Limited access to basic services, including water, sanitation, health, and education

5.3 LAND AND LAND USE

Land in Dhusamareb is used for:

- Public infrastructure (offices, markets, schools, etc.)
- Residential settlements (both formal and informal)
- Agricultural activities, especially in peri-urban zones
- IDP camps and temporary shelters on public or communal land

5.4 ECONOMIC ACTIVITIES

Dhusamareb, the capital of **Galmudug State**, functions as a key **administrative and commercial center** for central Somalia. The local economy is primarily informal and heavily dependent on traditional livelihood systems. The main economic activities include:

- ✚ **Livestock rearing and trade – livestock is the main source of livelihoods** for the majority of the population, with pastoralism being deeply rooted in the socio-economic fabric of the region. Dhusamareb hosts regular livestock markets, especially for camels, goats, and sheep, with trade extending to neighboring regions.
- ✚ **Retail trade and informal commerce** – the city's local markets serve as central hubs for goods and services, supporting small businesses and traders from surrounding villages.
- ✚ **Casual labor and remittance-supported services** – including employment in small construction projects, transportation, and hospitality. Many families rely on remittances from the Somali diaspora to supplement incomes.
- ✚ **Humanitarian aid and project-based employment** – due to recurrent droughts and economic vulnerability, many residents depend on aid programs and cash-for-work schemes for survival.

While crop agriculture is limited due to the region's arid conditions, **livestock and trade-based activities remain the dominant economic pillars** of Dhusamareb and the broader Galmudug State.

5.5 SECURITY SITUATION

Dhusamareb remains relatively secure compared to other urban centers in the region, though it has experienced sporadic security threats. The **Somali Police Force**, **Galmudug State Police**, and AMISOM/ATMIS provide security in coordination with community policing mechanisms. The Dhusamareb Stabilization Committee, local elders, and civil society organizations also contribute to peacebuilding and conflict mediation.

5.6 SECURITY RISK MANAGEMENT (ESS4)

Given the security context generally in Somalia, security arrangements during the construction phase will be managed in accordance with the World Bank Environmental and Social Standard 4 (ESS4) on Community Health and Safety.

Security personnel deployed under the project may include:

- **Public Security Forces (Police):** The Galmudug State Police if necessary, will provide perimeter security and maintain public order during construction activities.
- **Private Security Guards** Contractors may engage licensed private security personnel for site-level access control and asset protection.

The specific security arrangement will be clarified prior to mobilization and documented in the project's Security Management Plan (SMP).

5.7 VULNERABLE GROUPS

Vulnerable groups in Dhusamareb include: (I) Internally Displaced Persons (IDPs) living in overcrowded and underserved camps. (II) Women and girls, especially female-headed households and (III) People with disabilities, often excluded from services and infrastructure. The proposed project must ensure inclusive consultations and access to benefits and opportunities for these groups, particularly during construction (e.g., job opportunities, public facility access).

Dhusamareb, the capital of Galmudug State, faces a range of environmental pressures that have contributed to widespread land degradation. Key issues include deforestation, overgrazing, and unsustainable land use practices, which have led to the depletion of vegetation cover and increased vulnerability to soil erosion and desertification. The surrounding areas mainly composed of dry rangelands and degraded agricultural land are particularly at risk due to recurrent droughts and limited natural resource regeneration.

6.0 ENVIRONMENTAL AND SOCIAL IMPACTS ASSESSMENT AND MITIGATION

6.1 ENVIRONMENT AND SOCIAL RISKS

The project risk rating is assessed as "Moderate" for environmental and "Substantial" for social considerations. While project activities are designed to have significant positive impacts through the transformation of the civil service and overall service delivery to citizens, the likelihood of project activities leading to adverse social risks and impacts is considered Substantial.

6.2 ENVIRONMENTAL RISKS

Civil works related to the proposed construction of public building will likely generate minimal site-specific risks and impacts such as air pollution and soil erosion during the construction phase, noise pollution and increased levels of dust and vibration from heavy construction machinery. There are concerns about appropriate sourcing of construction materials, as well as risks to community health and safety from possible structural deficiencies. Other environmental risks envisaged include occupational health and safety risks for workers, as well as risks related to improper disposal of solid waste. The new public buildings to be constructed for the government institutions may pose structural safety risks on account of improper supervision or use of poor-quality construction materials.

There are also risks associated with ensuring universal access for all persons, including persons with disabilities. Other risks include improper disposal and management of large amounts of excavated material and other construction debris generated from construction activities. Potential exposure of workers to COVID-19 and other communicable diseases is another environmental risk. The capacity of the governmental agencies to manage these risks is low at present. The environmental risks will be mitigated

by way of procedures to be enumerated in this ESMF as well as this Environmental and Social Management Plan (ESMP) which ensure management of environment and social impacts during implementation phase.

6.3 SOCIAL RISKS

Security risks for project operations include the protection of project workers, beneficiaries, and affected persons. **Other social risks** related to civil works involving rehabilitation and construction of office blocks

- ✚ Child labor/Forced labor risks
- ✚ Labor influx risks
- ✚ labor disputes over terms and conditions of employment
- ✚ Community and workers' health and safety
- ✚ Risks associated with construction/rehabilitation work and operation.
- ✚ SEA/SH and other forms of GBV
- ✚ Lack of inclusive and meaningful consultations
- ✚ Insecurity and Armed Group Activity

6.4 BIODIVERSITY AND VEGETATION

The construction of the Civil Service Commission (CSC) office in Dhusamareb is expected to involve site clearing, excavation, and removal of topsoil, which may result in the loss of native vegetation and associated biodiversity **within** the immediate project footprint. Although the site is within an urban or peri-urban area, the vegetation covers such as shrubs, grasses, and isolated trees provides habitat for small fauna, supports soil stability, and contributes to microclimatic regulation. The removal of vegetation can lead to habitat fragmentation, soil erosion, and reduction in local species richness, especially in ecologically sensitive zones that may border degraded rangelands or flood-prone areas.

6.5 NOISE AND EXCESSIVE VIBRATION

The use of heavy machinery, concrete mixers, and transportation trucks during the construction of the CSC office will not be expected to generate noticeable noise and vibration, because the site is not located within a residential area, but rather within a public institutional zone surrounded by government offices and administrative buildings. As such, no significant disturbance to households, children, the elderly, or hospitals is anticipated. However, to maintain good construction practices and minimize disruption to nearby administrative operations, the contractor will still ensure that high-noise activities are limited to **daytime hours (7:00 AM to 6:00 PM)**, equipment is regularly maintained and fitted with silencers.

6.6 AIR POLLUTION (DUST AND VEHICLE EMISSIONS)

Dust emissions from excavation, material handling, and movement of vehicles are likely to deteriorate ambient air quality during construction, particularly during dry and windy conditions. To manage this, the site will implement dust suppression measures such as regular water spraying, cover stockpiles and trucks transporting loose materials, and **enforce** low-speed limits.

6.7 SOIL AND WATER POLLUTION

Construction activities can lead to soil contamination and water pollution, particularly from accidental fuel or oil spills, improper storage of chemicals, or uncontrolled surface runoff during rainfall. To minimize this risk, the project will establish designated fuel and chemical storage areas with impermeable flooring and containment bunds.

6.8 WASTE GENERATION

The project will generate considerable quantities of solid waste, including construction debris (cement bags, packaging, timber offcuts, metal scrap), as well as domestic waste from the workforce. To address this, a site-specific Waste Management Plan will be developed and this will include in the contractor plans.

6.9 HAZARDOUS WASTE MANAGEMENT

Hazardous waste may be generated in small quantities during construction, including paint residues, and empty chemical containers. To mitigate this, hazardous waste will be clearly labeled, stored in secure, leak-proof containers, and kept in a designated area with restricted access.

6.10 OCCUPATIONAL HEALTH AND SAFETY (OHS) RISKS AND IMPACTS

The construction of the CSC office in Dhusamareb will involve various high-risk activities such as excavation, concrete mixing, scaffolding, welding, lifting of heavy materials, and operation of machinery. These activities expose workers to a range of occupational health and safety (OHS) risks, including falls from height, injuries from equipment or sharp objects, exposure to dust and noise, electrical hazards, and potential accidents involving construction vehicles. Inadequate use of personal protective equipment (PPE), lack of safety signage, and limited first aid preparedness may exacerbate these risks.

To minimize OHS risks, the contractor will be required to implement a comprehensive Occupational Health and Safety Management Plan (OHSMP). All workers will receive pre-employment OHS orientation and regular toolbox trainings, particularly on safe equipment handling, working at heights, and emergency response. The site will be equipped with clearly marked safety zones, first aid kits, fire extinguishers, and visible warning signage. Use of PPE (helmets, gloves, boots, reflective vests, etc.) will be strictly enforced, and a designated OHS officer will be present on-site to ensure daily compliance and reporting.

7.0 ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN(ESMP)

The purpose of this Environmental and Social Management Plan (ESMP) is to ensure that all identified environmental and social risks and impacts related to the construction of the Civil Service Commission (CSC) office in Dhusamareb, Galmudug State, are effectively managed throughout the project lifecycle from construction to completion.

The ESMP outlines the mitigation, adaptation, prevention, and enhancement measures that contractors, supervisors, and stakeholders must adopt in line with the World Bank Environmental and Social Framework (ESF) and relevant national policies.

7.1 POSITIVE ENVIRONMENTAL AND SOCIAL IMPACTS

- Job creation for both skilled and unskilled labor within Kismayo.
- Improved local economic activity, especially for construction-related suppliers and service providers.

- Income-generating opportunities for vulnerable groups, including youth and IDPs.
- Climate adaptation features, such as Rainwater harvesting has been integrated into the final building design to enhance water efficiency and climate resilience in line with the project's ESMP commitments
- The proposed site is not located within a designated floodplain, and surface drainage systems have been designed in accordance with geotechnical assessment findings to ensure structural stability and effective stormwater management.

7.2 NEGATIVE ENVIRONMENTAL AND SOCIAL IMPACTS

While the project is considered moderate in scale, the following negative impacts are expected:

- Air, noise, and water pollution during construction.
- Generation of solid and hazardous waste.
- Occupational health and safety (OHS) risks to workers and community members.
- Disturbance of local biodiversity and vegetation clearance.
- Community access restrictions during construction.
- Potential risks of SEA/SH and GBV.
- Possible non-compliance with labor laws or exclusion of vulnerable groups.

8.0 ENVIRONMENTAL AND SOCIAL IMPACTS MITIGATION PLAN

Below is a consolidated summary of mitigation measures designed to address the environmental and social (E&S) risks associated with the construction of the Civil Service Commission (CSC) office in Dhusamareb, Galmudug State of Somalia. These measures are developed in line with the requirements of the Somalia Enhancing Public Resource Management Project (SERP) Environmental and Social Management Framework (ESMF) and aligned with the World Bank's Environmental and Social Framework (ESF), specifically ESS1 through ESS10.

- ✚ Table 3 below presents a detailed Environmental and Social Mitigation Matrix that outlines: The potential environmental and social risks and impacts;
- ✚ The corresponding proposed mitigation measures;
- ✚ Monitoring indicators and frequency to track compliance and effectiveness;
- ✚ Clearly assigned responsibility for implementation and monitoring; and
- ✚ Associated budget estimates or contract inclusions.

This matrix provides a practical and site-specific roadmap to ensure that construction-related impacts in Dhusamareb are identified, mitigated, monitored, and reported effectively throughout the lifecycle of the subproject. By consolidating mitigation responsibilities across all applicable safeguards standards, the ESMP ensures compliance with both national and World Bank safeguards systems.

Table 3 Environmental and Social Impacts Mitigation Matrix

ESS	Risks and Impacts	Proposed Mitigation Measures	Monitoring Indicators	Monitoring Frequency	Responsible body	Estimated Cost (USD)
ESS1	Poor implementation of mitigation measures and weak monitoring	Assign qualified E&S staff; integrate safeguards in supervision contracts; conduct regular compliance audits; contractor to prepare C-ESMP	Audit reports; safeguard personnel present; presence of C-ESMP	Monthly	PCU, Contractor, Supervising Engineer	Included in supervision

ESS	Risks and Impacts	Proposed Mitigation Measures	Monitoring Indicators	Monitoring Frequency	Responsible body	Estimated Cost (USD)
ESS2	Occupational Health and Safety (OHS) risks: injuries, machinery accidents, slips, falls	Provide PPE, safety training, signage, OHS induction; emergency plans; ensure first aid and insurance coverage	Incident reports; training logs; PPE records	Daily	Contractor, OHS Officer	1,200
	Labor influx, remuneration disputes, child and forced labour, discrimination, and exclusion of vulnerable groups	Implement LMP; maintain labor registry with age verification; prioritize local hiring; establish and operationalize worker GRM	Worker registry; clarity of contracts; grievance logs	Monthly	Contractor, Labor Inspector, PCU	Included in contract
	Labor law non-compliance	Enforce labor rights; contracts; age verification	Worker records; contract logs	Monthly	Contractor, Labor Inspector	Included in contract
ESS3	Air pollution from dust and vehicle emissions	Water spraying, cover loose materials, maintain vehicles, avoid idling	Dust suppression logs; complaints	Weekly	Contractor, Environmental Officer	Included in BOQ
	Noise pollution and vibration	Provide hearing protection gears for use by workers when exposed to noise levels above 85 dB(A); use modern construction equipment, which produces less noise; use of noise shielding screens.	No. of noise related complaints received; provision of hearing protection for workers	Daily	Contractor, Environmental Officer	Included in BOQ

ESS	Risks and Impacts	Proposed Mitigation Measures	Monitoring Indicators	Monitoring Frequency	Responsible body	Estimated Cost (USD)
	Soil and water pollution from chemicals and fuel	Designated storage; spill kits; training; containment areas	Spill records; water/soil quality logs	Biweekly	Contractor, Environmental Officer	800
	Solid and hazardous waste accumulation	Segregate waste; provide bins; dispose via licensed handlers; reuse where possible	Waste volume; bin use; disposal certificates	Weekly	Contractor, Waste Officer	1,000
ESS4	Traffic disruption and pedestrian safety hazards	Implement traffic plan; post signage; use qualified and licensed drivers; train drivers; use of tracks with recent inspection reports; provide safe walkways for pedestrians.	Incident logs; signage in place	Weekly	Contractor, Traffic Liaison Officer	500
	GBV, SEA/SH risks during construction activities	Implement GBV Action Plan; ensure employees sign Codes of Conduct; undertake training on GBV/SEA-SH; set up survivor-centered GRM	Signed CoCs; GBV trainings; GRM use	Monthly	Contractor, Social Safeguard Officer	700
	Security threats to workers or property	Coordination with local security; prepare and implement site-specific SMP; low-visibility signage	Security logs; presence of SMP, presence of trained guards	Monthly	Contractor, Local Police, PCU	300
ESS6	Loss of vegetation or disturbance to local fauna	Limit clearing; replant trees; worker sensitization on environmental conservation.	Vegetation cleared/planted;	Construction phase	Contractor, Environmental Officer	600

ESS	Risks and Impacts	Proposed Mitigation Measures	Monitoring Indicators	Monitoring Frequency	Responsible body	Estimated Cost (USD)
			awareness sessions held			
ESS 8	Risk of Chance Finds	Implement a chance find procedure in case chance find are found during excavation works.	Presence of chance find procedure	Construction phase	Contractor, Environmental Officer	No additional costs.
ESS10	Insufficient engagement of stakeholders and vulnerable groups; inaccessible GRM system,	Implement SEP; accessible consultations; inclusive GRM	Consultation reports; GRM records	Quarterly	PCU, Community Liaison Officer	500

9.0 GRIEVANCE REDRESS MECHANISM

In line with Environmental and Social Standard 10 (ESS10) of the World Bank's Environmental and Social Framework (ESF), this project has established a structured and accessible Grievance Redress Mechanism (GRM) to enable timely, confidential, and culturally appropriate resolution of concerns arising from the construction of the Civil Service Commission (CSC) Office in **Dhusamareb**, Galmudug State of Somalia. The GRM provides both project-affected persons and workers including vulnerable groups with the means to raise issues, provide feedback, or report adverse impacts.

Objectives of the GRM

- ✚ Ensure early identification and resolution of concerns;
- ✚ Promote accountability and transparency during project implementation;
- ✚ Provide accessible, confidential, and inclusive channels for grievances;
- ✚ Strengthen community confidence in the project;
- ✚ Support project compliance with ESS2 and ESS10, as well as national labor and environmental laws.

9.1 SCOPE OF THE GRM

The GRM covers:

- ✚ Environmental and social risks associated with civil works;
- ✚ Labor and working conditions;
- ✚ Gender-Based Violence/Sexual Exploitation, Abuse and Harassment (GBV/SEAH);
- ✚ Waste management, safety, and occupational health;
- ✚ Land-related disputes or access issues (if any);
- ✚ Community feedback and suggestions.

Table 4 Grievance Submission Channels

Method of Contact	Details
Email	serpGRM@gmail.com
Toll-free Phone	2494 (national access)
Walk-in	CSC Office / PIU Offices in Dhusamareb
Letter Submission	To GRM focal points at CSC/health/post sites
Complaint Forms	Available at community centers and project sites
Suggestion Boxes	Installed at site and healthcare facilities
SMS/Hotline (Confidential GBV cases)	Managed by PCU GBV Officer

These channels are managed by the SERP Project Coordination Unit (PCU), SERP Project Implementation Unit at state level and Civil Service Commissioners and will be promoted through **public awareness campaigns**, community radios, posters, leaflets, and social media to ensure all community members including women, IDPs, and persons with disabilities are aware of and can access the GRM.

Table 5 Grievance Management Process

Step	Action	Timeline	Responsible Body
1	Register grievance in written or verbal form	Within 1 day	FMS-level Grievance Committee (GRC), supported by PCU
2	Screen and assess the grievance	Within 3 days	FMS-level GRC + PCU
3	GRC meeting and resolution planning	Within 3 days	FMS-level GRC + PCU
4	Implement resolution or initiate appeal process	Within 4 days	FMS-level GRC + PCU

Step	Action	Timeline	Responsible Body
5	Document resolution and submit report to PCU	Within 5 days	FMS-level GRC + PCU
6	Escalate to judiciary system if unresolved	Any time	Complainant

9.2 APPEAL PROCESS AND ANONYMITY

The GRM includes a **three-tier grievance system**:

1. **Zone/Community Level**
2. **FMS Level (Dhusamareb– Galmudug State)**
3. **Federal PCU Level**

If a complainant is unsatisfied, they may **appeal to higher levels** or choose to access the **national judiciary system**. The GRM allows for **anonymous grievances** and **respects complainant confidentiality** at all stages. **Appeal Process**. In the FMS cities has three-tier grievance systems in place at zone, FMS and FGS levels, as illustrated in the below presented schematic. The aggrieved will always have the option to resort to national judiciary system.

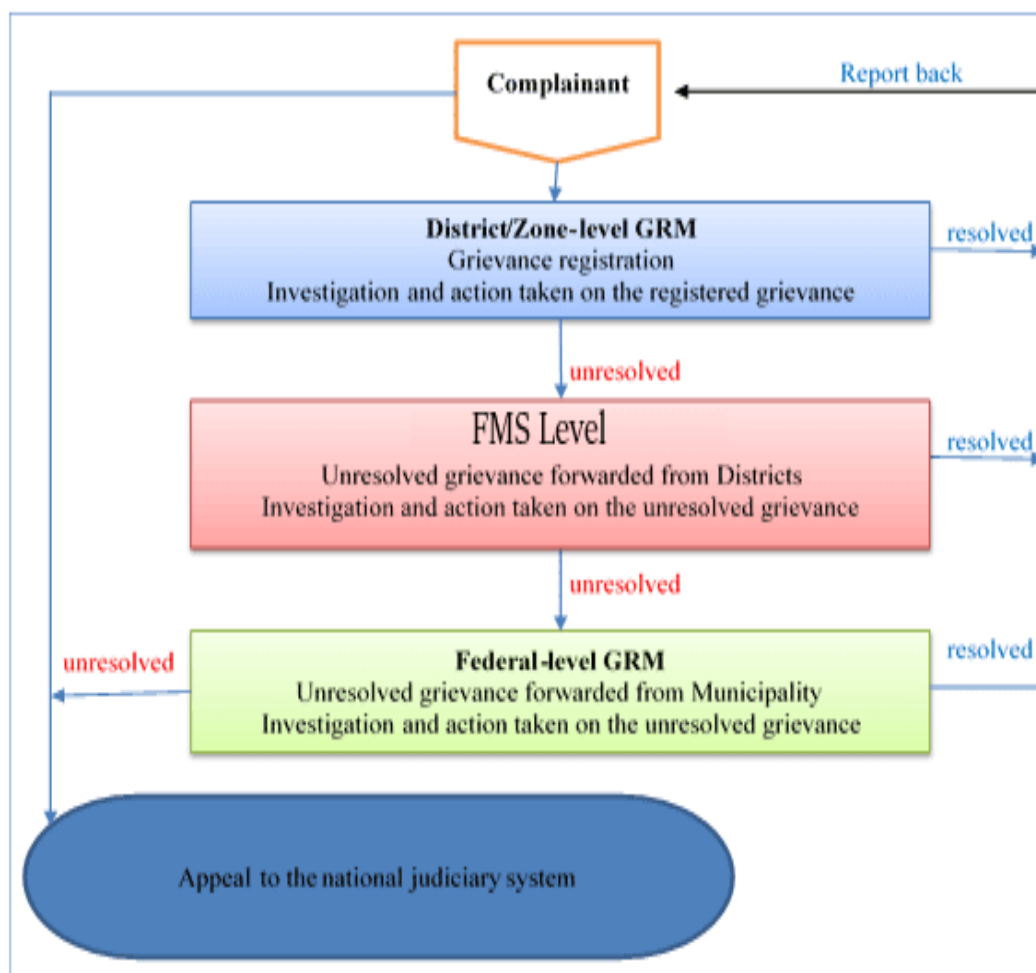


Figure 6 Appeal Process and Anonymity

9.3 GRIEVANCE MANAGEMENT PROCESS

The PCU ensure grievances are addressed through the steps within the indicative timelines presented in the table below.

Table 6 Grievance Redress Committee (GRC) Members

No.	Name	Gender	Position	Representation
1	Abdi Salan Fidow	Male	Chairperson	Galmudug PM
2	Mohamed Nor Salah	Male	Deputy Chairperson	Jubaland PM
3	Abdirahman Mowlid	Male	Secretary	GalmudugPM
4	Mohamed Kabah	Male	Member	Hirshabelle PM
5	Mohamed Antooobo	Male	Member	PCU Social Dev. Specialist
6	Raqia Hussein	Female	Member (GBV Focal Point)	PCU GBV Officer

9.4 WORKER GRM AND CONTRACTOR RESPONSIBILITIES

Once the construction contractor is mobilized, they will be required to establish a site-specific GRM for:

- ✚ Worker-related grievances (aligned with ESS2 and Labor Management Procedures (LMP)
- ✚ Community grievances related to project impact or employment;
- ✚ Referrals for cases involving safety, labor violations, or SEA/SH.

All contractor staff and site supervisors must be trained on grievance handling procedures, and grievance logbooks shall be maintained onsite.

9.5 GBV/SEAH GRIEVANCE MECHANISM AND PROTOCOLS

A dedicated GBV/SEAH-sensitive channel is operational, overseen by **Raqia Hussein**, experienced female SERP Project GBV Officer. The GRM for GBV/SEA cases is:

- ✚ Confidential, survivor-centered, and trauma-informed;
- ✚ Offers referrals to medical, psychological, legal, or protection services with informed consent
- ✚ No formal complaint is required to access services;
- ✚ Only limited information is recorded (survivor's words, age, gender, perpetrator's relation to project) with consent;
- ✚ Cases will be reported to the World Bank within 24 hours.

No personally identifiable information (PII) of survivors or complainants will be disclosed under any circumstances. All cases will be handled and reported in accordance with strict confidentiality protocols to protect privacy and dignity.

Referrals to service providers will only be made with the informed consent of the survivor, in line with established ethical and survivor-centered principles.

Awareness campaigns on GBV/SEAH risks, rights, and reporting pathways will be trained and delivered using radio, posters, and trusted local networks.

Awareness campaigns on GBV/SEAH risks, rights, and reporting pathways will be trained and delivered using radio, posters, and trusted local networks.

9.6 MONITORING OF THE GRM

The PIU at FMS level and PCU at federal level will monitor:

- Number and nature of complaints;
- Timeliness and satisfaction of responses;
- GRM accessibility by gender and vulnerability;
- Worker and community feedback.

This data is reviewed quarterly and used to improve the project's responsiveness and accountability.

10.0 MONITORING AND REPORTING

Monitoring and reporting are critical to ensuring the effective implementation of this Environmental and Social Management Plan (ESMP) for the Dhusamareb Civil Service Commission (CSC) office construction. Monitoring activities will assess compliance with the ESMP, track performance against mitigation measures, and ensure alignment with both national legislation and the World Bank Environmental and Social Framework (ESF)

10.1 OBJECTIVES OF MONITORING AND REPORTING

The monitoring and reporting framework aims to:

- ✚ Track implementation of ESMP mitigation measures;
- ✚ Identify non-compliance and areas for improvement;
- ✚ Ensure timely corrective actions;
- ✚ Promote transparency and accountability among implementing parties.

The process includes regular site-level monitoring by the contractor and supervision consultant, quarterly reviews by the PCU, and periodic spot-checks by the PCU Monitoring and Evaluation Specialist. In the event of serious incidents such as fatalities, immediate reporting and root cause analysis are required.

Types of Issues to Be Monitored and Reported

The following environmental and social issues shall be systematically monitored:

- ✚ Implementation of ESMP mitigation measures by ESS category;
- ✚ Environmental Health and Safety (EHS) compliance (use of PPE, first aid, sanitation, safety protocols);
- ✚ Labor and working conditions (worker lists, contract status, grievances);
- ✚ Functionality and trends of the project's GRM (community and worker grievances);
- ✚ Waste and pollution management (solid waste, air, water, noise);
- ✚ SEA/SH prevention, Code of Conduct compliance, and awareness efforts;
- ✚ Biodiversity and vegetation management (e.g., restoration of cleared sites);
- ✚ Security-related incidents around the construction site;
- ✚ Stakeholder engagement activities and community feedback;
- ✚ Any incident, including:
 - A. A. Fatalities or serious injuries
 - B. B. Chemical spills
 - C. C. Structural failures
 - D. D. Accidents involving community members

In case of an occupational fatality or serious injury, the contractor at state level and supervision consultant firm must notify the PCU at FGS level and the World Bank **within 24 hours**, in line with Somalia's Labor Code (Article 102). Appropriate corrective actions and root cause analyses must follow, either by the PCU or the contractor, depending on the case.

Table 7 Timeliness of Reporting

Type of Report	Frequency / Timeline	Recipient(s)
Monthly Contractor E&S Performance Report	By the 5th day of each month	PCU, Engineering Supervision Consultant
Quarterly PCU E&S Report to World Bank	Within 15 days after each quarter ends	World Bank Task Team, Federal-level PCU
GRM Summary Report	Quarterly	PCU, FGS Ministries, World Bank

Incident Report (non-fatal)	Within 72 hours of becoming aware	PCU, Engineering Consultant
Serious Injury or Fatality Notification	Within 24 hours of incident	FGS-level PCU, World Bank, Government Labor Authority (as per Labor Code)
Daily recording with monthly reporting to ESC/PCU	Daily implementation records by ESHS officer and site manager	Contractor
Root Cause Analysis & Corrective Action Plan (post-incident)	Within 7 days after incident investigation	PCU, World Bank
Final Completion Report	Within 30 days of project handover	PCU, World Bank

11.0 STAKEHOLDER ENGAGEMENT PLAN

Meaningful stakeholder engagement, considered as providing stakeholders with detailed information on the project in a manner that is appropriate for the stakeholder and seeking their active participation in order to ensure informed decision making, has been the main principle guiding consultations in Dhusamareb, Galmudug State of Somalia. The SERP Stakeholder Engagement Plan (SEP)⁵ of February 2022 provides clear guidance and information on who the Project's stakeholders are and the different categories they fall under.

11.1 STAKEHOLDER IDENTIFICATION AND ENGAGEMENT

Different categories of stakeholders comprising individuals, groups, and institutions with varying levels of interest and influence were actively consulted and engaged during the planning and preparation of the Dhusamareb Civil Service Commission (CSC) office construction. These included representatives from key state institutions such as the Ministries of Finance, Public Works, Labor, and Environment and Climate Change, along with the Galmudug State Civil Service Commission and local government authorities.

Using the Stakeholder Engagement Plan (SEP) as a guiding framework, a detailed stakeholder mapping was conducted in Dhusamareb, which identified the following stakeholder categories:

1. Project-Affected Parties (PAPs):

- ✚ Individuals who are expected to benefit directly from the project through employment or business opportunities (e.g., local laborers, small suppliers, vendors);
- ✚ Private service providers such as utility companies that may be engaged during the construction phase.

2. Other Interested Parties (OIPs):

- ✚ The Galmudug State Civil Service Commission and associated technical departments;
- ✚ Line ministries responsible for infrastructure, finance, labor, and environmental oversight;
- ✚ Development partners and international NGOs who may support or collaborate with the project;

⁵ <https://mof.gov.so/publications/stakeholder-engagement-plan-somalia-enhancing-public-resource-management-serp-p177298>

- ✦ Organized community-based groups, including youth and women’s organizations, who represent local interests.

3. Disadvantaged and Vulnerable Groups:

- ✦ Populations with specific needs and potential barriers to participation, including Internally Displaced Persons (IDPs), female-headed households, widows, elderly persons, orphans, and individuals living with chronic illness or disability.

The engagement approach was designed to be inclusive, culturally appropriate, and responsive to the concerns of all stakeholder categories, ensuring that vulnerable groups were given equal opportunity to participate and provide input throughout the ESMP development process.

11.2 STAKEHOLDER ENGAGEMENT IN DHUSAMAREB, GALMUDUG STATE OF SOMALIA

Stakeholder engagement was a core element in the preparation and design of the Environmental and Social Management Plan (ESMP) for the Dhusamareb Civil Service Commission (CSC) office construction. Engagement activities were conducted in two phases: the initial awareness and screening consultations in May–June 2024, and the ESMP preparation consultations from January to March 2025. Together, these phases provided a platform for inclusive participation, knowledge-sharing, and consensus-building among key stakeholders at the state and local levels.

Objectives of the Stakeholder Consultations

Across both phases, the stakeholder consultations in Dhusamareb aimed to:

- ✦ Raise awareness about the SERP project and the World Bank’s Environmental and Social Framework (ESF);
- ✦ Present the project objectives, institutional arrangements, and anticipated impacts;
- ✦ Introduce the Grievance Redress Mechanism (GRM);
- ✦ Validate the initial screening results and proposed mitigation measures;
- ✦ Gather site-specific inputs to tailor the ESMP to the local context;
- ✦ Ensure alignment with national legislation and World Bank ESS requirements (**particularly ESS1, ESS2, ESS4, and ESS10**).

Participants and Institutional Representation

Stakeholders engaged in Dhusamareb represented a cross-section of institutional and community actors, including:

- ✦ Galmudug State Civil Service Commission;
- ✦ Ministries of Finance, Public Works, Labor, and Environment & Climate Change;
- ✦ Dhusamareb District Administration and Local Government;
- ✦ Community-based organizations, including youth groups, women’s associations, and representatives of vulnerable groups such as IDPs, female-headed households, and persons with disabilities.

Participation Overview DhusamarebTotal (Both Phases Combined)

Category	Number of Participants
Male	51
Female	16
Total	67

- ✦ **Phase One (June 04, 2024): 27 participants (5 Female, 22 Male)**

🚩 **Phase Two (March 22, 2025): 40 participants (11 Female, 29 Male)**

Key Discussion Points and Outcomes

Community consultations in Dhusamareb reaffirmed broad support for the proposed Civil Service Commission (CSC) office project and its planned location. Stakeholders expressed appreciation for the project's objectives and emphasized the importance of inclusive and accessible infrastructure. There was a strong consensus on incorporating **universal accessibility features**, such as ramps and disability-friendly design, into the building to ensure ease of use for all, including persons with special needs.

Participants also advocated for **transparency and equity in employment**, calling for the prioritization of local laborers, Internally Displaced Persons (IDPs), and female-headed households during the construction phase. Several community members stressed the need for **effective waste management systems**, both during and after construction, to safeguard public and environmental health. Additionally, discussions highlighted the importance of enforcing **workers' rights, fair wages, and occupational safety standards** in line with Somali labor law and the project's Labor Management Procedures. These inputs will inform the site-specific Environmental and Social Management Plan (ESMP), which is being developed based on the site's confirmed low-risk classification from the initial screening.



Figure 7 phase one: preliminary stakeholder engagement in Dhusamareb and Kismayo



Figure 8 phase two ESMP Preparation Stakeholder Engagement.

In line with ethical standards, **verbal consent** was obtained from all individuals appearing in documentation photos and all images used have been **intentionally blurred** to maintain privacy and confidentiality.

11.3 SUMMARY OF ISSUES RAISED DURING CONSULTATIONS

Table 8 summary of issues raised during consultations & responses provided

Name	Questions/Concerns/Comments	Responses Provided
Yahya Osman Gedi	1. We often face challenges related to the recruitment of workers. How will the recruitment process be conducted? Will local workers be given priority?	The PCU team assured participants that a transparent recruitment process will be followed, in line with Somali labor laws and World Bank standards. Priority will be given to qualified local workers, including youth, women, and vulnerable groups, to ensure fair and inclusive employment during the project implementation.
Anfac Mohamed Yusuf	The planned CSC office, who will it serve? Will it be exclusively for government civil servants, or will it also serve the general public?	The CSC office will primarily serve government civil servants but will also be open to the general public for services related to civil service applications, information, and public inquiries. Our aim is to ensure it is an inclusive and accessible institution for all.
Abudllahi Mohamed Omar	Worker safety has often not been a primary concern in Somalia, particularly here in Dhusamareb. How will you ensure that proper safety measures are implemented during this project?	Thank you for raising this important concern. The PCU is fully committed to ensuring the highest standards of worker safety in line with the World Bank's Environmental and Social Standards (ESS2 – Labor and Working Conditions) . The project will enforce clear occupational health and safety (OHS) Regular inspections will be conducted, and contractors will be contractually required to comply with these safety requirements. Our goal is to promote a safe and dignified working environment for all.
Abdullahi Abdulle Rage	What type of building will be constructed for the Galmudug Civil Service Commission (CSC)? Will it be a standard villa or a G+1 (ground plus one) structure?	Commissioner Amina responded. Thank you for your interest. The final type of building whether a single-level (villa) or a G+1 structure will be determined based on the final architectural design and engineering drawings, which are currently under development. The decision will also take into account the project budget, land size.

11.4 INFORMATION DISCLOSURE PROGRAM

Multiple channels will be used for in country information disclosure Somali language: i) local radio stations; (ii) publication of posters and public notification in the targeted areas accessible to local communities, relevant organizations, and other stakeholders; and (iii) stakeholder workshops. Printed copies of the E&S Instruments will be made accessible for the general public at PCU office and government offices such as the Civil Service Commission.

11.5 CONCLUSION

In Stakeholder engagement in Dhusamareb, the capital of Galmudug State, played a pivotal role in informing the development of the Environmental and Social Management Plan (ESMP) for the proposed CSC office construction. Conducted through a phased and inclusive approach, **a total of 67** stakeholders were engaged across two consultation sessions held in June 2024 and March 2025, comprising 51 men and 16 women.

These consultations created meaningful space for dialogue, feedback, and joint planning, contributing to:

- ✚ Validation of screening findings and context-specific mitigation measures;
- ✚ Identification of local environmental and social risks;
- ✚ Strengthened alignment with Somalia's regulatory frameworks and the World Bank Environmental and Social Framework (ESF);
- ✚ Amplification of the voices of vulnerable and marginalized groups, including women, persons with disabilities, IDPs, and youth.

Participants included representatives from government institutions, local authorities, civil society, women's groups, and the host community. Their inputs shaped key components of the ESMP, particularly around labor inclusion, accessibility design standards, transparency in contractor recruitment, grievance redress mechanisms, and worker health and safety measures.

12.0 INSTITUTIONAL IMPLEMENTATION ARRANGEMENTS AND RESPONSIBILITIES

12.1 PROJECT COORDINATION UNIT

The PCU has the overall responsibility of implementing the project in Federal Member States. The PCU is comprised of a coordinator, and specialists in the following areas: E&S safeguards, M&E, Finance and Admin, and a GBV officer. The E&S Specialists will have the overall responsibility in carrying out E&S screening, preparing all requisite E&S instruments (such as ESMP, SEP) and seeking the approval of the Bank before in-country disclosure. In this case the PCU Environmental and Social Development Specialist will ensure compliance with all safeguards requirements. Specific responsibilities will include:

- Carry out E&S screening of subprojects; and manage the preparation and implementation of all safeguards instruments;
- Establish and ensure functionality of Grievance Redress Mechanism (GRM);
- Ensure that the SERP subproject design, specifications and budget adequately reflect the recommendations of the ESMP;
- Review and approve the Contractor's ESMP and material measures of the project LMP;
- Prepare regular monthly/quarterly/semi-annual progress reports with statutory requirements;
- Develop, organize, and deliver appropriate environment and social safeguards related training courses for the PCU staff, contractors, local government/community representatives and others involved in the project implementation;
- Liaise with the Contractors and the PCU/MDAs on implementation of the ESMP/SEP and other E&S instruments;
- Establish dialogue with the affected communities and other key stakeholders (such as vulnerable groups, NGOs and community groups) and ensure that the environmental and social concerns and suggestions are incorporated and implemented in the project;
- Review the performance of the project in terms of environment and social safeguards, through an assessment of the periodic internal monthly and quarterly environmental and social monitoring reports; provide summaries of same and initiate necessary follow-up actions;

- Provide support and assistance to the Government MDAs and the World Bank during Project Review Missions; and
- Immediately report to PCU and the Bank 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.
- Engage and manage contractors/subcontractors in accordance with this LMP, OHS aspects in the ESMP and the applicable Procurement Documents.
- Ensure that contractors prepare C-ESMP that comply with the project SEP, LMP, ESMP (OHS-related provisions) for approval before the contractor is allowed to mobilize to the field.
- Monitor that contractors/subcontractors are meeting obligations towards contracted workers as included in the Contractor's ESMP and the applicable Procurement Documents.
- Monitor the potential risks of child labor, forced labor and serious safety issues in relation to primary supply workers.
- Monitor training of relevant project workers.
- Ensure that the grievance mechanism for project workers is established and effective and that workers are informed of it.
- Monitoring the implementation of the Worker Code of Conduct and any other measures to address risks of sexual exploitation and abuse (SEA)/sexual harassment (SH).
- Report to the World Bank on labor and occupational health and safety performance, including immediate notification of any project-related death or serious accident.
- Support the contractor on OHS management during subproject operational phase once the constructed/rehabilitated facilities are handed over to the municipality.
- Incorporate the relevant aspects of the ESCP, ESMP and the LMP, into the ESHS specifications of the procurement documents (including code of conduct on GBV and OHS measures) with contractors, together with non-compliance remedies.

12.2 CONTRACTOR

The Contractor to be engaged for civil works under the SERP will be responsible for the following:

- Employ or appoint qualified environmental, social, occupational health and safety expert(s) to manage ESHS issues.
- Prepare and implement their Contractor's ESMP (including OHS provisions) which will apply to the contracted workers who work on the projects. These plan will be submitted to the PCU for review and approval before the contractor is allowed to mobilize to the field.
- Ensure that all contractor and subcontractor workers understand and sign the Code of Conduct prior to the commencement of works, take all other measures to address risks of sexual exploitation and abuse (SEA)/sexual harassment (SH) as specified in the contractor's ESMP and supervise compliance with such measures.
- Supervise their subcontractors to ensure adherence to the C-ESMP.
- Maintain records of recruitment and employment of contracted workers (including subcontractors) with age verification to avoid child labor.
- Provide induction and regular training to contracted workers on environmental, social and occupational health and safety issues, including training to workers exposed to specific risks associated with their work.
- Require the primary supplier to identify and address risks of child labor, forced labor and serious safety issues for primary supply workers.

- Develop and implement the grievance mechanism for contracted workers, including ensuring that grievances received from their contracted workers are resolved promptly, and reporting the status of grievances and resolutions.
- Maintain records of incidents and accidents on the project site and participate in related incident/accident investigations.
- Warn the workers of any imminent or deteriorating risk situation that could result in an accident and instruct when it is safe to proceed.
- Report to PCU on labor and occupational health and safety performance during subprojects operation.
- Employ or appoint qualified environmental, social, occupational health and safety expert(s) to manage ESHS issues;
- Prepare and implement Contractor's ESMP (including OHS provisions) which will apply to the contracted workers who work on the Projects. These procedures and plans will be submitted to the PCU for review and approval before the contractor is allowed to mobilize to the field;
- Ensure that recruitment of casual workers is done as per the LMP and the C-ESMP.
- Supervise their subcontractors to ensure adherence to C-ESMP.
- Maintain records of recruitment and employment of contracted workers (including subcontractors) with age verification to avoid child labor;
- Provide induction and regular training to contracted workers on environmental, social and occupational health and safety issues, including training to workers exposed to specific risks associated with their work and keep records of these trainings;
- Require the primary supplier to identify and address risks of child labor, forced labor and serious safety issues for primary supply workers;
- Develop and implement the grievance mechanism for contracted workers, including ensuring that grievances received from their contracted workers are resolved promptly, and reporting the status of grievances and resolutions. The Grievance Redress Mechanisms should include channels for safe, confidential reporting of any SEA/SH and GBV cases;
- Ensure that all contractor and subcontractor workers understand and sign the Code of Conduct prior to the commencement of works, take all other measures to address risks of sexual exploitation and abuse SEA/sexual harassment (SH) as specified in the contractor's LMP/ESMP and supervise compliance with such measures;
- Ensure provision of water, sanitation, and hygiene facilities including separate toilets and changing rooms for female workers;
- Ensure first aid facilities and appropriate personal protective equipment (PPE for workers at the sites given the specific worker OHS risks;
- Immediately Report to PCU on labor, OHS accident, or significant environmental event (e.g., spill, release, emergency), any chance finds during subproject implementation;
- Report to PCU on labor and occupational health and safety performance;
- Participate in the induction training on ESMP provisions and requirements delivered by the PCU. Ensure that all workers, including site supervisors and management participate in training sessions delivered by PCU;
- Based on the results of CESMP monitoring, cooperate with the PCU and Supervision Consultant to implement environmental and social corrective actions and plans, as necessary;
- Respond promptly and efficiently to requests and instructions from PCU for environmental corrective actions and implement additional environmental and social mitigation measures, as necessary;
- Coordinate with PCU to deal with any complaints during project implementation;

- Collaborate with the local government to follow project agreements on material sourcing, schedules for utility disruption, work schedules and waste utilization plan; and
- The C-ESMPs will include specific mitigation measures based on the ESMP, the final design, the proposed work method statements, the nature of the project site, etc. They will also be informed by the work risk assessment and impacts identified by the ESMP.

12.3 ENGINEERING AND SUPERVISION CONSULTANT FIRM

The PCU will be supported by engineering and supervision consultants who will be responsible for monitoring the contractors of the civil works as well as monitoring adherence to the safeguard instruments. They will oversee the performance on labor and working conditions on a daily basis on behalf of the PCU, which will be explicitly set out in their contract. The Engineering and Supervision Consultant will employ qualified expert(s) for such oversight and report on performance to the PCU. The PCU will be supported by engineering and supervision consultants who will be responsible for the following:

- Employ or appoint qualified environmental, social, occupational health and safety expert(s) to manage ESHS issues. Have a social /environmental specialist in the team with GBV specific skills to supervise issues related to GBV (e.g., supervise signing of Codes of Conduct (CoCs), verify working GRM for GBV is in place, refer cases where needed) and work with GBV Services Providers as entry points into service provision to raise awareness of the GRM;
- Provide day to day construction supervision for civil works as well as monitoring adherence to the safeguard's instruments related to environmental, occupational health and safety;
- Oversee the performance on labor and working conditions on daily basis on behalf of the PCU, including identification of potential existing significant OHS or environmental risks due to the project that are not adequately mitigated; and
- Submit weekly reports related to project ESHS performance.

12.4 WORLD BANK IMPLEMENTATION SUPPORT

The World Bank will:

- Provide guidance on the compliance to Bank's Environment and Social Standards;
- Perform compliance monitoring of SERP to ensure that its ESSs are complied with and conduct regular project review missions;
- Procure and engage the services of a Third-Party Monitor (TPM) who will provide quality assurance of the supervision carried out by the engineering supervision consultant and conduct spot checks on both the engineering quality of civil works and the implementation of the E&S instruments;
- Maintain an oversight role, review and approve SERP Subprojects environmental assessment instruments such as any ESMPs of sub-projects;
- Conduct regular supervision missions to check on the performance of SERP and assess the projects' compliance to agreed grant covenants;
- Recommend measures for improving the performance of SERP PCU; and support appropriate training program intended to improve the capacity of PCUs as necessary.

13.0 BUDGET FOR IMPLEMENTING THE ESMP

An indicative budget of **US\$14,375 (Table 9)** has been provided to cover this ESMP implementation activities such as public consultation, and capacity building programs. This estimated budget does not include the cost for E&S mitigation and enhancement measures, which will be integrated into the construction cost. All administrative costs for the operation of the PCU are included in the overall SERP cost.

Table 9 Civil Service Commission Office Construction ESMP Implementation Budget (DhusamarebSite)

No.	Item Description	Quantity/Unit	Estimated Cost (USD)
1	Community consultation meetings and awareness sessions (pre-, during, post-project)	3 × \$1,000	3,000.00
2	Grievance Redress Committee (GRC) meetings, case review, and capacity building	2 × \$1,000	2,000.00
3	ESMP executive summary translation into Somali and public disclosure (posters, leaflets, radio)	Lump Sum	2,000.00
4	GRM awareness campaigns (radio programs, hotline posters, social media)	2 × \$750	1,500.00
5	GBV/SEAH prevention materials and training (Code of Conduct, survivor referral tools)	Lump Sum	1,000.00
6	ESMP monitoring (site visits, data collection, reporting)	4 visits × \$500	2,000.00
7	Production of visual materials (infographics, banners, signage for EHS & GRM)	Lump Sum	500.00
8	Stakeholder engagement tools (complaint forms, registers, feedback boxes)	Lump Sum	500.00
	Sub Total		12,500.00
	Contingency (15%)		1,875.00
	Total		14,375.00

14.0 APPENDICES

APPENDIX ONE – ENVIRONMENTAL AND SOCIAL SCREENING CHECKLIST

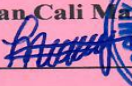
Screening Checklist		
1	Project Name	SERP
2	Project Location	FMS Cities (Dhusamareb, Galmudug State of Somalia)
3	Sub Project Description (brief)	Construction of Civil Service Commission office
4	Sub-Project Budget	\$200,000.00

#	Indicate if the sub-project has any of the below listed impacts or risks	Tick one		
Environmental Impacts		Yes / No		Remarks
1.	Adversely affect natural habitats nearby, including forests, rivers or wetlands?		✓	
2.	The proposed sub project potentially results in the generation of waste (both hazardous and non-hazardous)?	✓		General; construction waste to be disposed of at municipal approved site.
3.	Use water during or after construction, which will reduce the local availability of groundwater and surface water?		✓	
4.	Affect the quantity or quality of surface waters (e.g. rivers, streams, wetlands), or groundwater (e.g. wells, reservoirs)?		✓	
5.	Be located within or nearby environmentally sensitive areas (e.g. intact natural) or threatened species?		✓	
6.	Are there any areas on or around the location which are occupied by sensitive land uses e.g. hospitals, schools, places of worship, community facilities, which could be affected by the project?		✓	
7.	Will the sub project cause noise and vibration?	✓		Standard construction noise is expected during construction activities. Construction will only occur during working hours, from 7 am to 5 pm,

#	Indicate if the sub-project has any of the below listed impacts or risks	Tick one		
		✓		
8.	Create pools of water that provide breeding grounds for disease vectors (for example malaria or bilharzia)?		✓	
9.	Involve significant excavations, demolition, and movement of earth, flooding, or other environmental changes?		✓	
10.	Affect historically-important or culturally-important site nearby?		✓	
12.	Result in human health or safety risks during construction or later?	✓		The construction works unavoidably expose workers to occupational health and safety risks. Use of manual labor is expected to take place resulting in increased occupational safety risks.
13.	Involve inward migration of people from outside the area for use of services or other purposes?		✓	
14.	Increase tension/ conflict or disputes among or within communities?		✓	
15.	Affect indigenous people, or be located in an area occupied by indigenous people?		✓	
16.	Be located in or near an area where there is an important historical, archaeological or cultural heritage site?		✓	
17.	Disposal of bush clearance residue that may cause spreading of invasive species?		✓	
Social impacts		Yes / No		Remarks
18.	Does the project require land acquisition?		✓	The land belongs to the municipality and currently unoccupied
19.	Does the project require physical displacement of households?		✓	
20.	Does the project require economic displacement of persons (less than 200 persons)?		✓	
21.	Is the project likely to create or exacerbate conflict within communities?		✓	
22.	Is there a possibility that the project would have significant negative impact on vulnerable and/or marginalized and/or indigenous groups?		✓	

#	Indicate if the sub-project has any of the below listed impacts or risks	Tick one		
		✓		
23.	Result in a significant change/loss in livelihood of individuals?		✓	
24	Cause increased settlement or degradation of surrounding areas?		✓	
25	Adversely affect the livelihoods and /or the rights of women?		✓	
36	Does the sub project engage security personnel that may pose a potential risk to health and safety of communities and/or individuals (e.g. due to a lack of adequate training or accountability)?	✓		Preparation of security management plan required to address risks that emanate from the use of armed security officers
Stakeholder Consultation				
Type of Meeting	Number of Meetings	Nature of Participants	# Male	# Female
Stakeholder Engagement	2	Ministries of Finance, Public Works, Labor, Environment and Climate Change, Civil Service Commissions, and local government officials.	51	16

APPENDIX TWO- PROOF OWNERSHIP DOCUMENTS FROM GALMUDUG STATE GOVERNMENT

JAMHUURIYADDA FEDERAALKA SOOMAALIYA DOWLADGOBOLEEDKA GALMUDUG MAAMULKA CAASIMADDA DHUUSAMAREEB XAFIISKA GUDOOMIYAHA	 Federal republic of Somalia Galmudug state of Somalia Administration of Dhusamareeb Commissioner office	جمهورية الصومال الفدرالية الدولة الإقليمية جلمدج إدارة طوسمريب مكتب الوالي										
SUMAD: DGD/DHCDH/ 000462/2022 KU: XAAFIISKA SHAQAALAHA RAYIDKA GALMUDUG Ujeedo: <u>BIXIN DHUL BANNAAN</u> TR: 16/01/2022 =Dhusamareeb=												
<u>Gudoomiyaha Ahna duqa caasimadda Galmudug isaga oo fulinaya amarka madaxwaynaha Dowlad Goboleedka Galmudug</u>												
<table border="0" style="width: 100%;"> <tr> <td style="width: 25%;">Markuu arkay :</td> <td>Baahida dhuleed ee uu qabo xaafiiska Shaqaalaha Rayidka ee Galmudug.</td> </tr> <tr> <td>Markuu arkay :</td> <td>Muhiimadda ay leedahay in Xaafiiska shaqaalaha Rayidka ee Galmudug uu helo dhul bannaan oo uu ka dhiso Xaafiisyadii ay bulshada Galmudug ugu adeegi lahaayeen.</td> </tr> <tr> <td>Markuu tixgaliyay :</td> <td>Codsiga Gudiga shaqaalaha Rayidka ee Dowlad Goboleedka Galmudug.</td> </tr> <tr> <td>Markuu udiray :</td> <td>Soona cabireen waxaada D/hoose ee Caasimadda Dhusamareeb u qaabishan arimaha dhulka, goobta ugu haboon ee dhul laga siin karo Xaafiiska shaqaalaha Rayidka ee Dowlad Goboleedka Galmudug.</td> </tr> <tr> <td>Markuu latashaday:</td> <td>Xubnaha kale ee Maamulka Caasimada Galmudug ee Dhusamareeb.</td> </tr> </table>			Markuu arkay :	Baahida dhuleed ee uu qabo xaafiiska Shaqaalaha Rayidka ee Galmudug.	Markuu arkay :	Muhiimadda ay leedahay in Xaafiiska shaqaalaha Rayidka ee Galmudug uu helo dhul bannaan oo uu ka dhiso Xaafiisyadii ay bulshada Galmudug ugu adeegi lahaayeen.	Markuu tixgaliyay :	Codsiga Gudiga shaqaalaha Rayidka ee Dowlad Goboleedka Galmudug.	Markuu udiray :	Soona cabireen waxaada D/hoose ee Caasimadda Dhusamareeb u qaabishan arimaha dhulka, goobta ugu haboon ee dhul laga siin karo Xaafiiska shaqaalaha Rayidka ee Dowlad Goboleedka Galmudug.	Markuu latashaday:	Xubnaha kale ee Maamulka Caasimada Galmudug ee Dhusamareeb.
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Markuu latashaday:	Xubnaha kale ee Maamulka Caasimada Galmudug ee Dhusamareeb.											
Gudoomiyihu Wuxuu cadaynayaa in uu bixiyay Dhul bannaan cabirkiisu dhan yahay 40x40m =1,600MQ , dhulkaas oo ku yaala Xaafadda HODAN, lana siiyay Xaafiiska Shaqaalaha Rayidka ee Galmudug si uu uga dhisato xaafiisyadii uu bulshada Galmudug ugu adeegi lahaa, dhulkaas oo jihooyinkiisu kala yihiin:- <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">1. Bari waxaa ka xiga X/Guriga Gobolka</td> <td style="width: 50%;">2. Galbeed waxaa ka xiga Dhul Bannaan.</td> </tr> <tr> <td>3. Waqooyi waxaa ka xiga Waddo</td> <td>4. Koofur waxaa ka xiga X/hanti dhowrka GM</td> </tr> </table>			1. Bari waxaa ka xiga X/Guriga Gobolka	2. Galbeed waxaa ka xiga Dhul Bannaan.	3. Waqooyi waxaa ka xiga Waddo	4. Koofur waxaa ka xiga X/hanti dhowrka GM						
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Sidaas darteed waxaa lugu wargalinayaa cid kasta oo warqadaani ay qusayso in ay sidaa ula socdaan.												
<i>Mahadsanidiin</i> Xafiiska Gudoomiyaha Ahna Duqa Caasimadda Dhusamareeb Cabdiraxman Cali Maxamed Awednigorow  												
Xafiiska Gudoomiyaha- Caasimadda Dhusamareeb – Galmudug – Somalia Email: Info@dusamareeb.gm.so Xiriir No: 252614684444												

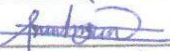
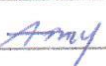
APPENDIX THREE- ATTENDANCE SHEET FOR STAKEHOLDER ENGAGEMENTS

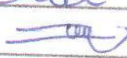
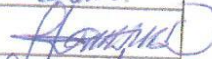
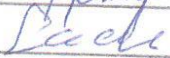
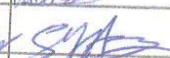
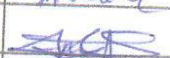
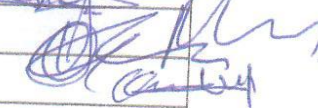
SERP Project Environmental and Social Safeguarding Stakeholder Engagement Workshop

JUNE-04-2024

Dhusamareb, Gaamudug.

Attendance sheet

No	Names	Org:	Position	Sig:
1	Muhammad Abdurrahman Adhik	Molsa	d.g. Molsa	
2	Bashir Abdul Mohamed	CSC	deputy Commissioner	
3	Abdirisak Hersi Mohamed	CSC	Director of Policy	
4	Mohamed Ibrahim Aden	Ministry of Finance	Budget Director	
5	Abdikafi Dahir Hassan	CSC	ICT Director	
7	Abdulchi Mohamed Omar	Molsa	Director, Social	
8	Abdirahman Mohamed Ahmed	Molsa	Director, T+T	
9	Sayid Ali Abdulle Hassan	MOPWR&H	Assistance	
10	Ahmed Mohamed Barre	MOPWR&H	D. Reconstruction	
11	ANFAC Mohamed Yusuf	MOPWR&H	D. Finance	

12	Hassan Mohamed Abdi	PCU	Environ specialist	
14	Mawliid Hassa Abdur	Wasakata maligada dubu		
15	Mohamed Abdullahi Hassan	MOF-EAFS	H-Accountant	
16	Yahye Osman Gedi	MOF GSS	Admin & finance	
17	Nartexo Baataan Araale	H R M Info	H R M	
18	Clloahi cabdulle Rooge	Dowlad Hase	Xildhibaan	
19	Abdiaziz Mohamud Hussein	MOF-GSS	Revenue director	
20	Faadhuma Maxamed	Dawladda Hase	Hid bllibaar	
21	Mursal Ahmed Ginye	Ajaasine dawladda Hase	Bulshada	
22	Sufeyman Yusuf Ahmed	Local Governance	Project Director	
23	Saad Galle Jama	BerPCSI	DRM Advisor	
24	Abdi Hassan Fidoow	SERP GSS	Project manager	
25	Amin Mohamed Farah	Civil Service Commission	Commissioner	
26	Mohamed Ahmed Cabdulla	Social specialist		
27	Yahye Adan Siciid	MOF	Treasure	
28				
29				
30				