

Semi-Annual Social Monitoring Report

Project Number: 43405-024

Reporting Period: January – June 2020

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM

TRANCHE 1

(FINANCED BY THE ASIAN DEVELOPMENT BANK)

July, 2020

ABBREVIATIONS

ADB – Asian Development Bank

AP – affected persons

DC – Design Consultant

DEPP - Department of Environmental protection and Permit

ES/ SES - Environmental Specialist/ Senior Environmental Specialist

GoG- Government of Georgia

GRC - Grievance Redress Committee

GRM - Grievance Redress Mechanism

IPMO - Investment Program Management Office

USIIP - Urban Sector Improvement Investment Program

IA - Implementing Agency

EA – Executing Agency

IP – Indigenous People

IR – Involuntary Resettlement

LARP – Land Acquisition and Resettlement Plan

MoEPA - Ministry of Environment Protection and Agriculture

MoRDI – Ministry of Regional Development & Infrastructure

NEA – National Environmental Agency

SC – Supervision Consultant

UWSCG – United Water Supply Company of Georgia

WSS – Water Supply & Sanitation

Contents

1. The Project Details	4
1.1. Background of the project	4
1.2. Projects financed under Tranche 1.	4
1.3. Key Construction Works on Site	4
1.3.1. Mestia Water Supply Headworks (Contract MES-01).....	4
1.3.2. Kutaisi, Poti & Anaklia water supply infrastructures (Contract REG-01).....	5
1.3.3. Construction of Office Building of UWSCG in Tbilisi (Contract TBI-01).....	5
1.3.4. MESTIA Water Supply Facilities (Contract REG-02).....	5
1.3.5. Construction of Water Supply and Wastewater Network in Ureki/Phase I (Contract URE-01).....	5
1.4. Physical Progress of the Project Activities	6
1.4.1. TBI-01.....	6
2. Objective and Scope of Monitoring	8
2.1. Objective and scope of Semi-Annual Monitoring	8
2.2. Methodology of Monitoring	8
2.3. Monitoring Indicators / Parameters	8
3. Semi-Annual Monitoring Results	9
3.1.1. Grievance Redress Mechanism	9
3.1.2. Received Grievances.....	10
3.2. Monitoring Grievances Submitted through UWSCG Hotline	10
3.3. Consultation, Participation and Disclosure	11
3.4. General Description and Guidelines for COVID-19 Infection	11
4. Institutional Arrangement	12
5. Summary and Recommendations	14
5.1. Summary	14
4.2 Recommendations	14
Annexes.....	15
Annex 1. GRM order N196.	16
Annex 2. COMPLAINT LOG TEMPLATE FOR UWSCG COMPLAINTS.....	18
Annex 3. GENERAL GUIDELINES RELATED TO INFECTION (COVID-19) CAUSED BY NOVEL CORONAVIRUS (SARS-CoV-2) FOR CONSTRUCTION SECTOR	19
.....	20

1. The Project Details

1.1. Background of the project

1. The Urban Services Improvement Investment Program was developed as the Government's response to the lack of adequate and/or safe water supply, sewerage and sanitation in urban areas of Georgia. This is intended to optimize social and economic development in selected urban areas through improved urban water and sanitation services, and is financed by the ADB through its Multi-tranche Financing Facility. The Ministry of Regional Development and Infrastructure is the Executing Agency and the "United Water Supply Company of Georgia", LLC is the Implementing Agency of the Investment Program. UWSCG is a 100% state-owned company.

2. The Investment Program will improve infrastructure through the development, design and implementation of a series of subprojects, each providing improvements in a particular sector (water supply and/or sewerage) in one town. Subprojects will rehabilitate existing infrastructure and/or create new and expanded infrastructure to meet the present and future demand. Water supply improvements will include source augmentation and head works, pumping systems, treatment facilities, transmission and distribution network; and, sewerage improvement works will include sewer network, pumping stations, main collectors and waste water treatment plants

1.2. Projects financed under Tranche 1.

3. Tranche 1 of the Investment Program includes:

-) Construction of Mestia Headworks (MES-01)
-) Improvement of Water Supply Infrastructure in Anaklia, Kutaisi and Poti (REG-01)
-) Construction of Mestia Water Treatment Plant and Reservoirs (REG-02)
-) UWSCG Office Building (TBI-01)
-) Construction of the Water Supply Network in Ureki (URE-01)

1.3. Key Construction Works on Site

1.3.1. Mestia Water Supply Headworks (Contract MES-01).

4. The project comprises of the construction of a Tyrolean Weir as intake structure on Mestia Chala River for the capture of raw water. The discharge is estimated at minimum 1,000 liters/second in dry seasons. The location has been chosen for its altitude and the possibility to supply the water treatment plant, the adjoining reservoir and from there the largest part of the distribution network, by gravity. Apart from the intake, the scope of work comprises 10.75 km transmission lines to the site of Water Treatment Plant and a reservoir and the connection of this location to the distribution network.

5. The contract MES-01 was signed on October 10, 2011 with Joint Venture of Dagi LTD – Georgia and Enguri 2006 LTD – Georgia (which changed its corporate name to Enguri - New Construction LTD on 11 April 2013), the contract was completed on October 31, 2013. Post Construction Audit Report was prepared by UWSCG and approved by ADB.

1.3.2. Kutaisi, Poti & Anaklia water supply infrastructures (Contract REG-01).

6. The scope of works includes improvement of water supply infrastructure in Anaklia, Kutaisi and Poti, in particular, reservoirs and pumping stations, transmission lines and distribution lines of water supply systems as well as a water treatment plant in Poti. The project envisages installation of water pipelines on 96 km. Concrete water reservoirs will be built on 5 places with total capacity of 35,000m³. The project also covers construction of 4 pumping stations (with total capacity of 4,516 m³/h) as well as construction of water treatment facility.

7. United Water Supply Company of Georgia signed a contract (#UWSCG/ICB/CW-2013-REG-01) with Spanish Cobra Instalaciones y Servicios for implementation of Reg-01 project. The Contract was made effective on September 19, 2013.

8. Construction work was completed on May 16, 2016. Post Construction Environmental Audit was conducted in January 2017 by independent consultant and relevant report was submitted to ADB.

1.3.3. Construction of Office Building of UWSCG in Tbilisi (Contract TBI-01).

9. A detailed project for the construction of a new UWSCG head office was prepared and funded by the Government of Georgia. The contract (# CW/ICB / Office-01) for the construction of the above-mentioned head office was signed between the United Water Company of Georgia and the Georgian construction company DAGI Ltd on December 1, 2015. Date of commencement of civil works is December 29, 2015. The initial completion date for the above contract was 21.06.2017 and further extended until September 2020.

1.3.4. MESTIA Water Supply Facilities (Contract REG-02).

10. The scope of works includes: a new water treatment plant (WTP); the rehabilitation of Tsniashi spring catchment; a new reservoir at Lanchvali (1,000 m³); a new reservoir at Shgedi (1,000 m³); transmission pipes of approximately 9,200 meters.

11. The Contractor had to design and build a Water Treatment Plant with a treated water standard that complies with the European standard for the drinking water quality and is defined in the Council Directive 98/83/EC. The WTP has a design capacity of 80 l/s to serve the projected population in 2040. Contract was signed with JV Ludwig Pfeiffer Hock und Tiefbau GmbH & Co. KG and Protecno Srl on 22 September 2014 and Notice-to-Proceed given on 08 December 2014. Contract completion date was May 2019. Construction activities were completed within the contract period. No Post-Construction Audit report conducted as yet under REG-02 sub-project.

1.3.5. Construction of Water Supply and Wastewater Network in Ureki/Phase I (Contract URE-01).

12. The project is simultaneously financed from Tranches I, II and III and therefore might be some overlap of T1-T3 Semi-Annual SMRs. The planned works under Tranche I included construction of Res-01 and Res-02 (2 x 3,000 m³ and 1 x 1,200 m³) and one water supply pumping station (78m³/h and 676 m³/h).

13. The Contract is signed with JV of Peri Ltd (Georgia) Leading Partner and Slon LLC (Azerbaijan) on October 28, 2014. Commencement date was November 24, 2014. Initial Completion date was scheduled on November 22, 2018 but due to changes in the design of project, which include the construction of an Aqueduct across the Natanebi River, the construction of Gabion wall to protect well fields from flooding and erosion, and the construction of an additional deep well No. 8 along the banks

of the Natanebi River, completion date was extended to September 2019 and Project was completed by September 2019.

14. The project is foreseen to serve 35,000 tourists and 5,400 local inhabitants by year 2040. Post Construction Audit will be conducted by independent consultant during the next reporting period and Post-Construction Audit Report will be prepared and submitted to ADB.

1.4. Physical Progress of the Project Activities

15. During the reported period construction activities were implemented only under TBI-01 sub-project, therefore only TBI-01 is reported in this Semi-annual EMR. Contractor DAGI intensified all activities to improve the progress of the works on sites. The Supervision Consultant “EPTISA” gave processed frequent instructions to the Contractor for the planning and outstanding documents preparation which shall ensure steady improvement of the works progress

1.4.1. TBI-01

16. The overall progress of the contractor during January-June 2020 for the project TBI-01 is presented in table 2 below:

Table 1: TBI-01, project progress during the January-June 2020

<i>Tbilisi University Street, Construction of New Office Building for United Water Supply Company of Georgia (TBI-01)</i>	
<i>Site NOBUWSCG</i>	<i>Concrete works</i>
<i>Works undertaken during <u>January-June 2020</u></i>	<i>180m³ pouring concrete / 105m³ pouring concrete for slab/ 75m³ pouring concrete for wall, columns.</i>
<i>Site NOBUWSCG</i>	<i>Formwork Mounting works</i>
<i>Works undertaken during <u>January-June 2020</u></i>	<i>2000m² mounting formwork for elevator shaft wall, concrete columns and slab.</i>
<i>Site NOBUWSCG</i>	<i>Formwork dismantling works</i>
<i>Works undertaken during <u>January-June 2020</u></i>	<i>2000m² dismantling formwork.</i>
<i>Site NOBUWSCG</i>	<i>Masonry block works</i>
<i>Works undertaken during <u>January-June 2020</u></i>	<i>80m²</i>
<i>Site NOBUWSCG</i>	<i>Reinforcement Works</i>
<i>Works undertaken during <u>January-June 2020</u></i>	<i>32 ton the used armature.</i>

Map of Project Town and Location of Tbilisi Head Office is presented in the Fig.1 below:

Fig.1 Location of Head Office and Map of Project Town

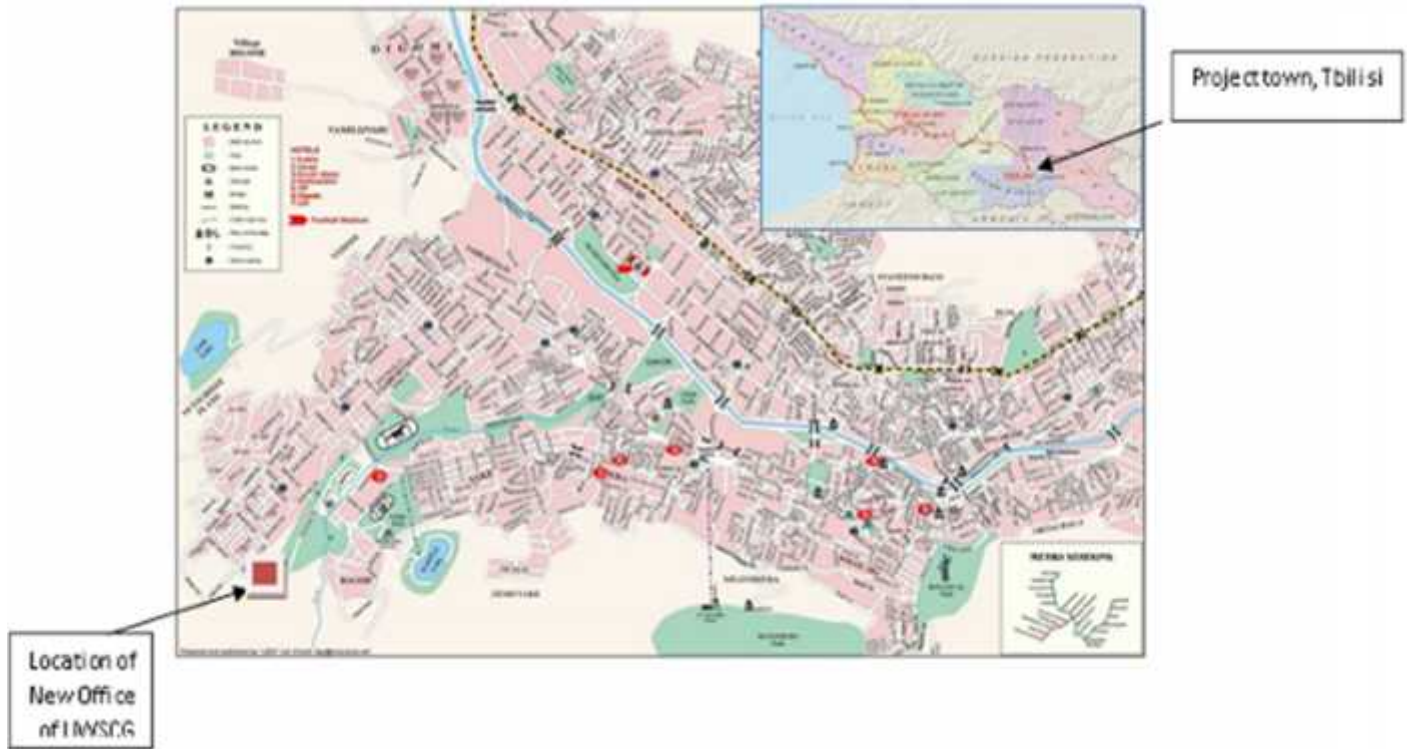
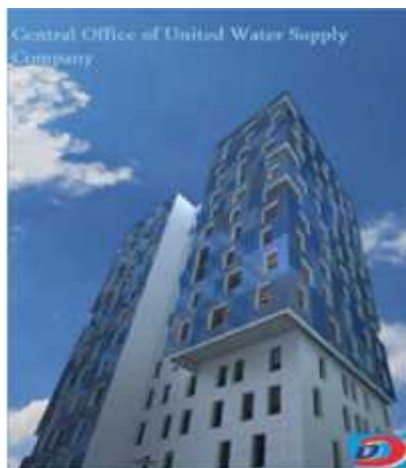


Image No1 below represents the building of the UWSCG's Head Office in Tbilisi after the completion of the TBI-01 project.

Image 1: Design of Tbilisi head office:



17. During the reporting period, no construction work under the contracts - MES-01, REG-01 and URE-01 were conducted.

2. Objective and Scope of Monitoring

2.1. Objective and scope of Semi-Annual Monitoring

18. The general objective of this Semi-Annual Social Monitoring Report (SSMR) is to assess the progress on safeguard measures taken during the implementation of the project including:

- Review received grievances and find effective ways of solving them;
- Review access of local population to grievances log;
- Evaluate local governments and populations expectations about project;
- Evaluate effectiveness of implemented PA activities.

2.2. Methodology of Monitoring

19. This SSMR has been prepared based on the following activities:

- Field visit and review of available project related documents and conduct reconnaissance to collect and assess the baseline conditions of the area;
- Regulatory review was conducted in order to understand the applicable legislation, regulatory frameworks and procedures;
- Review of available data on land use and its ownership in the impacted subproject area was carried out;
- Clarifications on pending and unresolved issues was obtained;

2.3. Monitoring Indicators / Parameters

20. This Semi-Annual social monitoring report has been prepared through the process of reviewing monthly progress reports, project site observation, discussions and interviews with the Local Government and APs during the monitoring field visits.

3. Semi-Annual Monitoring Results

3.1.1. Grievance Redress Mechanism

21. For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014, which was further replaced by Order # 196 (October 2018) on the “Establishment of GRM within the Framework of the Asian Development Bank Funded Projects” and signed by the head of UWSCG. Order #196 (Please see Annex 1) gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project.

22. Any affected person can apply at a UWSCG local or nearest service-centre (UWSCG has 53 service centers and 8 Regional Branches across Georgia, in different municipalities), sending a letter to the service-centre, or calling a hotline. The operators of the service-centre can respond by going directly to the affected person if they are disabled to get the written grievance from them. Then AP’s complaints are registered by the operator of the service center and AP get queue number (see figure 3 below).

Figure 3: AP gets queue registration number at Local Service center (on the example of Kutaisi Service Center)



23. It should be mentioned also that complaints log is available at each construction site and any affective person may fill the complaint log (please see Annex 1) and submit to the contractor directly.

24. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #1 of this report and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

25. The Committee envisaged by the Point 2 of the Order #196 will be approved with the following composition:

- a. Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;
- b. Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;
- c. Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;

- d. Representative of construction company implementing project/subproject – Committee Member;
- e. Representative of supervision company of project/subproject – Committee Member;
- f. Representative/Commissioner of the respective municipality – Committee Member;
- g. Environmental Specialist of the Asian Development Bank Program – Committee Member;
- h. Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.

26. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the GRM Commission established by Point 5 of this Order, which will make decision within two weeks period.

27. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:

- a. Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
- b. Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- c. Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- d. Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
- e. Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
- f. Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
- g. Head of Communications Office of Director’s Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
- h. Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
- i. Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
- j. Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.

28. Heads of self-governing units be required to define a representative who is employed in local self-governance in the field of social matters.

29. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.

3.1.2. Received Grievances

30. No verbal or written Grievances submitted under USIIP/T1 during reporting period, January-June 2020.

3.2. Monitoring Grievances Submitted trough UWSCG Hotline

31. No Grievances submitted for REG-01, MES-02, URE-01 projects, through UWSCG hotline during reporting period, January-June 2020, since the construction activities are completed.

3.3. Consultation, Participation and Disclosure

32. During construction works under the contracts MES-02, REG-01 and URE-01 active awareness campaign was provided by consulting company and UWSCG PR team, including public consultation meeting, door to door campaigns, informational leaflets and media coverage. Local population's awareness was increased on project activities, its benefits and results, also they had all necessary information about GRM and Hotline complaint monitoring system.

33. During reporting period no construction works were produced under the sub-projects MES-02, REG-01 and URE-01, therefore no PA activities were conducted.

3.4. General Description and Guidelines for COVID-19 Infection

34. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia, issued the General Guidelines Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) which applies to all sectors of economic activity.

35. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector (Please see Annex 2 of this report).

36. Based on the above mentioned guidelines the construction staff must not appear in the workplace if they:

- Left the affected country over the past 14 days;
- Were in close contact with infected person/persons for the past 14 days (they must be self-isolated/quarantined as per the rule);
- Have symptoms of respiratory infection (coughing, temperature, sneezing, difficulty in breathing, general weakness etc.);
- Are among the ones who have high risk of getting infected with COVID-19 or serious complications: over 70 years of age, people suffering from chronic diseases (cardio-vascular diseases, diabetes, bronchial asthma and other respiratory diseases).

37. Additional measure were carried out by Supervision Company EPTISA based on the requirements of the UWSCG and Emergency Response Plan of COVID 19 was developed for construction activities carried out under USIIP-T1 (please see Annex 3).

4. Institutional Arrangement

38. The Chapter describes the role, authority, and responsibility of state agencies involved in the process of preparation and implementation of environmental and social/resettlement related issues under the projects financed by ADB. These agencies are: Implementation Project Management Office (IPMO) formed under UWSCG is the implementing agency; Executing Agency - United Water Supply Company of Georgia of the Ministry of Regional Development and Infrastructure of Georgia, Ministry of Finance, ADB. Below are described their roles and responsibilities:

39. Implementation Project Management Office^[1] (IPMO) will carry the following responsibilities:

- a. Two specialists: (i) Social Safeguards and Resettlement Specialist and (ii) Environmental Specialist to carry out following activities:
 - I. Safeguard environment and resettlement related issues for the sub-projects;
 - II. Resolving any issues that may arise during implementation of the sub-projects;
 - III. Review, analyze and discuss all circumstances that may have negative impact on the environment and the affected persons;
 - IV. Preparation of all relevant reports to IPMO;

- b. Project Management: IPMO will meet the all reporting requirements related to the sub-projects to be submitted to UWSCG and ADB
 - I. Address and coordination all Environmental protection and LAR related issues on local and national level;
 - II. Manage and monitor Construction Company and Supervision Company activities;
 - III. Ensure the update of Safeguard documents based on detailed design, if needed;
 - IV. Preparation of Semi-Annual reports to reflect all the construction and project implementation details;
 - V. Presenting all necessary documents to ensure rapid allocation of resettlement budget and undertaking further payment of defined compensation amounts to project affected persons;

- c. Project Monitoring: IPMO will:
 - I. Supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant;
 - II. Undertake internal monitoring and submission of relevant reports to UWSCG and ADB;

40. Construction Company and Supervision Company will have on board Environment and Social Safeguards specialists and Resettlement Specialist to be responsible to supervise environmental and resettlement issues managed by environmental and resettlement specialists of Construction Company and report to IPMO/UWSCG.

¹ Implementation Project Management Office^[1] (IPMO) will be formed under UWSCG the latest by June 15, 2020.

41. Supervision Consultant: Supervision Agency responsible for construction supervision activities, to observe and monitor completion of all compensation/rehabilitation payment procedures prior to construction contractor entering the site.
42. Ministry of Finance: Allocates compensation and rehabilitation funds based on the submitted land acquisition and resettlement plan and relevant budget.
43. IPOM will supervise the physical and /or economic displacement of APs, monitor construction and reinstatement process with support from the supervision consultant.

5. Summary and Recommendations

5.1. Summary

44. During the reported period construction activities were implemented only under TBI-01 sub-project. Contractors have intensified all activities to improve the progress of the works on sites. Individual and Joint on-site monitoring activities were conducted by Environmental Monitoring Specialist of SC/EPTISA and UWSCG/USIIP on a regular basis, until early March 2020 before restrictions were imposed by the Government of Georgia on site visits in connection with the outbreak of the new Coronavirus - COVID-19 and then resumed in May 2020. No additional construction activities were proposed/implemented under MES-01, REG-01, REG-02, URE-01 projects.

45. The Government of Georgia and its Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia, issued the General Guidelines Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) which applies to all sectors of economic activity.

46. The General Guideline for COVID-19 was also developed by the Government of Georgia specifically for the construction sector.

47. Additional measure were carried out by Supervision Company EPTISA based on the requirements of the UWSCG and Emergency Response Plan of COVID 19 was developed for construction activities carried out under USIIP-T1.

48. A grievance redress mechanism has been established in the project and steps have been taken to make aware the affected people and other stakeholders about the grievance mechanism;

49. Locals are using implemented GRM system after finishing construction work, that gives us possibility to conclude, that PA campaigns provided during construction works were useful and successful; Received grievances during the implementation of the sub-projects were resolved timely;

50. No grievances were received during the reporting period under USIIP/T1.

4.2 Recommendations

-) Train the Construction Company in awareness techniques and public awareness campaign activities, main messages etc.
-) Ensure proper internal communications among the construction company, UWSCG and Eptisa; establish timely flow of information;
-) Ensure that the population especially those directly affected are informed in advance about the possible disturbance caused by the rehabilitation works;

Annexes

Annex 1. GRM order N196.

United Water Supply Company of Georgia, LLC

Order #196

Tbilisi

On Grievance Redress Mechanism under projects financed by the Asian Development Bank at United Water Supply Company of Georgia, LLC

In accordance with Safeguard Policy Statement developed by the Asian Development Bank in 2009 and Point 8 of Article 8 of the Articles of Association of United Water Supply Company of Georgia, LLC, I hereby Decree:

1. Three-stage Grievance Redress Mechanism be approved to redress grievances submitted by project affected people (hereinafter the individual concerned) during the implementation of projects financed by the Asian Development Bank.

2. At first stage of grievance redress, an authorized representative of Customers Relations Division/Customers Service Office of local Service Center/Regional Branch of United Water Supply Company of Georgia, LLC, be obliged to familiarize himself/herself with the content of the complaint, to register the complaint in the form approved by Annex #1 of this Order and to submit it to Grievance Redress Committee (hereinafter the Committee), which will consider the submitted complaint within the two weeks period.

3. The Committee envisaged by the Point 2 of the Order be approved with the following composition:

a) Head (Regional Branch Manager/Service Center Director) of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Chairman;

b) Representative of Projects Management Department of United Water Supply Company of Georgia, LLC – Committee Member;

c) Representative of Environmental Protection and Permits Department of United Water Supply company of Georgia, LLC – Committee Member;

d) Representative of construction company implementing project/subproject – Committee Member;

e) Representative of supervision company of project/subproject – Committee Member;

f) Representative/Commissioner of the respective municipality – Committee Member;

g) Environmental Specialist of the Asian Development Bank Program – Committee Member;

h) Representative of respective territorial unit of United Water Supply Company of Georgia, LLC – Committee Secretary.

4. In case the problem raised in the complaint is not solved within the two weeks periods at the first stage of grievance redress, the individual concern can address the Committee established by Point 5 of this Order, which will make decision within two weeks period after it receives the complaint approved by Annex #1 of this Order.

5. To promptly and effectively review and solve the complaint of the individual concerned, the Grievance Redress Commission (hereinafter the Commission) be established with the following composition:

- a) Director of United Water Supply Company of Georgia, LLC – Commission Chairman;
 - b) Deputy Director on Technical Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - c) Deputy Director on Financial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - d) Deputy Director on Commercial Issues of United Water Supply Company of Georgia, LLC – Commission Member;
 - e) Head of Legal Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - f) Head of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - g) Head of Communications Office of Director’s Apparatus of United Water Supply Company of Georgia, LLC – Commission Member;
 - h) Head of Projects Management Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - i) Head of Construction Supervision Department of United Water Supply Company of Georgia, LLC – Commission Member;
 - j) Representative of Environmental Protection and Permits Department of United Water Supply Company of Georgia, LLC – Commission Secretary.
6. Heads of self-governing units be required to define a representative envisaged by the Sub-point “f” of Point 3 of this Order, who is employed in local self-governance in the field of social matters.
7. In case the problem raised in the complaint is not solved within two weeks at the second stage of grievance redress, the individual concerned can address the Permanent Representative of the Asian Development Bank to Georgia at the following address: Tbilisi, #1, G. Tabidze Street, Tel: +995 32 225 06 19.
8. Order #122 dated April 30, 2014, On Grievance Redress Mechanism under projects financed by the Asian Development Bank, of Director of United Water Supply Company of Georgia, LLC, be declared null and void.
9. Records Keeping Office of Administrative Department of the Company be charged with distribution of this Order among the territorial units.
10. The Order take effect upon signature.

Annex 2. COMPLAINT LOG TEMPLATE FOR UWSCG COMPLAINTS

SOLVED	PENDING	WRONG INFORMATION ABOUT STATUS OF COMPLAINT	TO BE SENT BACK TO UWSCG	DEFERRED	NO ISSUE	REJECTED	NO IDENTIFIED	COMPLAINANT IS NOT RESPONDING		
N	Registration Date	Address	the content of the Complain	Complainant	Contact Information	Safeg's Action	date	Contractor's action	Date	Status of Complaint

Annex 3. GENERAL GUIDELINES RELATED TO INFECTION (COVID-19) CAUSED BY NOVEL CORONAVIRUS (SARS-CoV-2) FOR CONSTRUCTION SECTOR



MINISTRY OF INTERNALLY DISPLACED
PERSONS FROM THE OCCUPIED
TERRITORIES, LABOUR, HEALTH AND
SOCIAL AFFAIRS OF GEORGIA

Labour Conditions Inspection Department
Create Together Safe Working Environment

Annex №2

General Guidance Related to Infection (COVID-19) Caused by Novel Coronavirus (SARS-CoV-2) for Construction Sector

Note: In accordance with Order N281/N of the Minister of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia on "the rule for Examination for Short-term Employment Disability and Issuance of Doctors Note", the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia will issue an equivalent document to the doctors excuse note (Medical Certificate) to persons quarantined in order to prevent the spread of coronavirus. The document will serve as the basis to receive monthly payment and therefore, the working days spend in quarantine or in self-isolation will be legitimate and fully paid to the employees. In order to get the certificate, an interested person has to apply to the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia at - misp.gov.ge.

For further information, please contact:

☎ 15 05

☎ 116 001

StopCoV.ge

The job of builders involves constantly changing work places and work activity existing in open-air conditions. For this reason, in terms of virus spread, construction falls within the medium risk sector because its specificity covers natural ventilation. Nevertheless, it is important to consider the following preventive measures at construction work.



The staff must not appear in the workplace if they

- Left the affected country over the past 14 days;
- Were in close contact with infected person/persons for the past 14 days (they must be self-isolated/quarantined as per the rule);
- Have symptoms of respiratory infection (coughing, temperature, sneezing, difficulty in breathing, general weakness etc.);
- Are among the ones who have high risk of getting infected with COVID-19 or serious complications: over 70 years of age, people suffering from chronic diseases (cardio-vascular diseases, diabetes, bronchial asthma and other respiratory diseases).

Employer's responsibilities

- Whether or not the incidence of infection is detected, employer should develop an emergency action plan to support reduction of working days missed due to illness, and in case of detection – prevention of spread;
- Provide employees with information about safe working procedures and about prevention of virus spread (guide with the recommendations defined by LEPL L. Sakvarelidze National Center for Disease Control and Public Health of the Ministry of Internally Displaced Persons from the Occupied Territories, Labour, Health and Social Affairs of Georgia);
- Inside the working space post announcements about COVID-19 and about the preventive measures that have been identified by LEPL L. Sakvarelidze National Center for Disease Control and Public Health;
- In relation to the employees who can perform job remotely (administrative personnel) ensure as much as possible use of such working mode;
- At the entrances of break room/dining room, place disinfecting rugs with relevant mandatory sign marking;
- Provide hand-washing facility with soap and other disinfectants. If hand-washing facility is not feasible, at least 70% alcohol-based hand cleansing liquid should be used;
- Visibly place the hand sanitizers and post the rules of their proper use;
- Make sure that employees have access to hand sanitizers and are aware of their use with proper rules
- Provide all employees and contractors, personnel responsible for cleaning with information about relevant preventive measures to avoid spread of coronavirus in the working environment;
- Train the employees in proper use and further storage/removal of personal protective equipment and disinfectants;

StopCoV.ge

1505

116 001

- Depending on their work specificity, provide the employees with necessary personal protective equipment (protective clothing, protective shoes, helmet, gloves, respirator) and establish control on their use;
- Periodically, several times a day ensure natural ventilation of closed spaces/facilities;
- At certain periodicities disinfect frequently used working equipment and working places;
- Maintain ergonomics at construction site. Ensure timely cleaning of working space and timely disposal of construction waste.
- For employees and visitors ensure closed containers for used disposable tissues and other used hygienic waste in the working space.

Employees' responsibilities

Ensuring proper hand hygiene regularly and thoroughly is the best way to be protected from most of the viruses. Therefore, it is necessary to take the following measures in the workplace:

- Follow hygiene rules in your workplace;
- Carry out the working process in accordance with emergency situations action plan defined by employer/occupational safety manager;
- When greeting do not shake hands and avoid contact with others (touching etc.);
- Avoid gatherings, it is recommended not more than 10 people in one working platform by keeping a safe distance (at least 2 m);
- While performing your work, fully use personal protective equipment provided by the employers;
- Treat with disinfectants the working places and tools used in the course of the work;
- Before and after taking meals, before and after using the restrooms thoroughly wash your hands with soap and water. After washing dry your hands well;
- If you can not wash and dry your hands, use alcohol-based hand sanitizers;
- Keep safe distance (at least 2 m);
- While coughing or sneezing, cover the face with a clean tissue or elbow and place used dispensable tissue in the waste bin;
- Avoid touching your eyes, nose and mouth with your hands.



