

**STANDARD ENVIRONMENTAL AND
SOCIAL (E&S) CHECKLIST,
GENERAL ENVIRONMENTAL
HEALTH AND SAFETY (EHS)
GUIDELINES, AND STANDARD
WORKING PROTOCOL**

*Template for Service Drop Cables and Meters for
Service Connections in Urban Areas*

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Acronyms and Abbreviations

AC	Alternating Current
ASCENT	Accelerating Sustainable and Clean Energy Access Transformation Program
DC	Direct Current
ESMP	Environmental and Social Management Plan
EPC	Engineering, Procurement, and Construction
EHS	Environmental, Health and Safety
ESCP	Environmental and Social Commitment Plan
ESHS	Environmental, Social, Health and Safety
E&S (ES)	Environmental and Social
ESF	Environmental and Social Framework (of the World Bank)
ESMF	Environmental and Social Management Framework
GIIP	Good International Industry Practice
GM	Grievance Mechanism
GRM	Grievance Redress Mechanism
HR	Human Resources
HSE	Health Safety and Environment
IEC	International Electrotechnical Commission
NEC	National Electrical Code (NEC)
O&M	Operation & Maintenance
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
OHS	Occupational Health and Safety
RCD	Residual Current Device
SEA/SH	Sexual Exploitation, Abuse and Sexual Harassment
SOP	Standard Operating Procedure
WB	The World Bank

1.0 INTRODUCTION

This Standard Environmental and Social (E&S) checklist provides “pragmatic good practice” set of measures which should be tailored as part of the Environmental and Social Management Plan (ESMP) for the project and is designed to be user friendly and compatible with ESF requirements. The checklist-type format attempts to cover typical mitigation approaches to common works with localized impacts associated with installation of Electricity Power Service Drop Cables and Meter Connections.

2.0 OVERVIEW OF THE ENVIRONMENTAL AND SOCIAL (E&S) CHECKLIST, GENERAL EHS GUIDELINES AND SAFETY PROTOCOL

The Standard Environmental and Social (E&S) checklist includes an overview of Electricity Power Service Drop Cables and Meter Connections, and the description of associated individual activities considered under the Accelerating Sustainable and Clean Energy Access Transformation Program (ASCENT) with subsections on i) general description of expected project activities and site information, ii) potential environmental, social, health and safety risks and impacts and their respective mitigation measures, and iii) a monitoring plan.

ASCENT will support installation of Electricity Power Service Drop Cables and Meter Connections. This entails connection of the customer house/ structure to the power network in manner to allow him/her to access and use power.

This checklist provides specific requirements for electric service drop cables and meter connections installations to ensure safety and reliability, including measures for proper grounding, clearances, and accessibility.

3.0 OVERVIEW OF SERVICE DROP CABLES AND METERS FOR SERVICE CONNECTIONS IN URBAN AREAS

3.1 General Requirements for Service Installations

Prior to consumer use, high-voltage energy is stepped down to a lower voltage above ground line for use in sub-transmission or distribution systems. Distribution lines typically vary from 33 to 11 kV. Finally, the energy is transformed to low voltage at the point of residential or commercial use. This voltage ranges between 100 and 600 volts (V) depending on country and customer requirements. Power distribution poles (or utility or telephone poles) are typically constructed of wood, but steel, concrete, aluminum and fiberglass are also used. Distribution poles are typically spaced no further than 60m apart and are at least 12m in height. Wooden distribution poles are limited by the height of available trees (approximately 30m). (*Source: WBG Environmental, Health, and Safety Guidelines for Electric Power Transmission and Distribution Annex A: General Description of Industry Activities*).

Where the Country Electricity Regulators provide essential guidelines for electric service and meter installations, these shall be followed, if considered adequate and robust. However, where the Country Specific Guidelines do not exist, these Standard Operating Procedures should be adopted and used as appropriate. Ensuring proper installation not only safeguards properties but also enhances overall electrical system performance.

General Requirements for Service Installations ensure safe and efficient electrical service. These standards are crucial for compliance with the respective Country National Standard Operating Procedures (SOPs), set by the Electricity Utility Operator or the National Electricity Regulator. They cover various aspects, from service entrance location to clearance standards, and are described below:

3.1.1 Service Entrance Location

Service Drop is the overhead electrical line that runs from the utility pole to the service entrance.

Service Entrance Location is the point where electrical service conductors enter a building, including the service head, meter base, and main disconnect components. In residential settings, the service entrance is typically located on an exterior wall, often near the utility pole or underground service conduit. It provides the homeowner with a central point for electrical metering and disconnection. Larger commercial and industrial facilities may have more complex service entrance installations, which can include multiple meter bases and larger main disconnects to handle increased electrical loads. The service entrance must be easy to access. This allows for quick inspections and repairs. The location should be free from obstacles for emergency personnel to easily access and quickly cut off power in case of an emergency, such as a fire. Install the entrance on a sturdy, weather-resistant wall. Avoid placing it near windows or vents. Ensure it is well-lit for nighttime visibility.

Proper placement reduces risks and enhances safety. Use the service head of weatherproof fitting to shield the entrance from environmental damage. The service entrance should be properly weatherproofed essentially to prevent moisture intrusions, which can lead to corrosion and electrical faults. The location must comply with local building codes and applicable National Regulations.

3.1.2 Clearance Standards

Clearance standards are vital for safety. Maintain minimum clearance around the service installation. This prevents accidents and allows easy maintenance. The following guidelines should be used while taking into consideration the National Regulations (where they exist) and customized to the local context:

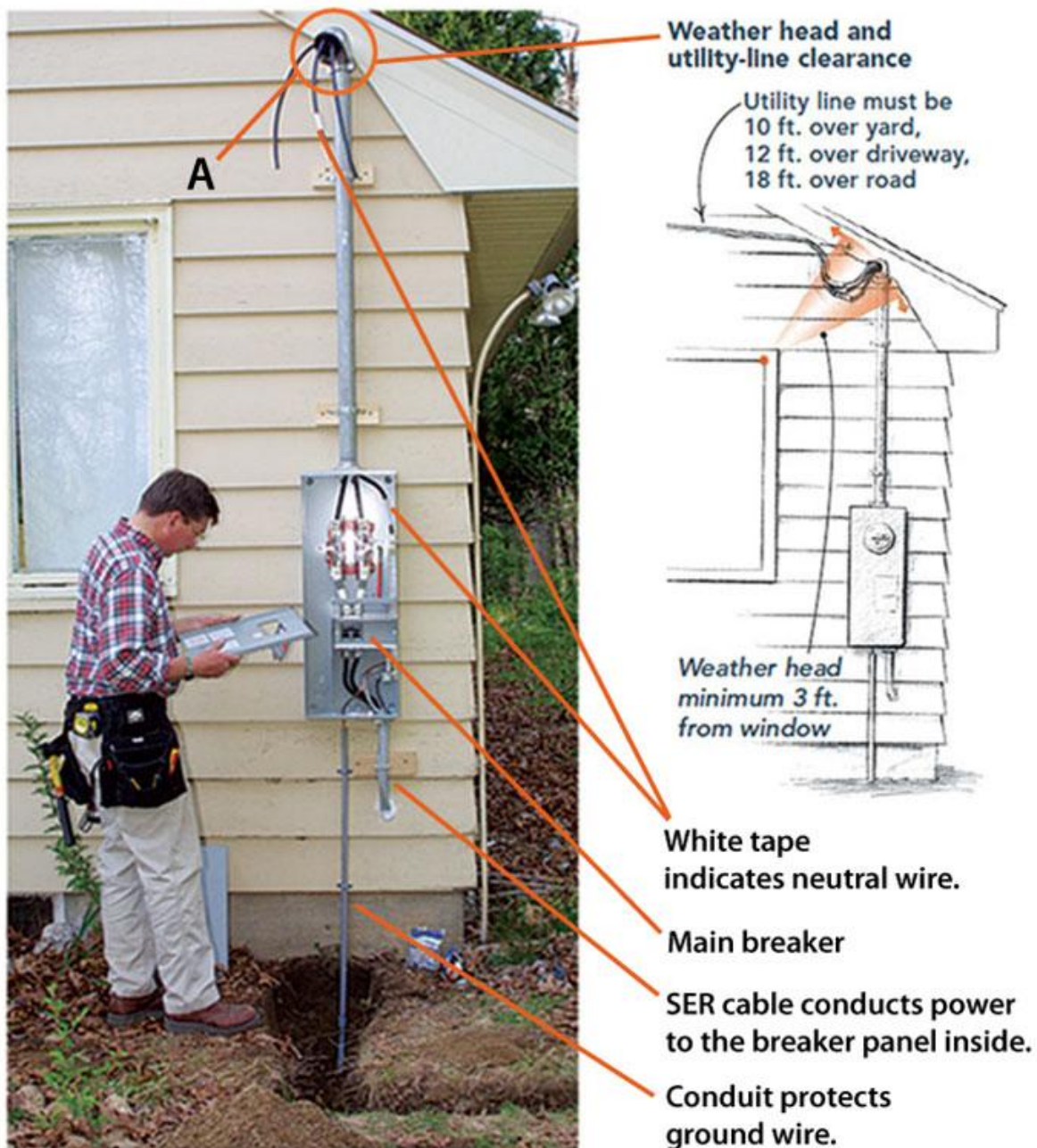
- **Vertical Clearance:** *Minimum 10 feet above walking surfaces.*
- **Horizontal Clearance:** *At least 3 feet from windows and doors.*
- **Overhead Lines:** *Must be at least 12 feet above driveways.*

Ensure the area around the service installation is clear of vegetation by the owner/ customer. Trim trees and bushes regularly. This prevents interference with electrical components. Proper clearance also helps in emergency situations. Adhering to these standards ensures a safe and compliant installation. The Customer/ Owner should be advised and required to regularly check for any obstructions or changes in the environment. Address issues promptly to maintain safety and functionality.

3.1.3 Anchorage for Overhead Service Drop Cable or Wires

Service Connection is overhead type, connecting directly from the service pole to the customer building and anchored onto service bracket attached to the customer building, run along the

wall surface and terminated at the customer supply point. The point of service drop attachment and its height will be shown on the "Electric Service and Meter Location" sketch. It should be sufficient to provide all the required clearances. The location should be accessible from the ground by a ladder. Where the height of the building would not allow adequate clearance from service drop to ground, the Customer or the Utility Company (in accordance with the Country/ National Regulations) shall furnish and install a service mast or other approved extension. The Power Utility Company will provide and install the bracket for attaching the service drop to the service mast.



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3.14 Meter Installation Guidelines

Installing an electric meter requires following the set National Standard Operating

Procedures(SOPs), set by the Electricity Utility Operator or the National Electricity Regulator. These guidelines should be used in conjunction with the National SOPs. Proper installation ensures safety and efficiency. Here we discuss important guidelines for installing electric meters.

a. Meter Socket Specifications

The **meter socket** is a crucial component. It houses the electric meter. To ensure safety and functionality, follow these specifications:

- *Use sockets rated for outdoor use.*
- *Ensure the socket can handle the maximum load.*
- *Check the socket's compatibility with the meter type.*
- *Use corrosion-resistant materials for durability.*

Please refer to the National Guidelines and/or Regulations, for applicable specifications.

b. Proper Meter Placement

Placement of the meter impacts **safety and accessibility**. Follow these guidelines for proper placement or refer to the applicable Country Specific requirements:

1. *Install the meter at a height between **4 and 6 feet**.*
2. *Ensure the location is **easily accessible** for maintenance.*
3. *Avoid placing the meter in **hazardous areas**.*
4. *Maintain a **clearance of at least 3 feet** around the meter.*

Proper placement ensures the meter is safe and easy to read. It also simplifies maintenance tasks.

3.1.5 Grounding and Bonding in Service Installations

Proper **grounding and bonding** in service installations is crucial. It ensures the safety of electrical systems. Understanding these requirements helps prevent electrical hazards. This section covers the essentials of effective grounding and bonding requirements for safety. The National Standard Operating Procedures developed by the Utility Operator/s should be followed.

Essentials of Effective Grounding

Effective grounding connects the electrical system to the earth. This reduces the risk of electric shock. Please check the Country/ National requirements which may set specific rules for this. Please follow these essential actions as per individual Country provisions.

Here are some essentials:

- **Grounding Electrode System:** *Connects the electrical system to the ground.*
- **Grounding Electrode Conductors:** *Wires that link to the grounding electrode.*
- **Connection Points:** *Securely fasten all grounding conductors.*
- **Resistance:** *Keep the resistance to earth low.*

Bonding Requirements for Safety

Bonding connects various parts of the electrical system. This ensures a continuous path for electricity. It prevents potential differences that can cause electric shock.

Key bonding requirements include:

1. **Bonding Jumpers:** *Connect metal parts to the grounding system.*
2. **Metallic Raceways:** *Bond all metal enclosures and conduits.*
3. **Service Equipment:** *Bond all service equipment to the grounding system.*
4. **Panelboards:** *Ensure all panelboards are properly bonded.*

Correct grounding and bonding are vital for safety. Following the respective National Electricity Regulator and Utility Operator requirements should be done to maintain a secure electrical system.

3.1.6 Conductor Sizing and Protection

Ensuring proper **conductor sizing and protection** is crucial for electric service and meter installations. This process guarantees that electrical systems operate safely and efficiently. Proper sizing prevents overheating and potential hazards. Protection devices shield the system from overcurrent and short circuits.

3.1.7 Calculating Load Requirements

To determine the correct conductor size, you need to calculate the load requirements. This involves understanding the total electrical demand of the installation. Follow these steps:

1. *Identify all electrical devices and appliances.*
2. *Note their wattage or amperage ratings.*
3. *Calculate the total load in amperes.*

Use the formula: $\text{Total Load (A)} = \text{Total Wattage (W)} / \text{Voltage (V)}$

For example, if you have a 240V system with 4800W total load: $4800\text{W} / 240\text{V} = 20\text{A}$. Your conductor must handle at least 20A.

3.1.8 Overcurrent Protection Devices

Overcurrent protection devices are essential for safeguarding electrical systems. They prevent damage due to excess current.

- **Fuses** – *Simple devices that melt under high current.*
- **Circuit Breakers** – *Switch off the circuit during overcurrent.*

Choose the right device based on the conductor's capacity. Ensure it matches the calculated load requirements.

3.1.9 Service Equipment and Disconnects

Understanding the **Country specific standards and requirements** for service equipment and disconnects is crucial. These should be obtained from the Country Electricity Regulator or National Standards Body. These rules ensure safe and efficient electric service and meter

installations. This section dives into the types and placement of main disconnects.

Main Disconnect Types

The **main disconnect** is essential for safety. It allows users to shut off electrical power quickly. There are three primary types:

- **Fused Disconnects** – *These have a fuse to protect against overloads.*
- **Circuit Breaker Disconnects** – *These use a breaker to cut off power.*
- **Combination Units** – *These include both a fuse and a breaker.*

Each type has specific applications. Choose the right one for your installation. Check the National Standards for specific requirements.

Placement and Accessibility

Placement of the main disconnect is crucial. It must be easy to reach. Ideally, the main disconnect should be **outside** or **inside** near the entrance.

Here are some key points:

1. *The disconnect must be on the **ground level**.*
2. *It should not be placed in **bathrooms** or **closets**.*
3. *Ensure there is a **clear path** to the disconnect.*

Accessibility is also important. The disconnect should be reachable without tools.

These requirements ensure that anyone can operate the disconnect safely. Proper placement and accessibility should be done in line with the National standards and Utility Operators SOPs.

3.1.10 Working Space and Access for Electrical Equipment

Ensuring proper working space and access for electrical equipment is crucial. Proper space around electrical equipment helps prevent accidents and makes maintenance easier.

Minimum Working Space Dimensions

The minimum working space dimensions around electrical equipment must be followed in line with the existing Country Utility or Regulatory guidelines. This space allows workers to move safely and perform tasks effectively. **Minimum depth, width, and height** are crucial for safety.

Maintaining Unobstructed Access

Unobstructed access to electrical equipment is essential. No items block access to electrical panels or meters.

- *No storage within the working space.*
- *Doors or panels should open fully.*
- *Equipment labels must remain visible at all times.*

No storage within the working space ensures clear paths. **Doors** or panels should open fully to allow quick access. Keeping **labels visible** ensures identification during emergencies.

4.0 Summary of E&S Risks and Impacts and Potential Mitigation Measures for Installation of Service Drop Cables and Meter Connections

Relevant Environmental, Social, Health and Safety (ESHS) terms and conditions need to be included in specific bids and service contracts, which may need to be adopted based upon the individual Country existing regulations, requirements, practices and guidelines.

For the purpose of bids and contracts for installation of service drops and meter connections, it is recommended to include (note first two are more related to only bids):

1. Summary of existing ESHS management system/plan/procedures by the Contractor.
2. Summary of past ESHS performance of the Contractor in the Power Sector, such as:
 - a. Statement on past (within last 3 years) or existing non-compliance with in-country EHS regulatory requirements.
 - b. Statement on past (within last 3 years) of any significant or material ESHS incident or claim.
3. Identification of designated HSE responsible person with experience in the Electricity Distribution, including whether this is an existing employee and confirmation that a HSE person will be maintained for duration of project contract.
4. Requirement to comply with all applicable ESHS legal requirements, including any required certifications or licenses to workers involved.
5. Requirement to develop and implement Contractor ESMP (as needed given the type of contracted service/works) which includes the measures mentioned in table 4 and 5.
6. Type of insurance or guarantee to remedy if damage done to house, public institution (e.g., roof, etc.) or third part during solar panel installation and maintenance.
7. Reporting (per Project ESCP) on ESHS incidents/accidents, ESHS performance and contractor performance.
8. Worker ESHS Code of Conduct which states both worker and employer responsibilities.

Independent Verification or Supervision

If the project (sub-project) involves Supervising Engineer, then the contract should include appropriate ESHS terms and conditions. These must be established based on the full contract's type and framework/scope. The following presents primary aspects that should be included:

1. Inclusion of designated staff responsible for HSE aspects, with some relevant background/experience.
2. Design and use of some type of claim or inspection form/checklist that includes relevant ESHS factors.
3. Definition of how verification/supervision shall be performed, for example, in office, site visits, telephone, etc.

Table 1 and 2 provides mitigation measures to address potential environmental, social, and health and safety impacts and risks associated with Service Drop Cables and Meter Connections.

4.1 Environmental and Social Guidelines and EHS Protocols for Installation of Power Service Drop Cables and Meter Connections

Table 1: Mitigation measures to address potential environmental, social, and health and safety impacts and risks associated with installation of Power Service Drop Cables and Meter Connections.

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
Health, Safety and Environment (HSE)	General (Design, Installation, and Maintenance)	• Service drop cable installation and meter connection providers shall comply with all in-country environmental, health and safety (EHS) regulatory requirements, including all necessary permits and authorizations and any occupational health and safety (OHS) codes and requirements. • Service drop cable installation and meter connection providers (Power Utility company, Contractor) shall implement a Health, Safety and Environment (HSE) Plan, in line with World Bank standards, that shall include necessary procedures, training, equipment, monitoring and supervision, reporting and required resources (both budget and designation of a HSE responsible person). The HSE plan should include a Worker Code of Conduct presented in the project ESMF shall be used.	PIU, Power Utility Company or Contracted Service provider
	Design, Installation, Operation	• Service drop cables and meter connections to be installed for individual household use, business or for public institutions. • Design, installation and operation/ maintenance shall be undertaken in accordance with national legal/regulatory requirements and/or National Standard Operating Procedures (SOPs) taking into consideration health and safety risks to household or building occupants and third parties.	PIU, Power Utility Company or Contracted Service provider

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Design, installation and maintenance shall be performed by competent Electricians/ Engineers/workers having required certifications/licenses and having received the applicable HSE training, in line with the National Standard Operating Procedures and Guidelines/ or Regulations. • Design and installation shall comply with all necessary regulatory requirements and codes pertaining to electricity, fire safety and protection. • Design and installation shall be based upon reasonably expected environmental conditions and natural disasters for the site location, including wind speed, tornadoes, hurricanes, and seismic. The HSE plan should include a definition of environmental conditions for which installation or maintenance shall not occur. • Design, installation and maintenance shall be performed taking into account potential existing HSE related conditions and liabilities, including condition of roof (structural stability, etc.), electrical wiring non-compliant with regulatory/code requirements, presence of contamination (e.g., asbestos, lead based paint, solid or hazardous wastes, soil contamination, etc.), and presence of household members or third parties. • The HSE plan shall include procedures to address potential emergency conditions that may occur during installation or maintenance including worker or third-party health and safety accidents or spills or release of hazardous materials or waste.	
Construction/Installation			
Waste management	Generation of construction waste from installation, arising	<u>Installation of Service drop cables and meter connections</u>	<i>PIU, Power Utility Company or</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
	from materials packaging (plastic material, polystyrene residues, aluminum, copper, steel)	• Incorporate the cost of the responsible management (including transport, temporal storage and recycling/disposal) of waste generated into the subproject budgets. • Before work begins, a designated, secure, and clearly signposted storage area with restricted access must be established in the project site, with color coded bins to segregate hazardous waste from non-hazardous in line with the National waste management Regulations/ Guidelines. • Waste generated during the works must remain temporarily stored within the premises of the contractor company or in areas authorized by the local authority, until final disposal. • All waste generated from the installation shall be removed from the site, including packaging materials, waste generated by installation, empty containers (e.g., adhesives, sealants, cleaning products, etc.). • Select and contract an authorized waste management service provider (e.g., transport, recycling, disposal), and include the applicable EHS requirements in the contract. • Commitment to a plan to reduce, repair, reuse, and recycle system components. • Maintain waste management records including type and amounts generated, transported, recycled, disposed, and waste service providers utilized. • Ensure proper storage, use and disposal of hazardous materials that may be used, such as those for sealants used for installation or for cleaning. • Ensure proper maintenance of all vehicles (e.g., trucks, etc.) used for installation and maintenance, including contracting with acceptable	<i>Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		service providers that properly recycle or dispose of all wastes (e.g., waste oil, batteries, tires) - Implement a training program to ensure all workers and contracted service providers understand their responsibilities related to waste management. <u>PIU</u> - Ensure contractors undertaking installation implement proper waste management. - Collect and report on waste generation, disposal and recycling. - Internal training on waste management processes.	
Hazardous Materials (if any)	Handling of hazardous materials	- Where practicable, avoid or minimize the use of hazardous materials. - Prevent uncontrolled releases of hazardous materials to the environment or uncontrolled reactions that might result in fire or explosions. - Ensure proper storage, use and disposal of hazardous materials that may be used, such as those for sealants used for installation or for cleaning. - Train workers on the risks involved with hazardous materials used, the precautions that must be taken while handling such materials, the measures to be taken in case of spill or accidental release.	<i>PIU, Power Utility Company or Contracted Service provider</i>
	Presence of asbestos containing materials	Asbestos containing material may be in several work locations where service-drop cables installations and meter connections may occur, including roof and wall sheeting, ridges, barge capping, gutters, eaves and downpipes; electrical backing boards and some fuses and conduits in switchboards; or ceiling spaces (insulation, pipe lagging, delamination of roof).	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Asbestos containing material that will likely be disturbed, removed and replaced with non-asbestos materials prior to installation service drop cable and meter connection. • Prior to any work, conduct a preliminary asbestos screening through specialized specialists to identify potential sites/areas with asbestos containing materials, including roof top shingles or protective coverings or in building walls where service drop cables and meter connections will need to be installed. • If asbestos is considered likely present, then the installer should contact the PIU to confirm an appropriate course of action. • If disturbance of such materials is needed, then an authorized asbestos worker/provider should be used/contracted to define an acceptable course of action (e.g, asbestos management plan/procedure). Asbestos will only be handled and disposed of by skilled & experienced professionals.	
Worker Occupational Health and Safety (OHS)	General	• PIU, Power Utility Company or Contracted Service provider shall comply with all in-country environmental, health and safety (EHS) regulatory requirements, including all necessary permits and authorizations and any occupational health and safety (OHS) codes and required worker certifications. • PIU, Power Utility Company or Contracted Service provider shall implement a HSE Plan, in line with World Bank standards, that shall include necessary procedures, training, equipment, monitoring/supervision, reporting and required resources (both budget and designation of a HSE	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		responsible person). The HSE Plan should consider the following potential worker OHS risks: site access, access to roof, working at heights, slips/trips, lifting work tools to roof or pole, third party protection, electrocution, PPE, heat/cold stress, first aid and emergencies, weather, lone working, airborne or communicable diseases (if/when working insider home), driving to and from site. Additional details for some specific measures are presented below.	
	Fall Protection	• Ensuring that where practicable, any work involving the risk of a fall is undertaken on the ground or on a solid construction (such as an elevated work platform). • Where this is not practicable, provide and use adequate fall protection measures for workers. • Measures shall comply with all country requirements (including codes, etc.). • For fall distances of 2 meters or more one of the following methods is recommended: personal fall arrest systems such as a safety harness system, guardrail systems, safety net systems, or edge protection systems and working platforms and/or covers. Workers will be trained in emergency procedures for fall arrest systems. • Avoid working in windy or rainy conditions. • Checking for hazards that could cause someone to slip, trip or fall by doing a visual check. • When undertaking work involving the risk of a fall from height, workers must: - follow all instructions	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		- work with a buddy when using a ladder - only use approved work platforms	
	Ladder Safety (roof access)	• Choose the right ladder material. Aluminum and metal ladders are commonly used, but they're a hazard near power lines or electrical work. Instead, a fiberglass ladder with non-conductive side rails may be a better option near power sources. • Ladders should be placed on dry, level ground, away from walkways, doorways and windows; and at least 3 meters from power lines. • Preferably secure the ladder to the ground or rooftop for added stability. Avoid anchoring the ladder to gutters (if possible). If securing is not possible, then have someone hold the ladder in place while in use. • Not setting up ladders on scaffolds or elevated work platforms to gain extra height. • Extension ladders should be angled at a ratio of 1:4 (base of the ladder 1 meter away from the structure for every 4 meters of height). • Straight or extension ladders should preferably extend a minimum of 1 meter above the rung that the worker will stand upon. • At least one hand (ideally both) should be used to grasp the ladder when progressing up and down the ladder. • Allowing one person ONLY at a time on a ladder. • Performing all work from a ladder while facing the ladder.	<i>PIU, Power Utility Company or Contracted Service provider</i>
	Manual Handling	• Ensuring all users follow good manual handling practices, for example by eliminating the hazard by automation or mechanization e.g., conveyor belt	<i>PIU, Power Utility Company or Contracted Service</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		systems, forklift trucks, cranes, hoists, lifts etc and eliminating the need for stooping and twisting. Workers should not climb ladders while carrying loads, providing mechanical lifting aids where applicable. Preferable lifting equipment, such as ladder hoists, swing hoists, or truck-mounted cranes/conveyors, should be used wherever possible.	<i>provider</i>
	Hand Operated and Power Tool Use	- Regularly checking all tools to ensure they are in a safe working order. - Recording all electrical tools in a tag and testing register - Testing and tagging electrical tools every 3 months. - Communicating any issues identified with power tools to workers through a toolbox meeting. - Before using power-tools workers must ensure that: <i>electrical connections are secure</i> <i>electricity supply is through an Residual Current Device (RCD)</i> <i>safety guards are in position</i> <i>the machine is switched off before activating the electricity supply</i> <i>appropriate PPE is used as required by manufacturer's guidelines</i>	

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
	Working at or near overhead power lines	• During service connections work, there are some linemen working at heights and some others working on the ground. This activity should be done on a network that is not energized. • Workers must be trained related to electrical equipment safely as workers face various risks including arc flashes, electric shock, and thermal burns. • Visually inspect all electrical equipment and wiring for potential issues (e.g., frayed or exposed cables, cords, etc.). • Mark energized electrical devices and lines with signage. • Check all electrical cords, cables, and power tools for frayed or exposed cords. • Double insulating/grounding all electrical equipment used in environments that are, or may become, wet. • Workers should look and be aware of overhead power lines and buried power line indicators. • De-energize and ground lines when working near or on them. • Insulated tools and equipment should be used. • Avoid standing in wet areas. • Locking out power on systems that can be locked out and tag all circuits being worked on at points where that equipment or circuit can be energized. • The principal contractor (or contractor in charge of the work) must have written authority from the electrical supply authority to work within the “no go” (exclusion) zone.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		When using plant or equipment within 3 to 6.4 meters of overhead power lines ensure use of a safety observer.	
	Personal Protective Equipment (PPE)	- Workers can be exposed to many hazards that require the use of the necessary PPE. This can include safety glasses, hard hats, slip resistant work boots, fall protection equipment, Work cloths/ High visibility jacket, Safety Gloves (leather work gloves or insulated gloves) as needed or other personal protective equipment used to protect against injuries and illnesses. - Workers exposed to potential electrical hazards must be provided with appropriate electrical protective equipment, such as appropriately rated and labelled protective devices e.g., switches, fuses, breakers etc. for isolation and electrical PPE such as electrical PPE gloves, flame-resistant clothing, arc flash suits, and face shields. - Workers should be trained in the use of the necessary PPE, required to use the PPE, and the PPE should be maintained in a safe and reliable condition and periodically inspected or tested (if applicable). - Ensure that any other person at the workplace (such as homeowners, clients or inspectors) is appropriately provided with PPE to wear as required.	<i>PIU, Power Utility Company or Contracted Service provider</i>
	Heat/cold stress	- Workers should be trained related to work in very hot weather (where hazards include dehydration, heat exhaustion, heat stroke) and cold weather. - Wear adequate clothing (e.g. hats) and other protection methods (e.g. sunscreen) to protect themselves from the effects of working while exposed to UV rays.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Employers should monitor employees and workers should be trained to identify and report early symptoms of any heat-related or cold-related illness. • Service Connections should NOT be undertaken during inclement weather, especially rain and lightning.	
	Training	• Workers should receive training related to all potential OHS risks that may be encountered and the applicable risk protection measures to be implemented. Additional OHS training should be provided routinely to ensure adequate worker knowledge and capacity. • Site-specific induction should be provided for all workers before starting work, including undertaking daily OHS tool-box talks. • Companies should maintain a record of all OHS-related training provided to workers.	<i>PIU, Power Utility Company or Contracted Service provider</i>
	Incident Management	• Incidents shall be handled in line with the guidance provided in the project ESMF and specifically in line with the World Bank Environmental and Social Incidents Reporting Tool (ESIRT). Reportable Incidents shall be reported to the World Bank within 24/48 hours of occurrence using Templates provided in the ESIRT. • Workers shall be required to report any work-related incident, including accidents, injuries, and ideally near-miss events. • Workers should be provided with a standardized form for reporting such incidents/accidents.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Companies shall report all worker incidents/accidents to the applicable regulatory agency as required by law. • Companies shall report all worker incidents to the PIU and their contracting agency as required by the World Bank Project financing agreement. Any material or significant HS incident (e.g., death, 3 days loss-time injury at work, etc.) should be reported within 48 hours (about 2 days) of the incident. • Companies should undertake measures to assess and address each incident, such as root cause analysis, corrective actions, remedies and/or compensation. • Significant incidents should be assessed by a root cause analysis undertaken by a person knowledgeable/competent in OHS. The analysis should at minimum: (i) establish what happened, (ii) determine the cause of what happened, (iii) identify measures necessary to prevent a re-occurrence. • Companies should update and/or undertake new worker training on measures to reduce the potential for re-occurrence of such incidents. • Companies should maintain records of all Health and Safety incidents.	
Labor issues	Child or forced labor. Improper grievance redress for workers Unfair terms of employment	• No child or forced labor can be employed by companies. • A child over the minimum working age and under the age of 18 will not be employed or engaged in connection with the project in a manner that is likely to be hazardous or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development. • Companies should develop and implement a workers grievance redress mechanism.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Power Utility companies and/or Contractors should have HR policies that articulate clear and fair terms of employment and provide for no discrimination and equal opportunity. • Workers must have written contracts, in appropriate languages, outlining their working arrangements including signed codes of contract. • Workers to be given training appropriate to the activities to be undertaken which should be recorded on the system or working procedure. • Workers are to be provided with access to facilities including gender segregated toilets. • Unskilled workers should be hired from the local community to maximize local benefits.	
Land access documents for household/s to be connected.	Confirmation of ownership of facility to be connected, without easement encumbrances	• Obtain proof of ownership of the facility to be connected and confirmation of no easement encumbrances.	<i>PIU</i>
Consumer / user health and safety	Safe installation of service drop cables and meter connections	• During installation and operation, appropriate measures should be taken to ensure third party safety (including members of household, etc.) such as ensuring no access/use of ladders or other equipment to access the worksite, ensuring no third parties in area underneath where work at heights are ongoing, ensuring proper disconnection of electricity or use of, as needed, during installation of service drop cables and meter connections. • A summary of the potential health and safety risks to members of the household and mitigation measures during installation and operation should be provided.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
Traffic safety	Risk of traffic accidents and subsequent injuries or fatalities	• Ensure all vehicles (trucks, etc.) used are registered with a current license, and properly maintained and in sound working conditions. • Ensure all equipment and materials (going to the site) and all equipment, materials and waste (coming from the site) are properly stored in the vehicle to prevent excessive movement within or escape from the vehicle. • Ensure all drivers of vehicles have the necessary licenses (including any special ones for the size of trucks). • Prohibit drivers from use of any use of alcohol or impairing drugs while working. • Require any worker involved in or a while of an accident involving a vehicle used by the Service Providers/ Contractor/s (including personal vehicles) to report the accident to their employer, and for the employer to report it to the PIU. PIU • Collaborate with local communities and authorities to improve signage, barriers, visibility and overall safety of roads, particularly along stretches near schools or locations where children are likely to be present, at or near the worksites for service drop cables and meter connections.	<i>PIU, Power Utility Company or Contracted Service provider</i>
Gender related risks	Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH) Exclusion of women	• Gender-sensitive stakeholder engagement, ensuring equal presence of women. • Training on code of conduct to workers regarding expected behaviors and consequences.	<i>PIU, Power Utility Company or Contracted Service provider</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		• Communities to be engaged on potential risks as part of stakeholder consultation. • SEA/SH responsive Grievance Redress Mechanisms in place.	
Community Relations	Social tensions	• Stakeholder engagement with communities on potential social risks and expected behaviors of workforce. • Access to functional Grievance Redress Mechanism (which is SEA/SH responsive). • Hiring of local workers – especially for unskilled labor to minimize influx and maximize perceived benefits. • Workers to have signed code of conduct and received training on the code of conduct and expectations of their behaviors in relation to communities.	<i>PIU, Power Utility Company or Contracted Service provider</i>
Operation and Maintenance			
Consumer/user health and safety	Safe use of electricity	• During maintenance, appropriate measures should be taken to ensure third party safety (including members of household, etc.) such as ensuring no access/use of ladders or other equipment to access roofs or materials temporarily stored on ground, ensuring no third parties in area underneath where work at heights is ongoing, ensuring proper disconnection of electricity or use of, as needed, during maintenance services. • Provide homeowners with contact information for reporting malfunction or damage of connections. PIU • Promote consumer education about proper and safe practices for use of	<i>PIU, Power Utility Company</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		electricity and associated installations.	
Gender related risks	Women are disproportionately affected by lack of reliable access to energy Gender-based violence Underserved female-headed households	• Increase information and awareness of women that will allow them to apply for power service connections. • Gender-sensitive stakeholder engagement.	<i>PIU, Power Utility Company</i>
Traffic safety	Risk of traffic accidents and subsequent injuries or fatalities	• Ensure all vehicles (trucks, etc.) used to provide maintenance services are registered with a current license, and properly maintained and in sound working conditions. • Ensure all equipment and materials (going to the site) and all equipment, materials and waste (coming from the site) are properly stored in the vehicle to prevent excessive movement within or escape from the vehicle. • Ensure all drivers of vehicles have the necessary licenses (including any special ones for the size of trucks). • Prohibit drivers from use of any use of alcohol or impairing drugs while working. • Require any worker involved in or awhile of an accident involving a vehicle used for maintenance of service installations (including personal vehicles) to report the accident to their employer, and for the employer to report it to the PIU. PIU • Collaborate with local communities and authorities to improve signage, barriers, visibility and overall safety of roads, particularly along stretches near	<i>PIU, Power Utility Company and PIU</i>

<i>Type of potential impact or risk</i>	<i>Summary Description</i>	<i>Mitigation measures</i>	Implementation responsibility <i>[PIU / Power Utility Company / others]</i>
		schools or locations where children are likely to be present	

4.2 Environmental and Social Monitoring Plan for Installation of Service Drop Cables and Meter Connections

This table will be used to guide monitoring of E&S performance.

Table 2: *Environmental and Social Monitoring Plan*

Impact	Measurements (incl. methods & equipment)	Frequency	Implementation responsibility	Budget Required
Community Health and Safety				
Third party (including home residents) safety during the work.	Method: - Visual observation and photographic documentation of safety measures. - Visual observation for installing warning signs, barricading of working areas (e.g., safety tapes, fencing/barricades) to prevent unauthorized access of to the working areas (especially point of access to roof and pole). - Visual observation and documentation of measures taken to ensure proper installation, including no damage to roofs/facia boards that could result in either structural damage/strength or infiltration of water (rainfall) or pests. - Provide written summary of Do's and Don'ts for household members during installation. Indicators - Number of household sites with photographic documentation. - Number of households confirming receipt of installation do's and don'ts. - Number of homeowner grievances related to damage to roofs/facia boards (structural damage/strength) or infiltration of water (rainfall) or pests.	Daily basis during construction work and regular field inspection visits	<i>PIU, Contractor, (Site management and ESHS team)</i>	

	- Number of project's recorded injuries and accidents.			
Traffic Safety	Method: - Site inspection, visual observation and photographic documentation of traffic safety measures. Indicators: - Number of vehicles with confirmed up-to-date registration. - Number of drivers with confirmed up-to-date driver license. - Number of drivers provided with basic driving safety measures. - Number of project's recorded traffic related injuries and accidents.	Daily basis during construction	PIU, Contractor, (Site management and ESHS team)	
Child labor	Method: - Site inspection, checking and documentation of contractor employee records to demonstrate regular monitoring of child labour and ensure all workers are 18 yrs and above. Indicators: - Number of recorded employees below the age of 18. - Monitoring reports in place for child labour.	Weekly site inspection	PIU, Contractor, (Site management and ESHS team)	
External stakeholder engagement	- Highlights, including formal and informal meetings, and information disclosure and dissemination—to include a breakdown of women and men consulted and themes/ issues/ concerns coming from various stakeholder groups, including vulnerable groups (e.g., disabled, elderly, children, etc.) and resolution of issues.	Monthly	PIU, Contractor, (Site management and ESHS team)	
External stakeholder grievances	- Number of grievances and date submitted, action(s) taken and date(s), resolution (if any) and date(s), and follow-up	Continuous Monthly	PIU, Contractor, (Site management	

	yet to be taken grievances listed should include those received since the preceding report and those that were unresolved at the time of that report. Grievance data should be gender disaggregated.		<i>and ESHS team)</i>	
Complaints handling	Method: - The complaints register will be kept by the Contractor, and this will feed into the GRM. Details of complaints received will be incorporated into the audits as part of the monitoring process. Indicators: - Number of Reported Grievances. - Percentage of Reported Grievances closed out in agreed timelines.	Weekly	<i>PIU, Contractor, (Site management and ESHS team)</i>	
GBV and SEA issues	Indicators - Number of reported and registered cases of the SEA/SH through project GRM. - Number of reported cases of Contractor' noncompliance to PSEA/SH obligation on work sites.	Weekly	<i>PIU, Contractor, (Site management and ESHS team)</i>	
Environmental Impacts				
Production, proper disposal and disposal of work's debris and waste materials.	Method: - Inspection, records, and photographic documentation. Indicators: - Document signed by homeowner that all wastes have been properly removed from the site after installation. - Documentation on waste type and amounts generated, transported, recycled and disposed. - Presence of waste receipts from certified waste recycle or disposal company.	Daily during construction works and regular site inspection	<i>PIU, Contractor, (Site management and ESHS team)</i>	

Occupational Health and Safety				
Falling from ladders/ at height	Method: - Visual inspection to ensure that ladder safety requirements are implemented according to OSH requirements. - Verification of work at height measures such as use of hoists, safety harnesses, etc. Indicators: - Number of injured workers from falling from ladders/ height. - Number of PPEs and presence of safety harnesses, helmets, hoists, and adherence to PPEs.	Continuous/Daily	PIU, Contractor, (Site management and ESHS team)	
Electricity Operation	Method: - Visual inspection to ensure that all electricity safety rules are implemented, followed, and communicated, including log out tag out of area being worked on. - Ensure that only skilled workers who are authorized (including certified if required) perform any electrical operations through qualification inspections. Indicators: - Unqualified workers performing electrical work. - Records and number of workers not adhering to suitable OHS measures. - Number of electric shock or electrocution incidents.	Daily	PIU, Contractor, (Site management and ESHS team)	
Manual Handling	Method: - Visual inspection to ensure that all manual handling activities, including lifting of tools and equipment to roofs/ pole connection points, are performed according to the OSH requirements.	Daily	PIU, Contractor, (Site management and ESHS team)	

	- Ensure that the implementation of the safety techniques to control the manual of tools and equipment handling risk is monitored continuously. Indicators: - Number of injured workers from manual handling of tools and equipment.			
Chemicals and Hazardous Substances and Wastes	Method: - Visual inspection to ensure proper collection and disposal procedures are implemented. - Record any noncompliance and take photographic proof. Indicators: - Records of hazardous waste generated and disposed of. - Number of incidents involving spills or leaks of toxic substances.	Daily	<i>PIU, Contractor, (Site management and ESHS team)</i>	
Asbestos	Method: - Implementation of asbestos screening before installation of service drop cables and meter connections. - Inspection by skilled & experienced professionals to ensure asbestos and asbestos containing materials are properly handled and disposed of. Indicator: - Number of sites with asbestos containing materials. - Records of ACM disturbed and disposal	Regular site inspections	<i>PIU, Contractor, (Site management and ESHS team)</i>	
Work related accidents and injuries.	Method: - Inspection and photographic documentation. Indicator: - The record of injuries and accidents indicating the number of injured workers in the project report specifying cause and location.	Daily	<i>PIU, Contractor, (Site management and ESHS team)</i>	
Poor onsite housekeeping	Method:	Weekly site inspection	<i>PIU, Contractor,</i>	

	- Visual site inspection. Indicator: - Presence of clean water and soap. - Presence of waste at undesignated areas. - Presence of cluttered and poorly managed workspaces		<i>(Site management and ESHS team)</i>	
Fire incident	Method: - Visual inspection of site and fire safety devices (fire extinguishers, sand bags, etc.) Indicator: - Number of firefighting system inspection. - Number of reported incidents/fire events due to electrical supply or use.	Daily	<i>PIU, Contractor, (Site management and ESHS team)</i>	
Worker's dissatisfaction/issues	Method: - Worker GRM reports. Indicators: - Number and type of grievances and solved grievances related to work issues.	Continuous/daily	<i>PIU, Contractor, (Site management and ESHS team)</i>	

5.0 Emergency Response and Incident Reporting Procedures

5.1 Emergency Response

The purpose of Emergency Response is to ensure that all potential emergency situations that might arise during the Project are properly identified, reported and dealt with in a safe and effective manner. This should be aligned with the National Standard Operating Procedures/ Guidelines/ Regulations, if they exist. Emergency Response Plan covers:

- Nomination of people responsible for managing an emergency situation;
- Definition of roles/responsibilities in Emergency Response Team; (ERT);
- Procedures for reporting, communicating and response action in an emergency;
- Rescues and medical treatment of casualties.

All personnel fulfilling a Site Emergency Team role shall have at all times a radio and/or mobile telephone. The Emergency Alarm will be given by radio, direct communication, megaphone or sirens. The information must be delivered clearly with specific message on time, location, and its current situation. Emergency Contact numbers shall be displayed at all project installation and construction sites.

Table 3: Emergency Contacts

Name		Contact Details
Client PIU:		
Project Coordinator		
Environmental Specialist		
Social Safeguard specialist		
Contractor:		
Contract Manager		
Site Agent		
EHS & ES Manager		
Social Development Specialist		
Communication Specialist		
Site Nurse		
Other public Utilities: National Police / Firefighting service		
	Police	
	Ambulance Service	
	Emergency Fire & Rescue Service	

5.2 Emergency Response Action

In the event of emergency and on hearing the alarm:

- Do NOT PANIC;
- Stop Work, and leave the area immediately to the designated Assembly Points;
- Do not re-enter the building to save property;
- Shut off power or machines if SAFE to do so;
- Ensure YOU are counted at the ASSEMBLY POINT;
- Return to work ONLY if instructed by Emergency Controller (Project Manager).

5.3 First Aid Kit

There must be a first aid kit for all active sites. All incident cases which cannot be handled by administering first aid should be referred to the nearest Health Care Facility. The project will maintain or engage the nearest Ambulance Services through a Memorandum of Understanding to handle emergency evacuation situations. Every installation and construction site shall have a designated Emergency Assembly Point, where workers move for safety and farther briefing or evacuation in cases of emergency.

The first aid kit should contain the following items:

- A leaflet giving general guidance on first aid,
- Contents checklist,
- Individually wrapped small, medium and large sterile gauze dressings,
- Individually wrapped, sterile, triangular bandages,
- Safety pins,
- Sterile eye pads,
- Plasters,
- Sterile Wipes,
- Adhesive tape,
- Disposable nitrile gloves (pairs),
- Crêpe rolled bandages,
- Finger dressings,
- Alcohol-free cleansing wipes,
- Burn dressings,
- Distilled water, for cleaning wounds,
- Tweezers,
- Scissors.

5.4 Incident Reporting, Accident Investigation and Analysis

The prompt reporting and thorough analysis of all accidents, incidents, near miss incidents and dangerous occurrences provides an important performance indicator. All incidents (including Near Misses) related to Service Drop Cable Connection activities must be recorded. The incidents shall be notified, reported, and investigated such as:

- Incidents related to personal injury requiring more treatment than a First Aid (FA);
- Encounter of hazardous substances such as asbestos materials;
- Property Damage of any magnitude;
- Near Misses with high potential severity (e.g. involving cranes and heavy equipment).

It is the duty of Subcontractor to notify the Contractor and/or Resident Engineer of any incident immediately.

5.4.1 Incident Reporting

If the *[responsible party in the implementing agency]* becomes aware of a serious incident in connection with the project, which may have significant adverse effects on the environment, the affected communities, the public, or workers, it should notify the World Bank within 48 hours of becoming aware of such incident. A fatality is automatically classified as a serious incident, as are incidents of forced or child labor, abuses of community members by project workers (including gender-based violence incidents), violent community protests, or kidnappings, lost time injury requiring 3 or more days off work, occurrence of a disease in excess of normal expectancy of number of cases, displacement without due process of compensation, unexpected impacts on heritage resources, unexpected impacts on biodiversity resources, environmental pollution incident, and any other incident or accident that may have a significant adverse effect on the environment, the affected communities, the public, or the workers, irrespective of whether harm had occurred on that occasion.

Preliminary Reporting means conveying detailed information about the incident in a written and structured manner within 24/48 hours.

Incident Investigation means investigating the incident in a structured manner to find the root causes and to identify preventive and corrective measures. The investigation shall take place within 10 business days from the date of the accident. The preliminary report shall include at least the following information:

- Location, date and time of the incident;
- Brief description of what happened;
- Initial assessment of the incident severity (Severe, Serious, Moderate, Indicative/ Minor).
- The report shall be made available to Site Manager/Project Manager, the Resident Engineer and CLIENT.

- Unsafe Acts/Unsafe Conditions shall be investigated only if they have a very high potential severity.

5.4.2 Investigation and Analysis

In all other areas, the SM shall form the investigation team in case of Major incidents. The Investigation Report shall include at least the following information:

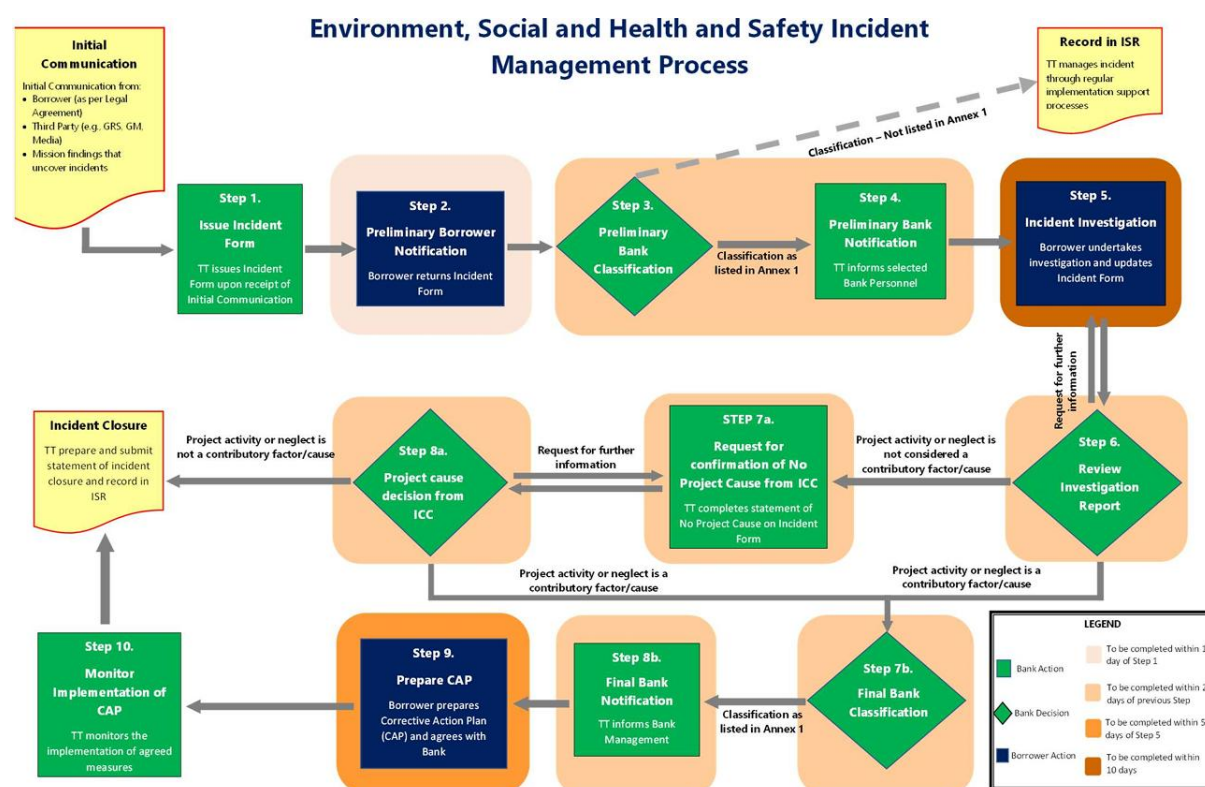
- Incident details;
- Incident severity assessment;
- Incident analysis;
- Incident investigation findings;
- Incident cause identification (with related preventive and corrective measures).

The report shall be made available to the WB, Client/Borrower, RE, Contractor Head Office (according to internal procedures), and relevant Subcontractors. The report shall be compiled following the WB – ESIRT Forms (Environmental and Social Incidents Reporting Tool).

The project shall review all Major and Medium incident reports for ensuring that all preventive and corrective measures are carried out. The Client through RE shall follow up on the implementation of preventive and corrective measures for all incidents.

The PIU shall keep an up-to-date register of all incident reports and the related preventive and corrective measures.

The reporting shall follow the WB - ESIRT Process as summarized in the figure below:



ANNEXES

- *Site map.*
- *List all relevant national environmental, health and safety regulations & permits applicable to the project, including Standard Operating Procedures/ Guidelines/ Regulations.*
- *List of WB ESSs applicable to the project and description of relevant requirements.*
- *List of the national and local institutional framework relevant to the project.*
- *Analysis of local capacity and resources to undertake service drop cables and meter connections.*
- *Design schemes of the installations and connections.*
- *Pictures of the site.*