

**Programa Nacional de Telecomunicaciones  
(PRONATEL)**

**Centralized Emergency Response System  
in Peru (P170658)**

**Negotiated version  
ENVIRONMENTAL AND SOCIAL COMMITMENT  
PLAN (ESCP)**

**December 03, 2019**

## ENVIRONMENTAL AND SOCIAL COMMITMENT PLAN

1. The Republic of Peru is planning to carry out the Centralized Emergency Response System Project (hereinafter the Project) with the involvement of the Programa Nacional de Telecomunicaciones (**PRONATEL**). The International Bank for Reconstruction and Development—hereinafter “the Bank”—has agreed to provide financing for the Project.
2. The Republic of Peru, through PRONATEL, will implement material measures and actions so that the Project is implemented in accordance with the World Bank’s Environmental and Social Standards (**ESSs**). This Environmental and Social Commitment Plan (ESCP) sets out the material measures and actions and the timelines for implementing these.
3. The Republic of Peru, through PRONATEL, will also comply with the provisions of any other environmental and/or social documents required under the ESSs and referred to in this ESCP, such as Environmental and Social Assessment (**ESA**) and the Environmental and Social Management Plan (**ESMP**) for the construction and operation of the 911 building; the Stakeholder Engagement Plan; and timelines specified in those documents.
4. The Republic of Peru is responsible for compliance with all requirements of the ESCP, even when implementation of specific measures and actions is conducted by PRONATEL.
5. Implementation of the material measures and actions set out in this ESCP will be monitored and reported to the Bank by Republic of Peru, through PRONATEL, as required by the ESCP and the conditions of the legal agreement, and the Bank will monitor and assess progress and completion of the material measures throughout implementation of the Project.
6. As agreed by the Bank and the Republic of Peru, this ESCP may be revised from time to time during Project implementation to reflect adaptive management of Project changes and unforeseen circumstances or in response to assessment of Project performance conducted under the ESCP itself. In such circumstances, the Republic of Peru, through PRONATEL, represented by its Executive Director, will agree to the changes with the Bank and will update the ESCP to reflect such changes. Agreements on changes to the ESCP will be documented through the exchange of letters signed between the Bank and the PRONATEL. The PRONATEL will promptly disclose the updated ESCP.
7. Where Project changes, unforeseen circumstances, or Project performance result in changes to the risks and impacts during Project implementation, the Republic of Peru shall provide additional funds, if needed, to implement measures to address such risks and impacts that may affect the health and safety of the workers and the community, environmental pollution, and the dissemination of information, among other things.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
<b>MONITORING AND REPORTING</b>			
A	<p><b>REGULAR REPORTING:</b></p> <p>Prepare and submit to the Bank monitoring reports on the environmental, social, health, and safety (ESHS) performance of the Project, in a manner and with content acceptable to the Bank. Reports shall include, among other things:</p> <ul style="list-style-type: none"> <li>• Progress in the implementation of the ESCP.</li> <li>• Progress in the preparation and implementation of all documents referred to in the ESCP.</li> <li>• Summary of activities to be carried out during the subsequent six-month period.</li> <li>• Summary of training and capacity-building activities during the period.</li> <li>• Summary of dissemination, participation and consultation activities carried out during the period.</li> <li>• Record of complaints and grievances received and addressed during the period through the Grievance Redress Mechanism (GRM) for workers and for the community.</li> </ul> <p>The Project Operations Manual (POM) shall contain an annex of the minimum content and format of the reports, also indicating frequency and procedures.</p>	Reports to be provided to the Bank each semester during Project implementation.	PRONATEL–Project Implementation Unit (PIU).
B	<p><b>INCIDENTS AND ACCIDENTS:</b></p> <ol style="list-style-type: none"> <li>1. PRONATEL shall promptly notify the Bank of any incident or accident (of workers or third parties) related to the Project, which has, or is likely to have a significant adverse effect on the environment, the affected communities, the public, or the workers. This immediate notification must contain basic information about the accident, the type of accident, and the circumstances under which it happened, in addition to the immediate steps taken to address it.</li> <li>2. Subsequently, PRONATEL shall prepare and send to the Bank a report detailing the incident or accident and propose any measures to prevent its recurrence.</li> </ol> <p>The POM shall contain an annex of the minimum content and format of the corresponding detailed reports.</p>	<ol style="list-style-type: none"> <li>1. Notify the Bank within 24 hours of learning of the incident/accident.</li> <li>2. Send the report of the incident/accident to the Bank within the timeframe established by the Bank after receiving the initial notification.</li> </ol>	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
C	<p><b>CONTRACTOR REPORTS:</b></p> <p><u>A. Reports of the contractor:</u> The contractor in charge of the construction of the 911 building shall prepare and submit monthly progress and ESHS compliance reports to the supervising entity for review , in accordance with the ESHS technical specifications indicated in the bidding documents. The supervising entity, in turn, shall forward the reports to PRONATEL for review, and finally PRONATEL shall forward the final versions to the Bank.</p> <p><u>B. Reports of the supervising entity:</u> The supervising entity shall prepare and submit to PRONATEL monthly reports on the monitoring and follow-up of work and compliance with ESHS conditions of the 911 building, in accordance with the ESHS technical specifications indicated in the bidding documents. These reports shall be sent by PRONATEL to the Bank.</p> <p>The POM shall contain an annex of the minimum content and format of the respective reports referred to in A and B.</p> <p><u>C. Reports of the contractor for the technical dossier (final design) of the 911 building:</u> The contractor in charge of the technical dossier of the 911 building shall prepare and submit two ESHS compliance reports to the PIU (initial report and final report), in accordance with the ESHS technical specifications indicated in the bidding documents. These reports shall be sent by PRONATEL to the Bank.</p>	<p>A and B. Reports provided to the Bank monthly throughout Project implementation.</p> <p>C. Two reports provided to the Bank; the first at the start of the consulting services, and the second at the end thereof.</p>	PRONATEL – PIU.
<b>ESS 1: ASSESSMENT AND MANAGEMENT OF ENVIRONMENTAL AND SOCIAL RISKS AND IMPACTS</b>			
1.1	<p><b>ORGANIZATIONAL STRUCTURE OF THE PIU:</b></p> <p>Establish an organizational structure in the PIU with qualified staff to support the management of the ESHS risks of the Project during implementation. This includes, at a minimum (to be assessed and adjusted during Project implementation, if necessary): one (1) health, safety, and environmental specialist, and one (1) social specialist to safeguard compliance with the Bank's ESS throughout Project implementation, both with skills and experience acceptable to the Bank.</p> <p>The POM shall contain an annex detailing the requirements of both specialists.</p>	<p>The organizational structure of the PIU and the hiring or appointment of the qualified staff indicated must be carried out within 30 days after Project effectiveness, and be maintained throughout Project implementation.</p>	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
1.2	<p><b>ENVIRONMENTAL AND SOCIAL ASSESSMENT OF THE 911 BUILDING:</b></p> <ol style="list-style-type: none"> <li>Update and disclose the draft <b>PRELIMINARY ESA+ESMP</b> in a manner acceptable to the Bank.</li> <li>Incorporate the <b>PRELIMINARY ESA+ESMP</b> of the 911 building in the bidding documents for the development of the technical dossier of the 911 building.</li> <li>Update, finalize and disclose the <b>ESA and ESMP</b> of the 911 building once the technical dossier of the work is available, in a manner acceptable to the Bank. Specifically, finalize the following management measures as part of the ESA and ESMP: <ul style="list-style-type: none"> <li>Environmental Management Plan for the acquisition and transport of construction materials (in line with ESS 3).</li> <li>Environmental Waste Management Plan for the construction and operation phases (in line with ESS 3).</li> <li>Traffic Management Plan (TMP) during construction (ESS 4).</li> <li>Procedure in relation to Chance Finds (ESS 8).</li> <li>Energy Efficiency Measures for the 911 building (ESS 3).</li> <li>Emergency Preparedness and Response Plan for the 911 building (ESS 3).</li> </ul> </li> <li>Adopt and implement the ESA and ESMP developed for the 911 building in line with the requirements of the ESSs, the World Bank General Environmental, Health and Safety Guidelines (General EHS Guidelines) and other appropriate guidelines and regulations.</li> <li>Adopt and implement the Action Plan set out in the Social and Gender Assessment (<b>SGA</b>) developed to ensure that the benefits of the Project are accessible to the entire population, and ensure gender sensitivity in situations of emergency and urgency.</li> </ol>	<ol style="list-style-type: none"> <li>30 days after project effectiveness date.</li> <li>Before the launch of the bid for the technical dossier.</li> <li>The ESA and ESMP shall be finalized and disclosed 30 days before the launch of the bidding process for the construction works.</li> <li>The ESA and ESMP must be implemented during all the pre-construction, construction, and closure activities related to the 911 building site.</li> <li>The SGA Action Plan must be implemented throughout Project implementation.</li> </ol>	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
1.3	<p><b>MANAGEMENT OF CONTRACTORS:</b></p> <p>Ensure that the contracting firm for the 911 building has the necessary capacity to comply with the relevant aspects of the ESCP, including, inter alia, the finalized ESA+ESMP for the 911 building, the Labor Management Procedures (LMP), and other specific socio-environmental management instruments of the Project throughout the duration of its contract. This includes:</p> <ol style="list-style-type: none"> <li>1. Ensure that the bidding documents include, inter alia: (a) the technical specifications necessary for the proper handling of ESHS aspects contained in the ESA, ESMP, LMP and other specific socio-environmental management instruments of the Project; and (b) the requirement to prepare a detailed work plan for compliance with the measures set forth in the instruments referred to in (a).</li> <li>2. Ensure that the contractor responsible for the works has the personnel, capacity, and budget required during the execution of the works in order to satisfactorily comply with the instruments indicated. Specifically, the contractor must have at least the following professionals: health, safety and environment specialist and social specialist.</li> </ol>	<ol style="list-style-type: none"> <li>1. Before the launch of the bidding process for the construction of the 911 building.</li> <li>2. During all the pre-construction, construction, and closure activities related to the 911 building.</li> </ol>	PRONATEL – PIU.
1.4	<p><b>AUTHORIZATIONS AND COORDINATION REQUIREMENTS</b></p> <p>Prepare and obtain the following authorization, and prepare, sign and send the following letter:</p> <ol style="list-style-type: none"> <li>1. Authorization document from the National Institute of Civil Defense (INDECI) to PRONATEL: in which INDECI authorizes PRONATEL to (i) remove and dispose of the construction material that is currently amassed in the area proposed for the construction of the 911 building, and (ii) remove the disused water pipes that run across the area proposed for the construction of the 911 building.</li> <li>2. Official letter issued by PRONATEL, within the framework of DL 1277, to the different first response entities involved, requesting that the representatives of these entities that will comprise the “Steering Committee” be appointed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Authorization already obtained.</li> <li>2. Within 60 days after Project effectiveness.</li> </ol>	PRONATEL – PIU.
1.5	<p><b>PERMITS, CONSENTS AND AUTHORIZATIONS:</b></p> <p>Obtain, or assist in obtaining, and enforce or assist in enforcing, as appropriate, the permits, consents, and authorizations from the relevant authorities for the implementation/execution of the Project.</p>	Prior to the start of construction of the 911 building and throughout Project implementation.	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
1.6	<p><b>SUPERVISION OF WORKS:</b></p> <p>Ensure that the bidding documents for the supervising entity include the relevant aspects of the ESCP, including, inter alia, the ESA, ESMP for the 911 building, LMP and the requirement that there be a socio-environmental area that includes, at a minimum, the following professionals: (i) a health, safety, and environment specialist; and (ii) a social specialist.</p>	Before launching the bidding process for the works supervision contract. The structure of the supervising entity, including the qualified staff indicated, must be maintained until all supervising activities have been completed.	PRONATEL – PIU.
<b>ESS 2: LABOR AND WORKING CONDITIONS</b>			
2.1	<p><b>LABOR MANAGEMENT PROCEDURES (LMP):</b></p> <ol style="list-style-type: none"> <li>1. Prepare, publish and consult on a draft version of the LMP in accordance with national legislation and ESS2, in a manner acceptable to the Bank.</li> <li>2. Update, finalize and disclose the LMP once the technical dossier of the 911 building work is available, prior to the launch of the bidding process for the construction, in a manner acceptable to the Bank.</li> <li>3. Implement the LMP for the different types of Project workers.</li> </ol>	<ol style="list-style-type: none"> <li>1. No later than 7 days after the PIU organizational structure is established and all the key staff, including E&amp;S specialists, hired or designated to work full time within the PIU.</li> <li>2. The LMP must be finalized and released 30 days before the launch of the bidding process for the construction of the works.</li> <li>3. Throughout Project implementation.</li> </ol>	PRONATEL -PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
2.2	<p><b>GRIEVANCE MECHANISM FOR WORKERS:</b></p> <p>1. Ensure that the LMP include relevant information on the complaints/grievance procedure in labor matters as defined by SUNAFIL.<sup>1</sup></p> <p>2. Ensure that the contract for the 911 building works includes the requirement that the contractor establish and operate a grievance redress mechanism (GRM) for workers as described in the LMP and consistent with ESS2. The mechanism must be accessible to all workers and include:</p> <ul style="list-style-type: none"> <li>• Information about workers' rights and obligations and about the GRM.</li> <li>• Clear protocol on how the mechanism works (location and hours of operation).</li> <li>• Ensuring the confidentiality of information and about the complaint/grievance.</li> </ul>	<p>1. Preparation: 30 days after project effectiveness date.</p> <p>2. Implementation: throughout implementation of the Project.</p>	PRONATEL – PIU.
<b>ESS 3: RESOURCE EFFICIENCY AND POLLUTION PREVENTION AND MANAGEMENT</b>			
3.1	<p><b>ENERGY EFFICIENCY, AND POLLUTION PREVENTION AND MANAGEMENT:</b></p> <p>The PRELIMINARY ESA+ ESMP includes energy efficiency measures, which must be considered in the technical dossier of the 911 building. The bidding documents of the technical dossier must contain the necessary PRELIMINARY ESA+ ESMP inputs as regards to energy efficiency measures.</p>	Before the launch of the bidding process for the technical dossier of the 911 building.	PRONATEL – PIU.

<sup>1</sup> National Superintendence of Labor Inspection [*Superintendencia Nacional de Fiscalización Laboral*].



MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
3.2	<p><b>MANAGEMENT OF WASTE AND HAZARDOUS MATERIALS DURING CONSTRUCTION AND CLOSURE STAGES OF THE 911 BUILDING WORKS :</b></p> <ol style="list-style-type: none"> <li>1. Implement measures to manage waste and hazardous materials during the construction and closure stage of the 911 building works, as specified by the Environmental Waste Management Plan (construction phase), which will form part of the building's ESMP, in a manner that is satisfactory to the Bank.</li> <li>2. Implement the measures of the Environmental Management Plan for the acquisition and transport of building materials for the 911 building, which will form part of the building's ESMP, in a manner satisfactory to the Bank.</li> <li>3. Incorporate the guidelines and measures included in the Environmental Waste Management Plan (operation phase), which will form part of the ESMP for the 911 building in the bidding documents of the entity that will operate the system installed in the 911 building.</li> </ol>	<ol style="list-style-type: none"> <li>1. During all pre-construction, construction and closure activities related to the 911 building.</li> <li>2. During all pre-construction, construction, and closure activities related to the 911 building.</li> <li>3. Before the launch of the bidding process for the operation of the 911 building.</li> </ol>	PRONATEL – PIU.
<b>ESS 4: COMMUNITY HEALTH AND SAFETY</b>			
4.1	<p><b>TRAFFIC AND ROAD SAFETY:</b></p> <p>Implement the Traffic Management Plan during the construction and closure stages of the 911 building, which will form part of the ESMP, in a manner acceptable to the Bank.</p>	During all pre-construction, construction, and closure activities related to the works.	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
4.2	<p><b>COMMUNITY HEALTH AND SAFETY:</b></p> <ol style="list-style-type: none"> <li>1. The bidding documents for the development of the technical dossier of the 911 building must indicate that attention was paid to anti-seismic structural measures, and sound insulation as well as measures to respond to fires and other emergencies as well as universal accessibility.</li> <li>2. Implement measures in the SEP to ensure awareness of community health and safety issues.</li> <li>3. Implement the Emergency Response Plan during construction of the 911 building, which will form part of the ESMP, in a manner acceptable to the Bank.</li> <li>4. Incorporate the guidelines and measures included in the Emergency Response Plan (operation phase), which will form part the ESMP for the 911 building, in the bidding documents of the entity that will operate the system installed in the 911 building.</li> </ol>	<ol style="list-style-type: none"> <li>1. Before the bidding process relating to the technical dossier for the 911 building.</li> <li>2. During all the pre-construction, construction and closure activities related to the 911 building.</li> <li>3. During all pre-construction, construction and closure activities related to the 911 building.</li> <li>4. Before the launch of the bidding process for the operation of the 911 building.</li> </ol>	PRONATEL – PIU.
<b>ESS 5: LAND ACQUISITION, RESTRICTIONS ON LAND USE AND INVOLUNTARY RESETTLEMENT</b>			
Not relevant.			
<b>ESS 6: BIODIVERSITY CONSERVATION AND SUSTAINABLE MANAGEMENT OF LIVING NATURAL RESOURCES</b>			
Not relevant.			
<b>ESS 7: INDIGENOUS PEOPLES/SUB-SAHARAN AFRICAN HISTORICALLY UNDERSERVED TRADITIONAL LOCAL COMMUNITIES</b>			
Not relevant.			
<b>ESS 8: CULTURAL HERITAGE</b>			
8.1	<p><b>CHANCE FINDS PROCEDURE:</b></p> <p>Implement the chance finds procedure, which will form part of the ESMP of the 911 building, in a manner acceptable to the Bank.</p>	During all construction and closure activities related to the 911 building.	PRONATEL – PIU.

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
<b>ESS 9: FINANCIAL INTERMEDIARIES</b>			
Not relevant.			
<b>ESS 10: STAKEHOLDER ENGAGEMENT AND INFORMATION DISCLOSURE</b>			
10.1	<b>STAKEHOLDER ENGAGEMENT PLAN PREPARATION AND IMPLEMENTATION:</b>  Update and implement the SEP throughout Project implementation. This includes: <ol style="list-style-type: none"> <li>1. Update and disclose the SEP in a manner acceptable to the Bank.</li> <li>2. Organize consultation workshops to discuss and provide feedback on the environmental and social instruments of the Project (ESA + ESMP, LMP, SGA, and SEP).</li> <li>3. Implement participation measures by approaching the communities in the area near to where the 911 building will be built.</li> <li>4. Implement a communication campaign, in coordination with the entities linked to Line 911, for the population regarding the launch of the Line and of the Project.</li> </ol>	<ol style="list-style-type: none"> <li>1. 30 days after project effectiveness date.</li> <li>2. Before the pre-construction stage of the 911 building, once the contract for the construction of building 911 has been entered into.</li> <li>3. Throughout the implementation of the Project.</li> <li>4. Throughout the implementation of the Project.</li> </ol>	PRONATEL-PIU.
10.2	<b>GRIEVANCE REDRESS MECHANISM (GRM):</b> <ol style="list-style-type: none"> <li>1. Establish coordination measures between the Project's GRM and other emergency service providers (e.g. Line 100, 105, 106, etc.)</li> <li>2. Publicize and socialize the existing GRM using set channels to reach all beneficiary populations.</li> </ol>	<ol style="list-style-type: none"> <li>1. Before the pre-construction stage of the 911 building.</li> <li>2. Before the pre-construction stage of the 911 building. The GRM shall be operated throughout Project implementation.</li> </ol>	PRONATEL-PIU.
<b>CAPACITY SUPPORT (TRAINING)</b>			

MATERIAL MEASURES AND ACTIONS		TIMEFRAME	RESPONSIBLE ENTITY/AUTHORITY
CS1	<p><b>TRAINING OF THE PIU:</b></p> <p>1. Training of the PIU's environmental specialist and social specialist on the Bank's ESSs and the pertinent requirements included in the Project's socio-environmental management instruments.</p> <p>Training on relevant aspects of ESSs for all PIU staff.</p>	No longer than 30 days after contracting or appointing the PIU's environmental and social specialists.	PRONATEL-PIU(with the World Bank's support).
CS2	<p><b>TRAINING AND STRENGTHENING THE CAPACITY OF OPERATORS:</b></p> <p>Develop and implement the Training Plan for Operators of the 911 building for the implementation and proper delivery of emergency services in accordance with best practices and processes. This includes training on climate risks and how to respond during a natural and/or man-made disaster (e.g., attacks), caring for victims of gender-based violence, as well as developing protocols and procedures necessary for that purpose, and being able to respond to a large-scale demand during a climate disaster. Training includes:</p> <ul style="list-style-type: none"> <li>• Training operators in risk protocols for natural and anthropic disasters.</li> <li>• Training in handling emergencies, cases and grievances related to gender violence.</li> <li>• Training in roles, responsibilities, protocols between the 911 service and other institutions providing emergency response services.</li> </ul> <p>This Plan must be agreed upon with the Project's "Steering Committee."</p>	<p>Development of the training plan: 60 days before the closure of the 911 building works.</p> <p>Implementation of the plan: annually, once the operators are identified.</p>	PRONATEL – PIU.