

COMPANY PROFILE

**BEHAILU LAIGEFU WATER
WORKS & GENERAL
CONTRACTOR**



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CHAPTER ONE

Back Ground of Organization

1 Introduction

BEHAILU LAIGEFU WATER WORKS AND GENERAL CONTRACTOR is dedicated to providing high-quality water infrastructure solutions and general contracting services. The organization aims to contribute to the development of communities by ensuring reliable water supply systems and delivering exceptional construction projects. The company was founded in 1990 and has since become a respected and experienced player in the water, irrigation, and construction industry. Over the past years Behailu Laigefu has achieved significant milestones, earning a stellar reputation for excellence in water supply, irrigation, and building construction.

Behailu Laigefu Water Works and General Contractor have been involved in a variety of notable projects since its founding in 1990. These projects showcase the organization's expertise in water supply, irrigation, and building construction, emphasizing their dedication to planning, execution, and effective project management.

1.1 Mission

- Our mission is to provide effective and reliable water and water waste water utility service in a manner that respects the natural environment.
- Serve the nation by providing sustainable water & sanitation solution ensuring total use satisfaction.

1.2 Vision

- To manage our organization and water resources to meet evolving requirement, water supply needs and customer expectations in the future.
- To be the most prestigious utility organization in Ethiopia through industry and service excellence.

1.3 Goal

- Excellence in Project Delivery.
- Community Impact.
- Innovation and Technology.
- Environmental Responsibility.
- Client Satisfaction and Relationships.
- Employee Development and Well-being.
- Industry Leadership.
- Global Expansion.

1.4 Values

- Integrity.
- Quality.
- Innovation.
- Community Service.
- Environmental Responsibility.
- Client-Centric Approach.
- Employee Well-being.
- Teamwork and Collaboration.
- Global Citizenship.
- Adaptability.

1.5 Accountability

- We take full ownership of our responsibilities, projects, and tasks.
- We communicate openly and honestly about our progress, challenges, and achievements.
- We honor our commitments and deliver on promises made to clients, team members, and stakeholders.
- We embrace a mindset of continuous improvement, seeking opportunities to enhance our skills, processes, and outcomes.
- We hold ourselves accountable not only as individuals but also as integral members of a collaborative team.
- We are accountable for the satisfaction of our clients, ensuring that our work meets or exceeds their expectations.
- We uphold the highest ethical standards in all our interactions and business dealings.
- We adhere to legal and regulatory requirements, promoting a culture of integrity and fairness.
- We hold ourselves accountable for creating and maintaining a safe work environment.
- We take responsibility for our environmental impact and work towards sustainable practices.

1.6 Customer confidence

By adhering to these principles, Behailu Laigefu Water Works and General Contractor aims to instill confidence in our clients, ensuring their satisfaction and establishing enduring partnerships based on trust and reliability. We are committed to delivering projects of the highest quality, meeting or exceeding industry standards and client expectations.

- We maintain open and transparent communication with our clients, keeping them informed about project progress, challenges, and milestones.
- We honor our commitments and deadlines, demonstrating reliability in the delivery of our services.

- Consistency in meeting expectations fosters a sense of trust and confidence among our clients.
- We understand that each client is unique, and we tailor our services to meet their specific needs and preferences.
- We actively seek feedback from our clients and use it as a valuable tool for continuous improvement.
- We provide transparent and detailed pricing structures, ensuring that clients have a clear understanding of costs and budget implications.
- In the event of challenges or concerns, we are committed to swift and effective problem resolution.
- We aim to establish long-term relationships with our clients, built on mutual trust and satisfaction.

CHAPTER TWO

GENERAL ENVIROMENTAL SAFETY PLAN

2.1 Communication of the plan

The comprehensive plan outlined herein shall be an integral part of the contractual documentation for every project conducted by Behailu Laigefu Water Works and General Contractor (BLWWGC). Any revisions or updates to this plan will be effectively communicated through standard project communication channels to all individuals listed in the pertinent project documents. This ensures that all stakeholders are informed promptly of any changes to the plan, facilitating a streamlined and transparent communication process throughout the project's life-cycle.

2.2 Project EHS Objective and Targets

Aligned with its overarching health and safety policy, Behailu Laigefu Water Works and General Contractor (BLWWGC) have defined performance objectives and targets for the project. The central aim of BLWWGC is to proactively prevent personal injuries, minimize property damage, and enhance the overall health and well-being of all individuals within the workplace. The ultimate goal is to achieve "zero injuries and incidents," reflecting BLWWGC's unwavering commitment to ensuring a safe and healthy work environment.

2.3 Organization and responsibilities

2.3.1 Organization

The EHS management structure, outlined in an organogram, clearly designates responsibilities for each section. Specific roles and authorities will be defined in a legal appointment document, signed and dated by responsible persons, and kept on file for review on-site. This ensures a concise, transparent, and accountable organizational setup for effective EHS management.

2.3.2 Responsibilities

2.3.2.1 Chief Executive Officer (C.E.O)

- The CEO of BLWWCGC holds ultimate responsibility for project EHS plan implementation. Key responsibilities include:
- Leading by example with a strong personal commitment to EHS.
- Chairing monthly EHS committee meetings.
- Conducting regular site EHS inspections.
- Ensuring overall accountability for project-specific EHS plan implementation and on-site EHS performance.
- Auditing and reviewing the EHS plan regularly for effectiveness and relevance.
- Establishing appropriate standards, objectives, and targets.
- Providing necessary resources, training, and facilities for line managers to fulfill their EHS responsibilities.
- Delegating authority and accountability to other managers for safe operations and compliance.
- Ensuring provisions for an acceptable level of response to emergency situations.
- Promoting a culture where EHS management is a prime concern.
- Providing resources to eliminate hazards and actively participating in audits and safety activities while on-site.

2.3.2.2 Construction Supervisors

Reporting to BLWWCGC, supervisors and team leaders are responsible for day-to-day site operations and ensuring effective communication to BLWWCGC employees. Their responsibilities include:

- Making a personal commitment to safety throughout the project.
- Ensuring personnel are suitable for assigned roles.
- Organizing work sites to meet standards and minimize risks.
- Familiarity with BLWWCGC safe work procedures.
- Providing precise instructions for correct safe work methods.
- Planning and maintaining a tidy work environment for safety.
- Ensuring personnel know emergency procedures.
- Completing incident reports and liaising with site management on safety matters.
- Incorporating safety instructions into routine orders and preventing unnecessary risks.
- Ensuring new employees understand and comply with legislation and EHS instructions.
- Organizing regular training sessions, including daily toolbox meetings.
- Conducting health and safety inspections, monitoring on-site behavior, and participating in audits.
- Ensuring all involved personnel complete risk assessments and daily safety task instructions before work, verifying their understanding and compliance through a review process.

2.3.2.3 BLWWCGC employees and all other persons.

Every BLWWCGC employee and other individuals at the workplace hold personal responsibilities for EHS. Actively participating in all aspects of the project EHS management system is encouraged. The full engagement of every BLWWCGC employee is crucial to achieving the project's goal of "zero incidents and injuries" in the workplace.

- Demonstrate a personal commitment to EHS for the project's duration.
- Take responsibility for their safety and that of their colleagues.
- Follow health, safety, and environmental instructions.
- Respect provided items for health and employee welfare.
- Use protective equipment correctly with proper training.
- Report hazardous situations promptly to their supervisor.
- Seek guidance when unsure about task safety.
- Report fit for work, free from alcohol, drugs, or fatigue.
- Actively participate in health and safety activities and meetings.
- Attend and actively participate in health and safety observations, training session and meeting conducted for project personnel.

2.4 Existing Environment and Interfaces

2.4.1 Surrounding Land uses, Hazards, Interfaces and Related Restriction

Before any demolition, site clearance, or earthwork, employees must conduct a survey using detection equipment to verify the location and status of underground services. Necessary measures must be taken to disconnect, divert, or protect services as specified. Purging of pipes, tanks, or plants with hazardous substances must precede any stripping, removal, dismantling, alteration, or extension. Control measures, including a risk assessment and method statement, will be established and executed under a permit to work.

2.4.2 Interface with the General public

Our employees are dedicated to ensuring the safety of the general public during construction. Contractors must strategically plan operations for complete separation from the public. When full segregation isn't possible, contractors meticulously identify and mitigate known hazards, employing measures such as hoardings, barriers, protection from falling materials, even surfaces, and proper illumination. These proactive steps underscore our commitment to prioritizing public safety throughout the construction process.

This includes installing hoardings or barriers, preventing falling materials, avoiding uneven surfaces, and ensuring ample illumination. These measures are taken to prioritize public safety during the entire construction process.

2.5 PROJECT RISK ASSESMENT

2.5.1 Project EHS Risk Assessment

At the project commencement, a comprehensive EHS (Environmental, Health, and Safety) assessment has been conducted. This document delineates all project-specific risks and will

be consistently reviewed and updated throughout the project's duration under the supervision of the CEO and the designated risk assessor. Employees are required to conduct and document risk assessments for all hazardous materials and substances, taking into account manufacturers' guidelines and/or other specialized references, such as MSDSs (Material Safety Data Sheets), to the extent reasonably practicable.

2.5.2 Access Control

Access control at Behailu Laigefu Water Works and General Contractor is a top priority, adhering to strict protocols for public safety. All visitors are required to report to the local supervisor, who will guide them through the necessary procedures.

2.5.3 Security

Our security procedures aim to achieve the following:

- Restrict access to any site, preventing entry for members of the public and unauthorized visitors.
- Prohibit the introduction of banned substances onto the site.
- Prevent unauthorized removal of plant and equipment from any site.

2.5.4 Site inductions and Training

All Behailu Laigefu Water Works and General Contractor (WWC&GC) employees are required to undergo induction before commencing work on the project site or specified contract locations. Adequate time will be allocated for comprehensive training sessions, and acknowledgment of induction understanding must be signed by all recipients.

During inductions and awareness sessions, employees will be made aware of their responsibilities, including:

- Familiarizing themselves with workplace and health and safety procedures.
- Working in a manner that ensures personal safety and the safety of others.
- Maintaining a tidy work area.
- Reporting incidents, accidents, occupational ill-health, and near misses.
- Protecting fellow workers from injury.
- Reporting unsafe acts and conditions.
- Reporting potentially dangerous situations.

Following lawful orders and adhering to health, safety, and environmental rules.

Additionally, all employees will undergo a general work induction covering the approved SHE Plan, project site hazards, construction risk assessment, CLIENT EHS Rules, and related aspects. Specific work inductions related to the approved SHE Plan will be provided for both Behailu Laigefu Water Works and General Contractor (WWC&GC) employees and contractors' personnel to ensure compliance and safety.

2.5.5 Minimum Requirements for any Light Vehicle on Site

- Current roadworthy certificate, license, and insurance required.
- Essential working features: headlights, tail lights, wipers, and washers.
- Windscreen must be crack-free for clear visibility.
- Tires must meet Ethiopian standards, free of damages.

- Seat belts in good condition for every seat.
- No fluid leaks allowed.
- Equipped with a fire extinguisher and 2 x warning triangles.
- Prohibited to transport personnel on or on top of the vehicles.
- Specialized vehicles for mobile work, firefighting, and ambulances should not transport personnel except for their designated purposes.

2.5.6 Lay-down and Storage Areas

When setting up storage areas, BLWWC&GC prioritizes minimizing risks to the health, safety, and welfare of site operatives and the public. Additionally, consideration is given to maintaining sufficient access and egress to these areas.

2.6 INTEGRATED ENVIRONMENT, HEALTH & SAFETY MANAGEMENT

2.6.1 General

Environmental, Health & Safety Management holds paramount importance above all other considerations. BLWWC&GC employees are expected to familiarize themselves with current local EHS legislation and employer/host site requirements. It is the responsibility of BLWWC&GC employees to ensure the implementation of established systems of work throughout the entire project.

2.6.2 Legislation Applying to this Project

The project site will maintain a register of relevant Ethiopian EHS Legislation, with the Occupational Health and Safety Act 85 of 1993 as the minimum requirement.

2.6.3 Training

2.6.3.1 General Training

The CEO or nominee must ensure that all personnel working on the site are appropriately qualified and experienced for their assigned tasks. Training activities will be conducted and regulated according to the training matrix.

2.6.3.2 Induction Training

Induction training on-site will cover four essential types, emphasizing the following:

2.6.3.2.1 Toolbox Talks

Toolbox Talks serve as a structured interaction between BLWWC&GC employees and their supervisors/managers on EHS-related issues. Supervisors will clarify and discuss EHS subjects and problems in a clear and concise manner to ensure understanding by all participants.

Toolbox Talks Importance:

Toolbox Talks serve as a valuable tool to enhance hazard awareness and promote safe work practices among BLWWC&GC employees. The short-duration training topics include, but are not limited to:

- Identified manual handling/ergonomic risks and control measures related to site activities
- Personal Protective Equipment
- Housekeeping Etc.

Alternatively, these talks may focus on a specific accident/incident. The aim is to discuss EHS-related subjects and problems constructively, not to conduct fault-finding or complaining exercises. Active participation and suggestions from all attendees are encouraged. Meetings will be conducted daily, and attendance is compulsory. Comprehensive records of these meetings will be maintained.

2.6.4 Risk Assessment and Method Statements

A comprehensive risk assessment will be conducted for all site activities. Method statements will be prepared and compiled for each activity, serving as a baseline reference for corresponding risk assessments. BLWWC&GC will submit risk assessments and method statements to the nominated Client Representative 14 days before the activity starts or before the commencement of associated activities. A register of all risk assessments and method statements will be maintained by BLWWC&GC. Note: Activities will not commence until the approval of risk assessments has been conducted and communicated to all employees.

2.6.5 EHS Audits and Inspections

2.6.5.1 EHS Inspections

All works and areas under the control of BLWWC&GC will undergo routine inspections to confirm and report on compliance with EHS requirements. The following inspections will be conducted at a minimum:

- Area Supervisors Weekly Inspections
- CEO Monthly EHS Tour
- Routine Daily Surveillance Inspections

2.6.5.2 EHS Audits

A site audit schedule will be prepared, and the following audits will be undertaken Legal Compliance as per the occupational health and safety act and regulations.

2.6.6 Environment, Health and Safety Meetings

2.6.6.1 Site EHS Committee Meeting

Meetings shall be held monthly and chaired by the BLWWC&GC Site Manager. Attendees will include:

- BLWWC&GC Managing Director.
- BLWWC&GC Site Supervisor.
- BLWWC&GC HSE Representatives.
- Agenda items must include, at a minimum.
- Initial identification of specific health & safety issues (Risks).
- Initial identification of specific environmental issues (Aspects).

- Setting and subsequent monitoring of site Objectives and Targets.
- Review of accidents and incidents during the period.
- Review and discussion of changes to the EHS Plan.
- Review of Audits and Inspections, including any outstanding corrective actions.
- Highlighting necessary training.
- Discussion of changes to legislation, international standards, or BLWWC&GC EHS Management System.
- Status of any disciplinary actions taken.
- Implementation of the Site EHS incentive & disciplinary scheme.

2.6.7 Accident/Incident Investigation

The OHS Act mandates specific duties on employers and company employees regarding reporting accidents/incidents and hazards and implementing appropriate corrective/preventative actions. If BLWWC&GC personnel observe any potential hazard or unsafe practice by another employee of a serious nature, they are required to report it promptly.

2.6.7.1 Reporting and Recording of Accidents, Incidents, and Hazards

It is mandatory for BLWWC&GC to ensure that their employees promptly report any accidents, incidents, or hazards to their respective supervisors. The following occurrences must be reported without delay:

- Hazards, near misses, or dangerous events.
- Damage to property or equipment.
- Physical injuries or harm to health.
- Fire events.
- Environmental incidents.

2.6.7.2 Accident/Hazard Investigation and Analysis

BLWWC&GC is committed to the comprehensive reporting and analysis of all accidents and incidents, aligning with the Accident and Incident Management Procedure and specific project criteria. In compliance with applicable legislation, the Department of Labor will be promptly notified of accidents and/or incidents. A thorough investigation, led by a panel comprising EHS staff and relevant production personnel, will be conducted for all accidents/incidents and major hazards/near misses. The investigation team, including at least one member trained in investigation techniques, will coordinate the process. Site Managers will review these investigations to ensure the identification and implementation of appropriate corrective and preventative actions.

Managers and Supervisors at Behailu Laigefu Water Works and General Contractor (BLWWC&GC) actively encourage employees to report accidents, incidents, and hazards. The Client Representative will be promptly informed of the accident/incident, either verbally (telephone discussion/face to face) or in writing (e-mail/facsimile), as soon as practical following its occurrence. Upon the completion of the investigation, a copy of the report will be provided to the Client Representative.

2.6.7.3. Follow-up on Corrective Actions

After the conclusion of Accident/Incident or hazard investigations, BLWWC&GC management will initiate a follow-up action review. The Site Supervisor may be nominated to oversee the implementation and status of corrective/preventative actions proposed in the investigation. This ensures that the accident/incident or hazard is appropriately addressed, and the risk of recurrence is minimized or eliminated.

Once all nominated corrective/preventative actions have been implemented, the Accident/Incident or Hazard Report will be closed out and filed at the BLWWC&GC Office. The commitment to ongoing monitoring and improvement is integral to maintaining a safe and healthy work environment.

2.6.8 Emergency Response and First Aid

2.6.8.1 Emergency Procedure

Before the commencement of site operations, a site-specific emergency procedure will be developed and communicated to all personnel through Site Induction Training. Various emergency situations may arise, including but not limited to:

- Fire
- Flooding
- Explosion
- Bomb Threat
- Malicious Acts
- Pollution(e.g. Fuel Leak)
- Medical Emergency
- Natural Disasters (e.g., earthquake, hurricane, high winds, etc.)
- Police Assistance (e.g., Terrorism, etc.)

To address these emergencies, an onsite emergency response team will be established. External emergency services will be engaged to support the onsite team, focusing on stabilizing the situation until external assistance arrives.

If necessary, external training providers will offer specific emergency response training to enhance preparedness and response capabilities. The goal is to ensure a swift and effective response to any emergency, safeguarding the well-being of personnel and minimizing potential damage or harm.

2.6.8.2 First Aid

The first Aid box shall be easily accessible and will have the necessary equipment available as per the OHS Act 85 of 1993.

First Aid kits containing bandages shall be located in appropriate areas. The location of all first aid stations on site shall be clearly marked with appropriate signs. The provision of first Aid response and facilities is the responsibility of the company.

2.6.9 Complaints

Complaints, whether received internally or externally, in written or verbal form, will be addressed by the BLWWC&GC or nominee. A complaint process, tailored to site-specific details, will be established, with all complaints logged and appropriate corrective action initiated.

2.6.10 Employers EHS Rules and Requirements

Employee discussions on EHS rules and requirements will be documented, and attendees will acknowledge their participation in these sessions.

2.6.11. Disciplinary Plan

All BLWWC&GC personnel associated with the construction project must adhere to EHS policies. Disciplinary action may include verbal or written warnings, with termination possible for unsafe work practices. The severity of actions will determine the appropriate course of action, including verbal and written warnings documented in personnel files.

2.6.11.1 Verbal warning

As the first step in correcting behavior, the employee's immediate supervisor or Foreman will review the pertinent facts with the worker. They will consider the severity of the problem and the workers past performance. A verbal warning will be issued to the worker, which will be documented by the supervisor and copies distributed to the workers personnel life.

2.6.11.2 Written Warning

If unacceptable performance continues, the next step shall be a written warning. The written warning shall clearly state the policy that was violated and the steps the workers must take if it is to be corrected. A written warning will be issued to the worker, which will be documented by the supervisor and copies distributed to the workers personnel life.

2.6.11.3. Suspension and/or Termination

- Willful Misconduct: Deliberate disregard for safety, well-being, or BLWWC&GC property.
- Repeat Violations: Repetitive infractions may lead to termination.
- Serious Violations of Policy: Immediate dismissal for offenses such as Commissioning Safety Rules, Fall Protection breaches, Drug/Alcohol incidents, and acts or threats of violence.

2.6.12 Site Signs, Notices, and Registers

- Record maintenance for all employees and visitors.
- Availability of statutory registers, notices, records, and certificates for EHS audits.
- EHS signs and notices in local language and English, prominently displayed and compliant with Ethiopian regulations. No removal or replacement without permission.

2.6.13 Welfare Drinking Water

- Conspicuously marked drinking water areas with appropriate signs.
- Provision of drinking vessels or suitable methods for consumption.

2.7 SITE ENVIRONMENTAL, HEALTH, AND SAFETY RULES AND GUIDANCE

2.7.1 General Rules on Site

- All personnel and visitors must wear suitable PPE at all times.
- Compulsory Safety Footwear and High Visibility Jackets.
- Prohibition of smoking and eating, except in designated areas.
- No alcohol on site; immediate removal for possession or influence of controlled substances.
- Consideration of start and finish times near residential areas.
- Adequate lighting for workspace.
- Portable electrical equipment should not exceed 240 volts, excluding portable welding sets.
- Adherence to safety sign instructions is mandatory.
- Open fires on the site are strictly prohibited.
- When required, individuals working on or near operational plant or equipment must be competent and trained for such tasks.

2.7.2. Housekeeping

BLWWC&GC Site Supervisor will regularly conduct housekeeping inspections of their designated work, storage, or lay down areas, with a minimum frequency of twice daily. Immediate corrective action shall be taken as needed. The following housekeeping rules apply on the site

2.8 ENVIRONMENTAL SOCIAL HEALTH AND SAFETY MANAGEMENT PLAN GENERAL

The Environmental, Social, Health, and Safety (ESHS) Management System for the project encompasses a comprehensive set of policies, procedures, and industry standards designed to address ESHS hazards and risks associated with project development.

I. Environment, Social, and Health and Safety Policies for the Project

II. Environmental Policy

At the project, we are committed to safeguarding the environment, conducting business responsibly, and acknowledging our responsibility to meet the environmental, economic, and social needs of stakeholders. Our commitment is reflected in the project's environmental policy.

III. Environmental Management

- Integrate environmental integrity, social equity and economic viability in to our business process
- Provide staff with the resource to make environmentally sound decision.
- Improve energy efficiency.
- Assess the potential environmental impact of our activities and propose mitigation.
- Conduct our operations in a manner intended to prevent pollution conserve resources and deal responsibly with all environmental issues.

- Protect the soil and surface water by minimizing erosion and run-off in the park property.
- Ensure preparedness with an effective emergency response program.

2.8.1 Environmental and Social Impact Management by the Contractor

2.8.1.1 Preparation of Environmental Management Plan and Appointment of Safety Officer

The contractor developed a project-specific environmental management plan, aligning with assigned risks and responsibilities. Additionally, a Health, Safety, and Environmental Liaison Officer were appointed to oversee the implementation of environmental mitigation measures.

2.8.2 Environmental Impact Mitigation Measures by the Contractor

2.8.2.1 Landscape Preservation

The contractor prioritized preserving the natural landscape during construction, avoiding unnecessary destruction. Trees, native shrubbery, and vegetation outside work areas were protected, and irregular-shaped clearing minimized visual impacts. All costs for repair, replanting, and correction of damages were covered by the contractor.

2.8.2.2 Vegetation Preservation

2.8.2.2.1 Preservation

Protective barriers were used to prevent injury and damage during construction activities. The layout of workshops and access routes aimed to preserve trees and vegetation, with damaged areas repaired or treated.

2.8.3 Access Road Construction

Access road construction followed approved plans, including scarification for natural re-vegetation, proper drainage, and erosion prevention.

2.8.4 Construction Facilities

Campsite and yard arrangements were made to preserve trees and vegetation, and after completion, temporary structures and debris were removed to maintain natural drainage and facilitate re-vegetation.

2.8.5 Blasting Precautions

Due Consideration and precaution were given by the contractor during explosive usage to prevent scattering of rocks and debris outside the project

2.8.6 Preservation of Water Pollution

The contractor adhered to water quality standards, employing methods to prevent solid matter, contaminants, and debris from entering water sources. Dewatering was conducted using intercepting ditches, bypass channels, and settling ponds.

2.8.7 Treatment of Air Pollution

Compliance with air pollution laws was ensured, with the contractor employing practical methods to control emissions during handling and storage of materials.

2.8.8 Dust Abatement

Efficient measures were implemented to reduce dust nuisance and protect crops, orchards, fields, and dwellings.

2.8.9 Noise Abatement

The contractor followed national laws to prevent excessive noise, conducting noisy activities during daytime.

2.8.10 Preservation of Historical and Archaeological Data

Special care was taken to avoid damaging artifacts or fossils, and cooperation was provided to preserve or appropriately dispose of findings.

2.9 Public Health and Occupational Safety Measures

During construction, the contractor provided:

- Water supply for the workforce.
- Proper facilities for solid and sanitary waste disposal.
- Protective gear for the workforce.
- Provision of a first aid kit on-site.
- Availability of condoms to prevent HIV.

2.10 Organization Work Flow Chart

