

**Bhutan for Life**  
**Environmental and Social Management Plan for Phibsoo Wildlife Sanctuary (PWS)**  
**for January 2024- June 2025**

## **1. Introduction**

### **1.1 Project Background**

The Bhutan for Life (BFL) project aims to ensure a robust network of Protected Areas (PA's) and Biological Corridors (BC's) that secure human well-being, biodiversity conservation and increase climate resilience in Bhutan. The project shall sustain for 14-years, in this duration an immediate improvement to the management of Bhutan's protected areas for climate resilience and biodiversity gains are sought. Meanwhile the country would gradually ratchet up its own financing resources.

BFL seeks to achieve the following objectives:

- Help Bhutan remain carbon neutral by increasing forest and vegetative cover within the Protected Area System;
- Enhance the socioeconomic well being of communities in the vicinity of the PA's through climate-informed natural resources management;
- Maintain stable, thriving, and diverse populations of key species contributing toward national and global biodiversity goals; and
- Strengthen organizational, institutional, and financial capacity for effective management of PAS. BFL includes five components that reflect these goals, divided into 16 milestones (or outputs) and over 80 detailed activities.

### **1.2 Scope of ESMP**

The preparation of this Environmental and Social Management Plan (ESMP) was deemed necessary in order to manage the environmental and social impacts. The mitigation actions required to implement the project was in accordance with the requirements of WWF's Social Safeguards Integrated Policies and Procedures (SIPP), the project's Environmental and Social Management Framework (ESMF), and the applicable national legislation and regulations.

The ESMP provides an overview of the environmental and social baseline conditions on the routes of the proposed second segment of the project, summarizes the potential impacts associated with the proposed activities and sets out the management measures required to mitigate any potential negative impacts.

This ESMP will be implemented by BFL focal person in each park authority (PA) and biological corridor (BC), and by the contractor to be commissioned by each PA/BC for the project.

### **1.3 Purpose of ESMP**

This site-specific ESMP is a project-specific source document detailing the environmental and social protection requirements to mitigate and minimize the adverse impacts. The ESMP's primary purpose is to ensure that the environmental requirements and social commitments associated with the project are carried forward into implementation and operational phases of the project and are effectively managed. The specific objectives of this ESMP are as hereunder:

- Minimizing any adverse environmental, social and health impacts resulting from the project activities;
- Conducting all project activities in accordance with the relevant RGoB Laws and

- WWF's safeguard operational policies and guidelines;
- Preventing environmental degradation as a result of either individual sub-projects or their cumulative effects;
  - Enhancing the positive environmental and social outcomes of project activities;
  - Ensuring that the proposed mitigation measures are feasible and cost-efficient;
  - Providing an Action Plan to ensure that the project impact mitigation measures are properly implemented and monitored; and
  - Ensuring that all stakeholders are engaged in the project activities' preparation and implementation, and their concerns are fully addressed.

#### 1.4 Applicable law, policies, and regulation

This ESMP is developed in strict adherence and compliance to the guidelines set forth in BFL's ESMF.

Applicable RGoB laws and policies include the Constitution of the Kingdom of Bhutan, 2008; legislation on land and moveable property (Land Act of Bhutan 2007; Land Rules, 2007; The Moveable Cultural Property act of Bhutan, 2005); legislation and regulations on forests and protected areas (National Environment Protection Act, 2007; Forest and Nature Conservation Act of Bhutan, 1995; Forest and Nature Conservation Rules and Regulations of Bhutan, 2017; National Forest Policy, 2011); legislation on water and waste prevention (Water Act of Bhutan, 2011; Waste Prevention and Management Act, 2009); legislative requirements on environmental assessment (Environmental Assessment Act, 2000 and Regulations on the Environmental Clearance of Projects, 2001); and other relevant laws (The Local Government Act of Bhutan, 2009; Livestock Act of Bhutan, 2001; The Biodiversity Act of Bhutan, 2003; The Pesticides Act of Bhutan, 2000; The Penal Code of Bhutan, 2004; National Access and Benefit Sharing (ABS) Policy (Draft), 2014), and Local Government Act of Bhutan, 2009.

WWF's safeguards policies that are relevant to this project are as follows:

- Policy on Environment and Social Risk Management;
- Policy on Protection of Natural Habitats;
- Policy on Involuntary Resettlement; Policy on Indigenous Peoples;
- Standard on Pest Management;
- Policy on Accountability and Grievance System;
- Standard on Physical Cultural Resources;
- General standards on both occupational and community health and safety and energy efficiency.

In general, RGoB's laws, policies, and guidelines are in line with the WWF's environmental and social safeguards requirements. However, there are a few differences between the two systems. Regarding environmental impacts, there are no direct contradictions between the RGoB laws and regulations and the WWF's SIPP, but the requirement of the latter is more extensive. All project activities should fully comply both with the RGoB's Regulations on the Environmental Clearance of Projects, and with the procedures and mitigation measures prescribed in this ESMF. In case the WWF's SIPP requirements turn out to be extensive, strict, or detailed compared to RGoB legislation and policies, the former will apply to all project activities.

Regarding social impacts, the status of non-title holders and informal land use, and the commitment to participatory decision-making processes conclude the primary discrepancies between the RGoB laws and regulations and the WWF's SIPP. First, according to the WWF's SIPP, all users of land and natural resources (including people that lack any formal legal

ownership title or usage rights) are eligible to some form of assistance or compensation if the project adversely affects their livelihoods. The RGoB laws only recognize the eligibility of land owners or formal users to receive compensation in such cases. Second, the WWF's SIPP require extensive community consultations during the project in order to develop various safeguards documents. RGoB legislation does not include three requirements reflected in SIPP. For the purpose of the BFL project, the provisions of the WWF's SIPP shall prevail over the RGoB legislation in all cases of discrepancy.

## 2. Environmental and Socio-economic Conditions

### *Geological and topographical conditions*

Phibsoo Wildlife Sanctuary (PWS) was created in 1974 along with five other protected areas as Phibsoo Reserved Forest. Later in 1993, it was upgraded to a wildlife sanctuary following a comprehensive review and revision of the national protected areas system. However, it only started its management independently in September 2014 upon separation from Sarpang Forest Division with its conservation management plan 2012-2017. Phibsoo Wildlife Sanctuary, the smallest protected area in Bhutan encompasses an area of 286.68sq.km. It is located in the Himalayan foothills of south central Bhutan. The wildlife Sanctuary is divided into two range offices, Phibsoo Range with 147.78 sq.km to the east and Nichula Range office with 138.9 sq.km to the west. The northern part of wildlife sanctuary shares Beteni gewog boundary under Tsirang Dzongkhag between 26°51'51.04"N, 90°1'12.88"E to 26°50'58.69"N, 90°7'51.52"E with Biological Corridor (BC3) connecting the wildlife sanctuary on north eastern side. Eastern part of wildlife sanctuary falls in Singe gewog under Sarpang Dzongkhag between 26°51'0.02"N, 90°8'43.85"E to 26°46'22.37"N, 90°11'35.01"E. It's southern boundary follows Indo Bhutan international border with Ripu-Chirang Reserved Forest on the Indian side starting from Border pillar 117/1 to 145/1 till Senge gewog. While it's western boundary shares the gewog boundary of Lhamoyzingkha, Deorali, and Tsendagang from 26°42'36.01"N, 89°51'40.45"E to 26°51'5.56"N, 89°59'26.59"E flanked by Sunkosh river.

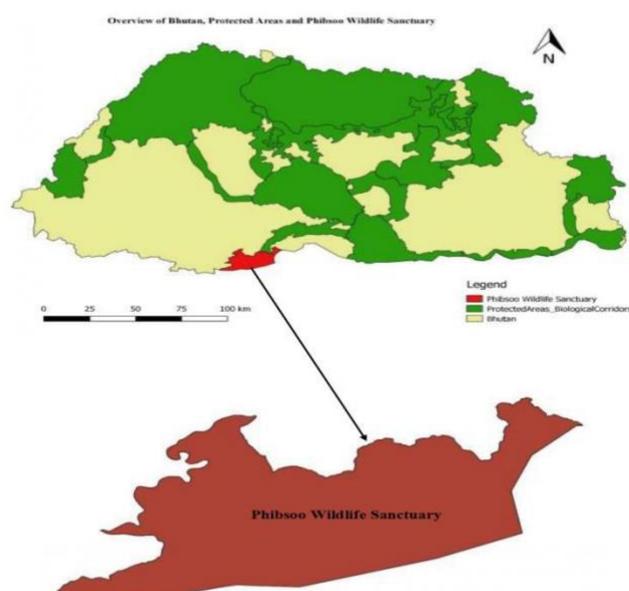


Figure 1: Location of Phibsoo Wildlife Sanctuary

PWS shares the fertile soil of southern Bhutan with loamy and sandy loam soil covering the

entire region of Wildlife Sanctuary. The soil favors the growth of various cereals and crops to the resident of PWS. The Wildlife Sanctuary falls under humid subtropical climate of the country and experiences hot summer and cold winter ranging in its elevation from 75 masl - 1800 masl. It is also known for the lowest elevation range in Bhutan at Nichula gewog under Dagana Dzongkhag. PWS receives incessant summer rainfall which remains wet for the entire season while winter is often welcomed by dry and sunny weather

### ***Climatic conditions***

PWS falls in Sarpang and Dagana district with elevation ranging from less than 200 to 3000 meter above sea level (FRMD, 2017). Sarpang district experiences a maximum temperature of 27.6° C with annual total rainfall of 5930.3 mm (BSC, 2017). The district is dominated by subtropical and warm broadleaved forest with forest coverage of 78% (NFI, 2016). On the other hand, Dagana district ranges its elevation from 100 m to 4700 m above sea level. It falls in subtropical zone with annual rainfall ranging from 750 mm to 2000 mm. Therefore, PWS experiences hot summers with incessant monsoon and cool winters on average.



*Figure 2 : Rangers crossing swollen rivers in Monsoon and Rangers clearing roadblocks*

### ***Hydrological conditions***

Besides perennial and transitional rivers formed during monsoon, Sunkosh River, one of the major river in Bhutan drains through the plains of the Wildlife Sanctuary. The river source two hydroelectric power projects in Bhutan viz. PHPA I and PHPA II. Perennials Rivers such as Longa River, Phibsoo River and Nichula River forms an important watershed of PWS. These rivers shelter the home to critically endangered White-bellied Heron in Bhutan. Waterholes and spring water sources are distributed in the Wildlife Sanctuary contributing to the functioning of ecosystem. Waterholes are distributed densely in lower foothills of the Wildlife Sanctuary.

### ***Flora and fauna***

PWS is of immense conservation significance for Bhutan, the region and the world at large. Not only does the sanctuary protect the country's southernmost variant of sub-tropical Himalayan forest ecosystem but is also a critical source of several seasonal and perennial water bodies which contribute to the fertility of the Assam Duars. The sanctuary happens to be the easternmost limit of spotted deer (*Axis axis*), common peafowl (*Pavo cristatus*) and sal (*Shorea robusta*) bearing forests. It is also the only place where natural stands of sal and spotted deer can be sighted. At the same time, PWS is the western most limit of the globally threatened golden langur (*Trachypithecus geei*) and the rare and valuable agar tree (*Aquillaria malaccensis*). It also provides refuge to a number of charismatic and globally threatened species including the Asian elephant (*Elephas maximus*), Bengal tiger (*Panthera Tigris tigris*), Chinese Pangolin (*Manis pentadactyla*), Rufous-necked hornbill (*Aceros nipalensis*) and White-bellied Heron (*Ardea insignis*). Besides, lush alluvial grassland provides safe refuge to the prey species for keystone species.

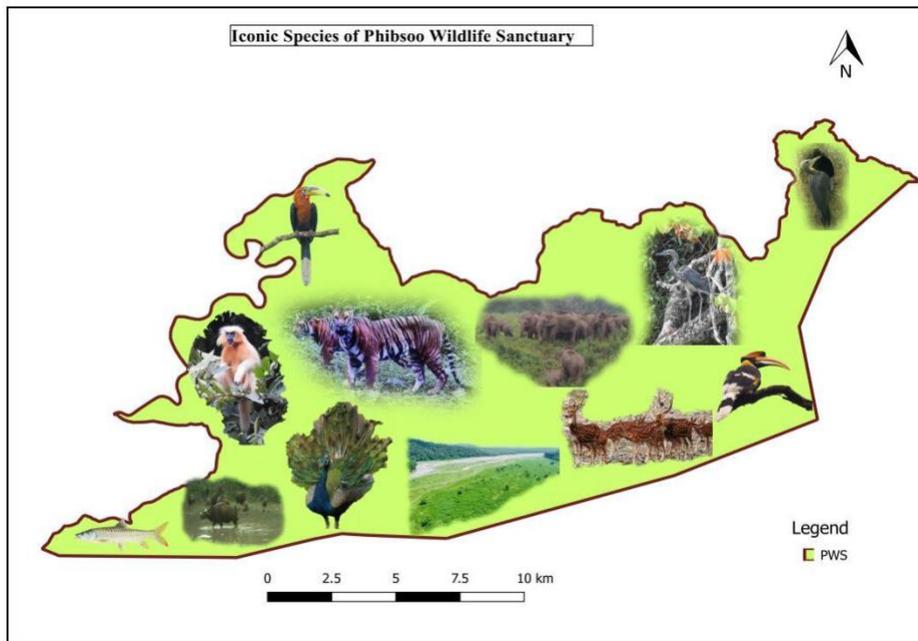


Figure 3: Icons of Phibsoo Wildlife Sanctuary

Vegetation surveys recorded 358 species of plant belonging to 75 families. Total of 137 trees were distributed in 47 families, 81 shrubs in 30 families, 96 herbs in 31 families and 44 orchids in orchidae family. Overall PWS harbors about 17.5% of the country's mammal diversity and most of them being globally important. Among faunal diversity 59% is avifauna and current status of bird record is 418 species belonging to 81 families. The rapid biological survey on herpeto-fauna in 2020 results 60 species belonging to 16 families. Rapid fish survey conducted in 2020 has recorded 23 species of fishes belonging to 7 families. Rapid butterfly diversity conducted in 2020 recorded 177 species belonging to five families. Nymphalidae constitute 46% followed by Lycaenidae 18%, Pieridae 13% Papilionodae 12% and Hesperiiidae 11%. Zonation of the wildlife sanctuary was carried out following protected area zonation guideline 2020 which consists of four zones; Core zone, Transition zone, Buffer zone and Multiple use zone (Figure 3).

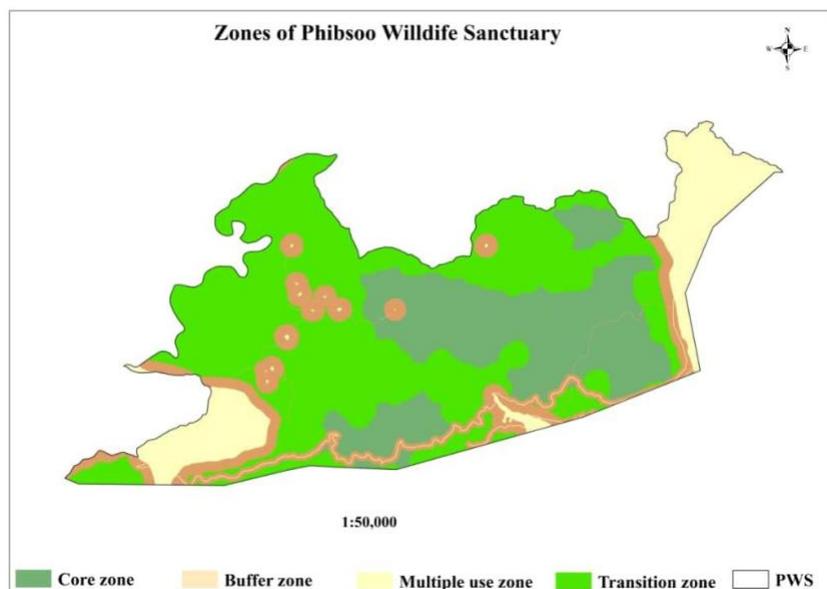


Figure 4: Zones of Phibsoo Wildlife Sanctuary

### ***Socio-economic conditions***

The PWS socio-economic survey, carried out in May 2017, lists 21 villages and hamlets in PWS. These villages and hamlets shelter a total population of 2,611, of which 1,254 people (48%) live inside the sanctuary with population density of 4.7 people /km<sup>2</sup>. PWS has settlements of two gewogs with a total of 366 residents and 80 Gungtongs. The total population is 2957 with 1925 in Singye gewog and 1032 in Nichula Gewog.

### **3. Planned activities for January 2024 - June 2025**

#### ***Activity 3.1 Annual River bank protection, Nichula range, PWS***

- a. *Budget:* Nu. 1,200,000
- b. *Timeline:* January 2024 - March, 2025
- c. *Location:* Nichula

Nichula Gewog is located in one of the remote places of Dagana Dzongkhag. The gewog has 104 households on the ground grouped by five different chiwogs. With an altitude ranging from 200 m to 1500 m, the residents depend on agriculture as their main source of livelihood. Constructing a river bank protection wall near Nichula range office will avoid the interruption to the forestry services delivery to the communities dwelling nearby ultimately satisfying the community. River bank protection at Nichula: It is planned to construct a gabion wall of 25 m along and 3 m height to protect a forestry office which is at risk of erosion from the flood during summer. There are also 30 households near the river which will also be protected by the river bank protection wall. The planned date is from October 2024 to March 2025. A community contract will be employed for this work with 15 workers who will be local and they will be commuting from the town for the work. The activity is for 6 months. River bank protection at Nichula includes construction of a wall.

The work will be executed through a community contract where local youths and residents are employed. Since the area is located in the community, accommodation will be arranged by the workers themselves which is the common system followed by workers in the community. However, proper wage rate and hygiene and safety will be ensured during the whole process of work execution. After completion of work, social arrangements for maintenance will be included in the standard operating procedure.



*Figure 5: Area to be managed with River Bank Protection construction.*

#### ***Potential social and environmental impacts***

Following are some the possible common environmental and social impacts foreseen during the implementation of the proposed activities:

- Waste issues: Use of cements and other construction materials is likely to create waste issues
- Workers Health and Safety

### **Activity 3.2 Development of basic amenities at Wangchulingka outpost for ecotourism**

- a. **Budget:** Nu. 42,57,000 (\$ 53200)
- b. **Timeline:** January 2024- June 2024
- c. **Location:** Phibsoo outpost

The development of ecotourism infrastructure at the PWS outpost will encompass various facilities. These include a reception area with washroom facilities by the Longa River, a visitor information center showcasing biodiversity information, refurbishment of the reservoir water tank and associated water supply, reception halls for VVIP and other guests, a gazebo and viewing deck with washroom facilities, a high-end dining hall, an elephant riding platform, and the renovation of wildlife watching towers. This project aims to enrich the ecotourism experience in the Gelephu area, renowned for its abundant biodiversity and picturesque landscapes, catering specifically to niche market safari adventures. Situated in the southern foothills of Bhutan near the international border with India, the site is anticipated to draw a significant number of tourists, particularly following the establishment of an international airport in Gelephu.

The construction, scheduled from April 2024 to June 2024, will involve activities like digging, clearing, and building. The area is located in state reserve forest land so, there are no conflicts over user rights with the community, and further the outpost is situated 25 km away from the local community. Internally managed, the construction will entail compensating PWS staff for their work, with limited resources sourced from the site. It will adhere to the engineer's estimation and technical sanction, utilizing readily available dead, dying, and wind fallen trees, and thatch grasses for roofing to enhance eco-friendliness. Phibsoo staff involved in basic amenities construction will be housed at Phibsoo Outpost, with essential services provided there. Given the distance from the settlement area, staff won't rely on community resources but on provisions from Phibsoo Outpost.



*Figure 10: Location*

*of PWS Ecotourism Development Sites*

Environmental and social impacts foreseen during the implementation of the proposed activities:

- **Noise and disturbance:** Construction activities and increased human presence in the area can disrupt wildlife behavior, affecting their natural habitats and breeding patterns.
- **Waste generation:** Construction projects often generate a significant amount of waste, including construction debris, which if not managed properly, can have negative impacts on the environment.
- **Workers Health and Safety**

#### 4.Mitigation Measures for Environmental and Social Impacts

Potential impacts to the environment and society along with the mitigating measures are listed below in the table

Potential impact	Impact scale	Proposed mitigation measures	Responsible Party	Cost
<i>Annual River bank protection, Nichula range, PWS</i>				Nu. 12,00,000
Waste generation	Minor (Short term)	<ul style="list-style-type: none"> <li>● Include waste collection procedures in contract agreement;</li> <li>● Monitor construction sites by the monitoring in charge</li> <li>● Provide proper container and waste bins at project sites;</li> <li>● Concept of Reduce, Reuse and Recycle must be followed and implemented; and</li> <li>● Burning of waste will be prohibited.</li> </ul>	Nichula Range	To be incorporated in bidding document
2. Worker's health and Safety	Minor (Short term)	<ul style="list-style-type: none"> <li>● Follow the workers' health and safety guidelines as attached to the ESMP (BFL guidelines);</li> <li>● Ensure regular health screening for the workers pre and during activities;</li> <li>● Ensure that no underage workers, or children are engaged;</li> <li>● Decent work conditions, including an appropriate salary, working hours, accommodation and food for workers shall be provided to all workers;</li> <li>● Workers are employed on the principle of equal opportunity and fair treatment, and there is no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, job assignment, termination of employment, and disciplinary practices; and</li> <li>● A grievance mechanism for workers to raise workplace concerns should be in place</li> </ul>	BFL focal  Site In-Charge	To be incorporated in bidding document
<i>Development of basic amenities at Wangchulingka outpost for ecotourism</i>				Nu. 4257,000
Vegetation destruction	Minor (Short term)	<ul style="list-style-type: none"> <li>● Less destruction to vegetation</li> <li>● Replanting native vegetation can help restore the vegetation if destroyed</li> <li>● Utilizing only dead, dying and wind fallen timbers from the site</li> </ul>	BFL focal, Range office, Site in-charge	To be part of the activity cost
Noise and Disturbance	Minor (Short term)	<ul style="list-style-type: none"> <li>● Provide noise control ear accessories to the workers</li> <li>● Create awareness to the workers to regularly use the noise control accessories</li> </ul>		To be part of the activity cost
Waste generation	Minor (Short term)	<ul style="list-style-type: none"> <li>● Cleaning regularly and brief in charges to collect e-waste after completion of</li> </ul>	Phibsoo Range,	To be part of the activity cost

		<p>daily assigned task;</p> <ul style="list-style-type: none"> <li>● Provide proper container and waste bins at project sites;</li> <li>● Waste dumping beside designated sites prohibited;</li> <li>● Concept of Reduce, Reuse and Recycle must be followed and implemented.</li> </ul>	site in charge	
Worker's health and Safety	Minor (Short term)	<ul style="list-style-type: none"> <li>● Follow the workers' health and safety guidelines as attached to the ESMP (BFL guidelines);</li> <li>● Ensure regular health screening for the workers prior to and during activities;</li> <li>● Ensure that no underage workers, or children are engaged;</li> <li>● Decent work conditions, including an appropriate salary, working hours, accommodation and food for workers shall be provided to all workers;</li> <li>● Workers are employed on the principle of equal opportunity and fair treatment, and there is no discrimination with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, job assignment, termination of employment or retirement, and disciplinary practices; and</li> <li>● A grievance mechanism for workers to raise workplace concerns should be in place.</li> </ul>	Phibsoo Range	To be part of the activity cost

#### 4. ESMP Implementation arrangements

The implementation of project activities will be carried out by the BFL focal person in PWS. The focal person will be responsible for compliance with all procedures outlined in this ESMP as well as compliance with any requirements to obtain clearances, permits, approvals, or consent documents from relevant authorities and stakeholders. This ESMP should be part of the contract that the PA will sign with the Contractor(s) for implementation of the planned activities in PWS in 2024. The contractor/site in charge is obligated to perform all proposed preventive or mitigation environmental and social measures in this plan and to keep the evidence of any documents related to applying these measures (e.g., letter asking the municipality for disposal of inert waste, records on OHS information session performed for all workers before start of activities, all developed OHS plans, etc.). An OHS information session should be organized by the Contractor/ work implementer for all workers prior to start the project activities and prior to any specific tasks with high health risks.

The PWS's Supervising Engineer needs to monitor the implementation of proposed measures by the Contractor and Contractor's subcontractors with visual checking, reviewing the records of evidence that the measures have been applied and ask the Contractor to apply the measures as soon as possible. Non-compliance should be recorded and the report on any noncompliance should be reported to the ESS officer immediately, and the ESS officer will report it to the PCU (M&E Officer). Non-compliance should be closed with appropriate measure/s and the evidence should be kept.

Disbursement of project funds to the PA will be contingent upon their full compliance with the safeguard's requirements.

#### 5. ESMP monitoring arrangements

The BFL focal person in PWS will closely monitor the implementation of all planned activities and the required mitigation measures, and ensure that they fully comply with this ESMP and with the terms and conditions included in the environment clearances issued by RGoB's national authorities. PWS's PA is also fully responsible for the compliance of all external contractors and service providers working in the PWS with the safeguards requirements outlined in the ESMP. The monitoring of activities under this ESMP will be carried out in the following manner:

Sl. No.	Activities	Monitoring team	Timeline		Location	Means of Verification
			Start	Complete		
1	River bank protection construction at Nichula range office	Field Focal	July 2024	December 2024	Nichula	Field visits and reports
		ESS Focal	October 2024	October 2024		
2	Development of basic amenities at Wangchulingka outpost for ecotourism	Field Focal	January 2024	June 2024	Phibsoo	Field visits and reports
		ESS Focal	April 2024	April 2024		

- Monitoring by implementing entities:
  - At least weekly field visits
  - Monthly reports prepared by implementing entities and submitted to ESS officer at PCU
- Monitoring by ESS officer at PCU:
  - At least one field visit by ESS officer
  - Quarterly reports by ESS officer to the PCU (M&E officer)
- Quarterly reports by PCU (M&E officer) to Secretariat
- Bi-annual reports of the Secretariat to WWF US (as part of mid-year and final APRs)

## 6. Capacity Need and Budget

Activities under this ESMP will be implemented by the BFL focal person, supervising engineer, and contractor that will employ workers as mentioned in the contract agreement. The budget for the activities are as bulleted below;

Sl. No.	Activity	Amount (Nu.)	Budget for ESS mitigation
3	Annual river bank protection (Gabion wall construction)	1,200,000	To be part of the activity cost
4	Development of basic amenities at Wangchulingka outpost for ecotourism	4,257,000	To be part of the activity cost
	<b>Total</b>	<b>7,800,000</b>	

The proposed activities are of very small scale and there are no adverse social and environmental impacts which require mitigation measures. Therefore, separate funds for mitigation measures are not proposed.

## 7. Consultation and Disclosure Mechanisms

This ESMP has been developed through a participatory approach, with community consultation scheduled on February 2024 at Nichula Gewog Office and Phibsoo Gewog Office. Local community representatives such as the Gup (Gewog head), Mangmi, and Tshogpa has been engaged to discuss planned project activities, particularly regarding the development of ecotourism basic amenities and river bank protection construction. This consultation aims to gather their opinions and allow them to inquire about proposed mitigation measures.

The complete English version of the ESMP, along with a Bhutanese executive summary, will be made publicly available on the websites of the Ministry of Environment and Natural Resources (MoENR) and WWF, Bhutan Program. Additionally, hard copies of the ESMP will be accessible at the PA Management Office and the PCU Office.

## 8. Stakeholder engagement plan

The local community residing near the planned BFL activities in PWS will be actively engaged throughout the implementation process. Prior to commencing any construction activities, such as ecotourism, basic amenities construction and river bank protection construction, a consultation meeting will be convened. Subsequent consultations will be organized if necessary during the activity's implementation, and these consultations may be combined with discussions for other BFL or non-BFL activities if feasible.

Official minutes of the consultation meetings, including a list of participants disaggregated by gender and age, will be compiled by the BFL focal and submitted to the ESS officer at PCU within one week

after each consultation's conclusion. The ESS officer will then forward the consultation reports to the PCU's Monitoring and Evaluation (M&E) officer within one week of receipt. Semi-annual reports will be submitted by the PCU's M&E officer to the Secretariat, ensuring comprehensive oversight of community engagement efforts.

## **9. Grievance Redressal Mechanisms**

This ESMP and its mitigation measures are required to be disclosed to communities for 30 days prior to the start of implementation of activities.

In addition, the BFL focal point is responsible for making local communities aware of the grievance mechanisms: the BFL-specific grievance mechanism, WWF's Grievance Mechanism, and the GCF Independent Review Mechanism.

### ***BFL-specific Grievance Mechanism***

A grievance redressal mechanism (GRM) is in place to address any grievances arising from the implementation of BFL activities, on resources, non-performances of project obligation including safeguards, violation of law and/or corruption, project governance and implementation, fair access and benefit sharing, stakeholder engagement, labor-related issues and incidents, gender related issues and others.

If the stakeholders have any grievances related to the BLF project they can report their grievances via letter, phone call or verbally to nearby gewog or forest offices. The report can also be sent to the BFL PCU office or WWF office. The procedures to file grievances related to the project is mentioned in the BFL GRM brochure attached in the annexure.

### ***WWF Grievance Mechanism***

A grievance can be filed with the Project Complaints Officer (PCO), a WWF staff member fully independent from the Project Team, who is responsible for the WWF Grievance Mechanism and who can be reached at:

Email: [SafeguardsComplaint@wwfus.org](mailto:SafeguardsComplaint@wwfus.org)

Mailing address:

Project Complaints Officer  
Safeguards Complaints,  
World Wildlife Fund  
1250 24th Street NW  
Washington, DC 20037

Stakeholders may also submit a complaint online through an independent third-party platform at <https://secure.ethicspoint.com/domain/media/en/gui/59041/index.html>.

### ***GCF Independent Review Mechanism***

The Independent Review Mechanism (IRM) provides recourse to those affected or who may be affected by GCF projects. Complainants can find information on filing a complaint and proceed to file a complaint on the GCF IRM website: <https://irm.greenclimate.fund/case-register/file-complaint>.

## Annexure

### **BFL: Suggested Occupational Health and Safety Standards**

Employers and supervisors are obliged to implement all reasonable precautions to protect the health and safety of workers. Implementing entities should hire contractors that have the technical capability to manage the occupational health and safety issues of their workers, extending the application of the hazard management activities through formal procurement agreements.

This section provides guidance and examples of reasonable precautions to implement in managing principal risks to occupational health and safety. It is based on the IFC's Environmental, Health, and Safety Guidelines (April 30, 2007) and the Occupational Health and Safety Guidelines of Bhutan's Construction Development Corporation Ltd., which relies on the national Regulation on Occupational Health, Safety and Welfare 2012, Regulation on Working Conditions 2012 and Labour Act 2007, and in compliance to Sl. No. 21 of Regulation on Occupational Health, Safety and Welfare 2012.

#### **1. General Facility Design and Operation**

##### ***Integrity of Workplace Structures***

Permanent and recurrent places of work should be designed and equipped to protect occupational health and safety:

- Surfaces, structures and installations should be easy to clean and maintain, and not allow for accumulation of hazardous compounds.
- Buildings should be structurally safe, provide appropriate protection against the climate, and have acceptable light and noise conditions.
- Fire resistant, noise-absorbing materials should, to the extent feasible, be used for cladding on ceilings and walls.
- Floors should be level, even, and non-skid.
- Heavy oscillating, rotating or alternating equipment should be located in dedicated buildings or structurally isolated sections.

##### ***Severe Weather and Facility Shutdown***

- Workplace structures should be designed and constructed to withstand the expected elements for the region and have an area designated for safe refuge (e.g., in case of earthquake).

##### ***Workspace and Exit***

- The space provided for each worker, and in total, should be adequate for safe execution of all activities, including transport and interim storage of materials and products.

##### ***Fire Precautions***

The workplace should be designed to prevent the start of fires through the implementation of fire codes applicable to industrial settings. Other essential measures include:

- The workplace shall be provided with adequate means of protection and escape in case of fire.
- The workplace shall be provided with adequate number of relevant fire extinguishers.
- Workers shall wear shoes without iron or steel nails or any other exposed ferrous materials which is likely to cause sparks by friction.
- Smoking, lightening, or carrying of matches, lighters or smoking materials shall be prohibited.
- All other precautions, as are reasonably practicable, shall be taken to prevent initiation of ignition from all other possible sources such as open flames, frictional sparks, overheated surfaces of machinery or plant, chemical or physical, chemical reaction and radiant heat.
- At every workplace adequate provision of water supply for firefighting shall be provided and maintained.
- Equipping facilities with firefighting equipment (e.g., fire extinguishing bottle). The equipment should be maintained in good working order and be readily accessible. It should be adequate for the dimensions and use of the premises, equipment installed, physical and chemical properties of substances present, and the maximum number of people present.
- Manual firefighting equipment shall be easily accessible and simple to use.
- Fire extinguishers and emergency alarm systems that are both audible and visible should be in place.

##### ***Lavatories and Showers***

- Adequate lavatory facilities (toilets and washing areas) should be provided for the number of people

expected to work in the facility (at least one for every 20 workers). Toilet facilities should also be provided with adequate supplies of hot and cold running water and soap.

#### ***Potable Water Supply***

- Adequate supplies of potable drinking water should be provided to workers at the work site.

#### ***Clean Eating Area***

- Where there is potential for exposure to substances poisonous by ingestion, suitable arrangements are to be made for provision of clean eating areas where workers are not exposed to the hazardous or noxious substances.

#### ***Lighting***

- Workplaces should, to the degree feasible, receive natural light and be supplemented with sufficient artificial illumination to promote workers' safety and health, and enable safe equipment operation. Supplemental 'task lighting' may be required where specific visual acuity requirements should be met.
- Emergency lighting of adequate intensity should be installed upon failure of the principal artificial light source to ensure safe shut-down, evacuation, etc.

#### ***Safe Access***

- Passageways for pedestrians and vehicles within and outside buildings should be segregated and provide for easy, safe, and appropriate access.
- Equipment and installations requiring servicing, inspection, and/or cleaning should have unobstructed, unrestricted, and ready access.
- Covers should, if feasible, be installed to protect against falling items.
- Measures to prevent unauthorized access to dangerous areas should be in place.

#### ***First Aid***

The employer should ensure that qualified first-aid can be provided at all times. A sufficient number of first aid boxes or cupboards shall be provided and maintained so as to be readily available during all working hours, provided that the distance of the nearest first aid box or a cupboard stall be not more than 200m from any working place.

- First aid kits include all equipment outlined in Annex 1 to these Guidelines.
- Remote sites should have written emergency procedures in place for dealing with cases of trauma or serious illness up to the point at which patient care can be transferred to an appropriate medical facility.

#### ***Work Uniform***

- The contractor shall provide a working uniform to each worker.
- All workers shall be required to attend the duty in proper uniform unless otherwise instructed by the Contractor.

#### ***Air Supply***

- Sufficient fresh air should be supplied for indoor and confined workspaces. Factors to be considered in ventilation design include physical activity, substances in use, and process related emissions. Air distribution systems should be designed so as not to expose workers to draughts.
- Re-circulation of contaminated air is not acceptable. Heating, ventilation and air conditioning (HVAC) systems should be equipped, maintained and operated so as to prevent growth and spreading of disease agents (e.g. Legionella pneumophilia) or breeding of vectors (e.g. mosquitoes and flies) of public health concern.

## **2. Information Provision on Occupational Health and Safety (OHS)**

- The Contractor is responsible to hold an information session to familiarize all workers with the OHS procedures specified in these guidelines, in order to ensure they are apprised of the basic site rules of work at / on the site and of personal protection and preventing injury to fellow workers.
- The information session should consist of basic hazard awareness, site-specific hazards, safe work practices, and emergency procedures for fire, evacuation, and natural disaster, as appropriate. Any site-specific hazard or color coding in use should be thoroughly reviewed as part of orientation training.

## **3. Physical Hazards**

- Physical hazards represent potential for accident or injury or illness due to repetitive exposure to mechanical action or work activity.

### ***Rotating and Moving Equipment***

Injury or death can occur from being trapped, entangled, or struck by machinery parts due to unexpected starting of equipment or unobvious movement during operations. Recommended protective measures include:

- Designing machines to eliminate trap hazards and ensuring that extremities are kept out of harm's way under normal operating conditions. Examples of proper design considerations include two-hand operated machines to prevent amputations or the availability of emergency stops dedicated to the machine and placed in strategic locations.
- Where a machine or equipment has an exposed moving part or exposed pinch point that may endanger the safety of any worker, the machine or equipment should be equipped with, and protected by, a guard or other device that prevents access to the moving part or pinch point. Guards should be designed and installed in conformance with appropriate machine safety standards.

### ***Noise***

- No worker should be exposed to a noise level greater than 85 dB(A) for a duration of more than 8 hours per day without hearing protection. In addition, no unprotected ear should be exposed to a peak sound pressure level (instantaneous) of more than 140 dB(C).
- The use of hearing protection should be enforced actively when the equivalent sound level over 8 hours reaches 85 dB(A), the peak sound levels reach 140 dB(C), or the average maximum sound level reaches 110dB(A). Hearing protective devices provided should be capable of reducing sound levels at the ear to at least 85 dB(A).
- Although hearing protection is preferred for any period of noise exposure in excess of 85 dB(A), an equivalent level of protection can be obtained, but less easily managed, by limiting the duration of noise exposure. For every 3 dB(A) increase in sound levels, the 'allowed' exposure period or duration should be reduced by 50 percent.
- Prior to the issuance of hearing protective devices as the final control mechanism, use of acoustic insulating materials, isolation of the noise source, and other engineering controls should be investigated and implemented, where feasible.
- Periodic medical hearing checks should be performed on workers exposed to high noise levels.

### ***Vibration***

Exposure to hand-arm vibration from equipment such as hand and power tools, or whole-body vibrations from surfaces on which the worker stands or sits, should be controlled through choice of equipment, installation of vibration dampening pads or devices, and limiting the duration of exposure.

### ***Electrical***

Exposed or faulty electrical devices, such as circuit breakers, panels, cables, cords and hand tools, can pose a serious risk to workers. Overhead wires can be struck by metal devices, such as poles or ladders, and by vehicles with metal booms. Vehicles or grounded metal objects brought into close proximity with overhead wires can result in arcing between the wires and the object, without actual contact. Recommended actions include:

- Marking all energized electrical devices and lines with warning signs
- Locking out (de-charging and leaving open with a controlled locking device) and tagging-out (warning sign placed on the lock) devices during service or maintenance
- Checking all electrical cords, cables, and hand power tools for frayed or exposed cords and following manufacturer recommendations for maximum permitted operating voltage of the portable hand tools
- Double insulating / grounding all electrical equipment used in environments that are, or may become, wet; using equipment with ground fault interrupter (GFI) protected circuits
- Protecting power cords and extension cords against damage from traffic by shielding or suspending above traffic areas
- Appropriate labeling of service rooms housing high voltage equipment ('electrical hazard') and where entry is controlled or prohibited
- Establishing "No Approach" zones around or under high voltage power lines
- Rubber tired construction or other vehicles that come into direct contact with, or arcing between, high voltage wires may need to be taken out of service for periods of 48 hour and have the tires replaced to prevent catastrophic tire and wheel assembly failure, potentially causing serious injury or death
- Conducting detailed identification and marking of all buried electrical wiring prior to any excavation work

### ***Eye Hazards***

Solid particles from a wide variety of industrial operations, and/or a liquid chemical spray may strike a worker in

the eye causing an eye injury or permanent blindness. Recommended measures include:

- Use of machine guards or splash shields and/or face and eye protection devices, such as safety glasses with side shields, goggles, and/or a full-face shield. Frequent checks of these types of equipment prior to use to ensure mechanical integrity is also good practice.
- Where machine or work fragments could present a hazard to transient workers or passers-by, extra area guarding or proximity restricting systems should be implemented, or PPE required for transients and visitors.
- Provisions should be made for persons who have to wear prescription glasses either through the use over glasses or prescription hardened glasses.

### ***Welding / Hot Work***

Welding creates an extremely bright and intense light that may seriously injure a worker's eyesight. In extreme cases, blindness may result. Additionally, welding may produce noxious fumes to which prolonged exposure can cause serious chronic diseases. Recommended measures include:

- Provision of proper eye protection such as welder goggles and/or a full-face eye shield for all personnel involved in, or assisting, welding operations. Additional methods may include the use of welding barrier screens around the specific work station (a solid piece of light metal, canvas, or plywood designed to block welding light from others). Devices to extract and remove noxious fumes at the source may also be required.

### ***Working Environment Temperature***

Exposure to hot or cold working conditions in indoor or outdoor environments can result temperature stress-related injury or death. Use of personal protective equipment (PPE) to protect against other occupational hazards can accentuate and aggravate heat-related illnesses. Extreme temperatures in permanent work environments should be avoided through implementation of engineering controls and ventilation. Where this is not possible, such as during short-term outdoor work, temperature-related stress management procedures should be implemented which include:

- Monitoring weather forecasts for outdoor work to provide advance warning of extreme weather and scheduling work accordingly
- Providing temporary shelters to protect against the elements during working activities or for use as rest areas
- Use of protective clothing
- Providing easy access to adequate hydration such as drinking water or electrolyte drinks, and avoiding consumption of alcoholic beverages

### ***Ergonomics, Repetitive Motion, Manual Handling***

Injuries due to ergonomic factors, such as repetitive motion, overexertion, and manual handling, take prolonged and repeated exposures to develop, and typically require periods of weeks to months for recovery. These OHS problems should be minimized or eliminated to maintain a productive workplace. Controls may include:

- Facility and workstation design with 5th to 95th percentile operational and maintenance workers in mind
- Use of mechanical assists to eliminate or reduce exertions required to lift materials, hold tools and work objects, and requiring multi-person lifts if weights exceed thresholds
- Selecting and designing tools that reduce force requirements and holding times, and improve postures
- Incorporating rest and stretch breaks into work processes, and conducting job rotation
- Implementing quality control and maintenance programs that reduce unnecessary forces and exertions

### ***Working at Heights***

Fall prevention and protection measures should be implemented whenever a worker is exposed to the hazard of falling more than two meters; into operating machinery; into water or other liquid; into hazardous substances; or through an opening in a work surface. Fall prevention / protection measures may also be warranted on a case-specific basis when there are risks of falling from lesser heights. Fall prevention may include:

- Installation of guardrails with mid-rails and toe boards at the edge of any fall hazard area
- Proper use of ladders and scaffolds by trained workers
- Use of fall prevention devices, including safety belt and lanyard travel limiting devices to prevent access to fall hazard area, or fall protection devices such as full body harnesses used in conjunction with shock absorbing lanyards or self-retracting inertial fall arrest devices attached to fixed anchor point or horizontal life-lines
- Appropriate training in use, serviceability, and integrity of the necessary PPE
- Inclusion of rescue and/or recovery plans, and equipment to respond to workers after an arrested fall

### ***Illumination***

Work area light intensity should be adequate for the general purpose of the location and type of activity, and should be supplemented with dedicated work station illumination, as needed. Controls should include:

- Use of energy efficient light sources with minimum heat emission
- Undertaking measures to eliminate glare / reflections and flickering of lights
- Taking precautions to minimize and control optical radiation including direct sunlight.
- Exposure to high intensity UV and IR radiation and high intensity visible light should also be controlled
- Controlling laser hazards in accordance with equipment specifications, certifications, and recognized safety standards. The lowest feasible class Laser should be applied to minimize risks.

#### **4. Personal safety equipment for workers**

All workers are equipped with the following personal safety equipment: helmet, gloves, ordinary boots and reflective vest.

Workers that are exposed to dust should also be provided with eye protection glasses and face mask. Workers that are exposed to noise should be provided with ear plugs. Workers that need to work in the dark should be provided with hand and cap lamps. Workers are instructed regarding safety equipment as follows: Always wear complete set of protective wear.

- Do not wear loose clothing, such as overhang shirt, jackets, mufflers etc.
- Tuck shirt and jacket well.
- Secure helmet with belt under the chin.
- Tuck the bottom sleeves of trouser inside safety boot.
- Dress with reflector

#### **5. Standards for workers' accommodation**

##### 1. General living facilities

- The location of the facilities is designed to avoid flooding or other natural hazards
- The living facilities are located within a reasonable distance from the worksite.
- Transport is provided to worksite safe and free.
- The living facilities are built using adequate materials, kept in good repair and kept clean and free from rubbish and other refuse.

##### 2. Drainage

- The site is adequately drained.

##### 3. Heating, air conditioning, ventilation and light

- Living facilities are provided with adequate heating, ventilation, and light systems including emergency lighting.

##### 4. Water

- Workers have easy access to a supply of clean/ potable water in adequate quantities.
- The quality of the water complies with national/local requirements or WHO standards.
- Tanks used for the storage of drinking water are constructed and covered to prevent water stored therein from becoming polluted or contaminated.
- The quality of the drinking water is regularly monitored.

##### 5. Wastewater and solid waste

- Wastewater, sewage, food and any other waste materials are adequately discharged in compliance with national and/or international standards and without causing any significant impacts on camp residents, the environment or surrounding communities.
- Specific containers for rubbish collection are provided and emptied on a regular basis.
- Pest extermination, vector control and disinfection are undertaken throughout the living facilities at least once.

##### 6. Rooms/dormitories facilities

- Rooms/dormitories are kept in good condition.
- Rooms/dormitories are aired and cleaned at regular intervals.

- Rooms/dormitories are built with easily cleanable flooring material.
- Rooms/dormitories and sanitary facilities are located in the same buildings.
- Residents are provided with enough space.
- The number of workers sharing the same room/dormitory is minimized.
- Doors and windows are lockable and provided with mosquito screens when necessary.
- Mobile partitions or curtains are provided.
- Adequate number of furniture such as table, chair, mirror, and lamps are provided for all workers.
- Separate sleeping areas are provided for men and women.

#### 7. Bed arrangements and storage facilities

- A separate bed is provided for every worker.
- The practice of “hot-bedding” is prohibited.
- There is a minimum space of 1 meter between beds.
- The use of double deck bunks is minimized.
- If double deck bunks are in use, there is enough clear space between the lower and upper bunk of the bed.
- Workers are provided with comfortable mattresses. Workers may be expected to use their own pillows and bed linens.
- Workers wash bed linen frequently and applied with adequate repellents and disinfectants (where conditions warrant).
- Adequate facilities for the storage of personal belongings are provided.
- Separate storages for work clothes and PPE and depending on condition, drying/airing areas are provided.

#### 8. Sanitary and toilet facilities

- Sanitary and toilet facilities are constructed from materials that are easily cleanable.
- Sanitary and toilet facilities are cleaned frequently and kept in working condition.
- Toilets, showers/bathrooms and other sanitary facilities are designed to provide workers with adequate privacy including ceiling to floor partitions and lockable doors.
- Separate sanitary and toilet facilities are provided for men and women.
- Toilet facilities are conveniently located and easily accessible.
- Toilet facilities are environmentally friendly (e.g., pit toilet) and sewage is not disposed into the worksite.
- Open defecation in the vicinity of project sites should be prohibited.
- An adequate number of hand wash basins and showers/bathrooms facilities are provided.
- Shower facilities are provided with water heating facilities.

#### 9. Cooking and laundry facilities

Cooking and laundry facilities should be available for workers at the worksite or in close vicinity to it. These facilities should be kept in clean and sanitary conditions.

#### 10. Leisure, social and telecommunications facilities

- Basic social collective spaces should be available to workers.
- Workers are provided with dedicated places for religious observance, as appropriate.
- The employer provides workers with local sim cards that can be used for communication on their personal cell phones.

#### **Contents of first aid box or cup-boards**

The first aid boxes or cup-boards shall be distinctively marked with white cross on a green background and shall contain the following equipment:

1. Small sterilized dressings (12)
2. Medium size sterilized dressings (6)
3. Large size sterilized dressings (6)
4. Large size sterilized burn dressings (6)

5. (1/2 oz.) Sterilized cotton wool (6 packets)
6. (2oz.) Bottle containing a two per cent alcoholic solution of iodine (1)
7. (2oz.) Bottle containing Betadine (antiseptic solution) having the dose and mode of administration indicated on the label (1)
8. Roll of adhesive plaster (1)
9. A snake bite lancet (1) Torch light (1)
10. Pair of scissors (1)
11. Tablets Aspirin (5gms) 2 dozen
12. Burn Ointment (2 tubes)
13. Dettol (2 phial, about 2 ozs)
14. Bandages 4 inches wide
15. Bandages 2 inches wide
16. Triangular bandages (2)
17. Packets of safety pins (1)
18. A supply of suitable splin

## Annexure - BFL GRM Brochure for PWS

### LOGICAL STEPS FOR GRIEVANCE RESOLUTION PROCESS

Each grievance will be registered with the following information:

- Name of the complainant
- Date of the grievance
- Nature of the grievance and location
- Number of persons involved
- Tracking no.
- Potential solutions

**Modes of communication:**

### WHAT HAPPENS TO YOUR COMPLAINT?

The complaint will be investigated by responsible authorities following the logical steps for grievance resolution process within 12 working days. If further investigation is required, the complainant will be informed accordingly and a final response will be provided after an additional period of 8 working days.

If you did not prefer to remain anonymous, you will be notified regarding the complaint resolution once the investigation is completed.

**VISIT US:**

Bhutan For Life, Project Coordination Unit, Department of Forests and Park Services, Ministry of Energy and Natural Resources, Royal Government of Bhutan

### THE GRIEVANCE REDRESSAL MECHANISM FOR BHUTAN FOR LIFE

#### PHIBSOO WILDLIFE SANCTUARY

**The goal of the BFL GRM is to channel grievances into an acceptable, institutionalized mechanism for timely resolving conflict that may arise from implementation of BFL project activities.**

**The GRM seeks to address any grievances related to the implementation of BFL activities such as:**

- Loss of community resources
- Non-performance of project obligations including safeguards
- Violations of law and/or corruption
- Project governance and implementation
- Fair access and benefit sharing
- Stakeholder engagement
- Budget allocation
- Labour related issues and incidents
- Gender related issues

### HOW TO FILE YOUR COMPLAINT

To file your complaint, please contact any of the designated individuals provided below. You may maintain anonymity if you prefer.

**BFL FOCAL OFFICER**

Kuenley Gyeltshen  
 17678827  
 kuenleyg@moenr.gov.bt

Shariphu Head Office, Singye Gewog, Sarpang

**BFL FOCAL OFFICER**

Khandu Tshomo  
 17460936  
 khandut@moenr.gov.bt

Shariphu Head Office, Singye Gewog, Sarpang

**YOU MAY ALSO CONTACT THE BFL PROJECT COORDINATION UNIT (PCU) OR FUND SECRETARIAT (FS) AT:**

**BFL FUND SECRETARIAT (FS)**

Kuenzang Tobgay  
 17750414  
 kuenzangtobgay@bfl.org.bt

Bhutan For Life Fund Secretariat, Royal Textile Academy, Thimphu

**BFL PROJECT COORDINATION UNIT (PCU)**

Norbu Yangdon  
 17987200  
 norbuyangdon@moenr.gov.bt

BFL Project Coordination Unit, Department of Forests and Park Services, Ministry of Energy and Natural Resources, Taba, Thimphu

### PHIBSOO RANGE OFFICE

Tshering Nidup  
 17685292  
 tsheringnidup@moenr.gov.bt

Phibsoo Range Office, Singye Gewog, Sarpang

### NICHULA RANGE OFFICE

Lax Man Tamang  
 17829840  
 laxamntamang@gmail.com

Nichula Range Office, Lamozingkha Gewog, Dagana

**IF YOU ARE NOT COMFORTABLE FILING YOUR COMPLAINTS AT PROTECTED AREA OFFICES, YOU MAY ALSO FILE YOUR COMPLAINTS AT THE NEAREST FOLLOWING GEWOG OFFICES:**

- Nichula Gewog – 17749899
- Sengye Gewog – 17626508

**IF THE NATIONAL PROCESS OF GRM IS UNABLE TO RESOLVE THE GRIEVANCE, COMPLAINTS MAY ALSO BE FILED WITH WORLD WILDLIFE FUND (WWF).**

Write to the WWF GCF Accredited entity at:  
SafeguardsComplaint@wwfus.org  
Project Complaints Officer, Safeguards Complaints, World Wildlife Fund 1250 24th Street NW Washington, DC 20037

**COMPLAINTS MAY ALSO BE FILED WITH GCF INDEPENDENT REDRESS MECHANISM (IRM) OPTION. COMPLAINT CAN BE FILED BY:**

- Sending it by mail or email at [irm@gcfund.org](mailto:irm@gcfund.org)
- Sending a voice or video recording
- Filling out the online complaints form available at: <https://gcf.isight.com/external/case/new/group=Complaint>

A complaint for IRM should generally include:

- Name, address and contact information
- A description of the programme (caused adverse impacts to the complainant)
- A description of how the complainants have been/maybe adversely impacted by the project/programme
- Whether confidentiality is being requested and the reasons for it.

**COMPLAINTS MAY ALSO BE FILED WITH THE WWF THIRD PARTY GRIEVANCE REPORTING MECHANISM BY USING ETHICS POINT WEBSITE AT:**

<https://secure.ethicspoint.com/domain/media/en/gui/59041/index.html>

This mechanism can receive reports online or by phone in multiple languages.

**IF YOU ARE UNSATISFIED WITH THE COMPLAINT RESOLUTION PROCESS, YOU CAN APPEAL TO:**

GRM Appeal Committee, Bhutan For Life Project, DoFPS, Thimphu, Bhutan.