

BI-ANNUAL ENVIRONMENTAL MONITORING REPORT

Project Number: 43405-027

July-December 2017

Loan Number: 3291-GEO and 3292-GEO (SF)

GEORGIA: URBAN SERVICES IMPROVEMENT INVESTMENT PROGRAM (TRANCHE 5) (FINANCED BY THE ASIAN DEVELOPMENT BANK)

Prepared by: Ketevan Chomakhidze, Environmental Consultant, “United Water Supply Company of Georgia”

For: The Ministry of Regional Development and Infrastructure of Georgia and the Asian Development Bank

Endorsed by: Tinatin Lebanidze, Head, Department of International Procurement and Donors Relations

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ABBREVIATIONS

ADB	Asian Development Bank
DC	Design Consultant
DEPRP	Department of Environmental protection, Resettlement and Construction Permit
DIPDR	Department of International Procurement and Donors Relations
EA	Executing Agency
EARF	Environmental Assessment and Review Framework
EHS	Environmental Health & Safety
EIA	Environmental Impact Assessment
EIP	Environmental Impact Permit
EMP/ SSEMP	Environmental Management Plan/ Site-Specific Environmental Management Plan
ES/ SES	Environmental Specialist/ Senior Environmental Specialist
GoG	Government of Georgia
GRC	Grievance Redress Committee
GRM	Grievance Redress Mechanism
IPMO	Investment Program Management Office
USIIP	Urban Sector Improvement Investment Program
IA	Implementing Agency
IEE	Initial Environmental Examination
MTFF	Multi-tranche Financing Facility
MoENRP	Ministry of Environment and Natural Resources Protection
MoRDI	Ministry of Regional Development & Infrastructure
NEA	National Environmental Agency
SC	Supervision Consultant
UWSCG	United Water Supply Company of Georgia
WSS	Water Supply & Sewerage

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PART I – INTRODUCTION

1.1 Construction activities and project progress during the previous 6 months

A. General information about the program/subprojects

1. The present Bi-annual Environmental Monitoring Report covers July-December 2017 time period.
2. The Urban Services Improvement Investment Program was developed as the Government's response to the lack of adequate and/or safe water supply, sewerage and sanitation in urban areas of Georgia. This is intended to optimize social and economic development in selected urban areas through improved urban water and sanitation services, and is financed by the ADB through its Multi-tranche Financing Facility. The Ministry of Regional Development and Infrastructure is the Executing Agency and the United Water Supply Company of Georgia, LLC is the Implementing Agency of the Investment Program. UWSCG is a 100% state-owned company.
3. The Investment Program will improve infrastructure through the development, design and implementation of a series of subprojects, each providing improvements in a particular sector (water supply and/or sewerage) in one town. Subprojects will rehabilitate existing infrastructure and/or create new and expanded infrastructure to meet the present and future demand. Water supply improvements will include source augmentation and head works, pumping systems, treatment facilities, transmission and distribution network; and, sewerage improvement works will include sewer network, pumping stations, main collectors and waste water treatment plants.
4. Tranche 5 of the Investment Program includes:
 - Construction of Sewage System in Zugdidi (ZUG-02);
 - Construction of Wastewater Treatment Plants in Zugdidi (A) and Construction of Waste Water treatment Plant in Mestia (B) (REG-03);

The following projects are financed under Tranche 5:

5. **Construction of Sewage System in Zugdidi (ZUG-02).** The Zugdidi wastewater project envisages the rehabilitation and extension of the sewer network with gravity sewers and pressure lines and the construction of wastewater pumping stations. The project measures for the sewer network comprise the laying of 160 km new gravity pipes (DN 100 to DN 800) and 9.7 km new pressure pipes (OD 110 and OD 630). There will be 24 new wastewater pumping stations. The new network will convey the wastewater to a new wastewater treatment plant, which will be constructed under Reg-03 – Zugdidi (A) WWTP project.
6. **Construction of Wastewater Treatment Plant in Zugdidi (REG-03a).** The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 22,000 m³/day.

7. **Construction of Wastewater Treatment Plant in Mestia (REG-03b).** The project comprises of the construction of new Wastewater Treatment Plant with the capacity of 3,200 m³/day.

B. Construction activities implemented during the reporting period (July-December 2017)

1. During the reporting period, the contracts are signed between contractors and UWSCG to implement REG-03a project. No construction works initiated within the framework of REG-03b project yet.

1.2 Changes in Project Organization and Environmental Management Team Agencies Involved in Investment Program Implementation

1. The following agencies are involved in implementing the Investment program: Ministry of Regional Development and Infrastructure (MoRDI) is the Executing Agency (EA) responsible for management, coordination and execution of all activities funded under the loan. MoRDI has overall responsibility for compliance with loan covenants.
2. United Water Supply Company of Georgia (UWSCG) is the implementing agency (IA), which is responsible for administration, implementation (design, construction and operation) and all day-to-day activities under the loan. Investment Program Management Office (IPMO) under UWSCG is an International Procurement and Donors Relations Department. A new Department of Environmental Protection, Resettlement and Construction Permit (DEPRP) was established under UWSCG as well. DEPRP replaced the existing Unit of Resettlement and Environmental Protection (UREP). DEPRP include Unit of Construction Permission and consist of six staff members.
2. UWSCG as responsible IA for the project recruited a Supervision Consultant (SC) - Eptisa. The national and international team of consultants assists UWSCG in the supervision of the construction of subprojects under the USIIP. The SC also provides capacity building training to contractor staff in the management and operation and maintenance of the subprojects. The SC assists UWSCG in ensuring that the subprojects are implemented according to the specified standards. SC assignment also includes the supervising of the implementation of the environmental management plans.
3. All mitigation measures during construction have to be implemented by the contractor and these are monitored by the Supervision Consultant. To ensure the smooth implementation of EMPs and SSEMPs of subprojects, an Environmental Management Specialist (EMS) is employed by the SC/Eptisa. SC/EMS conducts routine observations and surveys, prepares quarterly environmental reports and submits these to UWSCG.
4. The Contractor has the following obligations:
 - to prepare SSEMPs;
 - to employ Environmental Consultant responsible for developing and implementing the construction phase SSEMPs and for providing the corresponding information to UWSCG and SC;
 - to develop Solid Waste Disposal Plan and agreed the MoENRP and Local Government

5. DC is responsible for developing and incorporation of mitigation measures in design and construction.
6. The environmental specialist (ES) is hired by UWSCG under the USIIP to assist and advise the DEPRP in USIIP program implementation in compliance with the ADB Safeguard Policy Statement 2009 and National Legislation, and oversee the work of DCs and SCs in safeguards compliance. ES supports DEPRP in EARF implementation, in particular, reviewing IEE/EIA Reports and overseeing implementation of EMP/SSEMPs and in training and capacity-building activities. The ES prepares bi-annual and annual environmental monitoring reports and submits to ADB.
7. DEPRP is responsible for the implementation of mitigation and monitoring measures during construction and operation of subprojects under USIIP. Currently DEPRP is staffed with a Head of Department. Head of Construction Permission Unit and 3 specialists, those are responsible for resettlement, environmental protection and construction permission issues.
8. ADB is the donor financing the Investment Program. Environmental management organization is shown in Figure 1 and Figure 2.

Figure 1: Structure Diagram of the Environmental Management Unit of UWSCG

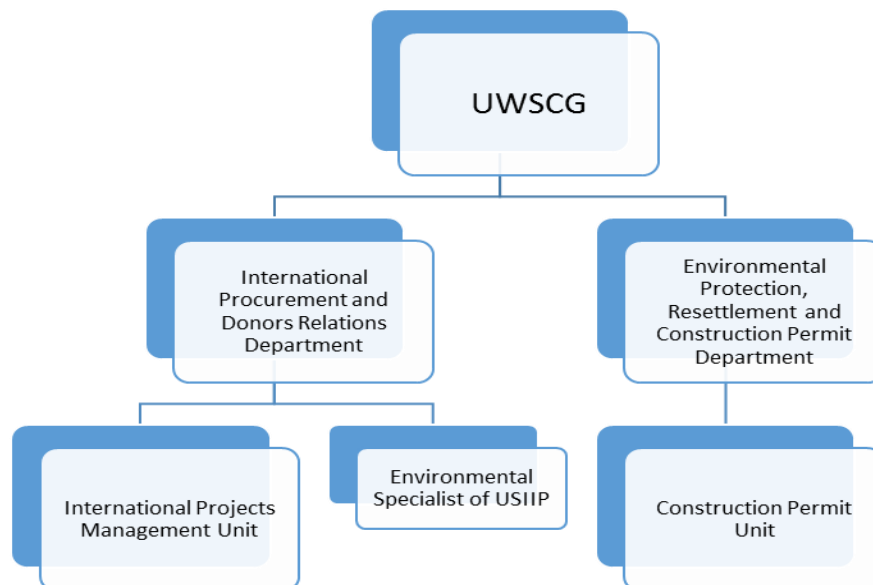
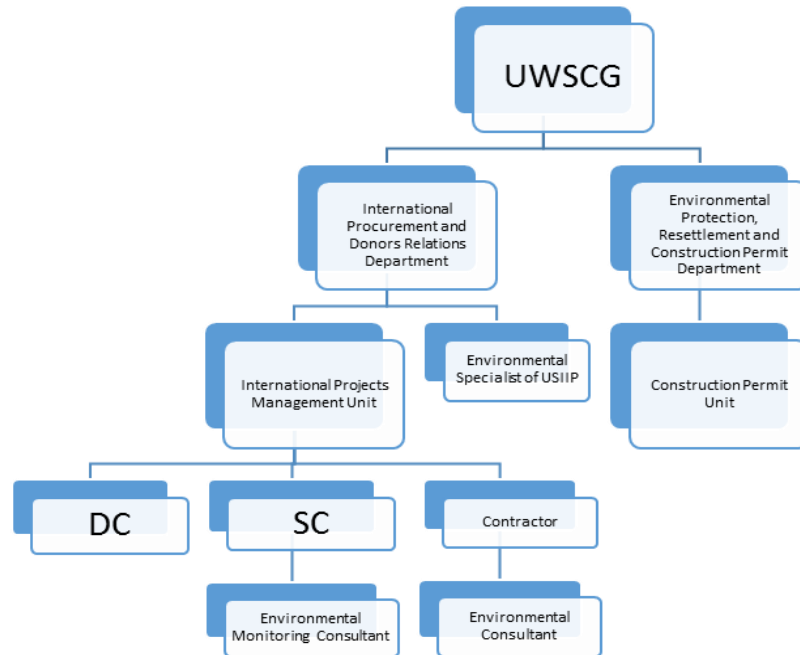


Figure 2: Structure Diagram of the Agencies Involved in Investment Program Implementation



1.3 Relationships with Contractors, Owner, Lender, etc

9. Relationships with Contractors, are considered as normal working relationships. At the working level, coordination of environmental issues has been satisfactory, the government agencies, UWSCG, consultants and contractors are in frequent communication and consultation.
10. Ministry of Regional Development and Infrastructure (MoRDI) is the Executing Agency (EA) responsible for oversee progress and provide guidance on the investment program implementation; convene regular meetings in consultation with the SC Chairperson and UWSCG; ensure compliance with investment program covenants.
11. Oversight of the USIIP with regards to environmental management is the responsibility of the environmental safeguards team, in particular UWSCG/DEPRP and the Environmental Specialist of USIIP.
12. The team has constant communication with the Supervision Consultant, Contractor, reviews/ comments all environmental reports submitted by DC, SC and contractors.
13. All SSEMPs will be prepared by Contractor, endorsed by SC and approved by UWSCG/ DEPRP.
14. SC is responsible for environmental capacity building, monitoring of implementation of SSEMPs and for developing quarterly reports. The Contractor has a full time Environmental Specialist who carries out day to day monitoring as submits a monthly progress reports.
15. ADB oversees project sites regularly and gives clear instructions for the project sites improvements with regard to environmental safeguards.
16. To resolve the observed environmental safeguard issues, the regular Environmental Meetings are organized with participation of UWSCG/IPMO/DEPRP, SC/Posch&Partners Consulting and Contractor.

During the meetings environmental issues and implementation of the mitigation measures are discussed.

17. A GRM and GRC have been established in Zugdidi within REG-01/Anaklia sub-project. As there is no Service Center in Anaklia, GRM was established in the nearest Service Center in Zugdidi, which will be functional for ZUG-02 project as well.

18. Project organization for the awarded contracts listed above is given in the table below:

Table 1: List of contracts under T5 – Zug-02 and Supervision Consultant for T5

Contract #	Sub-project Title	Employer	Contractor	Contract Signature date	Contract Final Date
Contract No: P43405-ICB-Zug-02	Contractor: ZUG-02	UWSCG	Ludwig Pfeiffer Hoch-und Tiefbau GmbH & Co.KG	1-Feb-17	1-Feb-2010
Contract #	SC for T5	Employer	Consultant	Contract Sign. date	Contract Final Date
Contract No: UWSCG/USIIP/QCBS /03-2016	Supervision Consultant: Posch&Partners Consulting Engineers	UWSCG	JV of Posch&Partners Consulting Engineers (Austria), Hydro Ingenieure Umwelttechnik GmbH (Austria) and Wardrop&Alexander (Georgia) as sub-consultant	1-Feb-17	1-June-2020
Contract #	Sub-project Title	Employer	Contractor	Contract Signature date	Contract Final Date
Contract No: UWSCG-USIIP-ICB-REG-03a	REG-03a	UWSCG	JV “Pfeiffer - EMIT” comprised by “Ludwig Pfeifer Hoch – and Tiefbau GmbH7Co. KG (Germany)” and “EMIT Group – Ercole Marelli Impianti Tecnologici S.r.l. (Italy)	11-Dec-17	1-Jan-20

PART II - ENVIRONMENTAL MONITORING

3. Individual and joint on-site monitoring activities were conducted by Environmental Monitoring Specialist of SC and Environmental Specialist of USIIP on a regular basis, during the period in July-December 2017. Also unscheduled monitoring visits were carried out and on-site verbal instructions have been given to the contractor and its environmental team non-compliance notes has been issued to the contractor as needed. Mitigation measures to reduce major environmental impacts have been instructed to contractors during the monitoring visits.
4. The monitoring activities included:
 - The monitoring of compliance of construction activities under Zug-02 project sites to the EMP requirements;
5. Environmental Monitoring Specialist hired under the ZUG-02 subproject conducted the day-to-day monitoring of the construction sites, developed the monthly monitoring reports and submitted to SC/Safege.
6. Environmental Monitoring Specialist of SC/Safege developed quarterly monitoring reports for UWSCG/USIIP based on the monthly reports submitted by Contractor, and based on environmental site inspection.
7. ES of USIIP performed monitoring of contractor's performance with the approved EMPs, environmental standards and other environmental commitments of the contractor. ES developed bi-annual and annual environmental monitoring reports and submitted to ADB based on the quarterly reports prepared by SC and monitoring results.
8. The construction activities affecting the environment during the reporting period are as follows:
 - Excavation works
 - Removal of Surplus Soil
 - Backfilling of Trenches
 - Reinstatement Activities
9. In accordance with the IEE, and the accompanying Environmental Monitoring Plan (EMP), the Contractor is required to undertake parametric measurements and observations on air quality, noise and socio-cultural resources. Locations for the measurements were initially identified in the IEE. Accordingly, the monitoring guidelines were set as shown in the table 2 below. Only Zug-02 project is reported in this EMR. No Construction activities have been started within the framework of REG-03a project as yet.

Table 2: Parametric Measurement Guidelines

Parameters	Frequency & Location	Remarks
Zug-02		
Air Quality	Every 3 months Zugdidi Pumping Stations and Networks	Watering site during excavation works to avoid dust spreading Conduct measurements of Dusts Mg/m3; CO Mg/m3; NO2 Mg/m3; SO2 Mg/m3

Parameters	Frequency & Location	Remarks
Noise	Every 3 months Pumping Stations, Networks	Ensure that all equipment & vehicles used for construction activity are in good condition Limiting working hours to 8 am – 6 pm
Impact on Flora and Fauna	Monthly during the site Inspection and audit	Avoid tree cutting In unavoidable cases, plant four trees of same species for each tree that is cut for construction
Cultural heritage Disturbance to cultural resources	Every time along the alignment Archaeological & Cultural Properties	Contractor shall put in place a protocol for conducting any excavation work, to ensure that any chance finds are recognized and measures are taken to ensure they are protected and conserved. Calling in the state archaeological authority if a find is suspected, and taking any action they require to ensure its removal or protection.

19. There are no protected areas, wetlands, mangroves, or estuaries. Trees, vegetation (mostly shrubs and grasses), and animals in the subproject sites are those commonly found in built-up areas. The geological structure of the area is stable and no potential land subsidence is foreseen.

D. Monitoring Measurement Data

20. Environmental monitoring of dust, air condition, noise and vibration under Zug-02 project will be performed as indicated in the relevant EMPs/SSEMPs (on the quarterly basis).
21. The parameters measured for the monitoring data at the construction sites are as follows: dust, carbon monoxide, nitrogen dioxide, sulfur dioxide, vibration and noise.
22. Noise impacts should not exceed the levels presented in Table 3, in accordance with Georgian regulations - Decree No. 297/N “On Approval of Environmental Quality Norms” (August 16, 2001 of the Ministry of Labor, Health and Social Affairs) and World Health Organization (WHO) 1999, or result in a maximum increase in background levels of 3 dB at the nearest receptor location off-site.

Table 3: Noise Level Guidelines

Noise	dB		dB	
	National Regulations		WHO	
Receptor	Daytime 07:00 - 22:00	Nighttime 22:00- 07:00	Daytime 07:00- 22:00	Nighttime 22:00-07:00
Residential; institutional; educational	55	45	55	45
Industrial; commercial	70	70	70	70

23. The monitoring measurements within the framework of the Zug-02 project in various construction sites, including nearest sensitive receptors were carried out by contractor in November 2017 (See Table 4 and Annex 1). Locations are included in the table below. The next monitoring measurements will be conducted in March 2018 and results will be reflected in the next January-June 2018 EMRs. According to data received in November 2017 environmental measurements do not exceed the standards required by National Regulations and World Health Organization (WHO),1999 and no additional mitigations are required.

24. All measurements carried out at construction sites, were temporary and conducted during the daytime from 10:00pm to 15:00pm. The reason for sampling during this period was that no construction activities occurred outside daylight hours. No written complaints were received from the local population about the noise during the reporting period.

25. The next monitoring measurements will be carried out in March 2018 in project sites and nearest receptors and if the noise level will exceed the noise standards provided in Table 3 and works will be carried out for a long period, additional mitigation measures will be provided.

Table 4: Monitoring Measurements under ZUG-02 Project ZUG-02

N	Place of measurement	Coordinates	Results				Noise db
			Dusts Mg/m3	CO Mg/m3	NO2 Mg/m3	SO2 Mg/m3	
	National Environmental Standard (Maximum Permissible Level)		0,5	5,0	0,2	0,5	55 Residential; Institutional; Educational
1	Zugdidi Town City center	735301.27 4710225.43	0.35	2.0	0.008	<0.1	53

PART III - ENVIRONMENTAL MANAGEMENT

3.1 The Environmental Management System, Site-Specific Environmental Management Plan (SSEMP) and Waste Management Plans (January-June 2017)

26. No SSEMPs have been prepared during the reporting period under Zug-02 project.
27. Following SSEMPs will be prepared by Contractor, endorsed by SC and approved by UWSCG and reviewed/commented by the RETA Regional Environmental Consultant of ADB under RETA 8663 - Ms. Keti Dgebuadze during the next reporting period:
- One SSEMP for small Polyethylene (PE) pumping Stations (24) under Zug-02 project
 - SSEMP for Waste Water Treatment Plant in Zugdidi under REG-03a project
28. Status of Environmental Management Plans and SSEMPs prepared within the next reporting period will be summarized and presented in the next EMR-Jan-June 2018.

3.2 Site Inspections and Audit

29. Regular inspection and monitoring of Zugdidi construction sites have been conducted by the Environmental Specialist of Supervision Consultant/Safege. Joint inspection and audit has been carried out by the environmental SC and UWSCG on the regular basis as well.
30. Site inspection monitoring and audit during the reporting period have been carried out on: 23 July 2017; 15 August 2017; 28 September 2017; 18 October 2017 and 6 November 2017. The schedule of conducted monitoring and audit during the reporting period is presented in the Table 5 below.

Table 5: The schedule of conducted audits and monitoring during the reporting period (Zug-02)

#	Zug-02	Organization	Date
1	Day-to-Day Site Inspection	Environmental Specialists of Contractors under Ure-01 and Reg-02 projects	1 July – 30 December 2017
2	Site Monitoring and Inspection	Environmental specialist of USIIP	23 July 2017
3	Site Monitoring	Environmental specialist of USIIP	15 August 2017
7	Site Audit	Environmental specialist of USIIP and International-Regional Environmental Safeguards Consultant Ms. Keti Dgebuadze	28 September 2017
8	Site Audit	Environmental specialist of USIIP	18 October 2017
10	Site Monitoring	Environmental specialist of USIIP	6 November 2017

31. Only a few non-compliances have been observed during the site visits under Zug-02 project and verbal instructions have been given to contractor's relevant staff.
32. A summary of the identified issues during the site monitoring by EMS/SC and USIIP ES, recommended mitigations and the status of implementation is

presented in Annex D.

3.3 Non-Compliance Notices

33. Non-compliance Notice has been issued by Environmental Consultant of USIIP to the Contractor under Zug-02 project and is presented in ANNEX C of the proposed EMR. Only verbal instructions have been given to contractor to improve the environmental safeguard requirements if some non-compliances were detected. Contractor always improved the situation and sent improved photos of sites.
34. All permits, licenses and agreements are on place under Zug-01 project and available at camp site.

3.4 Corrective Action Plans (CAP)

35. CAP has been developed by contractor during the reporting period of July-December 2017. The results of implemented actions within the proposed EMR of July-December 2017 are presented in table 6 below.

Table 6: Actions taken for Implementation of Mitigation Measures under Zug-02 Project by the end of December 2017

ZUG-02		
Construction Site	Environmental Issues	Action taken
Camp Site	Hazardous waste containers should be placed with labels on secondary drip tray	All improvements were done by Contractor after the instruction given by Environmental Specialist of USIIP during the site visit (see Annex G - CAP).
	Household Waste should be placed at the proper container, at special designated area, labeled and discharged timely	

3.5 Actions taken to reflect the findings of ADB mission carried out on 28 September – 2 October 2017

36. No specific issues were identified during the ADB Mission in 28 September 2017 for Zug-02 project. Following is extraction from above mentioned Mission's Note "Open trenches during the construction activities were fenced by special safety tape and relevant signs were installed, at some places trenches were backfilled. All workers are equipped with PPE. Temporary planks on open trenches for pedestrians were also installed".

Actions taken regarding the action plan of the EMR January-June 2017:

Table 7: Status of implementation of action plan of January-June 2017

Specific issues: Recommendations Zug-01	Implementation Status
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Specific issues: Recommendations Zug-01	Implementation Status
Conduct baseline and quarterly monitoring of environmental quality under Zug-02 project (pumping stations and network).	Completed in December 2017 Measurement data are reflected in proposed EMR July-December 2017
Contractor to Develop, SC to endorse and UWSCG to approve SSEMP for Construction of Pumping Stations under Zug-02 project (end of September 2017)	Not Completed. SSEMP for PE pumping stations in Zugdidi will be prepared after finalization of the design of project during the next reporting period EMR January-June 2018
UWSCG/DEPRP to carry out capacity building activities for Contractors in Environmental Safeguards for implementation of Zug-02 project (by the end of August 2017)	Partially Completed. On-site training were carried out during the site visits by Environmental Specialist of USIIP.
Contractor and SC in cooperation with the UWSCG Public Awareness specialist and ES of USIIP to carry out public awareness activities under Zug-02 project, including informing of population about the GRM and GRC (September 2017)	Not Completed. Will be implemented in Q1 of 2018 and results of the PA activities will be reflected in EMR January-June 2018.

3.6 Consultations and Complaints

Public Awareness Activities:

- 4 No public awareness activities were carried out within the Zug-02 project during the period of January-June 2017.

Grievance redresses mechanism (GRM)

- 5 For the effective implementation of a GRM system under the USIIP, UWSCG issued special order (#122) on 30 April 2014. The “Establishment of GRM within the Framework of the Asian Development Bank Funded Projects” signed by the head of UWSCG gives clear instructions to every involved stakeholder how to act when affected people are impacted by the project. Detailed description of GRM procedures are provided in ANNEX E.

PART IV – CONCLUSIONS AND ACTION PLAN FOR THE NEXT PERIOD

4.1 Conclusions and recommendations

37. As presented in this report, Tranche-5 of this Investment Program is being implemented in compliance with the ADB Safeguards Policy Statement, 2009, National Legislation and overall EARF.
38. Necessary instructions have been given to the Contractor by UWSCG and SC to follow the EMP's and SSEMP's requirements for Zug-02 project.

4.2 Action Plan for the next period

10. Contractor, SC, UWSCG/DEPRP, UWSCG/PR department to continue Public Awareness activities within the Zug-02 project (July-December 2017).
11. Conduct monitoring of environmental quality under Zug-02, REG-03a project sites in March 2018.
12. Carry out noise measurement at the nearest sensitive receptors and at the construction site by the end of March 2018.
13. Contractor to develop, SC to endorse and UWSCG to approve the following SSEMPs within the framework of Zug-02 and REG-03a projects:
 - one SSEMP for 24 small size Polyethylene (PE) pumping stations located in the city center under Zug-02 project;
 - SSEMP for WWTP under the REG-03a project
14. The specific plan for measurement is as follows:

Table 8: Conduct Monitoring of Environmental Quality under Zug-02 and REG-03a Projects at Each Site

Parameters	Quarterly measurement
Dust	March 2018
Vibration	March 2018
Carbon monoxide	March 2018
Nitrogen dioxide	March 2018
Noise	March 2018

ANNEXES:

ANNEX A: MONITORING DATA

ZUG-02

N	Place of measurement	Coordinates	Results				
			Dusts Mg/m ³	CO Mg/m ³	NO ₂ Mg/m ³	SO ₂ Mg/m ³	Noise db
	National Environmental Standard (Maximum Permissible Level)		0,5	5,0	0,2	0,5	55 Residential; Institutional; Educational
1	Zugdidi Town City center	735301.27 4710225.43	0.35	2.0	0.008	<0.1	53

ANNEX B: PROJECT PHOTOS

Photos of Zug-02 project



Rehabilitation of Sewerage Network in Asatiani street in Zugdidi



New manholes in the street of Zugdidi and private yards

Zug-02

Non-Compliance Notice

Project: USIIP	Non-compliance Notice Zugdidi
Contract No: Zug-02	
Reference: Zugdidi – Camp site and networks	
This notice is to advice you, the prime Contractor, on the referenced Contract, of the following notice on environmental measures to be implemented urgently .	
<ul style="list-style-type: none">• Hazardous waste containers should be placed with labels on secondary drip tray High visible safety signs/tapes and trench side barriers around of deep open trenches should be installed to avoid accident of population• Household Waste should be placed at the proper container, at special designated area, labeled and discharged timely	
<p style="text-align: right;">Kate Chomakhidze, ES of USIIP</p>	

ANNEX D: IMPLEMENTATION REPORT ON THE ENVIRONMENTAL IMPACT ASSESSMENT (EIA) /INITIAL ENVIRONMENTAL EXAMINATION (IEE) MITIGATION REQUIREMENTS:

Reference	Requirement	Action to date	Action required/comment
Zug-02			
Camp Site	Hazardous waste containers should be placed with labels on secondary drip tray	Completed	Contractor was requested to develop CAP. CAP was developed and is presented in proposed EMR, please see ANNEX G. Contractor is required to keep the standards.
	Household Waste should be placed at the proper container, at special designated area, labeled and discharged timely	Completed	

ANNEX E: Detailed Procedures for GRM System Implementation

Grievance redresses mechanism (GRM)

- 6 Any affected person can apply at a UWSCG local service centre in Zugdidi through different ways, either by going to the service centre, sending a letter to the service centre, or calling a hotline. The operators of the service centre can respond by going directly to the affected person if they are disabled to get the written grievance from them. As it was mentioned above the GRM in Zugdidi has been operational since implementation of Reg-01, Anaklia sub-project. GRM system operates in three stages.
- 7 During the first stage, complaints are discussed within two weeks of being received by the local service centre of UWSCG (e.g. Kutaisi office), based on the verbal or written complaint. In the first stage of grievance review and resolution, an authorized representative of the local service centre is responsible for ensuring the registration of the claim and its further processing. He/she engages in the grievance review and resolution process representatives (managers and environmental specialists) of Construction and Supervision Companies, and the representatives of UWSCG central office as required. At the local service centre, the affected person is provided with a queue number and then registers the grievance at the service desk.
- 8 The service centre operators, who are trained¹ in USIIP/Reg-01 project, register all relevant grievances with support of an online task management system, which tracks information on the grievance review process and the responsible person. Moreover, the operators fill the ADB complaints log with the registered grievance that coincides with local internal forms. This electronic intranet system ² allows the UWSCG Tbilisi Office to immediately see claims. Therefore, claims submitted to any regional service centre can be monitored by the Head of the Investment Projects Management Office (IPMO), as well as the Head of the Department of Environmental Protection, Resettlement and Construction Permits, Ms.Maka Goderdzishvili.
- 9 When a grievance is solved positively in the first stage, the grievance is closed through an Agreement Protocol, which is reflected in the eDocument – Task Management System.
- 10 The grievance enters a second stage if it is not solved. In that case, the authorized representative of the local service centre will help the claimant prepare a package of grievance application documents for official submission to the Grievance Redress Committee (GRC). The package contains the following information:
 - Name, ID, address and contact details of the claimant
 - Description of the essence of the complaint
 - Supporting documents and evidences (photos, maps, drawings/sketches, conclusion of experts or any other documents confirming the claim)

¹ UWSCG and Supervision Consultant (Eptisa) conducted trainings for service center operators covering general procedures of GRM functioning in order to ensure proper coordination of different departments.

²The **eDocument - Task Management System** was developed by LEPL Financial-Analytical Service of the Ministry of Finance of Georgia. It is an innovative electronic document and task management mechanism for electronically processing of documents. Used by almost all the major budgetary organizations in Georgia, the eDocumentservice offers an opportunity to manage, find, and track documents for information-intensive organizations.

- Brief description of the actions proposed for the grievance resolution at the first stage and the reasons why these actions were denied
 - Minutes of meetings conducted at the first stage
- 11 The GRC should make a decision within two weeks after the registration of the grievance. The GRC is staffed as follows: (i) Representative of self-government – the head of committee; (ii) Director/ Manager of UWSCG service centre; (iii) Investments Project Management Division representative of the company; (iv) Representative of local authoritative NGO (according to the claim reference); (v) Stakeholders’ female representative;(vi) Stakeholders’ informal representative; and (vii) Heads of local municipalities.
 - 12 The GRC will review the package of grievance documents, set a date for a meeting with the claimant, discuss the claim at the meeting, and set up a plan for further actions (actions, responsible persons, schedule etc.). Upon the resolution of the case, the GRC will prepare a brief resume and protocol and the protocol signed by complainant and all parties will be registered in a grievance log.
 - 13 There is a third stage in case there is a failure to resolve the grievance. In this case, GRC will help the claimant to prepare the documents for submission to the Rayon (municipal) court. They can also apply to ADB at the address below:
 - *Complaints Receiving Officer, Accountability Mechanism*
 - *Asian Development Bank Headquarters*
 - *6 ADB Avenue, Mandaluyong City 1550, Philippines*
 - *Email: amcro@adb.org, Fax +63-2-636-2086*


Annex F: Contractor's Weekly Monitoring Report Under Zug-02 project

ყოველკვირეული გარემოსდაცვითი მონიტორინგის რეპორტი
Weekly Environmental Monitoring Report

Place: Zugdidi

Reporting period from 17/07/2017 to 23/07/2017

Name of the Contractor and project number/lot მშენებელი კონტრაქტორის სახელი და პროექტის/ლოტის ნომერი	Ludwig Pfeiffer Hoch-und Tiefbau GmbH & Co.KG (Germany) Construction of Sewage System in Zugdidi (No: P43405-ICB-ZUG-02) ლუდვიგ პფაიფერ ჰოხ უნდ ტიფბაუ და კო. კგ-ის (გერმანია) საკანალიზაციო სისტემის მშენებლობა ზუგდიდში (No: P43405-ICB-ZUG-02)
Contract #: Contract #:	No: P43405-ICB-ZUG-02
Description and Location of the Site სამშენებლო საიტის ადგილმდებარეობის აღწერა	The project area is located in Zugdidi, Georgia. პროექტი ხორციელდება ქ. ზუგდიდში, საქართველო
Name of the Employer / Implementing Agency განმახორციელებელი სააგენტო	"United Water Supply Company of Georgia", LLC შპს "საქართველოს გაერთიანებული წყალმომარაგების კომპანია"
Name of the Engineer (name, last name, contact information and signature) საზედამუშევლო კომპანიის წარმომდგენლის სახელი, გვარი, საკონტაქტო ინფორმაცია და ხელმოწერა	JV: Posch & Partners Consulting Engineers Hydro Ingenieure Consulting & Engineering შპს "კომ ენდ პარტნერს პიდრო ჯინჟარბი".
Short description of Works სამშენებლო სამუშაოების მოკლე აღწერა	Cleaning/washing the pipes and dispose cleaning material/sludge to the temporary storage territory. მილბის გასუფთავება/გამორეცხვა და საკანალიზაციო მასის გატანა და დროებითი დასაწყობება
Weather Conditions აინდის პირობები	Good Weather კარგი ამინდი
Remarks	Environmental Issues which are preventing Contractor to progress with works გარემოსდაცვითი საკითხები, რომლებიც ხელს უშლის კონტრაქტორს სამუშაოების შესრულებაში

თბილისის გარემოს დაცვაზე პასუხისმგებელი პირი (კონტრაქტორი) Staff responsible for environment/safety at the site (contractor)	სახელი: Name:	ხელმოწერა/ Signature:
გარემოს დაცვის სპეციალისტი (კონტრაქტორი) Environmental Specialist (contractor)	სახელი: Name: Nikoloz Nepharidze	ხელმოწერა/ Signature: 

N	Documents and Observations to be Reported შესამოწმებელი დოკუმენტები და ფაქტები	კ/ Yes	არა/ No	ნაწილად/ Partially	არ ეხება/ N.A	შენიშვნა/ Comment
1 EMPs/SSEMPs, Protocols and Reports						
1.1	Contractor's Site-specific Environmental Management Plan (SSEMP) is prepared, reviewed and approved by Engineer prior to contractor commencing the works. მუშაზე დასრულებულია საიტ- სპეციფიკური გარემოსდაცვითი მართვის გეგმა, შემოწმებული და დამტკიცებულია ინჟინრების მიერ, სამშენებლო სამუშაოების დაწყებამდე.			✓		
1.2	Contractor has Environmental supervisor in place. კონტრაქტორს დადებული აქვს ხელშეკრულება ადგილობრივ გარემოსდაცვითი საკითხების სუპერვიზორთან.	✓				
1.3	Monthly environmental monitoring reports are prepared by the Contractor and submitted to the Supervision Consultant მომზადებულია გარემოსდაცვითი მართვის გეგმის განხორციელების ყოველკვირეული ანგარიშები კონტრაქტორის მიერ და წარდგენილია კონსულტანტისათვის				✓	
1.4	Health and Safety Management Plan is prepared and approved. მუშაზე დასრულებული და მიღებულია ჯანდაცვისა და უსაფრთხოების მართვის გეგმა და ჯანდაცვისა და უსაფრთხოების მართვის სისტემა მშენებლობის ფაზისათვის.			✓		
1.5	Complaints log book exists on site. საჩივრების კურნალირეგისტრი არსებობს სამშენებლო საიტზე.	✓				No complains in reporting period ამ პერიოდისთვის არანაირი საჩივარი არსებობს
1.6	Site inspection NCR's (non-compliance reports) about Environmental issues were issued and corrective actions were implemented. მუშაზე დასრულებულია მუშაობის შედეგების მიმოხილვა და წარდგენა კონტრაქტორისთვის და მკორექტირებელი ქმედებების განხორციელება.		✓			Supervisor სუპერვიზორი
1.7	Training protocols about HSE are prepared and signed by employees. Records are kept on site. გაფორმებული და ხელმოწერილია მუშაზე დასრულების ტრენინგის ოქმი ჯანდაცვისა და უსაფრთხოების საკითხებზე, ტრენინგის ანგარიშები მომზადებულია და ინახება საიტის კვანძზე.	✓				

2 Permits, Licenses and Contracts					
2.1	The Contractor has a Permit from the Municipality or relevant contract for final disposal of construction waste/კონტრაქტორს მიღებული აქვს სამშენებლო ნარჩენების საბოლოო განთავსების ნებართვა ან შესაბამისი კონტრაქტი ადგილობრივ მუნიციპალიტეტთან.	✓			
2.2	The Contractor has a permit for disposal of communal waste. კონტრაქტორს მიღებული აქვს საყოფაცხოვრებო ნარჩენების საბოლოო განთავსების ნებართვა.	✓			
2.3	The Contractor has the contract with the licensed organization for the hand-over and disposal of hazardous waste. კონტრაქტორს გაფორმებული აქვს სახიფათო ნარჩენების გადაცემისა და გატანის ხელშეკრულება ლიცენზირებულ ორგანიზაციასთან.			✓	
3 Performance of civil works					
3.1	Adequate fencing of construction area from all sides სამშენებლო ტერიტორიის სრულად შემოღობვა			✓	
3.2	Arrangement of lockable gate with standard warning and information signs საკეტის შესასვლელი კარის მოწყობა, სტანდარტული გამაფრთხილებელი და საინფორმაციო ნიშნების განთავსება			✓	
3.3	Placement of standard warning and information signs at the perimeter and inside of construction area სამშენებლო ტერიტორიაზე და პერიმეტრზე სტანდარტული გამაფრთხილებელი და საინფორმაციო ნიშნების განთავსება	✓			
3.4	Installation of safety signs/tapes and trench side barriers around of open trenches ლადა დატოვებულ თხრილებზე და კეზზე უსაფრთხოების ლენტების, ბარიერების და გამაფრთხილებელი ნიშნების განთავსება			✓	
3.5	Strengthening of walls of the deep trenches (>1.5m) by boards 1.5 მეტრზე მეტი სიღრმის ტრანშეებში კედლების გამაგრება			✓	
3.6	Installation of proper temporary wooden/metal walkways/planks across open trenches in settlement areas დასახლებულ ადგილებში ლიდა დატოვებულ თხრილებზე დროებითი გადასასვლელების მოწყობა			✓	
3.7	Protect all trees nearby construction zone to avoid its damage სამშენებლო ტერიტორიაზე, სამუშაოების ზონაში არსებული ხეების შემორჩენა (დაზიანების თავიდან აცილების მიზნით)			✓	
3.8	Removal of top soil (about 30 cm depth) and separately storing in appropriate place ეფსკავიის დროს, ნიადაგის ნაყოფიერი (დაახლოებით 20-30 სმ სისქის) ფენის მოხსნა და განცალკევებულად გროვებად შენახვა			✓	

3.9	Timely removal/disposal of construction waste and surplus waste soil სამშენებლო ნარჩენების და ჭარბი ნარჩენი გრუნტის დროული გატანა/განთავსება			✓	
3.10	Provide adequate lighting of construction territory სამშენებლო ტერიტორიის ღამის საათებში განათება			✓	
3.11	Storing of construction materials/equipment is in accordance with environmental requirements სამშენებლო ტერიტორიის შესაბამისად მოწყობა მასალების და მოწყობილობების და დანადგარების ორგანიზებულად განთავსება (საჭიროებიდან გამომდინარე)			✓	
3.12	Availability of proper fuel/oil spill response items (sand, sawdust, special containers) at the construction site სამშენებლო ტერიტორიაზე საწვავის და საპიზი მასალების დაღვრის შედეგების სალიკვიდაციო ნაკრების (ქვიშა, ნახერი, მკირე ზომის აეზი და სხვა) ხელმისაწვდომობა			✓	
3.13	Allocation of fuel and lubricants containers at the special dedicated place (with roofing and concrete flooring) საწვავის და საპიზი მასალების კონტეინერების განთავსება მხოლოდ სპეციალურ გადამზრულ ადგილებში			✓	
3.14	Placement of proper Household Waste container at the special dedicated place with relevant indication signs (for example "Household Waste") სამშენებლო ტერიტორიაზე საყოფაცხოვრებო ნარჩენებისთვის თავსახურიანი კონტეინერის განთავსება და შესაბამისი წარწერებით აღჭურვა (მაგ. "HOUSEHOLD WASTE")	✓			
3.15	Placement of proper Hazardous Waste container at the special dedicated places with relevant indication signs (for example "Hazardous Waste") სამშენებლო ტერიტორიაზე სახიფათო ნარჩენებისთვის თავსახურიანი კონტეინერის განთავსება და შესაბამისი წარწერებით აღჭურვა (მაგ. "HAZARDOUS WASTE")	✓			Sludge is stored in plastic container and transfer at the proper territory before making final decision for its disposal. Testing process is ongoing. სლაჯი გავაქვს მველი გამშენი ნაგებობის ტერიტორიაზე, სანამ საბოლოო გადაწყვეტილება იქნება მიღებული
3.16	Arrangement of proper Parking area at the adequate place inside/outside of construction territory with relevant sign (for example P) სამშენებლო ტერიტორიაზე ან მის გარეთ ტრანსპორტისთვის პარკირების ადგილის მოწყობა და ნიშნით აღჭურვა (მაგ. P)	✓			
3.17	Use tarpaulins cover during materials transportation სამშენებლო მასალების და ნარჩენების ტრანსპორტირების დროს ავტოტრანსპორტის სპეციალური საფარით (ბრეზენტით, ტენტითდასხვა) აღჭურვა	✓			

3.18	Dust generation prevention activities (when needed) საჭიროებიდან გამომდინარე მტვრის წარმოქმნის პრევენცია				✓	
3.19	Ensure that all workers are provided with and use appropriate Personal Protective Equipment - helmets, hand gloves, boots, masks, safety belts მუშების და ინჟინერ-ტექნიკური პერსონალის მიერ ინდივიდუალური დაცვის საშუალებების (ჩაფხუტი, ყელუტი, ხელთათმანი, ჩექმები, დამცავი სათვალე, და სხვა) სრულად გამოყენება	✓				One set should be on the place for visitors ერთი კომპლექტი უნდა იყოს ადგილზე ვიზიტორებისთვის
3.20	Use of special safety equipment during working at heights/depth სიმაღლეზე/სიღრმეზე მუშაობის დროს სპეციალური დამცავი აღჭურვილობის გამოყენება	✓				
3.21	Regularly cleaning of construction territory სამშენებლო ტერიტორიის მუდმივად დალაგება და დასუფთავება	✓				
4 Monitoring Measurements						
4.1	Monitoring measurement data (air, water, soil, erosion, noise, dust, vibration, etc.). წყლის, ჰერის, ვიბრაციის, ეროზიის, ხმაურის, მტვრის და ნიადაგის მონაცემების გაზომვების მონიტორინგი.		✓			
5 Top Soil Protection						
5.1	Topsoil is stripped and stored according to standard procedures and used further for landscaping and reinstatement. ნიადაგის ბიოჰუმუსივანი ფენის დაცვა				✓	
6 Safety Measures						
6.1	The workers use all personal safety equipment required for individual technological processes (helmets, gloves, respirators, glasses, etc.). მუშახელი იყენებს ცალკეული ტექნოლოგიური პროცესებისათვის აუცილებელ პირად დამცავ საშუალებებს (ჩაფხუტები, ხელთათმანი, რესპირატორები, სათვალეები და ა.შ.).	✓				
6.2	The sites are provided with the fire fighting and emergency medical aid kits, site is fenced, site lightning, signs are installed, etc. სამშენებლო ობიექტზე განთავსებულია ხანძარსაწინააღმდეგო და სასწრაფო სამედიცინო დახმარების საბაზისი ნაკრები. საიტი შემოღობილია, განათება დამონტაჟებულია, საინფორმაციო დაფები/პანკები გაკრულია და სხვ.		✓			

ANNEX G: CORRECTIVE ACTION PLANS

Corrective Actions Responding Mission Note (28-29 September – 2 October 2017)

- Waste bins have been cleaned, labeled and located on the proper area. Drum with mixed waste has been removed.
- Housekeeping was done at the well field and compressor station; collected waste was removed to the camp area.

