

FOR BANK AND BORROWER USE

Part B: To be completed by Borrower within 24 hours

B1: Incident Details			
Date of Incident:	Time:	Date Reported to PIU:	Date Reported to WB:
Reported to PIU by:	Reported to WB by:	Notification Type: Email/'phone call/media notice/other	
Full Name of Main Contractor:		Full Name of Subcontractor:	

B2: Type of incident (please check all that apply) ¹
Fatality ☐ Lost Time Injury ☐ Displacement Without Due Process ☐ Child Labor ☐ Acts of Violence/Protest ☐ Disease Outbreaks ☐ Forced Labor ☐ Unexpected impacts on heritage resources ☐ Unexpected impacts on biodiversity resources ☐ Environmental pollution incident ☐ Dam failure ☐ Other ☐

See Annex for definitions

B3: Description/Narrative of Incident
<i>Please replace text in italics with brief description, noting for example:</i> I. <i>What is the incident?</i> II. <i>What were the conditions or circumstances under which the incident occurred (if known)?</i> III. <i>Are the basic facts of the incident clear and uncontested, or are there conflicting versions? What are those versions?</i> IV. <i>Is the incident still ongoing or is it contained?</i> V. <i>Have any relevant authorities been informed?</i>

B4: Actions taken to contain the incident			
Short Description of Action	Responsible Party	Expected Date	Status

For incidents involving a contractor:
 Have the works been suspended (for example, under Contract GCC8.9 of Works)? Yes ☐; No ☐;
 Trading name of Contractor (if different from B1):
 Please attach a copy of the instruction suspending the works.

B5: What support has been provided to affected people

Part C: To be completed by Borrower (following investigation)

C1: Investigation Findings

Please replace text in italics with findings, noting for example:

- I. *where and when the incident took place*
- II. *who was involved, and how many people/households were affected*
- III. *what happened and what conditions and actions influenced the incident*
- IV. *what were the expected working procedures and were they followed*
- V. *did the organization or arrangement of the work influence the incident*
- VI. *were there adequate training/competent persons for the job, and was necessary and suitable equipment available*
- VII. *what were the underlying causes; where there any absent risk control measures or any system failures*

C2: Corrective Actions from the investigation to be implemented (to be fully described in Corrective Action Plan)

Action	Responsible Party	Expected Date

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Part C cont.: To be completed by Borrower (following investigation)

C3a: Fatality/Lost time Injury information

Cause of fatality/injury for worker or member of the public (please check all that apply):

1. Caught in or between objects ☐ 2. Struck by falling objects ☐ 3. Stepping on, striking against, or struck by objects ☐
 4. Drowning ☐ 5. Chemical, biochemical, material exposure ☐ 6. Falls, trips, slips ☐ 7. Fire & explosion ☐
 8. Electrocution ☐ 9. Homicide ☐ 10. Medical Issue ☐ 11. Suicide ☐ 12. Others ☐

Vehicle Traffic: 13. Project Vehicle Work Travel ☐ 14. Non-project Vehicle Work Travel ☐ 15. Project Vehicle Commuting ☐
 16. Non-project Vehicle Commuting ☐ 17. Vehicle Traffic Accident (Members of Public Only) ☐

Name	Age/DOB	Date of Death/Injury	Gender	Nationality	Cause of Fatality/Injury	Worker (Employer)/Public

C3b: Financial Support/Compensation Types (To be fully described in Corrective Action Plan template)

1. Contractor Direct ☐ 2. Contractor Insurance ☐ 3. Workman's Compensation/National Insurance ☐
 4. Court Determined Judicial Process ☐ 5. Other ☐ 6. No Compensation Required ☐

Name	Compensation Type	Amount (US\$)	Responsible Party

C4: Supplementary Narrative

Appendix 1: Incident Types

The following are incident types to be reported using the environmental and social incident response process:

Fatality: Death of a person(s) that occurs within one year of an accident/incident, including from occupational disease/illness (e.g., from exposure to chemicals/toxins).

Lost Time Injury: Injury or occupational disease/illness (e.g., from exposure to chemicals/toxins) that results in a worker requiring 3 or more days off work, or an injury or release of substance (e.g., chemicals/toxins) that results in a member of the community needing medical treatment.

Acts of Violence/Protest: Any intentional use of physical force, threatened or actual, against oneself, another person, or against a group or community, that either results in or has a high likelihood of resulting in injury, death, psychological harm, deprivation to workers or project beneficiaries, or negatively affects the safe operation of a project worksite.

Disease Outbreaks: The occurrence of a disease in excess of normal expectancy of number of cases. Disease may be communicable or may be the result of unknown etiology.

Displacement Without Due Process: The permanent or temporary displacement against the will of individuals, families, and/or communities from the homes and/or land which they occupy without the provision of, and access to, appropriate forms of legal and other protection and/or in a manner that does not comply with an approved resettlement action plan.

Child Labor: An incident of child labor occurs: (i) when a child under the age of 14 (or a higher age for employment specified by national law) is employed or engaged in connection with a project, and/or (ii) when a child over the minimum age specified in (i) and under the age of 18 is employed or engaged in connection with a project in a manner that is likely to be hazardous or interfere with the child's education or be harmful to the child's health or physical, mental, spiritual, moral or social development.

Forced Labor: An incident of forced labor occurs when any work or service not voluntarily performed is exacted from an individual under threat of force or penalty in connection with a project, including any kind of involuntary or compulsory labor, such as indentured labor, bonded labor, or similar labor-contracting arrangements. This also includes incidents when trafficked persons are employed in connection with a project.

Unexpected impacts on heritage resources: An impact that occurs to a legally protected and/or internationally recognized area of cultural heritage or archaeological value, including world heritage sites or nationally protected areas that was not foreseen or predicted as part of the project design or the environmental or social assessment.

Unexpected impacts on biodiversity resources: An impact that occurs to a legally protected and/or internationally recognized area of high biodiversity value, to a Critical Habitat, or to a Critically Endangered or Endangered species (as listed in IUCN Red List of threatened species or equivalent national approaches) that was not foreseen or predicted as part of the project design or the environmental and social assessment. This includes poaching or trafficking of Critically Endangered or Endangered species.

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Environmental pollution incident: Exceedances of emission standards to land, water, or air (e.g., from chemicals/toxins) that have persisted for more than 24hrs or have resulted in harm to the environment.

Dam failure: A sudden, rapid, and uncontrolled release of impounded water or material through overtopping or breakthrough of dam structures.

Other: Any other incident or accident that may have a significant adverse effect on the environment, the affected communities, the public, or the workers, irrespective of whether harm had occurred on that occasion. Any repeated non-compliance or recurrent minor incidents which suggest systematic failures that the task team deems needing the attention of Bank management.

Appendix 2: Definition of fatality/injury cases

1. **Caught in or between objects:** caught in an object; caught between a stationary object and moving object; caught between moving objects (except flying or falling objects).
2. **Struck by falling objects:** slides and cave-ins (earth, rocks, stones, snow, etc.); collapse (buildings, walls, scaffolds, ladders, etc.); struck by falling objects during handling; struck by falling objects.
3. **Stepping on, striking against, or struck by objects:** stepping on objects; striking against stationary objects (except impacts due to a previous fall); Striking against moving objects; Struck by moving objects (including flying fragments and particles) excluding falling objects.
4. **Drowning:** respiratory impairment from submersion/emersion in liquid.
5. **Chemical, biochemical, material exposure:** exposure to or contact with harmful substances or radiations.
6. **Falls, trips, slips:** falls of persons from heights (e.g., trees, buildings, scaffolds, ladders, etc.) and into depths (e.g., wells, ditches, excavations, holes, etc.) or falls of persons on the same level.
7. **Fire & explosion:** exposure to or contact with fires or explosions.
8. **Electrocution:** exposure to or contact with electric current.
9. **Homicide:** a killing of one human being by another.
10. **Medical Issue:** a bodily disorder or chronic disease.
11. **Suicide:** the act or an instance of taking, or attempting to take, one's own life voluntarily and intentionally.
12. **Others:** any other cause that resulted in a fatality or injury to workers or members of the public.

Vehicle Traffic

13. **Project Vehicle Work Travel:** traffic accidents in which project workers, using project vehicles, are involved during working hours and which occur in the course of paid work.
14. **Non-project Vehicle Work Travel:** traffic accidents in which project workers, using non-project vehicles, are involved during working hours and which occur in the course of paid work.
15. **Project Vehicle Commuting:** traffic accidents in which project workers, using project vehicles, are involved while travelling to (i) the worker's principal or secondary residence; (ii) the place where the worker usually takes his or her meals; or (iii) the place where he or she usually receives his or her remuneration.
16. **Non-project Vehicle Commuting:** traffic accidents in which project workers, using non-project vehicles, are involved while travelling to (i) the worker's principal or secondary residence; (ii) the place where the worker usually takes his or her meals; or (iii) the place where he or she usually receives his or her remuneration.
17. **Vehicle Traffic Accident (Members of Public Only):** traffic accidents in which non-project workers/members of the public are involved in an accident while travelling for any purpose.

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ANNEX 2b: Incident Form for discrimination or violence on the basis of SOGI

Part B: To be completed by Borrower within 24 hours

B1: Incident Details		
Date of incident intake by the project/GM:	Date Reported to PIU:	Date Reported to WBG:
Reported to project/GM by: ☐ Victim ¹ ☐ Third party ☐ Other: _____	Reported to PIU by: ☐ GM operator ☐ Directly, by victim ¹ ☐ Directly, by third party ☐ Other: _____	Reported to WBG by: ☐ PIU ☐ Directly, by victim ¹ ☐ Directly, by third party ☐ Other: _____

1. If reporting is by victim care must be taken to adhere to any requests for anonymity.

B2: Incident type requiring confidentiality (please check all that apply)
Violence on basis of SOGI ☐ Discrimination on basis of SOGI ☐ See Appendix 1 for definitions

B3: Basis for further reporting	
a. Has the victim provided informed consent for this incident to be reported? Yes ☐ No ☐	b. Does national legislation or mandatory reporting apply to this case? Yes ☐ No ☐ c. If yes, has it been reported? Yes ☐ No ☐

If the answer to both a. & b. questions is NO, further reporting of this allegation is not required.

However, further measures to strengthen SOGI prevention and mitigation on the project should be provided below.

Further measures to strengthen SOGI prevention and mitigation		
Short Description of Action (<i>Examples: Please replace text in italics below with brief description of actions to be taken</i>)	Responsible Party	Expected Date
<i>Increased training on Codes of Conduct (CoC) and non-discrimination on the basis of SOGI</i>		
<i>Safety audit of project site focussing on SOGI</i>		
<i>Verification all employees sign and understand CoC</i>		
<i>Strengthened awareness on project-related risks, CoC and how to report incidents for project-affected community</i>		
<i>Active outreach to local civil society organisations working with social and gender minorities to ensure continuous risk monitoring and adaptation</i>		
<i>Training for project supervisors on the need to follow guidelines of behaviour in CoC and their supervisory responsibilities</i>		
<i>Plan to improve coverage/quality of service provision</i>		

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<i>Additional training for GM focal points</i>		
<i>Other (please detail)</i>		

B4: If consent has been provided or national legislation mandates reporting of the incident as indicated in B3, provide the following details from the available GM record	
Age of victim (if recorded in GM):	
Sex of victim (as recorded in GM):	Male ☐ Female ☐ Other ☐
Has the victim self-identified as sexual or gender minority or are there indications that the case is related to SOGI (i.e., use of homo- or transphobic language)?	Yes ☐ No ☐
Was the victim referred to service provision?	Yes ☐ No ☐
Is the alleged perpetrator employed by the project (as indicated by the victim and reported in the GM)?	Yes ☐ No ☐

B5: Basis for investigation	
Has the victim provided informed consent for this incident to be investigated?	Yes ☐ No ☐
If the answer to this question is yes, complete part C below using the results of the investigation	

Part C: To be completed by Borrower following investigation where further reporting is permitted (see Boxes B3 and B5)

C1: Corrective actions from the investigation to be implemented (to be fully described in Corrective Action Plan)		
Short Description of Action (<i>Examples: Please replace text in italics below with brief description of actions to be taken</i>)	Responsible Party	Expected Date
<i>Referral of victim to holistic care services</i>		
<i>Disciplinary actions, including sanctions, to be applied following misconduct investigation</i>		
<i>Measures to prevent similar instances from happening in the future</i>		
<i>Measures to address gaps in procedural manuals or implementation of procedures that contributed</i>		
<i>Measures to change/modify program practices to prevent recurrence</i>		
<i>Where additional training might be needed</i>		

Appendix 1: Incident Types

Violence on the basis of SOGI:

The threat or use of physical force that injures or abuses a person, or damages or destroys property, and that is motivated in whole or in part by the victim's real or perceived sexual orientation, gender identity, gender expression, or sex characteristics.

Discrimination on the basis of SOGI:

Discrimination means creating a distinction, exclusion, or restriction which has the purpose or effect of impairing or excluding a person based on their real or perceived sexual orientation, gender identity, gender expression, or sex characteristics from being on an equal basis with others.

ANNEX 2c: Incident Form for SEA/SH

Part B: To be completed by Borrower within 24 hours

B1: Incident Details		
Date of incident intake by the project/GM:	Date Reported to PIU:	Date Reported to WBG:
Reported to project/GM by: ☐ Survivor ☐ Third party ☐ Other: _____ Is a record of this incident in GM? Yes ☐ No ☐	Reported to PIU by: ☐ GM operator ☐ Directly, by Survivor ☐ Directly, by third party ☐ Other: _____	Reported to WBG by: ☐ PIU ☐ Directly, by Survivor ☐ Directly, by third party ☐ Other: _____
B2: Incident type (please check all that apply) See Appendix 1 for definitions		
Sexual exploitation ☐ Sexual abuse ☐ Sexual harassment ☐		
B3: Provide the following details from the GM record		
Age of survivor (if recorded in GM):	Have the national legislation or mandatory reporting requirements been followed? Yes ☐ No ☐	
Sex of survivor (if recorded in GM): Male ☐ Female ☐ Other ☐	Was the survivor referred to service provision? ²⁹ Yes ☐ No ☐	
Is the survivor employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes ☐ No ☐	Is the alleged perpetrator employed by the project (as indicated by the survivor or complainant and reported in the GM)? Yes ☐ No ☐	
B4: Basis for further action		
a. Has the complainant provided informed consent to lodge a formal complaint? Yes ☐ No ☐	c. Has the survivor provided informed consent to be part of an investigation into misconduct? Yes ☐ No ☐	
b. Does the employer have a suitable administrative process and capacity in place to investigate misconduct relating to SEA/SH in a survivor-centered way? Yes ☐ No ☐	d. Has the complaint been filed anonymously or through a third party? Yes ☐ No ☐	
If the answer to any of these questions is no, has the GM assessed the risks and benefits of carrying out an investigation into the alleged misconduct, taking into account the survivor's safety and wellbeing? Yes ☐ No ☐		
Will an investigation into misconduct be undertaken in addition to an investigation into adequacy of project systems, processes or procedures? Yes ☐ No ☐		

²⁹ When a complaint is filed by a third party, or the survivor has not reached out to the project, the project may not be able to confirm this information. In these cases, it may not be advisable for the project GM to attempt to reach the survivor, as this may jeopardize confidentiality, safety, and agency. Projects may attempt to find safe ways to pass information indirectly (such as through broad efforts to inform) about services available.

Part C: To be completed by Borrower³⁰ (following investigation)

C1: Findings of the investigation		
Have sanctions against a perpetrator been recommended as part of an investigation into misconduct? Yes ☐ No ☐	Has an investigation into adequacy of project systems, processes or procedures been undertaken? Yes ☐ No ☐	
C2: Corrective actions to be implemented (to be fully described in Corrective Action Plan)		
Short Description of Action (<i>Examples: Please replace text in italics below with brief description of actions to be taken</i>)	Responsible Party	Timeline for completion/Status
<i>Referral of Survivor to holistic care services</i>		
<i>Undertake disciplinary investigation in accordance with GM timelines and confirmed process</i>		
<i>Disciplinary actions, including sanctions, to be applied following misconduct investigation by Employer</i>		
<i>Increased training on Codes of Conduct (CoC)</i>		
<i>Audit of implementation of SEA/SH safety mitigation</i>		
<i>Strengthened awareness training on project-related risks, CoC and how to report incidents for project-affected community</i>		
<i>Training for project supervisors on the need to follow guidelines of behaviour in CoC and their supervisory responsibilities</i>		
<i>Plan to improve coverage/quality of service provision</i>		
<i>Any other system strengthening measures or corrections for system failures that are necessary</i>		
C3: For incidents involving a Contractor:		
Has the incident been referred to the DAAB? Yes ☐ No ☐		

³⁰ Information from GM is used to complete Part C. Where appropriate (for example in the event that the Borrower is implicated in the allegation) this may be obtained by the TTL directly from the GM

Appendix 1: Incident Types

Incident Type	Example
Sexual Exploitation: Any actual or attempted abuse of position of vulnerability, differential power or trust, for sexual purposes, including, but not limited to, profiting monetarily, socially or politically from the sexual exploitation of another. In Bank financed operations/projects, sexual exploitation occurs when access to or benefit from a Bank financed Goods, Works, Non-consulting Services or Consulting Services is used to extract sexual gain.	• A community member is promised employment on the World Bank financed project site in exchange for sex • A member of the project team connecting water lines to homes requests a sexual favor for access to water connection • A project worker denies passage of a woman through the worksite unless she performs a sexual favor
Sexual Abuse: Actual or threatened physical intrusion of a sexual nature, whether by force or under unequal or coercive conditions. In Bank financed operations/projects, sexual abuse occurs when a project related worker (contractor staff, subcontractor staff, supervising engineer) uses force or unequal power vis a vis a community member or colleague to perpetrate or threat to perpetrate an unwanted sexual act.	• A project worker abuses a community member • A project worker has a sexual relationship with a child • A project worker befriends a child, supporting her and/or her family in exchange of sexual favors • A project worker stays in the cafeteria after dinner and sexually assaults a kitchen staff member • A project worker touches an administrative staff member's body. • A supervisor for a subcontractor asks his female colleague to join him for a business dinner with the main contractor. After dinner he asks her to entertain "the boss" in his room as an appreciation for the contract and her work.
Sexual Harassment: Any unwelcome sexual advance, request for sexual favor, verbal or physical conduct or gesture of a sexual nature, or any other behavior of a sexual nature that might reasonably be expected or be perceived to cause offence or humiliation to another, when such conduct interferes with work, is made a condition of employment, or creates an intimidating, hostile or offensive work environment. In Bank financed operations/projects, sexual harassment occurs within the context of a subcontractor or contractor and relates to employees of the company experiencing unwelcome sexual advances or requests for sexual favor or acts of a sexual nature that are offensive and humiliating among the same company's employees.	• A worker sends sexually explicit text messages to a coworker • A colleague leaves an offensive picture that is sexually explicit on a co-worker's desk • A project worker asks all female employees to greet him with a kiss on the cheek every day before work. • A project worker compliments his co-worker's body. • A project worker continuously invites a co-worker out for drinks or dinner after being told that they are not interested.