

# Republic of the Marshall Islands

## World Bank Projects

### Health, Safety, Environmental and Social Incident Response Procedure

This Health, Safety Environmental and Social Incident Response Procedure (IRP) has been prepared by the Centralized Implementation Unit (CIU) of the Department of International Development Assistance (DIDA) within the Ministry of Finance of the Republic of the Marshall Islands (RMI).

The IRP has been developed following best practice incident response, and refers to the “World Bank Accident Investigation Guide” and is aligned with the “Environment and Social Incident Response Toolkit for World Bank Staff”, Nov 2018.

This IRP applies to all projects within the World Bank RMI portfolio, and is auxiliary to the mandatory Grievance Redress Mechanism (GRM) prepared for each project. It explains the response procedure, including incident screening and categorization and contains the Incident Report Form.

These reports can may contain sensitive and confidential information and should be kept in a secure location with names redacted prior to sharing.

This IRP will be included in the Project Operations Manual (POM) for each Project and will be managed by respective Project Implementation Unit (PIU), with support from the CIU.

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# Project Incident Response

Designated Contact Person (DCP) assigned (by Project Manager) for each Project or Sub-Project. All staff and contractors notified of relevant DCP.

Incident Reported to Designated Contact Person (DCP)

Logged (DCP)

Attend to Injured  
Secure Site

Confirm Initial Response Activated (DCP)

Notify Project Manager and CIU (DCP)

Collate Initial Information

Initial Information Form  
Page 3

Apply Screening Page 4 (PM, DCP, CIU Support)

Sensitive  
Serious or  
Severe

Project Manager (PM) immediately notify

- Implementing Agency
- CIU
- Steering Committee
- WB Task Team Leader

Indicative or Near Miss?

Incident management  
Proportionate to scale of impact  
(PIU; CIU Support)

For GBV, HT SEA VAC – immediate referral to WUTMI Weto in Mour: Violence against Women and Girls Support Service

Stakeholder Engagement Plan

Regulatory notification

Stakeholder notifications

Incident communication  
(PIU; CIU Support)

Media communication

Ongoing stakeholder liaison

Assign Investigation Team

Incident investigation  
(Investigation Team; CIU support)

Incident Investigation Protocol  
Page 5

Incident root cause investigation  
liability assessment  
lessons learned

Report

Project Steering Committee

PSC To monitor actions

# Incident Report

(for completion by PIU DCP with CIU support)

**Incident Reference** (Name or Number):

**Name and Position of Person completing form:**

**Date Report Completed and Submitted:**

**Category:** [Highlight]    Health and Safety    Environmental    Social    GBV, SEAH, HT, VAC    Multiple

**What happened? To what, where or to whom? What were conditions/circumstances under which incident occurred?**

Add pages if necessary

**Where and when did the incident occur?**

Add pages if necessary

**How did you find out about the incident?**

Add pages if necessary

**Are facts clear & uncontested, or are there conflicting versions?** [Highlight]    Uncontested    Contested

**Is the incident still ongoing or is it contained?** [Highlight]    Ongoing    Contained

**Does the incident involve** [Highlight]: Loss of life    Severe harm    GBV, HT, SEA or VAC    Significant env. or social impact

**How serious was the incident?** Apply Incident Screening Page 4 [Highlight]

NEAR MISS

INDICATIVE

SENSITIVE

SERIOUS

SEVERE

**Has reporting been made to** [Highlight]: PIU    CIU    Project Steering Committee    Implementing Agency    RMI EPA    World Bank

**What, if any, additional follow up action is required, and what are the associated timelines?**

**Completed form to be provided to PIU Project Manager and CIU Safeguards as soon as practicably possible**

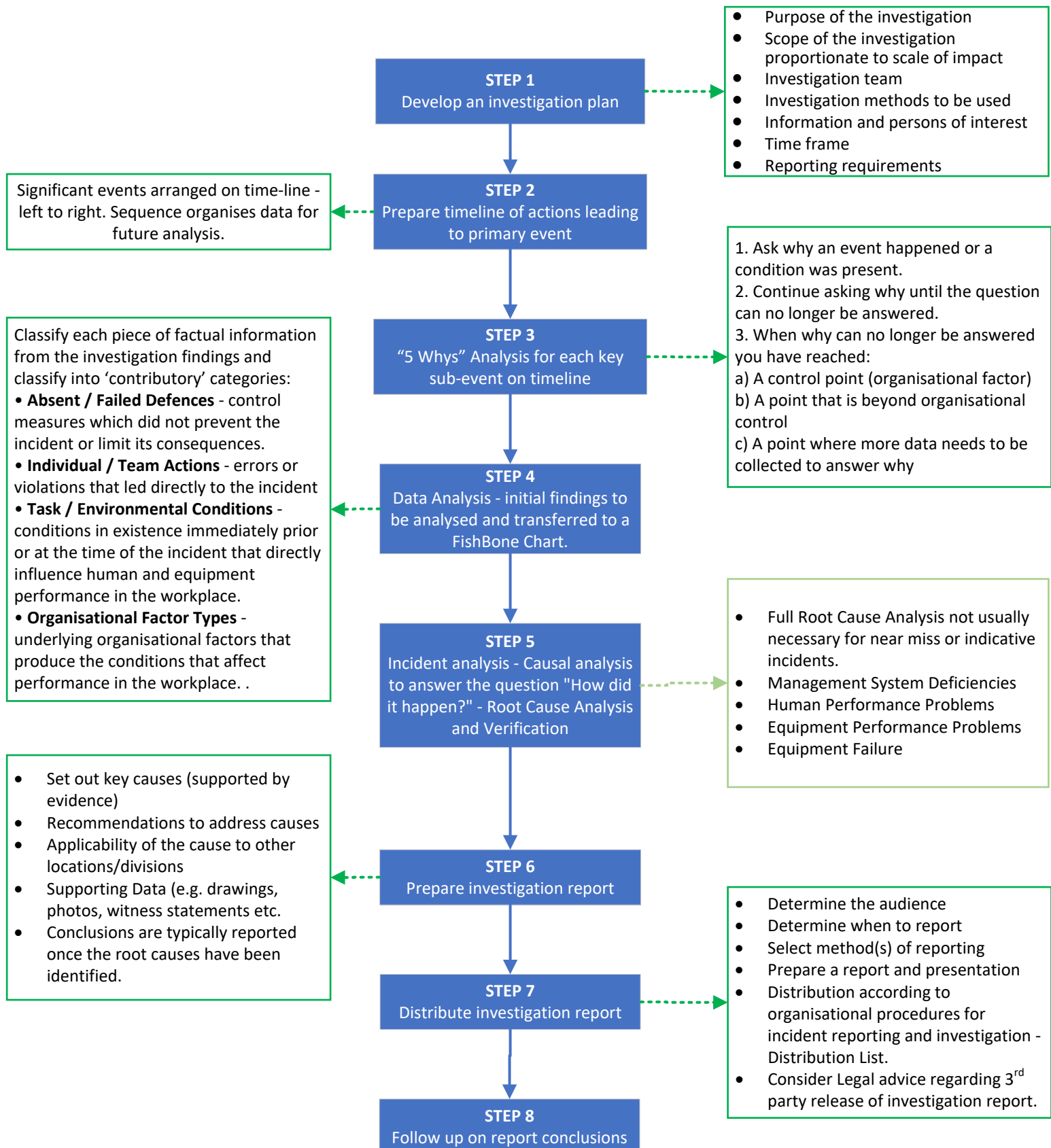
# Incident Screening

## PIU, DCP, CIU support

Classification	Health and Safety	Environmental and Social
NEAR MISS	<ul style="list-style-type: none"> <li>No personal injury sustained, but where, given a slight shift in time or position, damage or injury easily could have occurred.</li> <li><b>NEAR MISS</b> incidents with High Potential Risk to be treated as <b>SERIOUS</b> for purposes of this incident classification.</li> </ul>	<ul style="list-style-type: none"> <li>No property was damaged or persons affected, but where, given a slight shift in time or position, environmental damage or social impact easily could have occurred.</li> <li><b>NEAR MISS</b> incidents with High Potential Risk to be treated as <b>SERIOUS</b> for purposes of this incident classification.</li> </ul>
INDICATIVE	<ul style="list-style-type: none"> <li>Incident that results in a <u>no more than minor injury</u> to any individual</li> <li>Failure to implement agreed H&amp;S measures with limited immediate impacts</li> </ul>	<ul style="list-style-type: none"> <li>Relatively minor and small-scale localized incident that negatively impacts a small geographical area or small number of people.</li> <li>Results in <u>no more than minor harm</u></li> <li>Failure to implement agreed E&amp;S measures with limited immediate impacts</li> </ul>
SENSITIVE	<ul style="list-style-type: none"> <li>Incident involving GBV, HT SEA VAC</li> </ul>	<ul style="list-style-type: none"> <li>Incident involving GBV, HT SEA VAC</li> </ul>
SERIOUS	<ul style="list-style-type: none"> <li>An incident that caused <u>more than minor injury</u> to any individual.</li> <li>Failure to implement H&amp;S measures with significant impacts or repeated non-compliance with H&amp;S policies incidents</li> <li>Failure to remedy Indicative non-compliance that may potentially cause significant harm.</li> <li>Is complex and/or costly to reverse</li> <li>May result in some level of lasting injury</li> <li>Requires an urgent response</li> <li>Could pose a significant reputational risk for the Project.</li> </ul>	<ul style="list-style-type: none"> <li>An incident that caused <u>more than minor harm</u> to the environment, communities, or natural or cultural resources</li> <li>Failure to implement E&amp;S measures with significant impacts or repeated non-compliance with E&amp;S policies incidents</li> <li>Failure to remedy Indicative non-compliance that may potentially cause significant impacts</li> <li>Is complex and/or costly to reverse</li> <li>May result in some level of lasting damage or impact on communities or individuals</li> <li>Requires an urgent response</li> <li>Could pose a significant reputational risk for the Project.</li> </ul>
SEVERE	<ul style="list-style-type: none"> <li>Any fatality</li> <li>Incidents that caused or may cause <u>significant injury</u> to individuals.</li> <li>Failure to remedy serious non-compliance that may potentially cause significant harm that cannot be reversed</li> <li>Failure to remedy Serious non-compliance that may potentially cause severe harm</li> <li>Is complex and/or costly to reverse</li> <li>May result in high levels of lasting injury</li> <li>Requires an urgent and immediate response</li> <li>Poses a significant reputational risk to the Project.</li> </ul>	<ul style="list-style-type: none"> <li>Incidents that caused or may cause <u>significant harm</u> to the environment, communities, or natural or cultural resources</li> <li>Failure to remedy serious non-compliance that may potentially cause significant impacts that cannot be reversed</li> <li>Failure to remedy Serious non-compliance that may potentially cause severe impacts</li> <li>Is complex and/or costly to reverse</li> <li>May result in high levels of lasting damage or injury</li> <li>Requires an urgent and immediate response</li> <li>Poses a significant reputational risk to the Project.</li> </ul>

# INCIDENT INVESTIGATION PROTOCOL

Apply proportionately to scale of impact or potential impact of incident



# Project Incident Response

