



## **SENGA HILL TOWN COUNCIL**

# **ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN FOR THE PROPOSED CONSTRUCTION OF A TRUCK PARKING BAY IN SENGA HILL DISTRICT, NORTHERN PROVINCE.**

**October, 2024**

## TABLE OF CONTENTS

1.0INTRODUCTION AND BACKGROUND .....	4
2.0BRIEF PROJECT DESCRIPTION.....	<a href="#">45</a>
2.1 PROJECT JUSTIFICATION.....	5
3.0PROJECT LOCATION.....	<a href="#">56</a>
3.1 Spatial Location of the District .....	<a href="#">56</a>
3.2 Spatial Location of the Truck Parking Bay .....	<a href="#">67</a>
3.3 Climatic Conditions .....	<a href="#">78</a>
4.0OBJECTIVES OF THE PROJECT.....	8
5.0PROJECT INVESTMENT .....	8
6.0LEGAL REQUIREMENTS.....	<a href="#">89</a>
6.1 Environmental Impact Assessment Regulations S.I. No. 28 of 1997. ....	<a href="#">89</a>
6.2 National Environmental Action Plan .....	9
6.3 National Decentralization Policy of 2023 .....	9
6.4 The Solid Waste Regulation and Management Act of 2018 .....	<a href="#">910</a>
6.5 Urban and Regional Planning Act No. 3 of 2015 .....	10
6.6 Roads and Traffic Control Act No. 11 of 2002 .....	<a href="#">1011</a>
6.7 The Local Government Act No. 2 of 2019 .....	<a href="#">1011</a>
6.8 The National HIV/AIDS/STI/TB Council Act of 2002 .....	<a href="#">1011</a>
6.9 Public Health Act CAP 295 of 1978 .....	<a href="#">1112</a>
6.10 Environmental Management Act, No. 12 of 2011 .....	<a href="#">1112</a>
6.11 Integrated Development Plan 2024 to 2033 .....	<a href="#">1213</a>
7.0SUMMARY OF THE ANTICIPATED ENVIRONMENTAL AND SOCIAL IMPACTS .....	<a href="#">1213</a>
8.0PROPOSED MITIGATION AND ENHANCEMENT MEASURES .....	<a href="#">1415</a>
9.0ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN .....	<a href="#">1718</a>
9.1 Objectives of the EMP .....	<a href="#">1819</a>
9.2 Environmental and Social Management and Monitoring Plan.....	<a href="#">1920</a>
10.0GRIEVANCE REDRESS MECHANISM .....	23
10.1 Objective .....	23
10.2 Key Principles.....	23
10.3 Types of Grievances.....	24
10.4 Grievance Handling Process.....	24
11.0STAKEHOLDERS MANAGEMENT PLAN .....	<a href="#">2425</a>
11.1 Stakeholder Mapping .....	<a href="#">2526</a>
11.2 Stakeholder Matrix.....	<a href="#">2526</a>

11.3 Actionable Stakeholder Engagement Plan.....	27
12.0RECOMMENDATION AND CONCLUSION .....	28
12.1 Recommendation.....	<a href="#">29</a> <a href="#">28</a>
11.2 Conclusion.....	<a href="#">29</a> <a href="#">28</a>
13.0DECLARATION OF AUTHENTICITY .....	29

## **1.0 INTRODUCTION AND BACKGROUND**

Senga Hill was declared as a District on 3<sup>rd</sup> June, 2016 through Statutory Instrument No. 39 of 2016 as stipulated under the Local Government Establishment of Councils: No.3 Order, 2013 (GRZ, 2013). The motive behind the creation of new districts is to improve the rate at which, sustainable environmental, social and economic development takes place in Zambia. The district is located between longitudes 30° 53' - 32° 15' East of the prime meridian and the latitudes 8° 23' – 9° 39' South of the equator. The total land area of the District stands at 5,183.7 km<sup>2</sup> (518,370 ha). The District Administrative Centre is situated about 1067 Km from Lusaka the Capital City of Zambia and approximately 201 Km from Kasama the Provincial Capital of Northern Province of Zambia.

The unprecedented infrastructural development taking place in Senga Hill district is fast changing its outlook, making it one of the rapidly developing districts in Northern Province, thereby, creating an ideal area for investment exploration in agriculture, tourism, forestry, and mining among the many avenues of investments.

According to the Zambia Statistical Agency 2022 Census preliminary report (ZamStat, 2022), the total population of Senga Hill District stood at 126,308. This shows that there is a percentage increase of 37% from the 2010 Population Census which stood at 92,391. The sex ratio being (49.4%) for males and (50.6%) for females, representing 62,403 males and 63,905 females respectively. The district growth rate is at 2.6 % per annum with that for males and females being 3.7% and 3.8% respectively (ZamSat, 2022). This impressive population growth offers a ready labour force for all investment projects as well as market for various goods and services.

Senga Hill district township is a transit town to Mpulungu Harbour, Tanzania and the Democratic Republic of Congo significant truck parking management challenges, leading to environmental and health risks. This implies that the District experiences huge traffic of haulage trucks and Fuel Tankers. Managing this fleet of trucks requires construction of a Truck Parking Bay to ease vehicle parking congestion within Senga Hill Township through providing space for parking of vehicles in the main transit township.

This Environmental and Social Management Plan (ESMP) outlines the measures to manage potential environmental and social impacts related to the construction of a Truck Parking Bay.

## **2.0 BRIEF PROJECT DESCRIPTION**

The proponent aims to construct a Truck Parking Bay in Senga Hill Township in Chela Ward of Senga Hill District. The design for the construction works will include excavation and removal of top soil and/or rock and back-filling with stone and finishing to paving blocks for use by parking of public transport and private

vehicles. The works are located in Senga Hill Township in Chela Ward in a vacant plot of land that is adjacent to the site for the proposed construction of a Council Lodge. The proposed Truck Parking Bay will cover an area of approximately 20,000 square meters with about 150 parking slots. The current land area is vacant with nothing on it except dumped soil and bare earth. There is no displacement of people or interruption of livelihoods occasioned by this project and hence no trigger to the Involuntary Resettlement safeguards.

## **2.1 PROJECT JUSTIFICATION**

The broad aim of the project is to ease vehicle parking congestion within Senga Hill Township through providing space for parking of vehicles in the Central Business District. This will also deter Truck Drivers from parking their vehicles in un-designated areas which is a security risk to both the drivers themselves and other road users. Further, the rampant parking of Fuel Tankers in un-designated places like markets is a threat to people's lives as fuel is flammable and may cause hazards. In terms of social life, there is a high relationship between long distance drivers and the spread of diseases like HIV/AIDS, STIs and other infectious diseases. Therefore, for any disease prevention, control and eradication, the construction of the Truck Parking Bay will provide an effective and cost efficient way of addressing the spread of diseases as the proximity of the young women and girls who patronize the Trucks parked at markets will be distant. The Truck Parking Bay will make it easier to monitor and control the activities in the parking area. While HIV/AIDS prevalent rates among Truck Drivers is not uniform, some studies reveal that it ranges from 3 to 32% much higher than the general population and pregnant women but lower than sex workers(Yahya). This can be attributed to multiple factors to which the drivers are subjected to such as working conditions, level of awareness of the disease, sexual habits, demographics, etc. Studies have shown that young girls and female itinerant traders often exchange sex for free transportation, food and money making them more vulnerable to HIV/AIDS, (Ramjee, 2013). This makes young females susceptible to HIV/AIDS due to transactional sex, older partners, being linked to sexual network, STIs, early sexual debut, physical immaturity, etc., (UNAIDS, 2008) as cited by Parker (2011). Therefore, having a designated truck park will help the Public Health and District HIV/AIDS Coordination Advisor sections provide awareness raising activities to enhance the fight against sexually transmitted diseases (STIs) especially HIV/AIDS. It will also make it easier for Law Enforcement Agencies to enforce laws and policies against child exploitation and sexual abuse.

## **3.0 PROJECT LOCATION**

### **3.1 Spatial Location of the District**

Senga Hill is one of the twelve (12) Districts of the Northern Province of Zambia sharing its district administrative boundaries as follows: International boundary with the Republic of Tanzania; and local boundaries with Mbala to the North,

Nakonde to the East, Mungwi to the South, Lunte to the South-west and Mpulungu to the North-west.

In terms of Geographical Coordinates, the district is located between longitudes 30° 53' - 32° 15' East of the prime meridian and the latitudes 8° 23' – 9° 39' South of the equator.

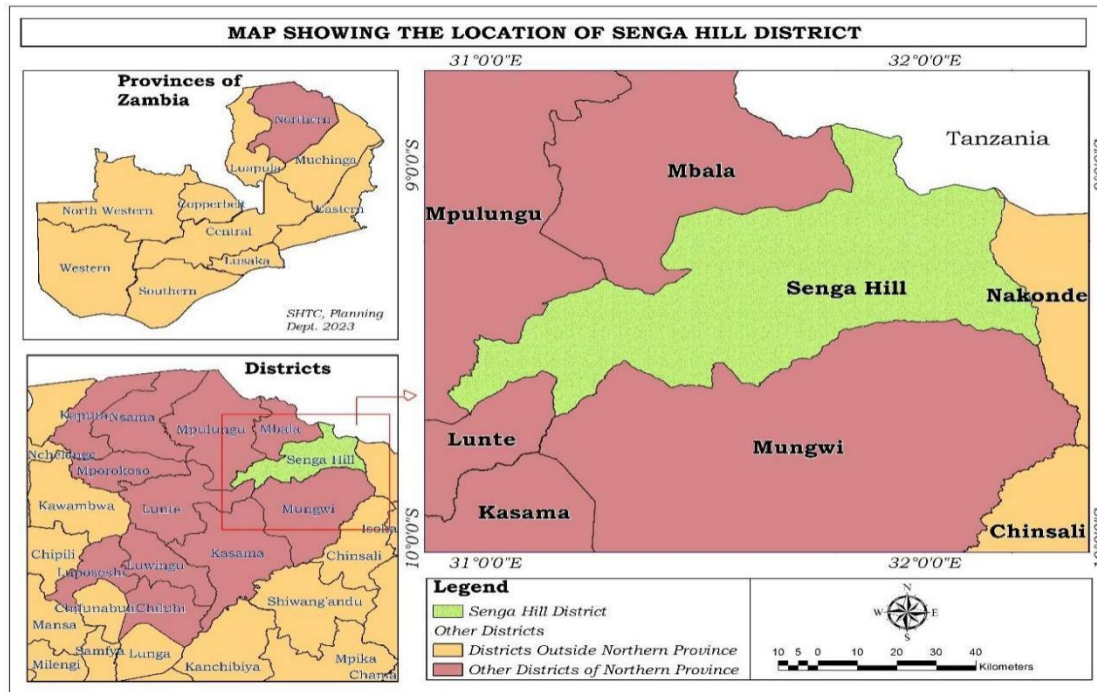


Figure 1: Senga Hill District Spatial Location, Integrated Development Plan (2024).

### 3.2 Spatial Location of the Truck Parking Bay

The project site is located 1.7Km North of the Post Office along Mbala Road. The size of the site is 2.973 hactres. The actual size of the site plan is 2 hactres but the frontage is a way-leaf that extends the work space to 2.973 hactres. The geographical coordinates of the site are tabulated below.

Table 1: Coordinates of the site plan for the Truck Parking Bay

COORDINATES			COORDINATES		
Point	Easting	Northing	Point	Easting	Northing

A	307864.475	8965998.092	D	307660.803	8965913.301
B	307763.076	8965867.846	E	307773.566	8966059.281
C	307662.552	8965904.560	F	307783.181	8966061.903

Below is the site plan and coordinates of project site.

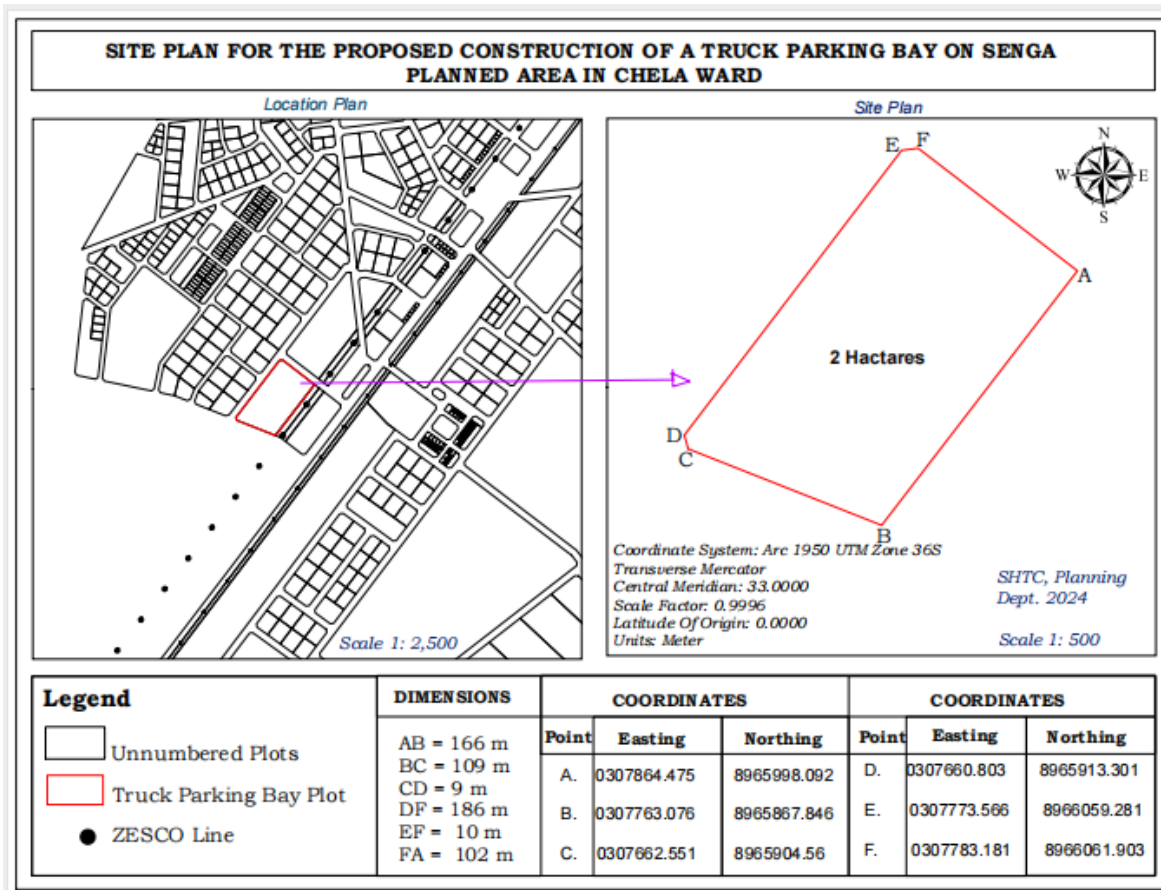


Figure 2: Location and site plan of the Truck Parking Bay

### 3.3 Climatic Conditions

The plateau climate is almost Mediterranean in nature. These climatic conditions arise from the Congo Air, the North Eastern monsoon and the South Eastern constant wind (trade air). The area falls within category of high rainfall belts of the Country. The area receives an annual rainfall of approximately 1,240mm. The rain season normally lasts from November-April. The biggest downpours occur between December and March. These are often very violent and short-lived downpours.

The temperature and number of sunny days is dependent on this rain cycle. Towards the end of the dry season, i.e. in September and October, the daytime temperature reaches 30° C and the night time temperature falls to 15° C with the first rains, the temperature drops by a few degrees. In May, the sun is far on the Northern hemisphere, and then the rainy season ends. In June and July, the daytime temperature reaches 20 – 22° C and falls further by a few degrees in the night, even to the extent of small ground level frosts. Minimum temperatures are experienced in July ranging from 5° - 7°C. Maximum temperatures are experienced in October and range from 20°C - 30°C.

#### **4.0 OBJECTIVES OF THE PROJECT**

The main objective of the study is to identify environmental and social impacts associated with the proposed Senga Hill Truck Parking Bay project and recommend an appropriate environmental and social management strategy for the project. This is in compliance with the World Bank Environmental and Social Safeguard Policy. P.4.09: Environmental Assessment, it is a requirement that an Environmental and Social Management Plan (ESMP) is developed for the proposed construction of a Truck Parking Bay. The Environmental and Social Management Plan (ESMP) provides mitigation measures on how to handle the negative impacts for the project activities and how to enhance the positive impacts.

#### **5.0 PROJECT INVESTMENT**

Senga Hill Town Council proposed to construct a truck parking bay with the help of the Zambia Devolution Support Programme (ZDSP) at an estimated total cost of 2,600,000.00 ZMW and a summarized bill of quantities is part of this report in the annexure. The operation and maintenance costs of Truck Parking Bay will be done at total of 250,000.00 ZMW annually and this will be done by Senga Hill Town Council. The project is expect to boost local revenue by at least 10%.

#### **6.0 LEGAL REQUIREMENTS**

##### **6.1 Environmental Impact Assessment Regulations S.I. No. 28 of 1997.**

Section 3 (1) of the EIA Regulations states that, “a developer shall not implement a project for which a project brief or environmental impact statement is required under these Regulations, unless the project brief or the environmental impact statement has been concluded in accordance with these regulations and the Zambia Environmental Management Agency has issued a decision letter.”

**Relevance:** *The proposed project has the potential to pollute the environment.*

**Compliance:** *This ESMP was prepared in accordance with the legal framework on Environmental Management enshrined in the Environmental Management Act, of the Laws of Zambia and its subsidiary legislation.*

## **6.2 National Environmental Action Plan**

National Environmental Action Plan (NEAP) of 1994 identifies environmental problems and issues, analyses their causes, and recommend necessary interventions. The overall objective of the NEAP is to integrate environmental concerns into Zambia's social and economic development planning process.

**Relevance:** *This project will have some negative and positive impacts that will be addressed by the National Environmental Action Plan.*

**Compliance:** *All impacts will be addressed and solutions will formulate in conjunction with local authority and stakeholders.*

## **6.3 National Decentralization Policy of 2023**

Zambia's Decentralization Policy of 2002 through its policy measures stipulates decentralized involvement of national, provincial, districts and sub-district levels in policy making and its Environmental and Social Management Plan – implementation. The policy acknowledges the importance of decentralized management as an efficient mode of implementation of community projects.

**Relevance:** *The project will need local communities by devolving decision making authority, functions and resources from the Centre to the lowest level with matching resources in order to improve efficiency and effectiveness in the delivery of services.*

**Compliance:** *Local Authority will involve all stake holders in decision making at all levels.*

## **6.4 The Solid Waste Regulation and Management Act of 2018**

This Act provides for the sustainable regulation and management of solid waste; general and self-service solid waste services; the incorporation of solid waste management companies and define their statutory functions; the licensing and functions of solid waste service providers, operators and self-service solid waste providers and provide for their functions; the regulation, operation, maintenance and construction of landfills and other disposal facilities; the setting and approval of tariffs for management of solid waste and provision of solid waste services; and matters connected with, or incidental to, the foregoing.

**Relevance:** *the proposed project will have solid waste as it's by products in the operations of the Truck Parking Bay.*

**Compliance:** Local Authority will work in accordance with the provisions of this Act by engaging the local authority for guidance.

### **6.5 Urban and Regional Planning Act No. 3 of 2015**

According to Part VI (Planning Applications and Permission) of the Urban and Regional Planning Act No. 3 of 2015 under section 49:(1) "A person shall not carry out any development on land, change the use of land or subdivide any land without planning permission."

**Relevance:** The development cannot proceed without town and country planning approval from the local authority.

**Compliance:** The necessary documentation will be prepared by Senga Hill Town Council and approvals obtained for project implementation in accordance with the terms of the Act.

### **6.6 Roads and Traffic Control Act No. 11 of 2002**

The Act establishes the Road Transport and Safety Agency which was mandated to provide for a system of road safety and traffic management.

**Relevance:** The Local Authority will use different vehicles on the road during site preparation, construction, operations and during closure.

**Compliance:** The Local Authority will ensure the use of the road in accordance with these regulations by operating before and after traffic busy-hours and using proper road signage.

### **6.7 The Local Government Act No. 2 of 2019**

The Local Government **Act 2019** provides a system of local government administration in Zambia at city, municipality and town council levels. The Act defines the functions of local authorities, which includes, control of development, land use just but a few.

**Relevance:** The proposed project will be located in of Senga Hill District.

**Compliance:** The project will be implemented in agreement with the laws and requirements established by the Senga Hill Town Council.

### **6.8 The National HIV/AIDS/STI/TB Council Act of 2002**

The Act provides for the establishment of the HIV/AIDS/STI/TB Council, whose main function is to coordinate and provide support to the development, monitoring and evaluation of the multi-sectoral response for the prevention and combating of the spread of HIV, AIDS, STI and TB in order to reduce the personal, social and economic impact of HIV, AIDS, STI and TB.

**Relevance:** An influx of people seeking employment will increase throughout the project lifespan, as such human interaction; including illicit/unprotected sex might rise posing a health hazard to workers and the surrounding communities.

**Compliance:** The Local Authority will provide its employees and local communities surrounding the project area with HIV/AIDS Awareness and VCT services through a District Aids Coordination Section and Department of Health Services in compliance with this Act.

## **6.9 Public Health Act CAP 295 of 1978**

The Act talks about prevention and suppression of public health hazards and it regulates all matters that are connected to outbreak of diseases. Local Authorities, in this case Senga Hill Town Council, is the custodian of the Public Health Act. Sanitary facilities shall be provided, water for drinking shall be required, food shall be provided and waste shall be generated at the proposed project site. Therefore, provisions of this Act are applicable.

**Relevance:** The project has potentially negative effects on public health during its construction and operational activities.

**Compliance:** The project will ensure that measures to prevent diseases and pollution dangerous to human health and to any water supply are taken into account by ensuring that is safe vacuum pumping and discharging of sewer.

## **6.10 Environmental Management Act, No. 12 of 2011**

The Environmental Management Act No. 12 of 2011 (EMA) replaces and repeals the former Environmental Protection and Pollution Control Act (EPPCA) Cap 204 of 1990. The EMA continues the existence of the Environmental Council of Zambia (ECZ) and renames it the Zambia Environmental Management Agency (ZEMA). **The EMA Act No 12 of 2011.** Regulation 3(1) of the SI 28 of 1997 states that; “a developer shall not implement a project for which an Environmental Project Brief of Environmental Impact Statement (EIS) is required under these regulations unless an EBP or EIS has been concluded in accordance with these regulations and the Zambia Environmental Management Agency (ZEMA) has issued a decision letter”.

**Relevance:** Construction and operation activities of the project shall be done in compliance with this Act.

**Compliance:** No activity will be done without any permission from authorities.

### 6.11 Integrated Development Plan 2024 to 2033

The Senga Hill District Integrated Development Plan (IDP) is a strategic plan that outlines how the district will develop over a period of 10 years. It is the principal planning and management instrument for social and economic development projects in the district. It guides planning, budgeting and decision making by integration socioeconomic and spatial planning through enhanced coordination and sustainability. It also improves orderliness in development through Local Area Plans (LAPs) and helps handle legal battles:

**Relevance:** All development projects in the district shall be done in accordance with the provisions of this document

**Compliance:** All projects must align to the tenets of the IDP and any project outside the IDP's scope shall not be implemented without permission from relevant authorities

### 7.0 SUMMARY OF THE ANTICIPATED ENVIRONMENTAL AND SOCIAL IMPACTS

Social services are very vital to a healthy society, it is important to note that the purpose of this task is to identify the major environmental and public health issues of concern and indicate their relative importance to the design of the project and the intended activities. The classification of negative ideas does not necessarily imply a long-term adverse effect on the environment. It may well indicate an irreversible change to physical environment from original conditions. In some cases, these irreversible changes can result in favourable long-term effects. The table below shows the summary of environmental and social impacts that can arise for the said proposed project.

S/N	Component	Impacts	Intensity	Extent	Duration	Significance
1.	Air Quality	Air pollution due to, dust and gases	Medium	Local	Short term	Moderate
2.	Noise and Vibration	Increase noise levels	Medium	Local	Short term	Moderate
3	Geology	Ground vibrations and localized depression	Low	Local	Short term/Permanent	Moderate
4	Soil	Soil degradation Soil	Medium	Local	Moderate	Moderate

		contaminati on Soil erosion				
5	Water Quality	Surface water contaminati on Groundwater r contaminati on	Medium	Regional	Moderate	Moderate
6.	Flora	Impact on flora due to site clearance	Low	Local	Permanent	Minor
7.	Road Safety and Traffic	Potential incidences of Accidents and fatalities	Medium	Local	Short term	Minor
8.	Community Health and Safety	Exposure to health and accidental hazards	Medium	Local/Region al	Short term	Moderate
9	Workers Health and Safety	Exposure to occupational risk and hazard	High	Local	Short term	Moderate
10	Solid and hazardous waste generation	Impact on soil water From hazardous materials	Medium	Local	Short term	Moderate
11	Gender	Potential incidences Of discriminatio n, GBV/SEA	Medium	Local	Short term	Moderate
12	Job creation and employment opportunities	Temporary and Permanent jobs	Medium	Local	Short term	Beneficial

13	Improved social welfare	Temporary and long term Agricultural opportunities	Medium	Local/Regional	Short term/Permanent	Beneficial
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## 8.0 PROPOSED MITIGATION AND ENHANCEMENT MEASURES

S/No	Aspect	Mitigation Measure
1	<b>Air quality</b>	All construction areas must be regularly watered to suppress dust
		All construction materials should be lightly moistened before loading.
		All stockpiles should be covered during transportation and storage.
		Idling of vehicles near the worksite should be avoided.
		Vehicles and other machinery should be regularly serviced.
		All construction vehicles should drive at minimum speed to avoid dust generation to avoid blowing up of sand particles.
		Wind barriers should be installed to control wind that may cause dust emission.
		Open burning is prohibited at all cost.
		During blasting, the work site should be isolated to trap flying stones that maybe harmful to the surrounding community. □
2	<b>Noise and Vibration</b> □	All vehicles and machinery should be regularly serviced in order to maintain them in good condition. On site idling of vehicles should be discouraged
		Any malfunctioned part of a vehicle and machinery causing noise must be repaired immediately
		All construction activities should be scheduled during day time (6am – 6pm).
		All construction activities beyond the normal working hours should require consent from community and local authority.
		If blasting is required, ground vibrations can be controlled by Controlling the charge per delay or by delay interval.
		Appropriate confinement to contain the explosive energy should be installed to reduce ground vibration during blasting
3.	<b>Soil quality and erosion</b>	Heavy duty vehicles and machines should be parked in designated places to minimize soil erosion.
		During heavy downpour, works should be halted.

		Clearing of excess soil cover must be minimized
<b>4</b>	<b>Ground water Quality</b>	Emergency response measures for managing fuel and oil Spill and leakages must be put in place.
		Spill kits must be provided in every worksite.
		Workers should be trained to respond and manage emergency spill and leakages.
		Use of Pit latrine is prohibited to avoid ground water pollution
		Temporary sewer bypass should be constructed during operation and maintenance.
		A monitoring plan should be put in place for any nearby groundwater sources to ascertain any contamination.
<b>5</b>	<b>Flora</b>	The clearing of vegetation should be limited to the project footprint
		Any cutting of trees should be done with consent from department of forestry.
<b>6.</b>	<b>Road Safety and Traffic</b>	Local community should be informed about the pending project and traffic safety measures in place.
		Adequate signage must be provided near the project site.
		Notice should be provided to the local police and Road Safety and Transport Agency (RTSA) about the impending project.
		Workers must be trained in basic road safety and traffic rules.
		Activities that disturb public transport movement should be as short as possible.
		Road safety records should be put in place and periodically reviewed and monitored.
		All damages caused to roads due to project activities must be repaired after completion of the construction works.
<b>7</b>	<b>Community Health and Safety</b>	All dust minimization measures should be put in place at all construction phases of the project.
		Signage's, signal and fencing should be provided near the construction site to restrict access.
		No unauthorized person should be allowed to enter the construction sites.
		Road traffic signage must be installed.
		A designated worker should control traffic especially when trucks bring building materials to the construction sites.
		Notification for blasting should be communicated to the local community.
		Community should be made aware of the potential risks from project activities and how to avoid and mitigate them.

<b>8.</b>	<b>Workers Health and Safety</b>	All workers on site must be provided with Personal Protective Equipment (PPE) Records of all workers engaged must be provided by the contractor. The use of child labour is prohibited
		Training should be provided to workers before they are engaged to commence work activities on all safety requirements.
		Workers should be trained in lifting materials, machinery handling techniques and working with heights.
		Appropriate warning signs, fencing, danger flags, lighting should be provided around the worksites.
		Sanitation facilities should be adequate and proper sanitation facilities should be provided
		Gender specific facilities should be provided.
		Safety drills should be regularly conducted to make the workers aware of various safety and health measures
		A health and safety specialist of the contractor should be engaged on a retainer basis to monitor adherence to occupation health and safety issues.
		Contractor should prepare a Health and Safety Management Plan.
		Emergency facilities should be made available during operation hours.
		The workers should be educated on Sexually Transmitted Diseases (STIs) and HIV/AIDS.
		Awareness program should be conducted to nearby communities on STD HIV/AIDS and human trafficking
		Awareness materials on STIs, HIV/AIDS and condoms must be provided according taking into account the local culture.
		All workers must undergo medical examination at the time of employment.
<b>9</b>	<b>Solid and hazardous</b>	Burning of any type of solid waste should strictly be prohibited.
	<b>Waste generation</b>	Disposal of hazardous waste such as asbestos should be done through a registered service provider by ZEMA.
		A service provider should be engaged to collect solid and construction waste to a designated dump site
		Contractor should develop a waste segregation, collection and transportation system.
		Waste disposal bins should be procured and located at the worksites.
		The service provider must be registered with the local authority and ZEMA.
<b>10</b>	<b>Gender</b>	All workers should be inducted on GBV/SEA at commencement of works.
		The contractor should create awareness on GBV/SEA, HIV/AIDS
		The contractor should ensure that there is no disparity in terms of wages or facilities between male and females.
		The contractor should provide separate toilets and change room for women

		All GBV/SEA related cases should be reported to existing referral pathways such as Victim Support Unit (VSU) and the project.
		The contractor should develop a system of handling grievance of GBV/SEA and other complaints to avoid escalation of such cases.
<b>11</b>	<b>Job creation And employment opportunities</b>	The truck parking bay will stimulate growth in business for local suppliers of raw materials. Several jobs will be created during all phases of the project There will be increased economy around the surrounding economy.
		The contractor should give preference to employing local people during all phases of the project
		The contractor should implement livelihood programs for workers
		Provision of Personal Protective Equipment (PPE) will instill a sense of pride and empowerment for local workers.
		Various taxes will be paid to the local and national treasury
		Workers will acquire skills through various construction activities and awareness training on chemical handling, health and safety, traffic management, GBV/SEA, HIV/AIDS/STIs.
<b>12</b>	<b>Improved livelihood</b>	The truck park will stimulate growth in business for local suppliers of raw materials.
		Several jobs will be created during operation stage for the local community and vendors selling food stuffs
		There will be increased economy around the surrounding economy.
		The truck park create short term employment for local people for offloading and loading construction material

## 9.0 ENVIRONMENTAL AND SOCIAL MANAGEMENT PLAN

The Environmental Management Plan provides guidance regarding the various mediation and procedures to be affected during both the construction and operational phase of the project. It provides a framework for the most acceptable environmental standard of implementing the operation of a Truck Parking Bay in Senga Hill District.

The Environmental and Social Management Plan (ESMP) is prepared to show how site-specific concerns and mitigation measures are addressed through the site preparation, construction and operation phases of the project.

The ESMP has been developed with project knowledge and information available to date. However, as project commencement and scheduling plans are developed and changed, components of the ESMP might require amending. This is therefore a working document, which can be updated whenever new information is received or if site conditions change.

The Environmental and Social Management Plan for the identified environmental and social impacts associated with the construction of the cemetery consists of three main components:

- ✓ Implementing the Impact Mitigation Plan;
- ✓ Monitoring the implementation of the EMP; and
- ✓ Institutional Framework for Monitoring, Reporting and Supervision of the EMSP.

### **9.1 Objectives of the EMP**

The Environmental and Social Management Plan (ESMP) describes the range of environmental issues associated with the Project and outlines corresponding management tactics that will be employed to mitigate potential adverse environmental impacts. The ESMP expresses the Project's environmental and social constraints. The Project will comply with all local laws and regulations, which seek to ensure that the construction work does not adversely affect the environment and social community resources.

## 9.2 Environmental and Social Management and Monitoring Plan.

Environmental /Social Aspects	Impacts	Objective	Mitigation Measures	Responsible person	Performance Indicator	Frequency	Cost (ZMW)
<b>Operational Phase</b>							
Soil Pollution and Contamination.	Ground Spillage.	To reduce and minimize ground spillage.	Implement emergency plans to mitigate uncontrolled runoff and Develop a clean-up response.	Health Inspector	Absence of indiscriminately disposed off Sewer.	One a week.	30,000.00.
Water Pollution and Contamination.	Ground and Surface Water Spillage.	To reduce and minimize ground spillage.	Implement emergency plans to mitigate uncontrolled runoff and Develop a clean-up response	Water and Sanitation Engineer, Environmental Planner and Health Inspector.	Absence of indiscriminately disposed off Sewer.	One a week.	40,000.00.
Air Pollution	Exhaust emissions to atmosphere Odour, fumes, dust emissions.	To reduce emissions into the atmosphere Odour.	i)Parked vehicles shall have their engines off to reduce smoke emissions. ii)Open burning shall not carried out	Director Engineering Services and Health Inspector	Minimal emissions in the air	One a month.	20,000.00

Environmental /Social Aspects	Impacts	Objective	Mitigation Measures	Responsible person	Performance Indicator	Frequency	Cost (ZMW)
			iii) All solid waste generated shall be collected by a licensed service provider or the Local Authority				
Noise Pollution	Noise nuisance to community.	To reduce and minimize noise nuisance to the community.	<p>i) Noise and vibration monitoring shall be conducted frequently according to the monitoring plan to determine intervention measures.</p> <p>ii) Appropriate (PPE) and clothes shall be provided to all the workers and this shall be used in high noise areas</p>	Director Engineering Services and Health Inspector	Noise emission not exceeding Limit.	One a month.	20,000.00

Environmental /Social Aspects	Impacts	Objective	Mitigation Measures	Responsible person	Performance Indicator	Frequency	Cost (ZMW)
			iii)All activities with potential to generate significant noise and vibration shall be conducted during the normal working hours of the day				
Solid and hazardous waste generation	i)Soil contamination ii)Water contamination iii)Air pollution iv)Aesthetic		i)Burning of any type of solid waste should strictly be prohibited. ii)Disposal of hazardous waste such as asbestos should be done through a registered service provider by ZEMA. iii)A service provider should be	Director of Engineering and Public Health Inspector	No indiscriminate disposal of hazardous waste	Weekly	30,000.00

Environmental /Social Aspects	Impacts	Objective	Mitigation Measures	Responsible person	Performance Indicator	Frequency	Cost (ZMW)
			engaged to collect solid and construction waste to designated dump site				

**10.0 GRIEVANCE REDRESS MECHANISM**

A Grievance Redress Mechanism (GRM) for operating a Truck Parking Bay would be a structured process designed to address complaints or concerns raised by stakeholders such as operators, nearby communities, or environmental authorities related to the operation of the Truck Parking Bay. These concerns could relate to health, safety, environmental impacts, noise, accidents, or the improper disposal of waste. A well-structured GRM ensures transparent, timely, and effective resolution of these issues. Below is a summary of a GRM for operating a Truck Parking Bay:

Name of Grievance	Type of Grievance	Confidence level	Effect on project	Redress measure
1.Displacement	Resettlement	Low	Low	Compensation
2.Influx of migrant workers	Social	Medium	Medium	Employ locals in non expert jobs
3. Dust	Environmental	High	Delayed implementation	Dust suppression
4. Road sign vandalism	Accidents	High	High cost as the contractor will be required to replace the vandalized structures	Sensitizing the community

**10.1 Objective**

The primary goal is to provide a systematic process for receiving, investigating, and resolving complaints and grievances arising from the operation of Truck Parking Bays, particularly in air pollution, noise pollution, oil spillages and illicit sexual exploitation of young girls.

**10.2 Key Principles**

- ✓ **Accessibility:** The grievance mechanism must be easily accessible to all stakeholders, including workers, local communities, and customers.
- ✓ **Transparency:** The entire process should be transparent, with clear guidelines on how grievances are handled.
- ✓ **Confidentiality:** The identity of the complainants must be protected to encourage open communication without fear of retribution.

- ✓ **Timeliness:** Complaints should be addressed in a timely manner, with predefined time frames for responses and resolutions.
- ✓ **Non-retaliation:** No complainant should face retaliation for raising legitimate concerns.
- ✓

### 10.3 Types of Grievances

Grievances related to Truck Parking Bay operations can include:

- ✓ **Health and Safety Concerns:** Issues related to spills, leaks, odors, or accidents affecting workers or nearby communities.
- ✓ **Environmental Concerns:** Complaints about pollution, improper waste disposal or discharge, and environmental degradation caused by the operations.
- ✓ **Operational Issues:** Noise pollution, traffic disruptions, and equipment malfunctions during the vacuum tanker's operations.
- ✓ **Service Quality Complaints:** Issues related to unsatisfactory service, including delays, damage to property, or overcharging.

### 10.4 Grievance Handling Process

The following are the steps that will be used during grievance handling process:

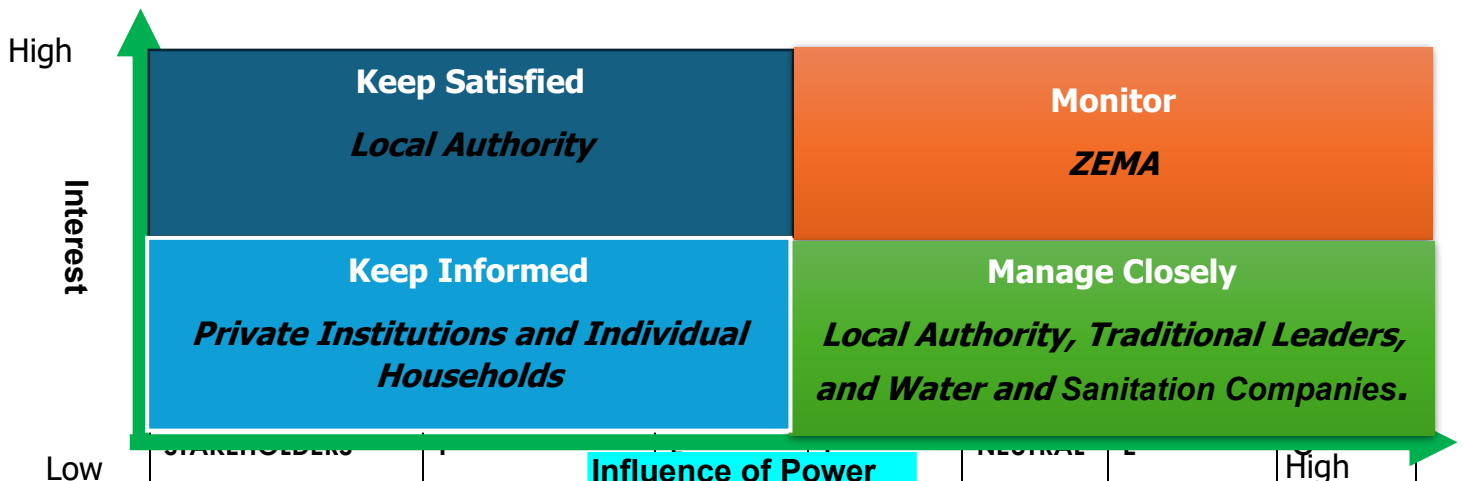
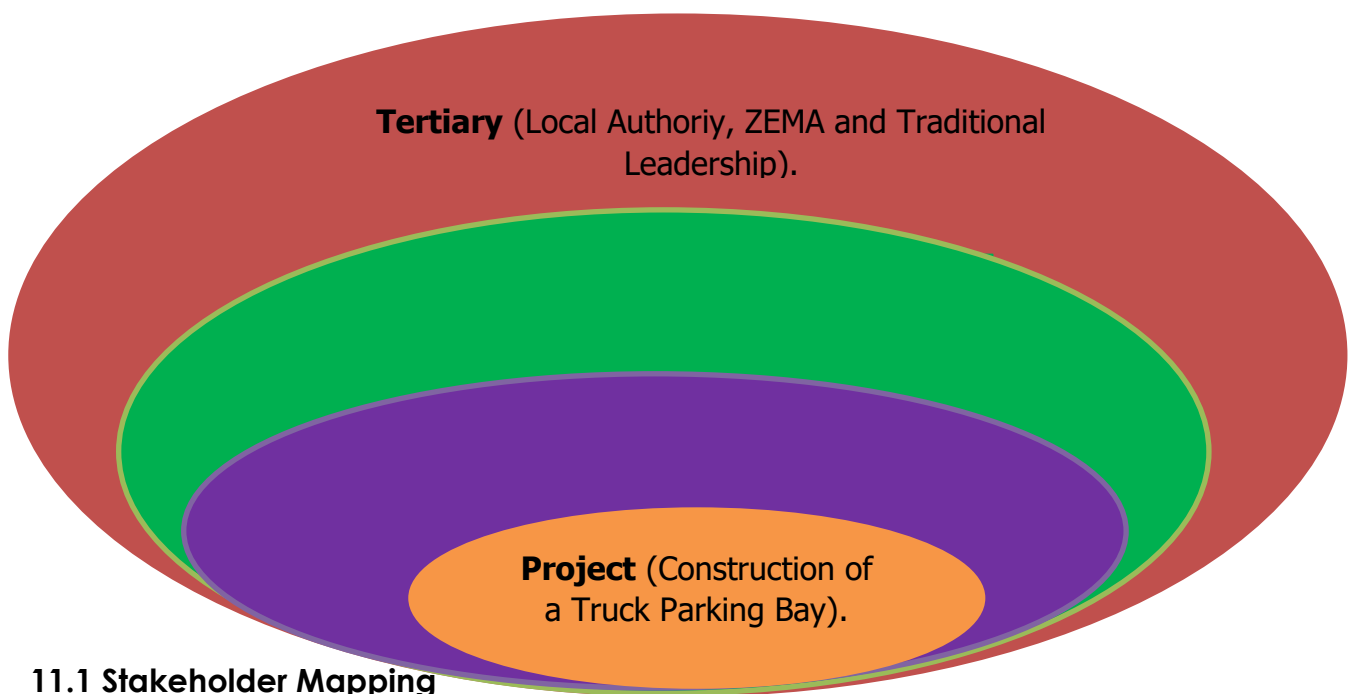
- ✓ **Grievance Submission:** The Local Authority has placed multiple channels for submitting grievances make the system accessible to all stakeholders. For example, the stakeholders can call the Environment and Social Safeguard Focal Point Person, Letter to the Council Secretary and others.
- ✓ **Acknowledgment:** A prompt acknowledgment reassures complainants that their issue is being handled.
- ✓ **Registration and Documentation:** Grievances are recorded to ensure a formal process.
- ✓ **Assessment and Investigation:** Grievances are assessed based on their urgency and complexity, followed by appropriate investigations.
- ✓ **Resolution:** A resolution is proposed and communicated to the complainant.
- ✓ **Appeal Process:** If the complainant is unsatisfied, they have the option to appeal.
- ✓ **Feedback and Closure:** Once resolved, feedback is provided to the complainant, and the grievance is closed.
- ✓ **Monitoring and Reporting:** Continuous tracking of grievances ensures that the mechanism remains effective, and lessons are learned for future improvements.

## 11.0 STAKEHOLDERS MANAGEMENT PLAN

### A. Stakeholders List

1. Local Authority.
2. Individual Houses.
3. Traditional Leaders.
4. Private Institutions.
5. Haulage Companies
6. Truckers Association of Zambia
7. Oil Marketing Companies.
8. Zambia Environmental Management Agency (ZEMA).
9. Truck Drivers/Operators

## B. Stakeholders Classification



Local Authority	High/High				B	A
Individual Houses	Low/High				C	
Traditional Leaders	High/Medium				C	
Private Institutions	Low/Low			C	D	
Water and Sanitation Companies	Medium/Low			C	C	
ZEMA	High/High				B	C
Truck Drivers/Operators	Low/Low		C			

### 11.3 Actionable Stakeholder Engagement Plan.

STAKEHOLDER	CLASSIFICATION	POWER/INTEREST	INVOLVEMENT DECISION	CURRENT ENGAGEMENT LEVEL	DESIRED ENGAGEMENT LEVEL	ENGAGEMENT STRATEGY	ENGAGEMENT GOAL	ENGAGEMENT METHOD
Local Authority	Tertiary	High/High	High	Supportive	Leading	Full Council Meetings and Management Meetings	Manage Closely	Quarterly
Individual Houses	Primary	Low/High	Low	Supportive	Supportive	Stakeholders Engagement Meetings.	Keep Informed	Quarterly
Traditional Leaders	Tertiary	High/Low	High	Supportive	Leading	Full Council Meetings and Management Meetings.	Manage Closely	Quarterly
Private Institutions	Primary	Low/Low	Low	Supportive	Supportive	Stakeholders Engagement Meetings.	Keep Informed	Quarterly
Haulage Companies	Secondary	High/Low	High	Supportive	Supportive	Stakeholders Engagement Meetings.	Manage Closely	Quarterly
ZEMA	Secondary	High/High	High	Supportive	Supportive	Stakeholders Engagement Meetings.	Monitor	Quarterly.

## 12.0 RECOMMENDATION AND CONCLUSION

### 12.1 Recommendation

The Local Authority will carry out the following activities:

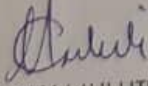
- ✓ conduct scheduled maintenance of the trucking bay to prevent onsite accidents and damage to vehicles
- ✓ conduct regular cleaning and decontamination of the truck bay to avoid air and water borne diseases.
- ✓ ensure that their operators receive proper training in truck operation, handling hazardous materials, and emergency response.
- ✓ equip their operators with personal protective equipment (PPE) to safeguard them from exposure to harmful sewer gases or contaminants.
- ✓ develop clear Standard Operating Procedures (SOPs) for safe truck park operations, including safe parking of trucks.
- ✓ ensure that the truck park operations comply with Zambian environmental management regulations, particularly regarding waste disposal, water and sanitation and environmental and social management plan.

### 11.2 Conclusion

In conclusion, Senga Hill Town Council with the support of the Zambia Devolution Support Programme (ZDSP) has considered to construct a truck parking bay as way to improve truck parking management as well as improve public health, and reduce environmental impact. The investment in a Truck Parking Bay is expected to yield a solid return through service contracts and operational efficiency, especially truck haulage companies and fuel tankers. However, careful attention to operational costs and regulatory compliance is essential to maximize profitability.

### 13.0 DECLARATION OF AUTHENTICITY

Senga Hill Town Council do hereby attest that the information presented in this Environmental and Social Management Plan (ESMP) concerning the proposed construction and establishment of a Truck Parking Bay in Senga Hill District of Northern Province is correct and complete. Therefore, the institution commits to ensuring that the measures outlined are followed to the latter once approved.

  
MILLY MULUTI  
COUNCIL SECRETARY  
SENGA HILL TOWN COUNCIL



28 | Page  
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**COUNCIL SECRETARY**  
**SENGA HILL TOWN COUNCIL**

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