

## **Executive Summary**

BFL has been categorized as a Category B project, as the potential adverse environmental and social impacts on population within the Protected Areas or those living around who depend on the PA for their livelihoods or environmentally important areas are site-specific, reversible and can be readily mitigated.

Therefore, to ensure that all BFL funded projects and programs are environmentally and socially sustainable as well as in line with BFL's policies and guidelines, an Environmental and Social Management Plan (ESMP) involving stakeholder participation and timely public disclosure is required.

An Environmental and Social Management Plan (ESMP) for Biological Corridor (BC) 5,-Pema Gatshel describes mitigation measures/good practices at activity level which are required as per the screening protocol. All the screened activities which has potential risks to environment and social management have to prepare ESMP which include environment management and mitigation plans during pre-activity, activity implementation and closing phases. Hence, it contains description of the detailed actions including communities, roles, communication and reporting and monitoring processes required as part of the implementation.

In order to ensure that the issues of all stakeholders are taken into account, it includes a stakeholder engagement plan. The plan includes identification of stakeholders, method of engagement, timing and logistics. It is a requirement for all parks and biological corridors to keep record, reporting, review, auditing and update ESMP yearly as per the planned activities.

The activities that required ESMPs for the year 2025 under BC5 -Pema Gatshel are as follows:

1. Waterhole improvement work at Lungkhangma and Bajanbarii

**པོད་ཆུབ་ཐུང་དཔེ།**

འབྲུག་རྒྱལ་ཡོངས་སློབ་ཀྱི་ཆོ་སྒྲིག་མ་དངུལ་འདི་མཐའ་འཁོར་གནས་སྤངས་དང་མི་ཐཱེད་པོས་འབབ་ཅན་གྱི་ལས་འགུལ་གྱི་དབྱེ་ལག་ ཁ་དང་(Category B) བྱང་ལུ་རྒྱུད་དེ་ཡོད་པ་ཡིན། དེ་ཡང་ལས་འགུལ་འདི་ལས་བརྟེན་ཏེ་སྤང་སྟོབ་ས་ཁོངས་ནང་སྟོད་མིད་མི་སེར་དང་ ཡང་ན་ སྤང་སྟོབ་ས་ཁོངས་ཀྱི་མཐའ་ རྫོང་ཏེ་འཆོ་བ་སྤང་སྟོབ་ས་ཁོངས་ལུ་བརྟེན་སྟོད་མིད་མི་སེར་ ཡང་ན་ གསལ་ཅན་གྱི་མཐའ་རྫོང་གནས་སྤངས་ཀྱི་ས་ཁོངས་རྩུ་ལ་གཞོན་པ་འབྱུང་མིད་ཀྱི་ཞེན་ ཁ་ཡོད་པ་དང་ གསལ་མིད་གཞོན་པ་འབྱུང་པ་ཅིན་ གཞོན་ཀྱི་རྩུ་དམིགས་གསལ་ས་གནས་ནང་རྒྱང་ས་ཅིག་འབྱུང་ནི་དང་ གཞོན་ཀྱི་མར་ཕབ་རྒྱལ་ནི་དང་ རྩ་མེད་ཡང་གཏང་རྒྱལ་ས་ཡིན།

དེ་འབད་ལཱ་ལས་ འབྲུག་ཁྱུ་ཡོངས་མིང་ཀའི་ཚེ་ཞྲག་མ་དངུལ་ཚོག་ལུ་ ཁྱབ་སྐྱོར་འབད་ཡོད་པའི་ལས་འབྲུལ་དང་ལས་རྩ་ཚུ་ མཐའ་འཁོར་གནས་  
སྤངས་དང་མི་ལྷོ་གཉིས་ལུ་ཡུན་བརྟན་གྱི་པན་པ་ཡོད་པ་བཟོ་བགི་མཚན་ འབྲུག་ཁྱུ་ཡོངས་མིང་ཀའི་ཚེ་ཞྲག་མ་དངུལ་གྱི་ཡིད་ལྷན་ལས་སྐོན་དང་འཁོལ་  
ཐབས་ལུ་ མཐའ་འཁོར་གནས་སྤངས་དང་མི་ལྷོ་འཛིན་སྐྱོར་འཆར་གཞི་འདི་དགོལ་དེ་ མི་དཔངས་ཁྱོས་བརྟུན་དང་ ཏུས་དང་ཏུས་ལུ་མི་དཔངས་ལུ་གསང་  
བ་བཤད་ནི་འདི་དགོལ་ཨིན།

རང་བཞིན་གནས་སྤངས་དང་མི་ཕྱེ་འཛིན་སྤྱོད་འཆར་གཞི་འདི་ནང་། མིང་ཀ་དང་ཕྱོག་ཆགས་ཚུན་ལས་ཚུ་ནང་ལས་ལྷ་ཚུ་འབད་པའི་སྐབས་ ཐབས་ལམ་  
 དང་བཟང་སྤྱོད་ཚུ་གསལ་སྟོན་འབདཝ་ཨིནས་ད་ འདི་ཡང་ལས་སྤའི་གདམ་སེལ་ལས་ལུགས་དང་འབྲིལ་ཏེ་ཨིན། གདམ་སེལ་འབད་ཡིད་པའི་ལས་སྤའི་གི་  
 རང་ལས་ མཐའ་འཁོར་གནས་སྤངས་དང་མི་ཕྱེ་ལུ་གཞོན་ཉེན་ཡིད་པའི་ལས་སྤའི་གི་དོན་ལུ་ མཐའ་འཁོར་གནས་སྤངས་དང་མི་ཕྱེ་འཛིན་སྤྱོད་འཆར་  
 གཞི་བཟོ་དགོ། འཛིན་སྤྱོད་འཆར་གཞི་འདི་ནང་ ལས་སྤའི་གཞོན་མ་བཅུགས་པའི་ཏེ་མ་གཞི་བཅུགས་འབད་པའི་སྐབས་དང་མཇུག་བཟུམ་ད་ལུ་ མཐའ་འཁོར་  
 གནས་སྤངས་འཛིན་སྤྱོད་དང་གཞོན་ཉེན་མར་སལ་གྱི་ཐབས་ལམ་ཚུ་བཅུགས་དགོཔ་ཨིན།

དེ་འབད་ལམ་འཛིན་ཞུང་འཆར་གཞི་འདི་ནང་ ལས་ལྷན་མི་ལྷན་ ལཱ་འགན། བརྒྱུད་དང་སྐྱབ་ལྷ། དེ་ལས་ལྷ་རྟོག་ལམ་ལུགས་ཚུ་གི་སྐོར་ལས་འབྲེལ་བཟང་  
ཁ་གསལ་ཚུད་དགོས་ཨིན། འཛིན་ཞུང་འཆར་གཞི་འདི་ནང་ལཱ་ གལ་གཏོགས་འབད་དགོ་པའི་ཁེ་གུང་ཡོད་མི་ཚུ་གི་ཉལ་བཟང་ཚུ་ཚུད་དགོ་པའི་ཁར་ ཁེ་  
གུང་ཡོད་པའི་མི་ཚུ་གི་དོན་ལཱ་གཏོགས་འཆར་གཞི་དགོ། གལ་གཏོགས་འཆར་གཞི་འདི་ནང་ ཁེ་གུང་ཡོད་མི་དོས་འཛིན་འབད་ནི་དང་གལ་གཏོགས་  
འབད་ནིའི་ལམ་ལུགས་ དེ་ལས་གལ་གཏོགས་ཀྱི་དུས་ཚོད་དང་བཅའ་ཁྲིམ་ཚུ་ཚུད་དགོས་ཨིན། ཨྱིང་ཀ་དང་ཕྱག་ཆགས་རྒྱུན་ལམ་ཡིན་ཆང་ཚུ་གི་མཆར་  
གཞི་ལས་སྤྲོད་དང་འབྲེལ་ཏེ་ དྭན་ཐོད་དང་སྐྱབ་ལྷ། བསྐྱར་ལེའ། ཚེས་དབུང་འབད་ནི། དེ་ལས་ མཐའ་འཁོར་གནས་སྤངས་དང་མི་ལྷེ་འཛིན་ཞུང་འཆར་གཞི་  
འདི་ལོ་བསྐར་བཞིན་དུ་དུས་མཐུན་བཟོ་དགོས་ཨིན།

**ཕྱིན་པ་མཆོད་པ་འཁམས་པའི་གཞུང་གི་དོན་ལཱ་ལྟེ་མོ་ ༡༩༩༡** བའ་མཐའ་འཁོར་གནས་སྤངས་དང་མི་ཕྱེ་འཛིན་  
སྲོང་འཆར་གཞི་དགོས་ཡོད་པའི་ལས་ལྷ་རྩུ་ཡང་།

༡༩ ལྱང་ཁང་མ་དང་ བླ་ཆུན་བླ་པེ་ལུ་ ལུ་ཁྱེད་ འཛིན་ ལྷོང་ འབད་ནི།

# **Bhutan for Life**

## **Environmental and Social Management Plan for BC5 (2025)**

### **1. Introduction**

#### **(A) Project Background**

The Bhutan for Life (BFL) project aims to ensure a robust network of protected areas and biological corridors that secures human well-being, biodiversity conservation, and increase climate resilience in Bhutan. The project provides a 14-year financial bridge that allows for immediate improvement in management of Bhutan's protected areas for climate resilience, and the prompt delivery of mitigation, adaptation, and biodiversity gains, while the country gradually ratchets up its financing resources.

BFL seeks to achieve the following objectives:

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

#### **2.(B) Scope of ESMP**

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

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

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

### **(C) Purpose of ESMP**

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

- Minimizing any adverse environmental, social, and health impacts resulting from the project activities;
- Conducting all project activities in accordance with the relevant RGoB Laws and WWF's safeguard operational policies and guidelines;
- Preventing environmental degradation as a result of either individual subprojects or their cumulative effects;
- Enhancing the positive environmental and social outcomes of project activities;
- Ensuring that the proposed mitigation measures are feasible and cost-efficient;
- Providing an Action Plan to ensure that the project impact mitigation measures are properly implemented and monitored;
- Ensuring that all stakeholders are engaged in the project activities' preparation and implementation, and their concerns are fully addressed.

### **(D) Applicable law, policies, and regulation**

This ESMP is developed by following the guidelines as set forth in the BFL's ESMF.

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

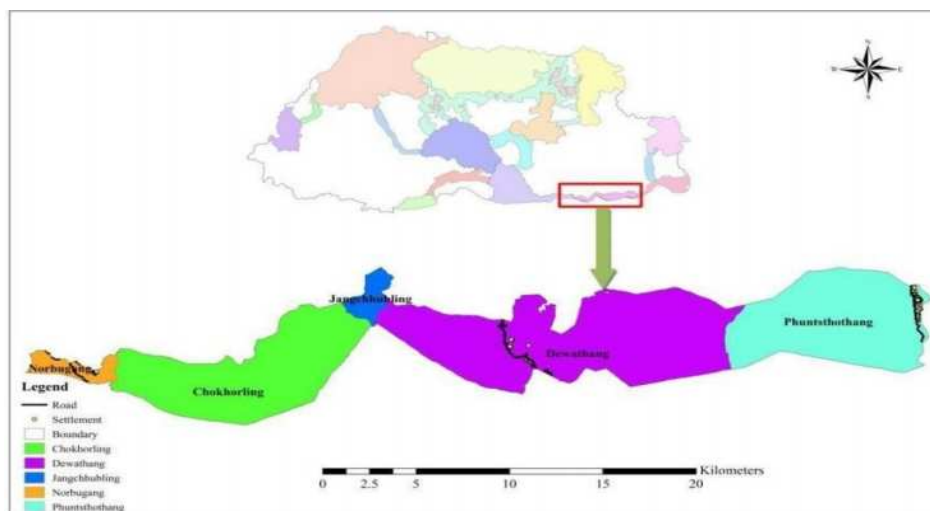
WWF's safeguards policies that are relevant to this project are as follows: Policy on Environment and Social Risk Management; Policy on Protection of Natural Habitats; Policy on Involuntary Resettlement; Policy on Indigenous Peoples; Standard on Pest Management; Policy on Accountability and Grievance System; Standard on Physical Cultural Resources; as well as general standards on occupational and community health and safety and on energy efficiency.

In general, RGoB's laws, policies, and guidelines are in line with the WWF's environmental and social safeguards requirements. However, there are a few differences between the two systems. With regard to environmental impact there are no direct contradiction between the RGoB laws and regulation and the WWF SIPP, but the requirement of the latter are more extensive. All the project activities should fully comply both with the RGoB Regulations on the Environmental Clearance of Projects, and with the procedures and mitigation measures prescribed in this ESMF. In case that the WWF's SIPP requirements are more extensive, strict, or detailed than the RGoB legislation and policies, the former will apply to all project activities with regard to social impacts, the primary discrepancies between the RGoB and regulation of the WWF's SIPP refer the status of non-title holder and informal land use and the commitment to participatory decision- making process. First, according to the WWF's SIPP, all users of land and natural resources (including people that lack any formal legal ownership title or usage rights) are eligible to some form of assistance or compensation if the project adversely affects their livelihoods. The RGoB laws only recognize the eligibility of land owners or formal users to receive compensation in such cases. Second, the WWF's SIPP require extensive community consultations as part of the development of various safeguards documents and during project activities. RGoB legislation does not include similar requirements. For the purposes of the BFL project, the provisions of the WWF's SIPP shall prevail over the RGoB legislation in all cases of discrepancy.

The occupational health and safety of workers in construction will be in compliance with Labour and Employment Act-2007, Regulation on Occupational Health, Safety and Welfare, 2012 and any other national documents. The list of the OHS requirements shall be attached along the Bill of Quantities (BoQ) along with an appropriate item description to allow the bidder to quote reasonably against the item, and to enable strict compliance and ease the monitoring during the project implementation time

## 2. Environmental and Socio-Economic Conditions:

The Biological Corridor 5 is located in the southeastern part of the country, and it lies within the administrative jurisdiction of Pema Gatshel and Samdrup Jongkhar Dzongkhags, as shown in Figure 1.



**Figure 1. Location of BC5**

It covers an area of 203.58 km<sup>2</sup> and is approximately 48 km in length, and the corridor connects the Royal Manas National Park in the west and Jomotsangkha Wildlife Sanctuary in the east. It has an altitudinal variation from 127 to 1183 meters above mean sea level (masl). The main vegetation composition is tropical broad-leaved forest. It covers Norbugang and Choekhorling Gewogs under Pema Gatshel District; and Dewathang, Orong, Phuntshothang Gewogs under Samdrup Jongkhar District.

The general topography for this corridor is moderate to steep slope ranging from zero degrees to more than 35 degrees, in which the slope classification was based on the standard adopted for developing Local Forest Management Plans (LFMP) in Bhutan. The slope was classified at an interval of 0 – 25 degrees, 25-35 degrees, and more than 35 degrees, corresponding to gentle slope, moderately steep slope and steep slope respectively.

Gentle sloped areas were found distributed mostly towards the southern belts and areas adjoining the Indian international border, and steep-sloped areas mostly occur along the ridges, and at many parts were found inaccessible to people. There are also many wetlands and seasonal ponds, making it a very potential habitat for wildlife populations and forming small catchment areas for the downstream communities. The biodiversity survey for BC 05 has recorded around 24 species of mammals, 139 species of avifauna, and 226 species of plant diversity under the entire BC 05 corridor (BC 05 management plan). Further, Pema Gatshel Division Office has recorded around 302 species of birds, 29 species of fish, 18 species of bamboos, 80 species of butterflies, and 117 species of orchids under Pema Gatshel Dzongkhag.

This biological corridor has over 95% of the land covered under broad-leaved forests comprising different layers of shrubs (3.07%) and meadows (0.03%). The disturbances due to natural landslides are minimal, and only 0.28% of the total corridor area is affected by landslides. The small portion of the land also falls under agriculture (0.81%) and built-up areas (0.02%). The rivers, streams, and water bodies contribute to about 0.63% of the total corridor area.

The main source of income for the communities in the area is agricultural farming, followed by livestock farming, and the number of households in the area is 101.

### 3. Planned activities in Year 2026

#### **Activity 1: Improvement and development of Waterholes BC-5 Pema Gatshel (3 Nos.)**

**Budget:** Nu. 100,000/-

**Timeline:** April 2026 to June 2026

**Location:** Lungkhangma (26.82428 & 91.29452) & Bijanbari (26.80785 & 91.25355), Chhoekhorling Gewog

**Activity Description:** Water holes act as critical habitats for a variety of species, providing drinking water and supporting ecosystems. Enhancing these sites increases their capacity to sustain diverse wildlife populations. Pemagatshel has waterholes of various sizes in different locations, providing a drinking water source to different species of wild animals.

This activity includes the removal of debris from the waterhole and expanding the area to make it bigger so that it accumulates enough water for the animals even during the dry season.

Implementation dates are planned from April to June 2026. Total activity budget is Nu. 100,000.00 (One Lakh only). The area for this activity is 0.25 hectares, covering three waterholes (2 at Lungkhangma and 1 at Bijanbari). For this activity, approximately 15 people will work for one week to complete the activity. Community people will be involved in this activity, and they will commute from their homes to carry out the activity. The workers will be provided with basic protective or safety gear such as hand gloves, safety boots/gumboots, and face masks. Bijanbari has a road nearby, so the office shall use light machines to remove the debris and expand the area to reduce the mass involvement of laborers and accelerate the work progress. In case of waterholes at Lungkhangma, the activity will be carried out manually.

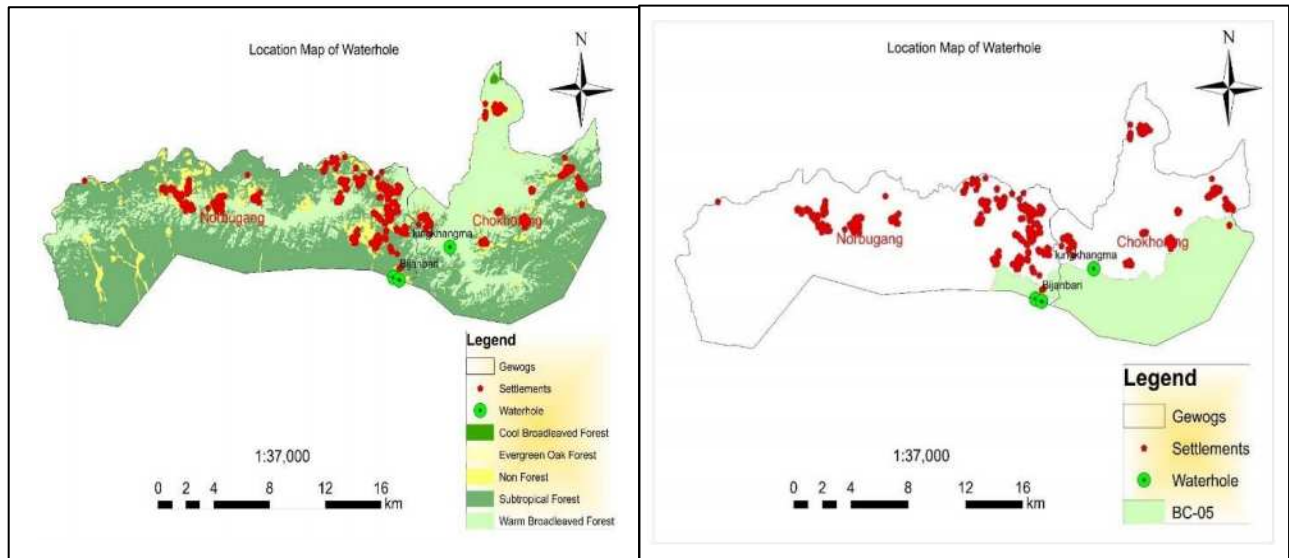


Figure 2: Location Map of the Waterholes

***Potential social and environmental impacts of the activity are:***

- Noise: From the workers and the excavation work
- Waste: Waste generated from workers and construction activities.
- Occupational Health and Safety of the Workers
- Increased Poaching: Waterholes will become a hotspot for animals gathering in one site, thereby increasing the risk of poaching.

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

Potential impact	Impact scale	Proposed mitigation measures	Responsible party	Costs (1USD=Nu. 85.67)
<b>Activity 1: Development/Improvement of Waterholes</b>				<b>USD 1167.269</b>
<b>Noise:</b> Noise production due to the use of machinery for excavation purposes.	Short-term Minor	<p><i>During the Construction</i></p> <p>To minimize the noise disturbance for the workers, the following mitigation measures need to be undertaken:</p> <ul style="list-style-type: none"> <li>• The construction work should not be permitted during the nights, the operations on site shall be restricted to the hours 7 am - 7 pm;</li> <li>• Excessively noisy Vehicles/machinery shall not be operated until corrective measures have been taken and fitness is carried out (contractor to check the fitness certificates of the vehicles).</li> </ul>	BFL Focal person & Contractor	NA



<p><b>Waste:</b> Soil from excavation activities, waste, and debris are removed from the waterhole sites</p>	<p>Short-term Minor</p>	<p><i>During management</i></p> <ul style="list-style-type: none"> <li>• Proper containers/waste bins should be provided at the project site;</li> <li>• Dumping of waste in the waterholes, on the sides of the road, on private land, or in other non-designated places should be strictly prohibited.</li> <li>• Dumping of waste shall be prohibited on fragile slopes, forests, religious or other culturally sensitive areas, or areas where livelihood is derived;</li> <li>• Collection, transportation, and final disposal of all waste should be carried out daily.</li> </ul> <p><i>After management</i></p> <ul style="list-style-type: none"> <li>• After the construction of waterholes, all wastes (non-degradable) should be brought back and dumped in a proper designated area.</li> <li>• Burning of any waste should be prohibited on the site.</li> </ul>	<p>BFL focal person &amp; Contractor</p>	<p>NA</p>
<p><b>Workers' health and safety:</b> (Refer to the full OHS guidelines attached wherever relevant)</p>	<p>Short-term Minor</p>	<ul style="list-style-type: none"> <li>• Comply with the workers' health and safety guidelines of BFL.</li> <li>• Ensure that safety gear and first aid kits are provided to the workers while working.</li> <li>• Ensure that no underage operators or children are engaged.</li> </ul>	<p>BFL Focal Person, Contractor &amp; Workers</p>	<p>To be incorporated in the bidding document for the activity cost</p>

		<ul style="list-style-type: none"> <li>• Ensure that the workers are employed on the principle of equal opportunity and fair treatment, and there is no discrimination concerning any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, termination of employment, and disciplinary practices.</li> <li>• Ensure a GRM for the workers is in place.</li> </ul>		
<b>Increased Poaching:</b> The waterhole site will become a hotspot for animals gathering in one site, thereby increasing the risk of poaching.	Long-term Major	<ul style="list-style-type: none"> <li>• Construct waterholes in areas where poaching is limited</li> <li>• Increase the frequency of patrolling during and after waterhole construction/development</li> </ul>	Staff, PGDFO	Included in regular patrol plans

## **5. ESMP Implementation Arrangements**

The implementation of project activities will be carried out by BFL focal person. The focal person will be responsible for complying with all procedures outlined in this ESMP and for processing any requirements for obtaining clearances, permits, approvals, or consent documents from relevant authorities and stakeholders.

This ESMP should be part of the contract document that the Division will sign with the Contractor(s) for implementation of the planned activities in BC 5 in 2026. The Contractor is obligated to perform all proposed preventive or mitigation environmental and social measures in this plan and to keep the evidence of any documents related to applying these measures (e.g., letter asking the municipality for disposal of inert waste, records on OHS information session performed for all workers before start of activities, all developed EHS plans, etc.). An OHS information session should be organized by the Contractor for all workers before starting the project activities and before any specific tasks with high health risks.

The BC 5 Supervising Engineer shall need to monitor the implementation of construction work and mitigation measures as proposed by the Contractor and the Contractor's subcontractors through site monitoring and verification, reviewing the records and evidence, and whether the measures have been applied and adopted. Ask the contractor to apply and adopt those measures immediately in case not done. The non-compliances should be recorded, and the report on any non-compliance should be reported to the ESS officer immediately, and the ESS officer will report it to the PCU (M&E Officer).

## **6. ESMP Monitoring Arrangements**

The BFL focal person in Divisional Forest Office, Pema Gatshel, will closely monitor the implementation of all planned activities and the required mitigation measures and ensure that they fully comply with this ESMP and with the terms and conditions included in the environment clearances issued by RGoB's national authorities.

Divisional Forest Office, Pema Gatshel is also fully responsible for the compliance of all external contractors and service providers working in the Divisional Forest Office, Pema Gatshel with the safeguard requirements outlined in the ESMP.

**The protocol for monitoring activities under this ESMP will be carried out as follows;**

SI #	Activities	Monitoring team	Timeline		Location	Means of Verification
			Start	Complete		
1	Improvement / Development of Waterholes	BFL Focal	April, 2026	June 2026	Nganglam Range Office, Pemagatshel Division	Field monitoring, report and pictorial evidence

## **1. Improvement/Development of waterholes**

- Monitoring by implementing entities:
  - Field visits at least twice during the intervention and then monthly as part of the “SMART patrolling” activity (will be adapted based on field conditions, and also based on the availability of SMART patrolling activities).
  - Reports by the implementing entities are submitted to the ESS officer once during the intervention and once after the completion of work.
- Monitoring by ESS officer at PCU:
  - Field monitoring by ESS officer –monitoring through photographic/video evidence submitted by the IAs during the implementation as per the given deadline in the table above.
  - Reports by ESS officer to BFL Fund Secretariat – Annual report submitted to the BFL Fund Secretariat in January 2027.
- Bi-annual reports of the Secretariat to WWF US (as part of mid-year and final APRs)

## 7. Capacity Need and Budget

Activities under this ESMP will be implemented by the BFL focal person, supervising engineer/staff, and a contractor who will then employ skilled workers and wage laborers as mentioned in the contract agreement.

*The budget for each of the activities is as follows:*

Sl. #	Activity	Amount (Nu.)	Budget for ESS mitigation
1	Improvement/Development of Waterholes	100,000/-	NA
<b>Total</b>		<b>100,000/-</b>	

## 8. Consultation and Disclosure Mechanisms

As two sites for waterhole development will be done in the prime habitat of the wild animals, far from the settlement, there will be no public consultation (Lungkhangma area). The consultation will increase the risk of poaching activities in the managed habitats if we disclose the locations to the general public. However, for the one site (Bijanbari), public consultation will be done with the people living in the settlements near the site. Representatives from the Gewog administration will also be involved.

ESMP will be discussed during the consultation. In addition, a soft copy ESMP will be disclosed to the participants. This is to inform them regarding the planned project activity, solicit their opinions, and enable them to question proposed mitigation measures. The detailed minutes of the consultation meeting will be attached to this ESMP, along with a full list of participants (disaggregated by gender and age).

## 9. Stakeholder Engagement Plan

The local community that resides in the vicinity of the planned BFL activities in BC 5 will be engaged throughout the implementation of these activities. A focused section of local people will be informed to work in the management activities. Any consultation meeting minutes shall be maintained for reference.

- Date for Consultation: One month before implementing the project activity (January 2026)
- Agenda: Discussion on project activity and ESMP
- Location: Nganglam Range Office

The BFL focal person has to submit the official minutes of consultation meetings (along with a list of participants, disaggregated by gender and age) to the ESS officer within one week after the completion of the consultation. The ESS officer will submit the consultation reports to the PCU (M&E officer) one week after their receipt. The PCU (M&E officer) will report to the Secretariat on a semi-annual basis.

## **10. Grievance Redressal Mechanisms**

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

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

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

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

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

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

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

Email:  
SafeguardsComplaint@wwfus.org  
Mailing address:  
Project Complaints Officer  
Safeguards Complaints,  
World Wildlife Fund  
1250 24th Street NW  
Washington, DC 20037

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

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

The Independent Review Mechanism (IRM) provides recourse to those affected or who may be affected by GCF projects. Complainants on filing a complaint and proceed

to file a complaint on the GCF IRM website: <https://irm.greenclimate.fund/case-register/file-complaint>.

## *Annexure 1*

### **BFL: SUGGESTED OCCUPATIONAL HEALTH AND SAFETY STANDARDS**

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

This section provides guidance and examples of reasonable precautions to implement in managing principal risks to occupational health and safety. It is based on the IFC's Environmental, Health, and Safety Guidelines (April 30, 2007)<sup>1</sup> and the Occupational Health and Safety Guidelines of Bhutan's Construction Development Corporation Ltd., which relies on the national Regulation on Occupational Health, Safety and Welfare 2012, Regulation on Working Conditions 2012 and Labour Act 2007, and in compliance to Sl. No. 21 of Regulation on Occupational Health, Safety and Welfare 2012.

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

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

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

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

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

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

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

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

### ***Fire Precautions***

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

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

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

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

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

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

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



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

### ***Lighting***

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

### ***Safe Access***

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

### ***First Aid***

- The employer should ensure that qualified first-aid can be provided at all times. A sufficient number of first aid boxes or cupboards shall be provided and maintained so as to be readily available during all working hours, provided that the distance of the nearest first aid box or a cupboard shall be not more than 200m from any working place.
- First aid kits include all equipment outlined in Annex 1 to these Guidelines.
- Remote sites should have written emergency procedures in place for dealing with cases of trauma or serious illness up to the point at which patient care can be transferred to an appropriate medical facility.

### ***Work Uniform***

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

### ***Air Supply***

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

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

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

## **3. Physical Hazards**

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

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

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

protective measures include:

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

### ***Noise***

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

of acoustic insulating materials, isolation of the noise source, and other engineering controls should be investigated and implemented, where feasible.

- Periodic medical hearing checks should be performed on workers exposed to high noise levels.

### ***Vibration***

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

### ***Electrical***

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

- Marking all energized electrical devices and lines with warning signs
- Locking out (de-charging and leaving open with a controlled locking device) and tagging-out (warning sign placed on the lock) devices during service or maintenance
- Checking all electrical cords, cables, and hand power tools for frayed or exposed cords and following manufacturer recommendations for maximum permitted operating voltage of the portable hand tools
- Double insulating / grounding all electrical equipment used in environments that are, or may become, wet; using equipment with ground fault interrupter (GFI) protected circuits
- Protecting power cords and extension cords against damage from traffic by shielding or suspending above traffic areas
- Appropriate labeling of service rooms housing high voltage equipment ('electrical hazard')

and where entry is controlled or prohibited

- Establishing "No Approach" zones around or under high voltage power lines
- Rubber-tired construction or other vehicles that come into direct contact with, or arcing between, high voltage wires may need to be taken out of service for periods of 48 hours and have the tires replaced to prevent catastrophic tire and wheel assembly failure, potentially causing serious injury or death
- Conducting detailed identification and marking of all buried electrical wiring prior to any excavation work

### ***Eye Hazards***

Solid particles from a wide variety of industrial operations, and/or a liquid chemical spray may strike a worker in the eye, causing an eye injury or permanent blindness. Recommended measures include:

- Use of machine guards or splash shields and/or face and eye protection devices, such as

safety glasses with side shields, goggles, and/or a full-face shield. Frequent checks of these types of equipment prior to the use to ensure mechanical integrity is also good practice.

- Where machine or work fragments could present a hazard to transient workers or passers-by, extra area guarding or proximity restricting systems should be implemented, or PPE required for transients and visitors.
- Provisions should be made for persons who have to wear prescription glasses either through the use of overglasses or prescription hardened glasses.

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

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

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

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

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

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

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

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

- Facility and workstation design with 5th to 95th percentile operational and maintenance workers in mind

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

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

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

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

### ***Illumination***

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

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

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

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

Workers that are exposed to dust should also be provided with eye protection glasses and face

mask. Workers that are exposed to noise should be provided with ear plugs. Workers that need to work in the dark should be provided with hand and cap lamps.

Workers are instructed regarding safety equipment as follows:

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

## **5. Standards for workers' accommodation<sup>2</sup>**

### **1. General living facilities**

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

### **2. Drainage**

- The site is adequately drained.

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

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

### **4. Water**

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

### **5. Wastewater and solid waste**

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

### **6. Rooms/dormitories facilities**

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

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

#### 7. Bed arrangements and storage facilities

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

#### 8. Sanitary and toilet facilities

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

#### 9. Cooking and laundry facilities

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

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

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

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

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

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



## Annexure II- BFL specific GRM Brochure



### HOW TO FILE YOUR COMPLAINT

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

#### BFL FOCAL

- Chuki Wangdi
- 17930519
- chekiwangdi56@gmail.com
- Khar, Pema Gatshel

#### NGANGLAM RANGE OFFICE

- Sonam Zangpo
- 17832192
- szangpo@pemagatshel.gov.bt
- Nganglam Dungkhag, Nganglam

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

#### BFL FUND SECRETARIAT (FS)

- Kuenzang Tobgay
- 17750414
- kuenzangtobgay@bfl.org.bt
- Bhutan For Life Fund Secretariat, Royal Textile Academy, Thimphu

#### CHOKHORLING BEAT OFFICE

- Darjay Wangchuk
- 17680643
- darjeywangchuk1972@gmail.com
- Chokhorling, Nganglam

#### SAMDROUP JONGKHAR RANGE OFFICE

- Ugyen Wangchuk
- 17659827
- ugswangss@gmail.com
- Samdrup Jongkhar Range Office, Territorial Division

#### DEWATHANG BEAT OFFICE

- Kunzang Norbu
- 17285688
- knorbu12xl@gmail.com
- Dewathang Beat Office, Samdrup Jongkhar

#### BFL PROJECT COORDINATION UNIT (PCU)

- Ugyen Dechen
- 117491881
- ugyendeichen@gmail.com
- BFL Project Coordination Unit, Department of Forests and Park Services, Ministry of Energy and Natural Resources, Thimphu

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

1. Norbugang Gewog – 17317500
2. Orong Gewog – 17838808

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

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

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

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

A complaint for IRM should generally include:

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

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

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

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

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

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