

BEIRUT AND MOUNT LEBANON WATER ESTABLISHMENT

SECOND GREATER BEIRUT WATER SUPPLY PROJECT - SGBWSP

TERMS OF REFERENCE

SOCIAL DEVELOPMENT SPECIALIST

Project Background

The proposed Project is a follow-on operation to the Greater Beirut Water Supply Project (GBWSP, P103063). In December 2010, the World Bank approved this US\$200 million investment project (Loan No. 7967) to finance the GBWSP. The financing plan included US\$140 million to be financed by the BMLWE and US\$30 million by the GoL. The GBWSP, closed on April 30, 2025, aimed to provide an additional 250,000 cubic meters of water per day in the GBML area. Its design marked the first time water would be sourced from surface water sources, specifically the Awali River, springs, and the Lake Qaraoun fed by the Litani River. The GBWSP infrastructure includes an inter-basin bulk water conveyance tunnel that feeds into a gravity-based "source to tap" water supply system to deliver a reliable, year-round supply to the Project area. The LRA operates all infrastructure along the Litani, including a series of hydropower plants and dams that the bulk water supply system relies on.

As of March 2025, most activities under the GBWSP have been completed. Key investments funded by the GBWSP have been finalized, including the excavation of a 24-kilometer bulk water conveyance tunnel, the rehabilitation of over 400 kilometers of the water supply distribution network in Greater Beirut, and the construction of 23 water reservoirs with storage capacities ranging from 500 to 1,000 cubic meters. Additional works include network rehabilitation and the installation of a Supervisory Control and Data Acquisition (SCADA) system. Due to the ongoing conflict, the construction of the water treatment plant at Wardanieh under a Design-Build-Operate contract will be well advanced (89 percent by end April), but not completed by the GBWSP's closure.

The Second Greater Beirut Water Supply Project builds on the progress already achieved under the GBWSP and on the ongoing water reform agenda while addressing emerging challenges. The SGBWSP will finance the completion of the water supply infrastructure, ensuring the achievement of the objective of bringing additional water supply to extended areas of GBML. In addition, the Project will support the necessary additions to the Wardanieh WTP to manage increased levels of pollution expected at different times of the year. A The SGBWSP will also support institutional strengthening to improve the operational and commercial performance of the BMLWE in line with the MoEW vision for the recovery of the sector outlined in the NWSS 2024-2035 and the conclusions of analytics funded by the Bank and other donors.

The SGBWSP will be executed by the Ministry of Energy and Water (MOEW) who has delegated the implementation of components 1, 4 and 5(a) to CDR. Components 2, 3 and 5(b) and (c) will be also implemented through the PMU at BMLWE.

Project Components

The Second Greater Beirut Water Supply Project implemented by the BMLWE consists of the following components:

Component 2. Strengthening Treatment Processes for Improved Water Quality

Provision of additional features to the Wardanieh water treatment plant, through:

- (a) Establishment of a daily raw water quality monitoring and an early warning system;
- (b) Supply of a Powder Activated Carbon (PAC) system including powder storage, feeder, and dosing system;
- (c) Support to the completion of works and operation of the Wardanieh WTP on an adaptative management mode;
- (d) design and installation of an optimal add-ons configuration based on results under (a) and (c);
- (e) Support to the improvement of water quality management and the BMWLE, including the rehabilitation and upgrade of BMLWE's laboratory at the Dbayeh through the expansion of existing facilities and the purchase of related equipment, and the reinforcement of chlorination practices to ensure residual chlorine in BMWLE's distribution network; and
- (f) Carrying out of rehabilitation works for key Project-related infrastructure in Selected Sites under Component 2.

Component 3. Reforms for improved utility operations

- (a) Support to the Non-Revenue Water reduction in the Project Areas
- (b) Support to the modernization of BMLWE's operational and commercial management systems, through:
 - (i) Reinforcement of Information and Communication Technology (ICT) infrastructure, including inter alia, carrying out of audit of IT facilities, implementation of cyber security improvements, changes to the current operational technology network;
 - (ii) reactivation of the Supervisory Control and Data Acquisition (SCADA), including inter alia, integration of existing DMAs to the system, installation of solar panels in the Project Areas;
 - (iii) carrying out of a fixed asset inventory, including classification and reclassification, to be integrated in the BMLWE's existing enterprise resource planning (ERP) software;
 - (iv) Support to the carrying out of a census to update BMLWE's customer cadaster and to identify commercial losses;
 - (v) improvement of customer management and internal processes, including, inter alia, migration of billing and collection system to the BMLWE's ERP software, integration of ERP data with geographical information system, digitalization of paper processes, supporting the digitalization of the call center;

- (vi) support to the implementation of the BMLWE's Entity Audit; and
- (c) Support to the development and implementation of the BMLWE's communications strategy; and implementation of semi-annual public awareness campaigns to raise public and stakeholder awareness of BMLWE operations and of critical water-related issues, including inter alia on, water quality, water conservation and NRW reduction.

Scope of Work and Responsibilities

The Social Development Specialist within the PMU at the CDR and BMLWE will be responsible to assist the PMU Project Managers / Coordinators on the day-to-day social aspects of the project, including overall implementation of the social safeguards. He/She will:

- Prepare a comprehensive RAP audit report covering the Greater Beirut Water Supply Project
- Ensure effective and timely implementation of the ESIA, Resettlement Action Plan (RAP), SEP, LMP and ESMP for the SGBWSP.
- Establish the grievance mechanism for stakeholders in line with ESS10, and complaints unit for the project and its procedures as described in the SEP and RAP and staff this unit. The grievance mechanisms will have dedicated mechanism to receive sensitive and anonymous complaints related to sexual harassment and sexual exploitation and abuse.
- Establish the grievance mechanism for project workers in line with ESS2 and its procedures as described in the LMP. The grievance mechanisms will have dedicated mechanism to receive sensitive and anonymous complaints related to sexual harassment and sexual exploitation and abuse.
- In line with SEP, carry out regular stakeholder engagement activities and inform and consult with project-affected people and other interested parties, with particular attention to including vulnerable and disadvantaged groups
- Monitor and report on the grievance mechanism implementation.
- Provide operational support on all social development issues related to the SGBWSP and promote compliance with the World Bank's ESF.
- Organize and implement social and environmental trainings, including on project grievance mechanism, workers grievance mechanism, community health and safety, occupational health and safety, RAP procedures, project Code of Conduct, SEA/SH prevention and awareness.
- Collaborate with GBV service providers to establish a GBV referral mechanism
- Ensure availability of reliable information regarding project environmental and social impacts, and land acquisition issues.
- Prepare comprehensive reports on the land acquisition and compensation, and monitor compensation collection.
- Review implementation of the cleared ESIA/ESMP, LMP and SEP at the work site, including compliance to the World Bank Environmental and Social Framework (ESF) and following up to ensure issues raised are promptly addressed, and/or contractual measures invoked.
- Have the overall project oversight of satisfactory implementation of the ESCP provisions, provide updates in the quarterly progress reports and ensure satisfactory operation and monitoring of the Project grievance mechanism.

- Prepare comprehensive quarterly reports covering all social aspects for all Contracts with all supporting documents, and report on the implementation of ESIA, ESMP, RAP, LMP and SEP, in collaboration with the Environmental, Health and Safety Specialist.
- Carry out regular site visits and document these visits in the quarterly reports.
- Support the preparation of the RAP Implementation Audit for resettlement carried out under the GBWSP and the implementation of corrective actions under the SGWSP.
- Maintain an ESCP implementation tracking matrix, monitor deadlines and responsible parties, and recommend updates or corrective actions as needed, in coordination with the World Bank.
- Contribute to the World Bank missions, and prepare reports as requested.
- Follow up and coordinate on the stakeholder engagement and gender activities.

Key Requirements

Education

- Advanced degree (Master's preferred, Bachelor's minimum) in Social Sciences, Sociology, Anthropology, Development Studies, Law, Urban Planning, or a closely related field.

Experience

- Minimum 7–10 years of professional experience in social development or social safeguards management on infrastructure or water sector projects.
- Demonstrated hands-on experience in land acquisition and involuntary resettlement, including preparation, implementation, and auditing of Resettlement Action Plans (RAPs) in accordance with international standards — experience under the World Bank ESF (ESS5) or equivalent IFC Performance Standard 5 is strongly preferred.
- Proven experience implementing World Bank ESF instruments, including ESCPs, ESIAAs, ESMPs, Stakeholder Engagement Plans (SEPs), and Labor Management Procedures (LMPs).
- Direct experience establishing and managing grievance mechanisms for both project-affected communities and project workers, including handling sensitive and anonymous complaints related to GBV, SEA/SH.
- Demonstrated experience conducting stakeholder engagement, community consultation, and outreach activities, with particular attention to vulnerable and disadvantaged groups.
- Experience working on GBV prevention and response, including coordination with GBV service providers and establishment of GBV referral pathways, is strongly preferred.
- Prior experience working within a Project Management Unit (PMU) or equivalent institutional arrangement on donor-funded projects is an advantage.
- Familiarity with the Lebanese legal and regulatory framework on land acquisition, compensation, and expropriation.

Technical Skills and Knowledge

- Strong working knowledge of World Bank Environmental and Social Standards, particularly ESS2 (Labor and Working Conditions), ESS4 (Community Health and Safety), ESS5 (Land Acquisition, Restrictions on Land Use and Involuntary Resettlement), ESS8 (Cultural Heritage), and ESS10 (Stakeholder Engagement and Information Disclosure).
- Demonstrated ability to prepare, review, and monitor RAP implementation, including compensation verification, entitlement delivery tracking, income restoration measures, and resettlement audits.
- Experience maintaining ESCP implementation tracking matrices, monitoring compliance deadlines, and recommending corrective actions.
- Ability to design and deliver social safeguards training for diverse audiences, including PMU staff, contractors, and site workers, covering topics such as RAP procedures, grievance mechanisms, community health and safety, OHS, Codes of Conduct, and SEA/SH prevention.
- Competence in preparing comprehensive quarterly social safeguards reports covering RAP, SEP, LMP, and ESMP implementation across multiple contracts.
- Ability to conduct regular site visits and translate field observations into actionable reporting and corrective measures.

Soft Skills and Other Requirements

- Excellent written and oral communication skills in English; proficiency in Arabic is required.
- Strong interpersonal and facilitation skills, with demonstrated ability to engage sensitively and effectively with project-affected communities, including vulnerable groups.
- Ability to coordinate across a broad range of stakeholders, including contractors, government counterparts.
- High degree of integrity, cultural sensitivity, and professional discretion, particularly in handling grievances and complaints of a sensitive nature.

Strong organizational skills and ability to manage multiple social safeguard instruments simultaneously in a complex environment.

Type of Contract

The EHS Specialist will sign 2 separate part-time contracts with the CDR and the BMLWE.

Duration of Assignment

The initial part-time contracts (CDR and BMLWE) duration is 12 months, renewable based on performance and project requirements.

Deliverables

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Monthly attendance time sheet.

Monthly work reports outlining EHS implementation performance, highlighting non-compliance issues and corrective actions taken, including the accidents and incidents report.

Quarterly reports covering all environmental aspects for all Contracts with all supporting documents

All documents shall be submitted to the Project Managers/Coordinators at the PMU-CDR and the PMU-BMLWE respectively within 7 days from the end of the month.

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Location

The position will be based at both the CDR and the BMLWE Offices, with occasional field visits as required.