

Kingdom of Morocco

Program for Results (PPR)

Additional Financing

CASABLANCA MUNICIPAL SUPPORT PROGRAM

ENVIRONMENT AND SOCIAL SYSTEMS ASSESSMENT (ESSA) – ADDENDUM

May 2022



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Abbreviations & Acronyms

AF	Additional Financing
CC	Municipality of Casablanca (<i>Commune de Casablanca</i>)
DGCL	General Directorate of Local Governments/ <i>Direction générale des Collectivités locales</i>
DLI	Disbursement Linked Indicator
DLR	Disbursement Linked Result
DPL	Development Policy Loan
ERR	Economic Rate of Return
ESMS	Environment and Social Management Systems
ESSA	Environmental and Social System Assessment
GDP	Gross Domestic Product
GoM	Government of Morocco
GRM	Grievance Redress Mechanism
HCP	Government Statistical Agency/ <i>Haut-Commissariat au Plan</i>
ICR	Implementation Completion and Results Report
IGAT	General Inspectorate of Territorial Administration/ <i>Inspection générale de l'Administration territoriale</i>
IGF	General Inspectorate of Finance/ <i>Inspection générale des Finances</i>
IPF	Investment Project Financing
LG	Local Government
M&E	Monitoring and Evaluation
MEF	Ministry of Economy and Finance/ <i>Ministère de l'Économie et des Finances</i>
OP	Operational Policy
OPRC	Operations Procurement Review Committee
PAP	Program Action Plan
PDGC	Plan de développement du Grand Casablanca (Development Plan for the Greater Casablanca area)
PDO	Program Development Objective
PforR	Program-for-Results
POM	Program Operations Manual
PP	Parent Program
PPP	Public-Private Partnership
SDAU	Urban Planning Master Plan/ <i>Schéma directeur d'Aménagement urbain</i>
SDL	Local joint ownership company/ <i>Société de Développement local</i>
SG	Secretariat General/ <i>Secrétariat général</i>

SGG	Secretariat General of the Government/ <i>Secrétariat général du Gouvernement</i>
SP	Municipally-owned Enterprise/ <i>Société de Patrimoine</i>
WBG	World Bank Group

EXECUTIVE SUMMARY

A- INTRODUCTION – PARENT PROJECT AND ADDITIONAL FINANCING PRESENTATION

1. The Municipality of Casablanca (CC) has expressed interest in an Additional Financing (AF) to the current CASABLANCA MUNICIPAL SUPPORT PROGRAM Program-for-Results (PforR), whose closing date is March 31st, 2023. This additional financing (for an amount of USD 100 million) will focus both on processes and institutional strengthening of the CC as well as expected outcomes. It will in fact help deliver sustainable results, namely in terms of revenues enhancement, while enhancing the CC's effectiveness and efficiency in service delivery.
2. The ongoing Casablanca Municipal Support Program-for-Results (P149995) has achieved tangible results in terms of institutional, financial, and operational performance of the municipality of Casablanca (Commune de Casablanca - CC). This flagship subnational loan (US\$ 200 million) was declared effective in February 2018, with a closing date on March 31st, 2023. Significant progress has also been made toward achieving the Program Development Objective (PDO) and disbursement Linked Indicators (DLI). However, progress toward PDO achievement has been kept at moderately satisfactory since 2020. This is attributed to the impact of both the COVID-19 pandemic and the municipal elections that took place in September 2021, on municipal revenues enhancement and provision of access to basic services in disadvantaged neighborhoods. The Program's Implementation Progress rating has been satisfactory (S) except for the one related to DLIs that is moderately satisfactory given the delays incurred during the pandemic. The Program Action Plan (PAP) implementation has seen satisfactory progress to date; of its twelve planned actions, eight have been completed, the remaining four actions are currently in progress. Overall, the Program has disbursed US\$ 190.71 million (96.72 percent of the loan amount), including a 25 percent advance.
3. **The AF both deepens and broadens the parent Program's PDO.** Leveraging on the parent operation achievements, the AF deepens the emphasis on fiscal sustainability and social inclusion. In parallel, the AF broadens the parent Program PDO to introduce an additional focus on the city's action to combat climate change effects. The Program boundaries and expenditure framework will be expanded to reflect this. The Program institutional arrangements will also be slightly adjusted to reflect this. The Program's geographic boundaries remain unchanged. Finally, the Program implementation period will be extended by 39 months, with a new closing date of June 30, 2026.
4. **The proposed AF will be complemented by the restructuring of the parent Program.** This includes changes in selected Disbursement Linked Results (DLI) (DL#1, DLI#2 and DLI#4) and the extension of the Program's closing date to June 30, 2026, to align with the AF proposed closing date.
5. The original geographic scope is expected to remain unchanged while the institutional arrangements will be marginally updated to reflect the inclusion of new implementing agencies in charge of additional results (i.e. Casablanca Baia, in charge of climate related results). The Program boundaries will be slightly expanded to reflect the city council's emerging priorities while keeping the focus on the initial results areas identified under the Development Plan for the Greater Casablanca Area (PDGC) which are: **RA1: Increasing municipal investment capacity; RA2: Improving the urban environment and the quality of public services; RA3: Improving the business environment.** The AF would also include

additional initiatives carried out by the CC while ensuring their alignment behind the results areas identified under the PDGC.

6. The Program Expenditure Framework will be expanded to reflect the expenses incurred through the following agencies:

Implementing agency	Activity	Allocated envelope (in MAD)	Allocated envelope (in USD)
Casa Patrimoine	Technical assistance for improved Municipal asset management	46,000,000.00	4,684,317.72
	Rehabilitation works	280,000,000.00	28,513,238.29
Casa Baia	Green spaces rehabilitation and management	240,000,000.00	24,439,918.53
	Water reuse investment programs	189,000,000.00	19,246,435.85
Casa aménagement	Rehabilitation and upgrading for the roads network	721,000,000.00	73,421,588.61
Casa Prestation	IT systems for improved digitalization	59,000,000.00	6,008,146.64
Total		1,535,000,000.00	156,313,645.64

7. To ensure that adverse environment and social risks and impacts continue to be avoided, reduced and mitigated adequately, the World Bank team prepared this Addendum to the Environmental and Social Systems Assessment (ESSA) to cover potential additional environmental and social (E&S) aspects that may raise from the Additional Financing. The Addendum does not constitute a new ESSA and should be considered together with the ESSA of the parent Program. The ESSA of the parent program assessed, against the requirements of Bank Policy/Bank Directive Program-for-Results Financing, the national and municipal systems with respect to institutional capacity and performance, policy and regulatory bases, consultation mechanisms and GRM to manage and mitigate the impacts.

8. In accordance with the guide for the identification, appraisal, processing, support and monitoring of the implementation of PforR operations supported by additional funding, the Addendum objectives are to:

- Document the performance of the parent program with respect to Environmental and Social Considerations (E&S) (including an assessment of the implementation of the original ESSA recommendations) and the impact of the additional activities within the AF;
- Determine whether the risk mitigation measures in the original ESSA have been implemented effectively, or whether new measures are required; identify any new environmental or social risks resulting from the change in the scope of the AF and the modified scope of the AF and describe how they will be managed;
- Exclude activities that are not eligible under PforR financing, confirming that they are not necessary to achieve program outcomes;
- Update the actions required to meet capacity constraints in E&S systems, taking into account the performance to date and the needs of the AF;

- Engage in consultations with all new stakeholders (or existing stakeholders whose scope has changed);
- Include the original evaluation summary for reference.

B- PARENT PROJECT PERFORMANCE

9. **As part of the ongoing regionalization process and under Organic Law 113-14, municipalities benefit from increasing autonomy.** They play an important role in promoting the enabling environment for increased competitiveness and productivity. The latter has been reaffirmed in the recent “New Development Model”, NMD (2022-2035)¹, a strategic vision document prepared under the leadership of King Mohamed VI.

10. **Municipalities have been hit hard following the outbreak of the covid-19 pandemic with yet positive signs in 2021 that call for targeted efforts to accelerate the recovery pace.** The pandemic has negatively impacted the country’s macroeconomic context and has considerably curtailed economic growth. At the subnational level, municipal finances suffered from the “scissor effect” marked by a decrease in revenues (14 percent² on average - see also Figure 1 below) and a sizable increase in expenditures related to health, sanitation and waste collection. To mitigate this, municipal operating and capital expenditures were contained in 2020, with several restrictions imposed based on the type of expenditures. Municipal capital investments fell by 5 percent in the years 2019 and 2020 while operating expenditures decreased by 1 percent during the same period³. However, preliminary signs of recovery are showing in 2021. National GDP is estimated to have rebounded by 6.3% in 2021⁴. The recovery is also witnessed at the municipal level, where municipal revenues increased by 12.9 percent in 2021 after dropping by 13.7 percent in 2020. Such an encouraging performance is a key factor behind the AF as it aims to build on the reform momentum established under the Parent Program and to further strengthen both revenue and expenditure management efforts at the local level.

11. **Parent operation.** The Casablanca Municipal Support Program-for-Results (PACC), a US\$200 million subnational loan, was designed to support the Municipality of Casablanca (CC) in fulfilling its engagements under the PDGC while contributing to strengthen its financial and institutional capacity. Therefore, the Parent Program Development Objectives (PDO) is to increase the investment capacity of the Municipality of Casablanca, improve the business environment in the Municipality of Casablanca, and enhance access to basic services in the Program Area (ie. in selected underserved neighborhoods). The PACC was restructured in early 2021 to account for the impact of the Covid-19 pandemic, and its closing date was extended to March 31, 2023.

12. **Program implementation progress has been rated satisfactory except for the one related to DLIs that is moderately satisfactory given the delays incurred during the pandemic.** Performance of the operation has been rated mostly satisfactory throughout its implementation period with significant

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² Monthly local finances reporting, TGR (2019,2020).

³ Ibid.

⁴ IMF (<https://www.imf.org/fr/News/Articles/2021/12/10/pr21370-morocco-imf-staff-completes-2021-article-iv-mission-to-morocco>).

progress made under all PDO indicators : (i) Municipal own-source revenues grew by more than 22 percent between 2015 and 2018 (PDO indicator 1); (ii) More than MAD 900 million have been channeled through private sector participation to support municipal service delivery (PDO indicator 2); (iii) about 5,800 households have been provided with improved access to basic services in disadvantaged neighborhoods (PDO indicator 3); and (iv) the average number of days required for issuance of a building permit went from 79 to 39 (PDO indicator 4). Apart from the revenue enhancement indicator directly impacted by the pandemic, all other areas are on track and will achieve the expected results by the Program current closing date³. Progress toward PDO achievement has been kept at “moderately satisfactory” since 2020 to factor in the impact of the pandemic as well as municipal elections that took place in September 2021. These factors were considered through a Program restructuring conducted in April 2021 at the request of the CC. Program implementation progress has been rated “satisfactory” except for the rating related to DLIs that is “moderately satisfactory”, given the delays incurred during the pandemic. The cumulative loan disbursement reached US\$ 190.71 million (i.e. 96.72 percent of the loan amount, including the 25 percent advance). The Program Action Plan (PAP) implementation has progressed satisfactorily progress to date. Of its twelve planned actions, eight have been completed, while the remaining four actions are currently in progress, including: (i) one⁴ that was in the PAP that has been included through restructuring as a DLR in the Program results framework under DLI#2, and (ii) two⁴ that are being considered as new results under the additional financing.

13. Following up on the recommendation of the parent program ESSA, two E&S focal points have been designated and trained. The E&S focal points of the PIU appointed since the start of the Program have acquired proven experience in the E&S management of activities managed by the municipality of Casablanca (screening, monitoring, and reporting on mitigation measures, identification of non-compliances, training, and sensitization of stakeholders, archiving in the information system of the Program). This experience was built on:

- The production of the E&S technical guide by the focal points at the start of the Program: This guide includes all the procedures and all the monitoring tools (in accordance with the recommendations of the ESSA of the parent project). This guide is currently being updated to incorporate the procedure for communicating any incident/accident to the Bank (within 48 hours) and for producing the fact-finding report and the related action plan.
- Carrying out the screening of all activities to categorize them and identify the appropriate E&S management tools.
- Anticipation of the effects of the Covid-19 Pandemic on site management: a note on the Covid-19 management procedure was prepared by the E&S focal points (Annex 1) and shared and distributed to all entities execution and works companies.
- Training of the executing entities (Lydec and Casa Aménagement) on the use of the guide and support for these entities to raise awareness and supervise the works companies: a training session was carried out by the focal points. Support and awareness sessions are carried out continuously during field visits.
- The continuous collection and analysis of monthly monitoring sheets from the executing entities.
- Carrying out unannounced field visits to verify the information collected (more than 60 field visits have been carried out by the focal points since 2018 with only 6 during 2020 because of the pandemic).
- The establishment of non-conformity sheets, the identification of corrective actions and the monitoring of their resolution: The main anomalies observed by the Environment focal point during site visits concern, for some sites, the lack of application of procedures for attenuation

of noise and dust as well as the lack of reinforcement of site signage. These anomalies are dealt with by the site managers and their implementation is monitored by the Environment focal point.

- Preparation of visit reports and the E&S section of the annual report.
- Participation in the provisional acceptance of the works to verify compliance with the closing clauses of the sites.

14. The Covid-19 pandemic had real impact on CC. Therefore, following the Municipality request, some adjustments were made to achieve the Program Development Objectives (PDO). Indeed, a project restructuration was proposed to comply with the pandemic's impact on the project. This restructuration consisted mainly on:

- The extension of the project duration absorbs the pandemic effect on certain activities as well as to introduce new DLIs to replace the DLI#1 targets that were not achieved,
- The redefinition of some DLIs that were unlikely to be achieved and the introduction of new DLRs within the DLI#2 to reallocate the DLI#1 resources,
- The introduction of a new Intermediary Result Indicator (IRI) related to the effective connection of households to the drinking water system was added within the **DLI#4: Households in disadvantaged neighborhoods provided with improved access to basic services.**

15. All the actions of the PPAP have been implemented within the allocated timing:

Table 1 : ESSA Action Plan status

Action	Activities	Responsibility	Timing	Measures	Completion status
Actions for E&S management system strengthening					
Technical Guide for E&S management	Preparation and dissemination of a practical guide for environmental and social management that will be integrated into the Program Operational Manual	CC	During the first quarter following effectiveness.	Technical Guide submitted and approved by the Bank	Completed An updated guide will be approved by CC
E&S Focal Point	Selection and appointment of an environment and social focal point within the UGP	CC/UGP	During the first quarter following effectiveness.	Environmental and social focal point nomination	Completed
Consultations	Organization of awareness raising sessions and dissemination of ESSA recommendations	CC	During the first semester following effectiveness.	Publication on the city's website Consultations reports	Completed
Measures for E&S management and evaluation capacity building					

Action	Activities	Responsibility	Timing	Measures	Completion status
Strengthening the Gender Approach in Program Activities	<p>maintenance, management, etc.)</p> <p>Gender mainstreaming in ICT platforms (information, consultations, participation, grievance management mechanism)</p>			<p>Environmental and Social Focal Point</p> <p>Information System</p>	<p>Due to the pandemic, these activities were not yet completed. The AF will emphasize the gender and youth employment dimensions, with a focus on people with disabilities.</p>

C- EXPECTED ENVIRONMENTAL AND SOCIAL IMPACTS AND RISKS OF THE AF

- 16. According to the Bank Policy, activities that are judged to be likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people are not eligible for the PforR Financing, and are excluded from the PforR Program.

- 17. The environmental and social risks related to the AF program are mainly categorized as low to moderate. The risks are mainly due to the construction phase required for the implementation of some activities. Construction-related risks have been adequately addressed in the PP ESSA and related recommendations to mitigate their impacts have been included in the technical E&S guide. Moreover, all relevant stakeholders have been trained on the implementation of the guide. All activities requiring acquisition of private lands will be excluded from the Program. Physical investments will be systematically carried out within the public domain to avoid temporary or permanent private land acquisition. Therefore, the only resettlement risks to be managed will be limited to temporary restriction of access to sites or to sources of income (such as commercial occupants of public lands and rights-of-way) during the construction phase, as was the case during the parent program. To prevent or mitigate these risks, mitigation measures will be implemented, including planning and sequencing of works, alternative access options, information and consultation of affected people, and easy access to appropriate grievance redress mechanisms. These specific mitigation actions will be clearly included in the contractual specifications for private construction work involved in construction works related to Program activities. In addition, adequate support

and/or compensation will be provided prior to the launch of civil works to people affected by temporary loss or temporary restriction of access to income sources or means of livelihood, all in a manner acceptable to the Bank and as described in the POM.

18. On the other hand, the AF related activities are expected to have positive social and environmental impacts on Casablanca's inhabitants in the following ways:

- Poverty reduction by improving living conditions and the provision of basic services to households in disadvantaged neighborhoods;
- Improved living environment through rehabilitation and building of public urban spaces;
- Enhanced citizen engagement, through using ICT platform and tools to strengthen access to information, consultation and inclusive participation, right to petition, appropriate grievance redress mechanisms (GRM), as well as monitoring user satisfaction pertaining to municipal utilities;
- Enhanced access to administrative documents such as birth certificates and administrative authorizations through streamlined online procedures;
- Improved performance and governance of the municipality, which aims to establish an efficient local administration, delivering better services, and closer and accountable to citizens (including youth, women and vulnerable persons);
- Citizens' environment and living conditions by the creation of green spaces;
- Reduce the impact of water scarcity and participate in the effort to reduce pressure on conventional water resources by reusing wastewater to water green spaces and golf courses;

19. Communities and individuals who believe that they are adversely affected as a result of a Bank supported PforR operation, as defined by the applicable policy and procedures, may submit complaints to the existing program grievance redress mechanism or the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address pertinent concerns. Affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank's attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank's corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

D- ASSESSMENT OF MOROCCO'S ENVIRONMENTAL AND SOCIAL MANAGEMENT SYSTEM RELEVANT TO THE PROPOSED AF PROGRAM

20. The WB's PforR financing policy and directive set out Core Principles and key planning elements, respectively, to ensure that the Program's operations are designed and implemented in a manner that maximizes potential environmental and social benefits, while avoiding, minimizing, or mitigating environmental and social harm. To this end, it requires that all operations function within an adequate legal and regulatory framework to guide environmental and social impact assessment and management. This section reviews the policies, laws, and regulations relevant to AF implementation at the national level in Morocco, designed to manage environmental and social systems; and the MoE's environmental and social management practice and performance. It then analyzes these

environmental and social management systems against the Core Principles of WB's Bank's PforR financing.

i. National environmental impact assessment and management system

21. The National Constitution, adopted in 2011, provides the overriding principles for all legislative frameworks in the country. It clearly stipulates in Art. 31: "The State, the public establishments and the territorial collectivities work for the mobilization of all the means available [disponibles] to facilitate the equal access of the citizens [feminine] and the citizens [masculine] to conditions that permit their enjoyment of the right [...]to the access to water and to a healthy environment."
22. In terms of environmental preservation, Morocco has put in place since the 80s a strong legal framework on a wide range of topics relating to the protection and enhancement of the environment, the remediation, classification and management of solid waste and its disposal, the preservation of protected areas or the conservation of historic monuments and sites, inscriptions, works of art and antiquity.
23. The Environmental Impact Assessment ensures that the environmental impacts of new projects subject to the EIA are adequately addressed. In fact, the construction authorization is subject to the environmental acceptability issued by the Department of the Environment, for all projects listed in Law 12-03. In this respect, the system allows detailed analysis of environmental impacts and the identification of measures to be implemented to avoid, mitigate or compensate negative impacts at acceptable levels. An Environmental Monitoring and Surveillance Program (EMSP) is systematically required to control and monitor the compliance of approved projects during the construction and operation phases.
24. Some of the activities proposed within the AF framework are subject to the law 12-03 and require therefore the realization of an EIA. The integration of those activities is subject to the evaluation of the related EIA and its acceptability by the Bank. The major risks, which shall remain low to moderate to comply with the PforR restrictions, will be integrated in the action plan.
25. As for the Parent Program, the Program Management Unit through the E&S focal point will be trained to identify and manage those risks during all the project period.
26. The law 12-03 has shown some limitations in practice. Therefore, the Ministry of Environment has adopted in august 2020 the law 47-18 related to Environmental Assessment. In addition to updating Law 12-03, the objectives of this Law are:
 - To subject sectoral or regional development policies, strategies, programs, plans and schemes likely to have an impact on the environment to a strategic environmental assessment;
 - To establish the modalities and procedures for the review of strategic environmental assessment and the use of public consultation in this process;
 - To update the list of projects subject to the Environmental Impact Assessment by defining indicators for determining whether or not the project is subject to an EIA;

- To simplify the conditions for environmental assessment of small projects with low environmental impacts by submitting a simplified environmental impact statement instead of an EIA;
- To establish the environmental audit with a view to assessing existing activities which do not have environmental acceptability before the publication of this law.

27. Nevertheless, Act. 32 of the law 47-18 clearly stipulates that it is not applicable unless its implementing texts are published in the BO which is not yet the case.

28. The law 65-99 related to the labor code has shown strong limitations in terms of preserving workers health and safety. A new Occupational Health and Safety Act in both the private and public sectors is under approbation by General Secretary of the Government.

29. In addition to the laws previously mentioned in the PAP ESSA, the law 13-03 related to the prevention of air pollution is also applicable to the project activities.

ii. National social system applicable to the project

30. As for the parent project, the Organic Law no. 113-14 relative to the communes is still applicable for the AF. This law not only fixes the attributions proper to the commune, those in association with the State and those which may be transferred to it by the State and the conditions for the democratic management of municipal affairs, but also the conditions of presentation of petitions by citizens and associations.

E- INPUTS INTO THE PROGRAM ACTION PLAN

31. The ESSA for the parent Program concluded that, overall the Program's E&S impacts are rather moderate, and that the Program provides an opportunity to strengthen the overall environmental and social management system of the CC, LYDEC and SDLs.

32. For the AF, the main recommendations can also be classified in 4 categories:

- Actions for E&S management system strengthening
 - Update the E&S Technical Guide to include elements related to green spaces (species, water consumption...), wastewater management and air pollution. The technical guide shall define the methodology (approach, processes and tools) for: the categorization of sub-projects according to their perceived level of environmental and social risk; the identification of mitigation measures for identified risks as well as monitoring - environmental and social assessment. The ESIA required for activities supported by the additional DLIs will feed the sections on air pollution and water reuse and also specifics on how they will produce statistics on GRM;
 - Appointment of a qualified environmental and social safeguards focal person in Casa Baia to supervise the additional activities financed by the AF and who will be trained in how to apply the Guide and will be in charge of the implementation of the Action Plan measures and the reporting. He/She will join the Management Unit and will report to the Program's Focal point on the activities developed by Casa Baia;

- Organization of awareness-raising sessions and dissemination of the Addendum recommendations.
- Meaningful consultation on the asset management planning exercise proposed by Casa Patrimoine.
- Measures for strengthening the implementation and follow-up of the environmental and social management system
 - Implementation of all the environmental and social management procedures and mechanisms defined in the Technical Guide, with close attention to the construction phase;
 - Providing an ESIA for the wastewater reuse program for the golfs and green space irrigation and ensure that all the environmental impacts of the compact wastewater treatment plants (odors, water quality and sludge elimination) are mitigated;
 - Preparation and implementation of strategy to avoid and mitigate economic impacts on low-income and/or vulnerable households to be incorporated into the municipality's asset management strategy and an associated operational roadmap proposed by Casa Patrimoine;
 - Measures related to capacity building in environmental and social management
 - Capacity building of all actors involved on the E&S technical guide update
- Measures to foster social inclusion of adult women and youth.
 - Strengthening the program's gender focus by including an indicator for "the number of women who have benefited from access to basic services"

33. The preparation of the addendum involved a series of interviews and consultation with stakeholders related to the Program. The updated ESSA addendum reflects the review of several documents, including the original ESSA and subsequent reports of World Bank implementation support missions. Formal virtual consultations on the ESSA addendum update have been held prior to appraisal. When relevant, environmental and social risk mitigation measures are incorporated into the Program Action Plan (PAP).

34. The following table presents the ESSA Addendum Action Plan that will be integrated into the Program Action Plan:

Table 2 : ESSA Action Plan

N°	Measure	Activity	Responsibility	Schedule of parent Program
<i>Area 1. Strengthening of the environmental and social system</i>				
1.1	Technical Guide to the environmental and social management	Update to technical guide to include aspects related to green spaces (species, water consumption...) wastewater management and air pollution as well as land acquisition and reporting	CC/UGP	First quarter after Program extension
1.2	E&S Focal Point	Appointment of a qualified environmental and social safeguards focal person in Casa Baia who will be in charge of the supervision of the additional activities financed by the AF and who will be trained to the Guide and will be in charge of the implementation of the AP measures and the reporting;	Casa Baia	First quarter after Program extension
1.3	Consultations	Organization of awareness raising sessions and dissemination of the Addendum recommendations	CC/UGP	First semester after the Program extension
<i>Area 2. Strengthening of the implementation and follow-up on the environmental and social management system</i>				
2.1	Environmental and social management procedures.	Implementation of all the environmental and social management procedures and mechanisms defined in the updated Technical Guide, with close attention to the construction phase	Lydec/CC/SDLs	Throughout the entire Program.
2.2	Wastewater reuse program ESIA	Providing an ESIA for the wastewater reuse program for the golfs and green space irrigation	Casa Baia	Prior to activity implementation
2.3	Green spaces creation/upgrading	Providing a detailed plan on the species used, irrigated area, the water consumption and source of water	Casa Baia	Prior to the activity implementation
2.4	Valuation of assets	Preparation and implementation of strategy to avoid and mitigate economic impacts on low-income and/or vulnerable households to be incorporated into the municipality's asset	Casa Patrimoine	First semester after AF effectiveness

		management strategy and an associated operational roadmap; proposed by Casa Patrimoine;		
Area 3. Capacity building in environmental and social management				
3.1	Capacity building	Capacity building of all actors involved on the E&S technical guide update	CC/UGP	Throughout the entire Program.
Area 4. Measures related to the social risk management taking into account the gender and youth unemployment dimension				
4.1	Strengthen social inclusion of adult women and youth	Including an indicator for “the number of women who have benefited from access to basic services”	CC/UGP	Throughout the entire Program.

Table 3 : PAP ESSA Action Plan status

Action	Activities	Responsibility	Timing	Measures	Completion status
Actions for E&S management system strengthening					
Technical Guide for E&S management	Preparation and dissemination of a practical guide for environmental and social management that will be integration into the Program Operational Manual	CC	During the first quarter following effectiveness.	Technical Guide submitted and approved by the Bank	Completed An updated guide is being approved by CC
E&S Focal Point	Selection and appointment of an environment and social focal point within the UGP	CC/UGP	During the first quarter following effectiveness.	Environmental and social focal point nomination	Completed
Consultations	Organization of awareness raising sessions and dissemination of ESSA recommendations	CC	During the first semester following effectiveness.	Publication on the city’s website Consultations reports	Completed
Measures for E&S management and evaluation capacity building					
Capacity building of all the actors involved (CC, E&S)	Organization of training sessions for: <ul style="list-style-type: none"> Mastering the E&S technical Guide 	CC/UGP	Before the end of the first year	Training plan	Even though no formal training plan has been

Focal point, Casa Amenagements - SDL, Lydec) on the E&S technical guide	<ul style="list-style-type: none"> • Mastering the Simplified Diagnostic Sheet (SDS) filling process • Mastering the development and monitoring of the ESMP • Mastering the process of filling in the environmental and social monitoring sheets 			Training reports	submitted, but all the involved actors have benefited from the training. Completed
Strengthening monitoring and evaluation of the environmental and social management system	<p>Implementation of all procedures and tools defined in the technical guide</p> <p>Monitoring and reporting</p> <p>Integration in the information system</p>	CC/UGP	<p>Before the end of the first year</p> <p>During all the program lifetime</p>	<p>Monitoring and evaluation reports submission by the focal points</p> <p>Information system</p>	<p>Completed</p> <p>Completed</p>
Measures related to the social risk management taking into account the gender and youth unemployment dimension					
<p>Promotion of youth and women employment in Program activities</p> <p>Strengthening the Gender Approach in Program Activities</p>	<p>Recruitment mechanism for young people (women and men): temporary during rehabilitation work, construction and development; sustainable during operation (maintenance, maintenance, management, etc.)</p> <p>Gender mainstreaming in ICT platforms (information, consultations, participation, grievance management mechanism)</p>	CC/UGP/ Delegated contracting authority	During all the program lifetime	<p>Monitoring reports submitted by the companies and the delegated project authority</p> <p>Consolidated report submitted by the Environmental and Social Focal Point</p> <p>Information System</p>	Due to the pandemic, these activities were not yet completed. The AF will emphasize the gender and youth employment dimensions, with a focus on people with disabilities.

SECTION I. INTRODUCTION

This section updates the general context of the Parent Operation of the Program «CASABLANCA MUNICIPAL SUPPORT PROGRAM » in preparation of the proposed AF. This section also presents the purpose of the ESSA in accordance with the provisions of World Bank policies and guidelines applicable to PforR Financing.

A- PROGRAM GENERAL CONTEXT

35. **While Moroccan cities are engines of growth, they also encapsulate the country's socio-economic challenges.** With the rapid urbanization of the country over the past four decades, the share of urban population has increased from 30 percent in the 1970 to over 60 percent nowadays and is expected to reach 73.6 percent by 2050⁵. Cities, especially large agglomerations, have become important drivers of the Moroccan economy, where cities are contributing to around 75 percent of the national GDP, 70 percent of investments, and 60 percent of total employment at the national level⁶. However, the latest Morocco Urbanization Review⁷ shows that Moroccan cities have created less agglomeration economies than cities in comparable countries. Furthermore, Moroccan cities remain plagued by important pockets of poverty, absorbing rural poverty (14.5 percent compared to 4.8 percent in urban areas), namely through in-migration. Roughly one million people in urban areas live below the relative poverty threshold (US\$1.3 per day) and an additional 13.6 percent (2.3 million) is economically vulnerable, with a higher likelihood of falling into poverty when exposed to shock. In 2020, urban unemployment reached 15.8 percent (as opposed to 12.9 percent in 2019 before the sanitary crisis) compared to 5.9 percent in rural areas (3.7 percent in 2019)⁸.
36. The latest numbers show that after a 6.3% contraction in 2020 due to the pandemic effect on the external demand and the agriculture, the GDP is expected to rebound to 5.3% in 2021 thanks to a great agricultural campaign. Poverty indicators should resume their declining trajectory in 2021, but the number of poor is only expected to return to pre-pandemic level by 2023⁹.
37. Casablanca, the largest city of the country and its economic capital, embodies both the opportunities and the challenges of Morocco's urbanization. The region of Casablanca-Settat is one of the engines of the country's economic growth, contributing to 22.6 percent of the national GDP in 2019. Furthermore, Casablanca being one of Africa's leading financial and services centers is a key driver of Morocco's economic diversification and structural transformation. However, Casablanca is facing several challenges that consist of persisting social inequalities and inadequate infrastructure and services in some of its neighborhoods. Casablanca still shows several persistent poverty pockets with

⁵ Leveraging urbanization to promote a new growth model while reducing territorial disparities in Morocco, The World Bank, 2018.

⁶ Ibid.

⁷ Unlocking Urban Development in Morocco: Can urbanization pay for itself, and how to make it happen? The World Bank (2020).

⁸ HCP figures (https://www.hcp.ma/Taux-de-Chomage-selon-le-milieu_a255.html).

⁹ <https://www.worldbank.org/en/country/morocco/publication/economic-update-october-2021>

about 150,000 urban poor population living in the city. Casablanca's Gini index that remains significantly higher than the national average (0.52 vs 0.395).

B- RATIONALE AND PURPOSE FOR ESSA ADDENDUM

38. Depending on the scope of Additional Financing, the World Bank's Procedure for Additional Financing for PforR Financing requires preparing an addendum to the ESSA. The World Bank Policy: Program-for-Results Financing (Policy) and the Bank Directive: Program-for-Results Financing (Directive) sets out core principles and key planning elements, respectively, intended to ensure that PforR programs are designed and implemented in a manner that maximizes potential environmental and social benefits, while avoiding, minimizing, or otherwise mitigating environmental or social harm. This addendum to the ESSA was prepared by the WB team assessing the environmental and social systems applicable to the program and evaluation the institutional capacities of the actors in charge of the activities implementation. Specifically, this ESSA Addendum considers: (a) promoting environmental and social sustainability in Program design, and promoting informed decision making relating to its environmental and social impacts; (b) avoiding, minimizing, or mitigating the Program's adverse impacts and risks on natural habitats and physical cultural resources; (c) protecting public and worker safety against potential risks; (e) giving due consideration to the cultural appropriateness of, and equitable access to, Program benefits, giving special attention to the rights and interests of the underserved people and vulnerable groups; and (f) avoiding exacerbation of social conflict.
39. The Addendum ESSA aims to ensure environmental, social, and safety impacts and risks are addressed from an early stage in the process of formulating the safeguards policy and guidelines for the proposed Casablanca Municipality Support Program, and that the AF PforR implementation is in line with the WB Policy on PforR financing. Its specific objectives are to:
- Establish clear procedures and methodologies for environmental and social planning, review, approval and implementation of the proposed Program;
 - Evaluate institutional capacity to manage likely environmental and social effects in accordance with the country's own requirements under the proposed Program;
 - Prescribe institutional arrangements for the identification, planning, design, preparation and implementation of the projects under the proposed Program to adequately address environmental and social sustainability issues;
 - Specify appropriate roles and responsibilities, and outline procedures for managing, reporting and monitoring environmental and social concerns related to the Program;
 - Assess the consistency of the borrower's systems with the six core principles and attributes defined in the WB's policy on PforR financing.
 - Identify the potential environmental and social impacts/risks anticipated due to the proposed AF interventions and recommend the respective mitigation measures;
 - Establish a system to manage Program's risks and environmental impacts and ensure that all project activities are subjected to adequate initial screening, so that relevant mitigation measures are identified, and the respective instruments are prepared and implemented;
 - Recommend specific actions for improving counterpart capacity during implementation of the Program to ensure that they can adequately perform their mandate;
 - Describe actions to fill the gaps that will constitute input into the Program Action Plan (PAP) in order to strengthen the Program's performance with respect to the core principles of the PforR instrument.

40. The addendum to the ESSA is undertaken to ensure consistency with the WB's Policy and Directive PforR financing core principles and key planning elements for environmental and social management. To prepare the addendum to the ESSA, the following methods were used: (i) desk review of available and relevant secondary materials; (ii) interviews and group discussion with the client and relevant stakeholders; (iii) consultation with the communities; and (iv) institutional analysis.
41. The public consultations on the addendum to the ESSA will be held with all stakeholders and affected parties. Their comments and concerns will be integrated to the final version of the ESSA which will be available on the WB website as well as the CC website.

SECTION II. PROGRAM & AF DESCRIPTION

This section describes the nature and characteristics of the AF of the proposed PForR: scope, objectives, disbursement indicators and stakeholders involved in implementation.

The section then discusses in detail the key anticipated environmental and social benefits and risks that will be associated with the Program. Specific measures to mitigate risks are also identified.

A- DESCRIPTION & OBJECTIVES OF PROPOSED ADDITIONAL FINANCING

42. The Casablanca Municipal Support Program-for-Results (PACC), a US\$200 million subnational loan, was designed to support the Municipality of Casablanca (CC) in fulfilling its engagements under the PDGC while contributing to strengthen its financial and institutional capacity. Therefore, the Parent Program Development Objectives (PDO) is to increase the investment capacity of the Municipality of Casablanca, improve the business environment in the Municipality of Casablanca, and enhance access to basic services in the Program Area (ie. in selected underserved neighborhoods). The PACC was restructured in early 2021 to account for the impact of the Covid-19 pandemic and its closing date was extended to March 31, 2023.
43. Building on the encouraging achievements of the Parent operation, the additional financing (AF) with an anticipated Bank financing of US\$ 100 million, will focus on promoting the following:
 - i. **The City's sustained investment capacity** through a more efficient expenditure management, enhanced revenue mobilization efforts and improved municipal creditworthiness.
 - ii. **The City's climate Resilience** through a climate-sensitive incentives framework and climate smart municipal investments.
 - iii. **The City's socially Inclusiveness** through sustained socially and spatially targeted investments in basic services and municipal infrastructure.
44. **The proposed AF aims to scale up the operation's development impact and accelerate the city's post pandemic recovery.** Building on both the achievements and tools developed under the parent Program as well as the reform momentum established, an additional financing to the PACC would continue supporting the CC's financial and institutional strengthening efforts. At its core remains the enhancement of the city's investment capacity through diligent and responsible revenue and expenditure management, as well as enhanced private sector participation in service delivery. The AF will focus both on processes and institutional strengthening of the CC as well as expected outcomes. The importance of pursuing those efforts is relevant given the impact of the covid-19 pandemic on municipal revenues as well as the nascent recovery path that needs to be accelerated through targeted efforts.

45. **Since the current PDO remains relevant and given that most of the Program results areas will be scaled up, an Additional Financing is the preferred modality.** The PDO will be slightly expanded to include emerging challenges. Similarly, the AF will draw upon similar implementation arrangements and will slightly extend Program boundaries and Program Expenditure Framework, in line with the initial government program objectives.

46. The original geographic scope is expected to remain unchanged while the institutional arrangements will be marginally updated to reflect the inclusion of new implementing agencies in charge of additional results (i.e. Casablanca Baia, in charge of climate related results). The Program boundaries will be slightly expanded to reflect the city council’s emerging priorities while keeping the focus on the initial results areas identified under the PDGC which are: **RA1: Increasing municipal investment capacity; RA2: Improving the urban environment and the quality of public services; RA3: Improving the business environment.** The AF would also include additional initiatives carried out by the CC while ensuring their alignment behind the results areas identified under the PDGC.

47. The Program Expenditure Framework will be expanded to reflect the expenses incurred through the following agencies:

Implementing agency	Activity	Allocated envelope (in MAD)	Allocated envelope (in USD)
Casa Patrimoine	Technical assistance for improved Municipal asset management	46,000,000.00	4,684,317.72
	Rehabilitation works	280,000,000.00	28,513,238.29
Casa Baia	Green spaces rehabilitation and management	240,000,000.00	24,439,918.53
	Water reuse investment programs	189,000,000.00	19,246,435.85
Casa aménagement	Rehabilitation and upgrading for the roads network	721,000,000.00	73,421,588.61
Casa Prestation	IT systems for improved digitalization	59,000,000.00	6,008,146.64
Total		1,535,000,000.00	156,313,645.64

48. Changes to DLIs. The changes pertaining to DLIs are presented below:

- a. **DLI#1, “Percentage Increase in Municipal Revenues excluding transfers from a baseline of 0% in CY 2015”, will be expanded in scale and duration** DLI#1 would be scaled up under the AF given the pivotal role revenue enhancement plays in improving the municipality’s investment capacity. A new DLR reflecting 46 percent increase in revenues between 2022 and 2025 will be introduced (corresponding to a yearly target of 10%). This target builds on an in-depth analysis of the CC’s financials (covering the past 7 years), the projected growth trajectories to achieve fiscal sustainability, along with revenue enhancement options discussed with counterparts (see Annex 6). The target value is also considered as achievable given: (i) the positive trajectory of municipal finances given the deployment of the

- appropriate tools under the Parent Project, between 2015 and 2018; (ii) the untapped potential, identified (see annex 6) and (iii) the strong political will within the municipality's management; (iv) key measures yet to implement that can yield a positive impact on revenues. Those measures include : (i) the effective operationalization of the diverse set of tools developed under the parent program and its AF to modernize revenue mobilization;(ii) national level reforms, supported through other Bank engagements, focusing on streamlining targeted local taxes management, for greater efficiency as detailed in Annex 6 . Additionally, achieving the target set under this DLI requires a collaborative intervention with a coordination and follow up effort at the municipality's level. A comprehensive roadmap to achieve this target is being finalized, clarifying the steps and responsibilities to materialize this ambition. Additionally, given the significant role played by central level administrations collecting local taxes, it is paramount to ensure their commitment in the implementation of the proposed roadmap and the achievement of the goal set.
- b. **DLI#2 – “Modernization of the CC’s revenue management systems”**. The DLI will be extended in both scope and duration with the following changes:
- *DLR 2.6, related to the operationalization of the Local Joint Ownership - Société de Développement Local, SDL, Casa Mawarid*²⁸ will be extended in duration to accommodate the delays experienced in its achievement, with an expected finalization by end of CY20232.
 - *DLR 2.7 related to the regular update of the action plan to improve the CC’s revenue* will be extended in duration and reformulated to track the implementation of the newly developed revenue enhancement action plan.
 - *DLR 2.8, related to the update of the inventory of taxpayers and tax bases relating to the tax on unbuilt land* will be extended in duration given the delays in the operationalization of Casa Mawarid that was initially entrusted with this activity.
 - *A new DLR will be introduced (DLR 2.9)* related to the operationalization of a new module on financial reporting under GIR-CT (GIR-CT Reporting) to monitor in real time the municipality’s own-source revenues (expected to be achieved by end of CY2023).
- c. **DLI#3 – “Private capital mobilized for investments through new or additional value of PPP contract”, has been achieved and will not be expanded**. The DLI has been met in 2019 through the mobilization of private capital for the financing and management of municipal services through the signing of a PPP contract for waste collection valued at MAD 940 million. The AF would focus on providing the enabling environment to improve the CC’s access to financial markets through DLI#12.
- d. **DLI#4 – “Households in disadvantaged neighborhoods provided with improved access to basic services” is partially achieved and will be restructured to cap the end target, given the emerging changes in the implementation of part of the investments**. As mentioned above it is expected that by end of 2022, around 8,000 households (out of the 10,000 initially targeted) would be provided with improved access to water and sanitation in the areas originally

²⁸ Aimed at strengthening the revenue management tools of the CC, improving the means for collecting local taxes and broadening their base.

targeted by the RQSE. Furthermore, investments to provide selected neighborhoods in Bouskoura are also planned, with an additional 4,000 households targeted. However, those investments are subject to significant changes in their design which might result in significant delays in their implementation and generate potential adverse social and environmental impacts¹⁰. In this context, those investments will be excluded¹¹ from the Parent Program scope and the final target will be capped to expected results by end of 2022. The undisbursed amount would be allocated to DLI#9, enhancing social inclusion through the rehabilitation or extension of green spaces, including in disadvantaged areas.

- e. **DLI# 5 – “Number of km of comprehensive street upgrading” is on track to be achieved and will be extended in scope and duration as part of the AF and will be rephrased as follows: “Number of km of comprehensive street upgrading completed and number of facades restored.** The final target defined under the parent operation will be increased, while a new DLR will be included related to the rehabilitation/restoration of the front façades of key historical and architectural city landmarks (Art Deco buildings), in line with the priority set by the new municipal council to preserve the built heritage of the city: The AF will scale up this DLI through the introduction of the following DLRs:
- *DLR 5.1: Cumulative, number of km of comprehensive street upgrading completed* (works to include at least three (3) of the following elements: (i) roadway, (ii) sidewalk or pedestrian path, (iii) road drainage systems, (iv) road markings and signs, (v) street lighting, (vi) urban furniture, and (vii) landscape), as described in the POM, from a baseline of 0, up to 116 km.
 - *DLR 5.2: number of facades restored* from a baseline of 0, up to 150.
- f. **DLI# 6 – Simplification and digitalization of administrative transactions for the issuance of: (i) authorizations related to urban planning, and (ii) business licenses, is achieved and will not be scaled up.** The related DLRs were achieved and disbursed in 2019.
- g. **New DLI (DLI# 7) – Improving the municipality’s real estate asset management.** Municipal real-estate assets are estimated at more than US\$ 7 billion (75 billion MAD). However, they only represent 0.6 percent of municipal revenues. A comprehensive inventory and valuation of these assets was carried out under the Parent Program (DLR#2.5). The AF will build on this work to develop an asset management strategy and an associated operational roadmap, this would: (i) clarify and prioritize the needed actions to enhance revenues related to real-estate municipal assets management but also (ii) optimize O&M costs related to these assets

¹⁰ Additional results can be achieved within the timeframe of the AF based on connections to be completed in the area of Bouskoura. However, this area was included by the local authorities in the Sanitation Master Plan (schéma directeur d’assainissement) with off-site infrastructure needed to connect some of the large areas under urbanization in this neighborhood to water and sanitation. This change in the technical design implies mobilizing additional resources for: (i) the off-site works, estimated around 121 million MAD, to be financed through the Fonds de Travaux, (ii) land acquisition for the off-site infrastructure and (iii) onsite connections estimated at 168 million MAD. The team has also identified a risk of resettlement of part of Program beneficiaries to be targeted in this area.

¹¹ Additional investments excluded will be directly financed by the Borrower.

(including through exploring energy efficiency aspects as part of municipal assets' O&M). Furthermore, one third of municipal real-estate assets need to secure proper registration, to yield the expected benefits. The proposed new DLI would include the following DLRs:

- DLR 7.1: A municipal real-estate asset management strategy and its action plan are adopted by end of CY2023.
- DLR 7.2: Percentage of municipal real estate assets registered within the National Property Registration Agency (*Agence Nationale de la Conservation Foncière, du Cadastre et de la Cartographie – ANCFCC*). It is expected that by end of CY2025, all real estate municipal assets will be properly registered (out of a baseline of 69 percent). This would allow for an efficient management and the operationalization of the strategy developed above.

h. **New DLI (DLI# 8) – Strengthening the sustainability of key municipal infrastructure through evidence-based Operations and Maintenance (O&M) and targeted rehabilitation.** The additional financing would focus first on optimizing the maintenance of the municipal road network as the value-for-money and sustainability of public investments remain key issues for the CC. Fragmented and investments in silos are currently carried out by several stakeholders, highlighting the need for a coordinated investment approach. This DLI would include the following DLRs :

- DLR 8.1: An annual road maintenance plan has been adopted in form and substance as set forth in the POM in CY 2023. To support the evidence based approach promoted, and ensure O&M investment efficiency, a new action will be introduced in the PAP related to the carrying out of a diagnostic of the existing road network.
- DLR 8.2: Number of bridges in a critical condition rehabilitated from a baseline of 0 to 32.

i. **New DLI (DLI# 9) – Strengthening Casablanca's climate efforts toward adaptation and mitigation.** The AF would support the city's climate action on both the adaptation and mitigation front. On the mitigation, the AF will support the city's efforts to reduce the energy bill related to streetlighting through upstream interventions that will pave the way for green investments and private participation in this sector. The AF will support the preparation of a roadmap of investments and interventions to enhance the streetlighting energy efficiency by the end of CY2023. This will inform climate related investments focusing on mitigation efforts in streetlighting during the municipal mandate. This would also inform ongoing discussions on mobilizing private sector participation in the sector that would lead into a potential PPP. To enhance the resilience of the city and build its adaptive capacity to manage climate risks and impacts, the AF would also support the CC in tackling the water scarcity issue, through the implementation of an integrated program for the reuse of treated wastewater for watering green spaces, targeting 6 areas (to be implemented by end of 2024). This would reduce the demand on fresh water for landscaping and watering purposes. This pilot initiative would be replicated to all green spaces managed by the municipality later on, scaling up the positive impact on fresh water consumption. Finally, the AF would support the upgrading and extension of green spaces, contributing to tackle heatwaves while providing inclusive access to the urban space, enhancing women's use of public spaces, particularly green spaces. Such an approach would consist in meeting minimum design standards with regards to accessibility / usability of the public spaces for women, bridging the identified gaps in terms

of safety. In addition, it would ensure that the design process itself is inclusive and participatory. This DLI would include the following DLRs :

- DLR 9.1 : A roadmap of investments to enhance energy efficiency in the streetlighting sector is adopted by the municipal council. This result is expected to be achieved during CY2023.
- DLR 9.2 : Number of hectares of green spaces are watered through reused water mechanisms from a baseline of 0 to 204. This result is expected to be achieved during CY2024.
- DLR 9.3 : Number of hectares of upgraded or newly created green spaces with an inclusive design, as set forth in the POM from a baseline of 0 to 40.

Additionally, the Program would support the CC in improving its climate action planning capacity, through a new action introduced in the PAP related to the development of a climate action plan and its financing strategy. This would help strengthen the CC's institutional capacity when moving into a more resilient growth path.

j. New DLI (DLI# 10) – Strengthening the CC's governance to improve revenue and expenditure management, service quality and accountability in front of citizens. Enhancing the institutional capacity of the CC would contribute to more effective revenue and expenditure management as well as quality and efficient service delivery. To this end, This DLI would include the following DLRs:

- DLR 10.1: Number of internal audit reports produced within the AF timeframe from a baseline of 0 to 2. This DLR would ensure the operationalization of the internal audit function within the CC. This action initially included in the PAP would strengthen the CC's institutional capacity and has been one of the clear recommendations formulated after the Public Expenditure and Financial Accountability (PEFA) assessment performed in Casablanca in 2016.
- DLR 10.2.: Number of quarterly reporting scorecards on SDL oversight completed from a baseline of 0 to 9. This DLR would help Reinforce the oversight role of the CC over the city's SDLs through the effective monitoring of contractual commitments between the CC and its SDLs. Since the mid-2000s, the establishment of SDLs has allowed the CC to achieve significant and measurable results in a large array of sectors. In 2021, these entities implemented about 70% of the CC's investments (in volume). However, the oversight of SDLs represents a challenge for the municipality where technical capacity is limited. Implementing such reporting mechanisms will first help build the needed capacity at the CC's level to ensure SDL's oversight, but it would also strengthen the performance-based approach to be reinforced in the some of the contractual frameworks with selected SDLs that will be renewed in the coming 2 years.
- DLR 10.3: A human resources management plan is adopted as set forth in the POM. This would allow for technical capacity building at the municipal level while closely monitoring the staff costs.

- k. **DLI#11. Effective digitalization of the municipal administration for a quality service delivery and improved accountability toward citizens.** For the past decade, Casablanca has accelerated its digitalization efforts with an ambition of becoming a smart city. Municipal service delivery has been one of the areas targeted under this objective with several platforms developed. Yet the operationalization and full ownership at the local level with efficient use of those platforms is still often an issue. In parallel, citizen engagement has been at the heart of the approach under the parent operation. This DLI would therefore include the following DLR:
- DLR 11.1 : Percentage of the grievances received and processed through CIRM / Chikaya. This DLR would help accelerate the full operationalization of the Citizen Relationship Management platform (Chikaya) across the municipality’s 16 districts CC, with a satisfactory level of grievances processed and improved citizen satisfaction. The DLR#11.1 will focus on the percentage of grievances processed where a solution has been provided improving citizen satisfaction. This new DLR will allow the CC to clearly monitor not only the grievances expressed by citizens but also the way they are treated within the municipality.
- l. **DLI#12. Enabling the city’s access to private capital and financial markets.** Following up on the parent program efforts to mobilize private capital to finance municipal service delivery, the AF would support the municipality in promoting an enabling environment for accessing financial markets. This would contribute to strengthening the city’s investment capacity through competitive financing terms. To this end, this DLI would focus on:
- DLR 12.1: A two-step credit rating has been carried out. This would include a 2-phase rating exercise: (i) a first shadow rating would not be made public but would include recommendations on strengthening the CC’s institutional and financial capacity and (ii) a second rating exercise, that will be made public, should allow to improve the attractiveness of the municipality to local and international finance institutions as well as private investors. The PAP of the parent operation already included the completion of these two actions, which have experienced a delay. Given their potential impact on the fiscal sustainability of the CC, they were included in a new DLR.
 - DLR 12.2: International financial reporting standards are introduced with asset-based accounting that covers the balance sheet for 2022. This would increase transparency in the CC’s financial statements and increase its chances to access the financial markets or mobilize private capital. The use of such accounting standards has become mandatory for all Moroccan municipalities in 2022 and will progressively be implemented starting with large municipalities such as Casablanca and Agadir.

Table 4: Proposed Changes to DLIs

Result Area	DLI	End target	Allocation ¹² (disbursed)	Status	Proposed change under AF	Additional allocation under AF
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¹² Amounts allocated may slightly differ from the results framework given the exchange rate

RA1: Increasing municipal investment capacity	1. Percentage Increase in Municipal Revenues excluding transfers from a baseline of 0% in CY 2015.	DLR 1: 22.76 %	US\$ 27.48m (US\$ 27.48m)	Existing DLI , Achieved, verified, entirely disbursed	Scale up: New result DRL 1.2: 46 percent increase in Municipal Revenues excluding transfers in 2022, form a baseline of 0% in 2021 DRL 1.3: 10 percent Existing DLI will be restructured into a DLR while keeping its formulation and target	US\$ 50 m
	2. Modernization of the CC's revenue management systems.	DLR 2.1: Installation of the integrated information system for the administration of taxes on non-built land (TNB), beverage licenses and tourism, including: (i) relevant CC staff have been equipped and trained to operate the system, and (ii) the system's functionalities have been successfully activated DLR 2.2: Carrying out of a census of taxpayers and elements of taxation relating to the revenues administrated by the CC, including upgrading tax bases undertaken for each of the tax revenues, when applicable DLR 2.3: Establishment and operationalization of a single Addressing System DLR 2.4: Integrated information system for revenue administration is fully operational and the revenues administered by the CC (but excluding small volume revenues and cash revenues, inter alia, as described in the POM) are able to be administered through the integrated information system DLR 2.5: Completion of an inventory and valuation of the CC's real estate assets in form and substance as set forth in the POM DLR 2.6: Operationalization of Casa Mawarid DLR 2.7: Monitoring of the implementation of the action plan to improve the CC's revenue with at least nine meetings held by Dec 31, 2024 DLR 2.8: Update of the inventory of taxpayers and tax bases relating to the taxes on unbuilt land, beverage licenses and City tax DLR 2.9: The operationalization of a new module on financial reporting under GIR-CT (GIR-CT Reporting) to monitor in real time the CC's own-source revenues	US\$ 37.55 m (US\$ 11.90 m)	Existing DLI , Partially achieved DLR 2.1, 2.2, 2.5 achieved DLR 2.3, 2.4 on track DLR 2.6, 2.7 and 2.8 delayed	Extension in duration and scope DLR 2.6, 2.7, 2.8 extended duration Extension in scope: new result (DLR 2.9)	US\$ 2 m

	3. Private capital mobilized for investments through new or additional value of PPP contracts.	MAD 900m (CY2021)	US\$ 56.11 m (US\$ 56.11 m)	Existing: Achieved, verified, entirely disbursed	No additional results under the AF	US\$ 0 m
	7. Improving the CC's real estate asset management	DLR 7.1: A municipal real-estate asset management strategy and action plan are adopted. DLR 7.2: Percentage of municipal real estate assets registered at the National Property Registration Agency.	US\$ 8 m	New		US\$ 3 m
	12. Enabling the city's access to private capital and financial markets.	DLR 12.1: A two steps credit rating is carried out. DLR 12.2: International financial reporting standards are introduced with asset-based accounting that covers as a first step the balance sheet for 2022.	US\$ 4 m	New		US\$ 3.75 m
RA2: Improving the urban environment and the quality of public services	4. Households in disadvantaged neighborhoods provided with improved access to basic services (at least one of the following: water supply, sanitation, or electricity).	10,000 (CY2022)	US\$ 40.40 m (US\$ 15.75 m)	Existing, Partially achieved,	Restructured with a final target of 8000	US\$ 0 m
	5. Number of kilometers of comprehensive street upgrading completed and number of facades restored	DLR 5.1: 125 (CY 2025) DLR 5.2: Number of facades restored, from a baseline of 0, up to 150.	US\$ 19.66 m (US\$ 11.32 m)	Existing, Partially achieved, on track	<i>DLI repahzed to include restoration of facades Extended in duration and scope</i> <i>DLR 5.1 : end target increased, extended in duration</i> <i>Extension in scope: new result (DRL 5.2)</i>	US\$ 6 m
	8. Strengthening the sustainability of key municipal infrastructure through evidence-based Operations and Maintenance (O&M) and targeted rehabilitation	DLR 8.1 : An annual road maintenance plan has been adopted in form and substance as set forth in the POM DLR 8.2 : Number of bridges in a critical condition that are rehabilitated (32).		New		US\$ 10 m

	9. Strengthening the climate action of Casablanca.	DLR 9.1 : A roadmap of investments to enhance energy efficiency in the streetlighting sector is adopted. DLR 9.2 : Area of target green spaces watered through reused water mechanisms (204 ha) DLR 9.3 : Area of upgraded or newly created green spaces with an inclusive design (40 ha).		New		US\$ 25 m
	10. Strengthening the CC's governance	DLR 10.1: Number of audit reports produced (2). DLR 10.2: Quarterly reporting scorecards on SDL oversight completed (9). DLR 10.3: A human resource management plan is adopted as set forth in the POM		New		US\$ 6 m (including an envelope of US\$ 6 m from the parent operation reallocated to this DLI)
	11. Effective digitalization of the municipal administration for a quality service delivery and improved accountability toward citizens	DLR 11.1: Percentage of grievances processed (60%)		New		US\$ 2 m (including an envelope of US\$ 2 m from the parent operation reallocated to this DLI)
RA3: Improving the business environment	6. Simplification and digitalization of administrative transactions for the issuance of: (i) authorizations related to urban planning, and (ii) business licenses.	Dematerialized procedures for all business licenses have been effectively deployed in the single windows of all CC arrondissements (CY2019)	US\$ 14.68 m (US\$ 14.68 m)	Existing, Achieved, verified and, entirely disbursed	No additional results	US\$ 0 m
Front end fees						US\$ 0.25 m
						US\$ 100 m¹³

B- PARENT PROGRAM ACTION PLAN EVALUATION

49. **Municipalities are expected, under the advanced regionalization process, to have gained autonomy and provide quality services and infrastructure.** However, in order to be able to offer a quality service, it's mandatory to sustainably answer challenges related to their financial and institutional capacity as well as their revenue and management system.

¹³ with an additional US\$ 8 m reallocated from the parent program

50. **Program implementation progress has been rated satisfactory except for the one related to DLIs that is moderately satisfactory given the delays incurred during the pandemic.** Performance of the operation has been rated mostly satisfactory throughout its implementation period with significant progress made under all PDO indicators : (i) Municipal own-source revenues grew by more than 22 percent between 2015 and 2018 (PDO indicator 1); (ii) More than MAD 900 million have been channeled through private sector participation to support municipal service delivery (PDO indicator 2); (iii) about 5,800 households have been provided with improved access to basic services in disadvantaged neighborhoods (PDO indicator 3); and (iv) the average number of days required for issuance of a building permit went from 79 to 39 (PDO indicator 4). Apart from the revenue enhancement indicator directly impacted by the pandemic, all other areas are on track and will achieve the expected results by the Program current closing date³. Progress toward PDO achievement has been kept at “moderately satisfactory” since 2020 to factor in the impact of the pandemic as well as municipal elections that took place in September 2021. These factors were considered through a Program restructuring conducted in April 2021 at the request of the CC. Program implementation progress has been rated “satisfactory” except for the rating related to DLIs that is “moderately satisfactory”, given the delays incurred during the pandemic. The cumulative loan disbursement reached US\$ 190.71 million (i.e. 96.72 percent of the loan amount, including the 25 percent advance). The Program Action Plan (PAP) implementation has progressed satisfactorily progress to date. Of its twelve planned actions, eight have been completed, while the remaining four actions are currently in progress, including: (i) one⁴ that was in the PAP that has been included through restructuring as a DLR in the Program results framework under DLI#2, and (ii) two⁵ that are being considered as new results under the additional financing.

51. Following up on the recommendation of the parent program ESSA, two E&S focal points have been designated and trained. The E&S focal points of the PIU appointed since the start of the Program have acquired proven experience in the E&S management of activities managed by the municipality of Casablanca (screening, monitoring, and reporting on mitigation measures, identification of non-compliances, training, and sensitization of stakeholders, archiving in the information system of the Program). This experience was built on:

- The production of the E&S technical guide by the focal points at the start of the Program: This guide includes all the procedures and all the monitoring tools (in accordance with the recommendations of the ESSA of the parent project). This guide is currently being updated to incorporate the procedure for communicating any incident/accident to the Bank (within 48 hours) and for producing the fact-finding report and the related action plan.
- Carrying out the screening of all activities to categorize them and identify the appropriate E&S management tools.
- Anticipation of the effects of the Covid-19 Pandemic on site management: a note on the Covid-19 management procedure was prepared by the E&S focal points (Annex 1) and shared and distributed to all entities execution and works companies.
- Training of the executing entities (Lydec and Casa Aménagement) on the use of the guide and support for these entities to raise awareness and supervise the works companies: a training session was carried out by the focal points. Support and awareness sessions are carried out continuously during field visits.
- The continuous collection and analysis of monthly monitoring sheets from the executing entities.
- Carrying out unannounced field visits to verify the information collected (more than 60 field visits have been carried out by the focal points since 2018 with only 6 during 2020 because of the pandemic).

- The establishment of non-conformity sheets, the identification of corrective actions and the monitoring of their resolution: The main anomalies observed by the Environment focal point during site visits concern, for some sites, the lack of application of procedures for attenuation of noise and dust as well as the lack of reinforcement of site signage. These anomalies are dealt with by the site managers and their implementation is monitored by the Environment focal point.
- Preparation of visit reports and the E&S section of the annual report.
- Participation in the provisional acceptance of the works to verify compliance with the closing clauses of the sites.

52. The Covid-19 pandemic had real impact on CC. Therefore, following the Municipality request, some adjustments were made to achieve the Program Development Objectives (PDO). Indeed, a Program restructuring was proposed to address with the pandemic's impact on the Program. This restructuring involved:

- The extension of the Program duration absorbs the pandemic effect on certain activities as well as to introduce new DLIs to replace the DLI#1 targets that were not achieved,
- The redefinition of some DLIs that were unlikely to be achieved and the introduction of new DLRs within the DLI#2 to reallocate the DLI#1 resources,
- The introduction of a new Intermediary Result Indicator (IRI) related to the effective connection of households to the drinking water system was added within the **DLI#4: Households in disadvantaged neighborhoods provided with improved access to basic services.**

53. All the actions of the PPAP have been implemented within the allocated timing: The E&S focal points of the PIU appointed since the start of the Program have acquired proven experience in the E&S management of activities managed by the municipality of Casablanca (screening, monitoring, and reporting on mitigation measures, identification of non-compliances, training and sensitization of stakeholders, archiving in the information system of the Program). This experience was built on:

- The production of the E&S technical guide by the focal points at the start of the Program: This guide includes all the procedures and all the monitoring tools (in accordance with the recommendations of the ESSA of the parent project). This guide is currently being updated to incorporate the procedure for communicating any incident/accident to the Bank (within 48 hours) and for producing the fact-finding report and the related action plan.
- Carrying out the screening of all activities to categorize them and identify the appropriate E&S management tools.
- Anticipation of the effects of the Covid-19 Pandemic on site management: a note on the Covid-19 management procedure was prepared by the E&S focal points (Annex 1) and shared and distributed to all entities execution and works companies.
- Training of the executing entities (Lydec and Casa Aménagement) on the use of the guide and support for these entities to raise awareness and supervise the works companies: a training session was carried out by the focal points. Support and awareness sessions are carried out continuously during field visits.
- The continuous collection and analysis of monthly monitoring sheets from the executing entities.
- Carrying out unannounced field visits to verify the information collected (more than 60 field visits have been carried out by the focal points since 2018 with only 6 during 2020 because of the pandemic).
- The establishment of non-conformity sheets, the identification of corrective actions and the monitoring of their resolution: The main anomalies observed by the Environment focal point

during site visits concern, for some sites, the lack of application of procedures for attenuation of noise and dust as well as the lack of reinforcement of site signage. These anomalies are dealt with by the site managers and their implementation is monitored by the Environment focal point.

- Preparation of visit reports and the E&S section of the annual report.
- Participation in the provisional acceptance of the works to verify compliance with the closing clauses of the sites.

54. The various supervision missions enabled the Bank's safeguards team to verify that the monitoring of the environmental and social action plan by the focal points is effective and captured by the Program information system (Annex 2). Overall, the E&S management system of the Program is effective, based on efficient monitoring and reporting tools. In addition, stakeholders are involved and interact with the focal points on the physical progress of the work, the analysis and implementation of E&S non-compliances, the monitoring and reporting of E&S actions. E&S performance was rated as satisfactory since mostly the beginning of the parent Program.

55. All the actions of the PAP have been implemented within the allocated timing:

Table 5 : ESSA Action Plan status

Action	Activities	Responsibility	Timing	Measures	Completion status
Actions for E&S management system strengthening					
Technical Guide for E&S management	Preparation and dissemination of a practical guide for environmental and social management that will be integration into the Program Operational Manual	CC	During the first quarter following effectiveness.	Technical Guide submitted and approved by the Bank	Completed An updated guide is being approved by CC
E&S Focal Point	Selection and appointment of an environment and social focal point within the UGP	CC/UGP	During the first quarter following effectiveness.	Environmental and social focal point nomination	Completed
Consultations	Organization of awareness raising sessions and dissemination of ESSA recommendations	CC	During the first semester following effectiveness.	Publication on the city's website Consultations reports	Completed
Measures for E&S management and evaluation capacity building					
Capacity building of all the actors involved (CC, E&S Focal point, Casa Amenagements - SDL, Lydec) on the E&S technical guide	Organization of training sessions for: <ul style="list-style-type: none"> • Mastering the E&S technical Guide • Mastering the Simplified Diagnostic Sheet (SDS) filling process • Mastering the development and monitoring of the ESMP • Mastering the process of filling in the environmental and social monitoring sheets 	CC/UGP	Before the end of the first year	Training plan Training reports	Even though no formal training plan has been submitted, but all the involved actors have benefited from the training. Completed
Strengthening monitoring and evaluation of the	Implementation of all procedures and tools defined in the technical guide	CC/UGP	Before the end of the first year	Monitoring and evaluation reports	Completed

environmental and social management system	Monitoring and reporting Integration in the information system		During all the program lifetime	submission by the focal points Information system	Completed
Measures related to the social risk management taking into account the gender and youth unemployment dimension					
Promotion of youth and women employment in Program activities	Recruitment mechanism for young people (women and men): temporary during rehabilitation work, construction and development; sustainable during operation (maintenance, maintenance, management, etc.)	CC/UGP/ Delegated contracting authority	During all the program lifetime	Monitoring reports submitted by the companies and the delegated project authority	Due to the pandemic, these activities were not yet completed. The AF will emphasize the gender and youth employment dimensions, with a focus on people with disabilities.
Strengthening the Gender Approach in Program Activities	Gender mainstreaming in ICT platforms (information, consultations, participation, grievance management mechanism)			Consolidated report submitted by the Environmental and Social Focal Point Information System	

C- EXPECTED ENVIRONMENTAL AND SOCIAL IMPACTS AND RISKS OF THE AF

56. According to the Bank procedures, activities that are judged to be likely to have significant adverse impacts that are sensitive, diverse, or unprecedented on the environment and/or affected people are not eligible for the PforR Financing and are excluded from the PforR Program.
57. The environmental and social impacts related to the AF activities are mainly categorized as low to moderate (see paragraph 62 below). Most of risks are mainly due to the construction phase necessary to the realization of some activities. They have been identified within the PP ESSA and recommendations to mitigate their impacts have been formulated and are included in the technical E&S guide to which all actors have been trained. The other risks that are not related to the construction phase can also be easily mitigated through measures that will be integrated in an updated version of the Technical Guide to which all the stakeholders will be trained.
58. None of the Program's activities are likely to have any impact on Sites of Biological and Ecological Interest (SIBE) in Morocco or to significantly transform natural habitats or significantly modify areas of biodiversity and/or potentially important cultural resources. On the other hand, the AF related activities are expected to have positive social and environmental impacts on Casablanca's inhabitants in the following ways:
- Poverty reduction by improving living conditions and the provision of basic services to households in disadvantaged neighborhoods;
 - Improved living environment through rehabilitation and building of public urban spaces;
 - Enhanced citizen engagement, through using ICT platform and tools to strengthen access to information, consultation and inclusive participation, right to petition, appropriate grievance redress mechanisms (GRM), as well as monitoring user satisfaction pertaining to municipal utilities;
 - Enhanced access to administrative documents such as birth certificates and administrative authorizations through streamlined online procedures;
 - Improved performance and governance of the municipality, which aims to establish an efficient local administration, delivering better services, and closer and accountable to citizens (including youth, women and vulnerable persons);
 - Citizens' environment and living conditions by the creation of green spaces;
 - Reduce the impact of water scarcity and participate in the effort to reduce pressure on conventional water resources by reusing wastewater to water green spaces and golf courses;
59. All projects requiring acquisition of private lands will be excluded from the Program. Physical investments will be systematically carried out within the public domain to avoid temporary or permanent private land acquisition. Remaining resettlement risks to be managed will be limited to temporary restriction of access to sites or to sources of income (such as commercial occupants of public lands and rights-of-way) during the construction phase. To prevent or mitigate these risks, mitigation measures will be implemented, including planning and sequencing of works, alternative access options, information and consultation of affected people, and easy access to appropriate grievance redress mechanisms. These specific mitigation actions will be clearly included in the contractual specifications for private construction work involved in construction works related to Program activities. In addition, adequate support and/or compensation will be provided prior to the

launch of civil works to people affected by temporary loss or temporary restriction of access to income sources or means of livelihood, all in a manner acceptable to the Bank and as described in the POM.

60. Communities and individuals who believe that they are adversely affected as a result of a Bank supported PforR operation, as defined by the applicable policy and procedures, may submit complaints to the existing program grievance redress mechanism or the WB’s Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address pertinent concerns. Affected communities and individuals may submit their complaint to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the World Bank’s attention, and Bank Management has been given an opportunity to respond. For information on how to submit complaints to the World Bank’s corporate Grievance Redress Service (GRS), please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.
61. The anticipated negative environmental effects of the Program are not expected to be significant, provided that waste management, vegetation clearance, public and workers safety, consultations with affected people, avoidance of activities with resettlement impacts (physical as well as economic displacement) and other activities are implemented in a manner consistent with the WB PforR policy’s Core Principles 1, 2, 3 and 4. The adverse impacts are foreseen to occur during the construction, and operation phase of the Program.
62. This section aims to detail the environmental and social risks by AF activity as well as the measures to mitigate their impacts. Generally, with regards of their environmental & social risks, the activities within the framework of this AF can be sorted in 4 main categories:

Table 6: Activities risks categorization

Cat	DLIs	Status
Cat1	<p>DLI#3 – “Private capital mobilized for investments through new or additional value of PPP contract”</p> <p>DLI# 6 – Simplification and digitalization of administrative transactions for the issuance of: (i) authorizations related to urban planning, and (ii) business licenses</p>	Achieved and won’t be extended
Cat2	<p>DLI#1 - “Percentage Increase in Municipal Revenues excluding transfers from a baseline of 0% in CY 2015”</p> <p>DLI#2 – “Modernization of the CC’s revenue management systems”</p> <p>DLI#4 – “Households in disadvantaged neighborhoods provided with improved access to basic services”</p> <p>DLI# 5 – “Number of km of comprehensive street upgrading and number of facades restored”</p>	<p>Partially achieved</p> <p>The mitigation actions in the PP ESSA with still be applied until the activity total achievement with the addition of updates to the POM’s Technical E&S Guide on potential resettlement impacts in disadvantaged neighborhoods</p>
Cat3	<p>DLI# 10 – Strengthening the CC’s governance to improve revenue and expenditure management</p> <p>DLI#11- Effective digitalization of the municipal administration for a quality service delivery and improved accountability toward citizens</p> <p>DLI#12 - Enabling the city’s access to private capital and financial markets</p>	New activities with low E&S risk level

Cat4	<p>DLI# 7 – Improving the municipality’s real estate asset management</p> <p>DLI# 8 – Strengthening the sustainability of key municipal infrastructure through evidence-based Operations and Maintenance (O&M) and targeted rehabilitation</p> <p>DLI# 9 – Strengthening Casablanca’s climate action</p> <p>DLR 5.2: Number of facades restored, from a baseline of 0, up to 150.</p>	New activities with moderate to substantial risks that need to be mitigated
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63. Category 4 activities are hereafter detailed as well as their associated environmental and social risks:

- **DLI#7 – Improving the municipality’s real estate asset management.**
 - (i) **Main activities with moderate to substantial risk** A comprehensive inventory and valuation of these assets was carried out under the Parent Program (DLR#2.5). The AF will build on this work to develop an asset management strategy and an associated operational roadmap. To meet this DLI the municipality will have to raise revenues. They will have several avenues by which to do it, including updating of cadastral values which will:
 - updating the rent values of commercial properties owned by the municipality;
 - selling residential assets.
 - (ii) **Associated risks & mitigation measures** The social risk of this activity is Substantial, given that increases in rent, resulting from the sale of a municipal asset to a private investor or the increase of municipal rents and could have adverse impacts on the small businesses and/or residents currently renting from the Municipality. In the case of commercial property, it could render some small and medium businesses (SMEs) unable to operate in their current location. In terms of residential property, the current residents could be displaced by rising rents and living costs brought about by gentrification, if the new property owner who purchases a residential building from the municipality raise rents to a point that could force households to move. The risk is raised by the presence of low-income residents amongst those potentially affected and the municipality’s limited capacity to manage the risks. Therefore, it is essential to develop a strategy to avoid impacts on the poor and vulnerable households and to mitigate the impacts that cannot be avoided. The strategy needs to include robust and meaningful consultation with potentially affected people to ensure that their voices and preferences on mitigation measures are reflected in the asset management strategy and associated operational roadmap.

- **DLI# 8 – Strengthening the sustainability of key municipal infrastructure through evidence-based Operations and Maintenance (O&M) and targeted rehabilitation - Under DLR 8.2** “The AF would finance rehabilitation costs on bridges that show vulnerability.
 - (i) **Main activities with moderate to substantial risk:** Infrastructure maintenance
 - (ii) **Associated risks & mitigation measures:** The risks generated by this activity are usual risks related to the construction phase.
 1. **Dust:** Dust could also affect the nearby community and the local flora and fauna. Temporal dust could cause health related impacts in nearby communities and workers on the program site. This impact will be

localized and of a short duration and anticipated to be very low. Dust control methods should be applied to minimize the impact on both the workers and the nearby communities:

- Applying water to minimize dust from vehicle movements
- PPE, such as dusk masks, should be used where dust levels are excessive
- Avoid dust-generating work must be avoided on high wind days
- Provide misting water sprays sufficient to reduce airborne dusting from demolition work
- Tape all doors except those essential for access.

2. **Noise:** Noise emanating from the renovation of the roads or the buildings of the equipment installation in the recreational space may disturb nearby communities. This impact will be of a temporary nature and can be minimized by adopting appropriate mitigation measures including undertaking works during appropriate hours. Noise prevention and mitigation measures should be applied where predicted or measured noise impacts from a project facility or operations exceed the applicable noise level guideline at the most sensitive point of reception. The preferred method for controlling noise from stationary sources is to implement noise control measures at source. Methods for prevention and control of sources of noise emissions depend on the source and proximity of receptors. Noise reduction options that should be considered include:

- a. Selecting equipment with lower sound power levels
- b. Installing suitable mufflers on engine exhausts and compressor components
- c. Installing acoustic enclosures for equipment casing noise
- d. Limiting the hours of operation for specific pieces of equipment or operations, especially mobile sources operating through community areas
- e. Re-locating noise sources to less sensitive areas to take advantage of distance and shielding
- f. Siting permanent facilities away from community areas if possible
- g. Taking advantage of the natural topography as a noise buffer during facility design
- h. Reducing project traffic routing through community areas wherever possible
- i. Developing a mechanism to record and respond to complaints
- j. Workers would wear ear mufflers and other safety equipment's /PPE/.

3. **Construction waste:** Improper disposal of construction waste and leftover construction materials and cements, have the potential to generate an adverse impact on the nearby environment and health and safety of the

workers, local community and beneficiaries. Solid waste materials during the construction include paper, scrap metal, excavated soils, polythene, and plastic. This should be addressed promptly by following best practice methods for waste management and disposal in and around the program site.

4. **Underground water and soil contamination:** Spill of oil and fuels can have significant impact on underground water and soil. It is important to mitigate this risk by ensuring:
 - a. Proper storage to the products and waste;
 - b. Waste management and elimination by specialized companies;
 - c. Dedicated zones to fuels and lubricants distribution;
 - d. Availability of sandboxes for immediate collection of any spills;
 - e. Hydrocarbon tanks on watertight slabs;
 - f. Proper vehicle maintenance.
5. **Workers security:** Occupational Health and Safety Measures – OHS are key to insure workers security during the construction phase. All the contractors should be aware of that importance and insure all the measures are adequately implemented.
6. **Community health and safety:** Ensuring appropriate control of site access (e.g. fencing, security), use of appropriate personal protective equipment, safely designed work platforms, appropriate engineering and administrative controls (e.g. detours, traffic calming, signs), and safety barriers. Construction personnel will have appropriate qualifications and training. Where public access is intended, incremental risks of public's potential exposure to operational accidents or natural hazards are considered. Where relevant, potential traffic and road safety risks associated with project activities will be identified, evaluated and monitored. Risks related to sexual exploitation and abuse/sexual harassment will be mitigated and prevented. Measures will be included in the Technical Guide.
7. **Traffic interruption and accidents:** Due to the high level of traffic in those infrastructures, the maintenance operations could lead to traffic interruption and/or accidents. In order to avoid these, it's important to comply with the best practices in terms of signalization and prevention. A road safety plan should be prepared by Casa Amenagement before work begins. This plan, which will be included in the specifications of the works companies, must present the safety procedures to be implemented by these throughout the period of the works. It is up to the companies to develop and detail these procedures as well as to follow and report on their implementation.
8. May any accident occur, the WB team should be informed in the 48h following the incident in order to proceed to its categorization following the Bank's procedures detailed in the PP ESSA as well as in the E&S Technical Guide.

- **DLI# 9** – Strengthening Casablanca’s climate action - **Under DLR 9.2** “The AF would also support the municipality in carrying investments for the reuse of treated wastewater for watering green spaces, to be implemented by end of 2024”
 - (i) **Main activities with moderate to substantial risk:** The wastewaters reuse project that will irrigate green spaces and golfs in Casablanca & Mohammadia.
 - (ii) **Additional information on the activity:** The Wastewater Reuse Project consists of six small and independent wastewater treatment units that will provide irrigation water for golfs and green spaces in the areas of Casablanca and Mohammadia. The areas that will benefit from the treated water have been clearly identified in the project paper presented by Casa Baia and none of them are cultivated areas. Five of the six stations are new compact stations (capacity of around 1000 m³/d) designed to provide treated water after 6 steps: (1) Pretreatment; (2) Biological treatment using sequencing batch reactors SBR/Organica; (3) Tertiary filtration; (4) UV disinfection; (5) Sludge treatment; (6) Ventilation and odor treatment. The sixth project is based on the mobilization of the purified water of the treatment plant of the slaughterhouses of Casablanca. Every treatment plant will be subject to an EIA that will also determine the fate of the treatment plants sludge, nevertheless, a preference is displayed by Casa Baia for the recovery and valorization of sludge once the quality analyses are carried out (absence of heavy metals and germs). To date, the final operator of the treatment plants has not yet been appointed. In any case, Casa Baia will include within the contract agreement -that will be sent to the WB teams for revision and recommendations- a thoughtful water quality monitoring clause to ensure that the water used to irrigate the green spaces and the golfs is compliant with national standards. The monitoring of the quality of treated wastewater will be based on the quality monitoring requirements of the Joint Order of the Minister for Equipment and the Minister in charge of Regional Planning, Urbanism, Housing and the Environment No. 1276-01 (October 17, 2002) (this Joint Order sets the number of samples and the quality parameters).
 - (iii) **Associated risks & mitigation measures:** In addition to the risks related to the construction phase, the main risks associated to this activity are related to water quality and treatment plant sludge. These risks seem to be properly identified by Casa Baia. The treatment plants EIA will address those risks and the mitigation measures that will be proposed will be included in the action plan as well as the realization of a water quality monitoring plan.
- **DLI# 9** – Strengthening the climate resilience of Casablanca - **Under DLR 9.3** “the AF would support the rehabilitation or creation of green spaces with an inclusive design, as set forth in the POM.”
 - (i) **Main activities with moderate to substantial risk:** The species that will be planted should be chosen carefully according to their water consumption. The water to be used for irrigation should be from sustainable source.
 - (ii) **Additional information on the activity:** Casa Baia is actually managing different green spaces in Casablanca. The irrigation water is actually provided by Lydec. The SDL is planning to refurbish/create green spaces in different neighborhoods

in the city and provide irrigation water either from decentralized water treatment units or drills where ground water is available.

(iii) **Associated risks & mitigation measures:** In addition to the risks related to the development phase, the main risks associated to this activity are related to the water consumption. Therefore it's necessary to choose to reduce as much as possible the irrigation area, choose species that require small quantities of water and insure that the irrigation water is from reused water or unused ground water. Other risks related to the use and management of plant protection products exist. In addition to the law no. 42-95 on the control and organization of trade in pesticides for agricultural use, there are several ministerial decrees and orders that regulate the use and management of plant protection products. The use of pesticides is highly regulated. Anyway, the Program does not finance the purchase and use of pesticides. It's also important to note that, due to their experience, Casa Baia is highly aware of the rational use of pesticides and trains its personnel to adequately use and store the products.

- (i) One activity was recently added to the expenditure framework contributing to DLI 7 achievement and improving the urban space. This activity covers is the rehabilitation of Casablanca real estate.
- i. **Main activities with moderate to substantial risk:** The buildings rehabilitation work
 - ii. **Additional information on the activity:** This activity consists of:
 - Harmonization of shop facades in the city center around the MADAR urban promenade;
 - Development of thematic tourist circuits in the city center and improvement of street furniture;
 - Renovation of the facades of heritage buildings;
 - Lighting of heritage buildings and squares and squares;
 - Rehabilitation of historic commercial passages.
 - iii. **Associated risks & mitigation measures:** The main risks are associated to the construction phase and are the same as the ones listed above. On the other hand, the buildings inscribed as heritage buildings are subject to the law 22-80 on the conservation of historic monuments and sites, inscriptions, works of art and antiquities. Their rehabilitation should be realized consequently.
- (ii) More specifically, the key potential adverse impacts of the Program's subprojects/activities include: dust and noise impacts during renovation of roads and buildings, and the development of the green spaces and the wastewater treatment plants; improper disposal of construction waste; impact on occupational health and safety (workers injury) including public safety; oil spill during of the engines during the construction/refurbishment phase; and potential informal occupants of public land.
- (iii) Noise emanating from the renovation of the roads or the buildings of the equipment installation may disturb nearby communities. This impact will be of a temporary nature and can be minimized by

adopting appropriate mitigation measures including undertaking works during appropriate hours. Methods for prevention and control of sources of noise emissions depend on the source and proximity of receptors. Noise reduction options that should be considered include:

- Selecting equipment with lower sound power levels
- Installing suitable mufflers on engine exhausts and compressor components
- Installing acoustic enclosures for equipment casing noise
- Limiting the hours of operation for specific pieces of equipment or operations, especially mobile sources operating through community areas
- Re-locating noise sources to less sensitive areas to take advantage of distance and shielding
- Siting permanent facilities away from community areas if possible
- Taking advantage of the natural topography as a noise buffer during facility design
- Reducing project traffic routing through community areas wherever possible
- Developing a mechanism to record and respond to complaints
- Workers would wear ear mufflers and other safety equipment's /PPE/.

- (iv) Dust could also affect the nearby community and the local flora and fauna. Temporal dust could cause health related impacts in nearby communities and workers on the program site. This impact will be localized and of a short duration and anticipated to be very low. Dust control methods should be applied to minimize the impact on both the workers and the nearby communities:
- Applying water to minimize dust from vehicle movements
 - PPE, such as dusk masks, should be used where dust levels are excessive
 - Avoid dust-generating work must be avoided on high wind days
 - Provide misting water sprays sufficient to reduce airborne dusting from demolition work
- (v) All measures for dust and noise minimization are included in the E&S technical Guide that will be updated to cover the new activities. The guide will be shared with the contractor and all the involved actors will be trained to ensure all the mitigation measures are understood and respected.
- (vi) Improper disposal of construction waste and leftover construction materials and cements, have the potential to generate an adverse impact on the nearby environment and health and safety of the workers, local community and beneficiaries. Solid waste materials during the construction include paper, scrap metal, excavated soils, polythene, and plastic. This should be addressed promptly by following best practice methods for waste management and disposal in and around the program site.
- (vii) Spill of oil and fuels can have significant impact on underground water and soil. It is important to mitigate this risk by ensuring:
- Proper storage to the products and waste;
 - Waste management and elimination by specialized companies;
 - Dedicated zones to fuels and lubricants distribution;
 - Availability of sandboxes for immediate collection of any spills;
 - Hydrocarbon tanks on watertight slabs;
 - Proper vehicle maintenance.
- (viii) Operations related to the Program may cause accidents unless workers and employers follow the necessary safety precautions and procedures, and adhere to E&S Technical Guide stipulations on building, occupational safety and health. May any accident occur, the WB team should be informed

in the 48h following the incident in order to proceed to its categorization following the Bank’s procedures detailed in the PP ESSA as well as in the E&S Technical Guide.

- (ix) There is also a risk of physical and/or economic displacement impacts on squatters whose rights are not protected under national legislation.
- (x) There are also low to moderate risks of Sexual Exploitation and Abuse (SEA) of community members by project workers and Sexual Harassment (SH) at the workplace amongst project workers during subprojects’ construction phases.
- (xi) The AF introduces five new DLIs. According to the project description, those DLIs have moderate environmental impacts that can be mitigated through simple actions. Program impacts will continue to be reversible and easily mitigated with the proposed mitigation measures. They will be easy to identify in advance and to prevent and minimize through effective mitigation measures and will be subject to an environmental monitoring and follow-up system that will allow for the identification and management of potential risks in real time. **The E&S management systems of the parent Program will be maintained to manage risks and enlarged to the additional activities.**
- (xii) The activities that present the most significant environmental and social risks as well as the proposed actions to mitigate those risks are listed below:

Table 7: E&S risks and mitigation measures

DLI	Action	Environmental and Social Risks	Risk evaluation	Proposed mitigation measures
New DLI (DLI# 8) – Strengthening the sustainability of key municipal infrastructure evidence-based Operations and Maintenance (O&M).	Finance maintenance costs on selected structures (bridges) that show extreme vulnerability with planned O&M works to be carried out by Casa Amenagement during the timeframe of the AF (DLR 8.3).	-Usual risks related to construction (noise, dust, workers security, infrastructure users security, SH)	Low to Moderate	Include within the contractors contracts clauses related to the security of both the workers and the infrastructure users as well as dust and noise limitation and control

DLI9: Strengthening Casablanca's climate action	Implementation of a wastewater reuse program for green spaces	Risks related to water quality and its impact on the ground water as well as the golfs and green spaces. Risks related to odors emissions Risks related to the construction phase (waste, dust, noise, emissions and spills of fuels waste oil, traffic disturbance)	Low to Moderate Low to Moderate Low to Moderate	Provide an ESIA for each treatment plant as needed as per national law. Provide water quality analysis after treatment Ensure the sludge from wastewater treatment plants is treated or reused after quality checking (absence of germs and heavy metals) Monitor the implementation of mitigation measures in coordination with the designated Environmental and Social Focal Point and in accordance with the E&S Technical Guide
	Area of upgraded or newly created inclusive green spaces.	Risks related to water consumption	Moderate	Provide a detailed plan on the species used, irrigated area, the water consumption and source of water

(xiii) In conclusion, all of these environmental and social risks are likely to be low and limited to the construction phase. In the long term, however, cumulative social and environmental risks could be moderate. As a result, the Program will implement an environmental and social management system to avoid, mitigate or reduce risks – especially during the assessment and design of municipal sub-projects – and will establish social and environmental monitoring procedures. In addition, the populations concerned will be informed about the nature and scope of the Program, in particular in relation to potential social and environmental risks and the mitigation measures put in place to prevent or mitigate them.

D- E&S INSTITUTIONAL CAPACITIES

- (xiv) The E&S capacities of the institutional actors (CC, Casa Prestations, Casa Patrimoine, Casa Aménagement, Casa Mawarid) involved in the implementation of the parent project have developed systems and gained experience in environmental and social management of projects submitted for funding under the Program. In particular the program's PIU's environmental and social sustainability focal points have developed a procedure for monitoring E&S aspects during construction phases of physical investments. For this, they work closely with E&S focal points from each institutional partner.
- (xv) In addition to the main institutions involved in the implementation of the Parent Project, DLI 9 introduces Casa Baia. Casa Baia is a local development company (LDC or SDL in French) in which the CC has 80% share in the capital. The SDL's main activity is to ensure the monitoring of the city's commitment to environmental protection through the supervision of the delegates in charge of the cleanliness of the city, the monitoring of the Mediouna landfill, the monitoring of air quality, the management of beaches, pest control and management of public parks and gardens. Thus, Casa Baia has great expertise in the management of environmental activities related to the management of household waste in particular and the quality of the living environment in general (including the quality of air, beaches and green spaces), but with regard to the environmental and social management of these activities, it does so in an integrated manner. The Program constitutes an opportunity for the formalization of this management, in the same way as the other stakeholders in the Program since the start of the parent project, through the designation of an E&S focal point who carries out the tasks of monitoring and reporting of the parameters environmental, social and those relating to health and safety. The TOR for the position are included in the annexes.

SECTION III. NATIONAL SYSTEMS EVALUATION

This section describes the legislative, regulatory and social management frameworks in Morocco applicable to the Program.

A- NATIONAL ENVIRONMENTAL IMPACT ASSESSMENT AND MANAGEMENT SYSTEM

- (xvi) The National Constitution, adopted in 2011, provides the overriding principles for all legislative frameworks in the country. It clearly stipulates in Art. 31: “The State, the public establishments and the territorial collectivities work for the mobilization of all the means available [disponibles] to facilitate the equal access of the citizens [feminine] and the citizens [masculine] to conditions that permit their enjoyment of the right [...]to the access to water and to a healthy environment.”
- (xvii) In terms of environmental preservation, Morocco has put in place since the 80s a strong legal framework on a wide range of topics relating to the protection and enhancement of the environment, the remediation, classification and management of solid waste and its disposal, the preservation of protected areas or the conservation of historic monuments and sites, inscriptions, works of art and antiquity.
- (xviii) The Environmental Impact Assessment ensures that the environmental impacts of new projects subject to the EIA are adequately addressed. In fact, the construction authorization is subject to the environmental acceptability issued by the Department of the Environment, for all projects listed in Law 12-03. In this respect, the system allows detailed analysis of environmental impacts and the identification of measures to be implemented to avoid, mitigate or compensate negative impacts at acceptable levels. An Environmental Monitoring and Surveillance Program (EMSP) is systematically required to control and monitor the compliance of approved projects during the construction and operation phases.
- (xix) Some of the activities proposed within the AF framework are subject to the law 12-03 and require therefore the realization of an EIA such as the reuse of treated wastewater. The integration of those activities is subject to the evaluation of the related EIA and its acceptability by the Bank. The major risks, which shall remain low to moderate to comply with the PforR restrictions, will be integrated in the action plan.
- (xx) As for the PP, the Program Management Unit through the E&S focal point will be trained to identify and manage those risks during all the project period.
- (xxi) The law 12-03 has shown some limitations in practice. Therefore, the Ministry of Environment has adopted in august 2020 the law 47-18 related to Environmental Assessment. In addition to updating Law 12-03, the objectives of this Law are:
- To subject sectoral or regional development policies, strategies, programs, plans and schemes likely to have an impact on the environment to a strategic environmental assessment;

- To establish the modalities and procedures for the review of strategic environmental assessment and the use of public consultation in this process;
- To update the list of projects subject to the Environmental Impact Assessment by defining indicators for determining whether or not the project is subject to an EIA;
- To simplify the conditions for environmental assessment of small projects with low environmental impacts by submitting a simplified environmental impact statement instead of an EIA;
- To establish the environmental audit with a view to assessing existing activities which do not have environmental acceptability before the publication of this law.

(xxii) Nevertheless, Act. 32 of the law 47-18 clearly stipulates that it is not applicable unless its implementing texts are published in the BO which is not yet the case.

(xxiii) In addition to the law 12-03, the main laws and regulations applicable to the Program are listed hereafter:

Table 8 : Main laws and regulation related to the Environment Protection

Instrument	Date	Title
Law 11-03	12-05-2003	Environmental Protection and Enhancement Act
Law 10-95	15-07-1995	Water Management Act and Regulations
Decree N°2-04-553 (of law N°10-95)	24-01-2005	Order Respecting Spills, Discharges, Discharges, Direct or Indirect Deposits in Surface Water or Groundwater
Law N°28-00	22-11-2006	Solid Waste Management and Disposal Act and Regulations
Decree n° 2-07-253	18 -07- 2008	Waste Classification Order and Hazardous Waste List Order

(xxiv) The law 65-99 related to the labor code has shown strong limitations in terms of preserving workers health and safety. A new Occupational Health and Safety Act in both the private and public sectors is under approbation by General Secretary of the Government.

(xxv) In addition to the laws previously mentioned in the PP ESSA, the law 13-03 related to the prevention of air pollution is also applicable to the project activities.

(xxvi) Law 13-03 on the Prevention of Air Pollution aims at prevention and reduction of emissions of air pollutants (chapter 6). Two implementing decrees have set standards for air quality (2009 Decree 2-09286 setting standards for air quality and the procedures for air monitoring) and air emission limit values (ELVs) from stationary sources (2010 Decree 2-09-631 setting limit values for clearance, emission or discharge of pollutants into the air from stationary sources of pollution and the procedures for air monitoring).

(xxvii) This section aims to briefly introduce these legal and regulatory instruments applicable to the activities of the Program:

- Law 13-03 on the Prevention of Air Pollution aims at prevention and reduction of emissions of air pollutants (chapter 6). Two implementing decrees have set standards for air quality (2009 Decree 2-09286 setting standards for air quality and the procedures for air monitoring) and air emission limit values (ELVs) from stationary sources (2010 Decree 2-09-631 setting limit values for clearance, emission or discharge of pollutants into the air from stationary sources of pollution and the procedures for air monitoring).
- Law 22-80 relating to the Conservation of Historic Monuments and Sites, and the registration of Art Objects and Antiquities is the guiding law in terms of on the conservation of historical monuments and sites, inscriptions, objects of art and antiquity.

B- NATIONAL SOCIAL IMPACT ASSESSMENT AND MANAGEMENT SYSTEM

(xxviii) The social system described in the parent project is still unchanged and applicable to the AF. It mainly refers to the following laws and regulations:

C- ASSESSMENT OF THE COMPLIANCE OF E&S SYSTEMS APPLICABLE TO THE ACTIVITIES OF THE PFORR PROGRAM COMPARED WITH THE FUNDAMENTAL PRINCIPLES OF THE PFORR POLICY

(XXIX) The following section aims to assess the compliance of the E&S systems applicable to the activities in comparison with the fundamental principals of the PforR Policy:

Table 10: PforR Core principal and national system comparison

Core principles of the PPR policy	Main planning elements	National system applicable to the Program	Gaps identified / Mitigation measures / Compliance of project activities
<p><u>Core Principle #1: Program E&S management systems are designed to (a) promote E&S sustainability in program design ; (b) avoid, minimize or mitigate adverse impacts; and (c) promote informed decision-making regarding the E&S effects of a Program.</u></p>	<p>Operate within an adequate legal and regulatory framework to guide assessments, mitigation, management and monitoring of E&S impacts at the PforR program level.</p>	<p>Mandatory and relevant E&S laws, regulations, procedures, decrees and other legal instruments applicable to Program activities and associated impacts and risks are presented in Section III.</p> <p>Program executing agencies have the legal and/or regulatory authority to commit resources and implement actions necessary for effective E&S assessment and management of impacts and risks. No critical changes to the legal or regulatory framework are required before the operation can proceed.</p> <p>Systems include mechanisms to ensure objective, disinterested, or independent assessments of E&S impacts</p>	
	<p>Incorporate recognized elements of good practice into E&S assessment and management, including:</p> <ul style="list-style-type: none"> (i) Early detection of potential impacts. (ii) Consideration of strategic, technical and site alternatives 	<p>(i), (iii), (iv) and (vi) Law 12-03, Article 5: The purpose of the environmental impact study is:</p> <ul style="list-style-type: none"> 1 - to evaluate in a methodical and preliminary manner, the possible repercussions, the direct and indirect, temporary and permanent effects of the project on the environment and in 	<p>Law 12-03 on EIAs includes a positive list of projects that must prepare an EIA and obtain the environmental acceptability pronounced by the EIA committees. The activities of Casa Baia (treatment plants and reuse of treated wastewater) are included in this list.</p>

	<p>(including the “no action” alternative).</p> <p>(iii) Explicit assessment of potential induced, cumulative and transboundary impacts.</p> <p>(iv) Identification of measures to mitigate adverse E&S risks and impacts that cannot otherwise be avoided or minimized.</p> <p>(v) A clear articulation of institutional responsibilities and resources to support the implementation of plans.</p> <p>vi) Responsiveness and accountability through stakeholder consultation, timely dissemination of information from PforR and responsive GRMs.</p>	<p>particular on man, fauna, flora, soil, water , air, climate, natural environments and biological balances, on the protection of historical assets and monuments, where appropriate on the convenience of the neighborhood, hygiene, public health and safety, while taking into consideration the interactions between these factors;</p> <p>2 - to eliminate, mitigate and compensate for the negative repercussions of the project</p> <p>3 - to highlight and improve the positive impacts of the project on the environment</p> <p>4 - to inform the population concerned about the negative impacts of the project on the environment.</p> <p>(ii) the examination of alternatives is not explicit in the text of the law, but it is a common practice. On the other hand, the analysis of the alternative without project is not usual.</p> <p>(v) The implementation and monitoring of the plans are the responsibility of the project promoter (Article 6). The Administration in charge of Sustainable Development has the prerogative to verify the implementation of the plans, to note the infringements and to seize the local authorities to impose sanctions.</p> <p>Law 11-03 relating to the protection and enhancement of the environment: enacts the basic rules and general principles of national policy in the field of the protection of the environment</p>	<p>Activities with moderate impacts are not covered by Law 12-03 and therefore a screening procedure is proposed within the framework of this PPR to define the safeguard instruments that must be produced by the holders of these activities.</p> <p>Apart from Casa Baia, which did not appear in the PP, all the entities involved in the Program have structures dedicated to E&S management. Their experience in terms of E&S management has been significantly improved through the implementation of the PP. The ESSA action plan includes the designation of E&S focal points within all the executing entities, the updating of the E&S technical manual detailing all the procedures that make it possible to establish an adequate E&S management system and sufficient measures to ensure E&S monitoring and reporting.</p>
<p><u>Core Principle #2: Program E&S management systems are designed to avoid, minimize or mitigate adverse impacts on natural habitats and physical cultural resources resulting from the Program. Program activities that involve the conversion or significant degradation of critical natural habitats or critical physical cultural heritage are not eligible for PforR funding.</u></p>	<p>Identify and track adverse effects on potentially important areas of biodiversity and cultural resources and provide adequate measures to avoid, minimize or mitigate adverse effects.</p> <p>Support and promote the protection, conservation, maintenance and rehabilitation of natural habitats.</p>	<p>Under the PPR, no activity will be developed in protected areas, they will be limited to the urban space of Casablanca.</p> <p>Among the monitoring tools that will be developed within the framework of the E&S technical manual, is the procedure for the fortuitous discovery of physical religious goods (framed by article 46 of law 22-80 relating to the conservation of</p>	

	<p>Avoid significant conversion or degradation of critical natural habitats.</p> <p>If it is not technically possible to avoid significant conversion of natural habitats, include measures to mitigate or compensate for the negative impacts of PforR Program activities.</p> <p>Consider potential adverse effects on physical cultural property and provide adequate measures to avoid, minimize or mitigate these effects.</p>	<p>against all forms of degradation and nuisances and which establishes the “polluter pays” principle. This law requires (article 7) the administrations concerned to take all the necessary measures for “the protection of human settlements from the harmful effects resulting from any form of pollution and nuisance”.</p>	<p>historical monuments and sites, inscriptions, works of art and antiquity (December 25, 1980)</p>
<p><u>Core Principle #3: Program E&S management systems are designed to protect the safety of the public and workers from potential risks associated with (a) the construction and/or operation of facilities or other operational practices in the Program ; (b) exposure to toxic chemicals, hazardous wastes and other hazardous materials as part of the program; and (c) reconstruction or rehabilitation of infrastructure located in areas prone to natural hazards.</u></p>	<p>Promote the adequate health, safety and security of the community, individuals and workers through the safe design, construction, operation and maintenance of Program activities; or, in carrying out activities that may depend on existing infrastructure, incorporate security measures, inspections or remedial work, as appropriate.</p> <p>Promote measures to combat child labor and forced labor.</p> <p>Promote the use of recognized good practices in the production, management, storage, transport and disposal of hazardous materials generated under PforR.</p>	<p>Morocco's regulatory framework on employment and working conditions, articulated around Law 65-99 on the Labor Code, responds quite completely to the requirements and objectives of international standards (working and employment conditions, Non-discrimination and equal opportunities, Workers' organizations, Forced labour, Occupational health and safety). The minimum age for access to work for minors is set at 15 years and certain dangerous activities such as work in mines are prohibited before the age of 18.</p> <p>The implementing texts of Law 65-99 (21 texts: 11 decrees and 10 orders) concern, among other things, information on the members of the occupational medicine and occupational risk prevention council,</p>	<p>All work scheduled under this PPR will be carried out in accordance with the administrative clauses applicable to works contracts (decree #2-14-394 of May 13, 2016) which requires through article 33 (safety and hygiene) <i>that the contracting authority or the prime contractor must ensure that the contractor complies with the laws and regulations relating to safety and the additional stipulations provided for in the special requirements specifications.</i></p>

	<p>Promote the use of integrated pest management practices to manage or reduce the adverse effects of pests or disease vectors.</p> <p>Provide training to workers involved in the production, supply, storage, transportation, use and disposal of hazardous chemicals in accordance with relevant international guidelines and conventions.</p> <p>Include adequate measures to avoid, minimize or mitigate risks to the community, individuals and workers when PforR Program activities are located in areas subject to natural hazards such as floods, hurricanes, earthquakes or disasters. other extreme weather conditions or affected by climatic events.</p>	<p>general implementing measures and particular relating to the principles set out in articles 281 to 291 of the labor code on health and safety at work, etc. They also include specific provisions relating to protection against the dangers of certain hazardous materials and agents and to safety in certain sectors of activity (construction, mining, maritime fishing, tourism, energy sector, transport of hazardous materials) .</p>	
<p><u>Core Principle #4: Program E&S systems manage land acquisition and loss of access to natural resources in a way that avoids or minimizes displacement and helps affected people improve, or at least restore, their livelihoods and standard of living.</u></p>			<p>The Program does not finance any activity that requires the acquisition of land or the displacement of populations.</p>
<p><u>Core Principle 5: Program E&S systems give due consideration to cultural relevance and equitable access to program benefits, with particular attention to the rights and interests of indigenous peoples/local traditional</u></p>			<p>Does not apply to the Program</p>

<u>communities in Africa historically underserved Sub-Saharan Africa, and the needs or concerns of vulnerable groups.</u>			
<u>Core Principle 6: Program E&S systems avoid exacerbating social conflict, particularly in fragile states, post-conflict areas or areas prone to territorial disputes.</u>			Does not apply to the Program

SECTION IV. INSTITUTIONAL CAPACITY AND PERFORMANCE ASSESSMENT

This section assesses the adequacy of the systems and capacities of the institutions in charge of the implementation of the activities foreseen in the framework of the AF in terms of environmental and social management, in the light of their institutional arrangements, procedures and arrangements.

This section also describes the performance of program delivery agencies (at the national and territorial level) in relation to the proper implementation of the program.

A- ADEQUACY OF APPLICABLE SYSTEMS

i. Environmental and Social Procedures under PP

- (xxx) The national Environmental Impact Assessment System has been instituted since 1991 and has been subject to several reinforcement actions over the last twenty years. It is currently well established, integrated into the decision-making process and ensures that the environmental risks of new projects subject to the EIA are adequately addressed.
- (xxxi) None of the Parent Program activities are subject to the law 12-03 on impact assessment. The systematic screening of all the activities under the Parent Program have categorized the risks related to those activities as low.
- (xxxii) In the framework of the AF, some sub-projects are subject to this EIA. It is then recommended that those projects present the ESIA under the norms and requirements accepted as per national law. Once the ESIA evaluated by the Bank's experts, the necessary actions to mitigate the risks, that shall be considerate low to moderate to comply with the PForR procedures, will be incorporated in the PAP.
- (xxxiii) In terms of OHS, the law 65-99 (2003) on the Labor Code gave priority to the field of occupational health and safety. However, it was found that the existing legal framework could not guarantee sufficient and effective protection against occupational risks, given the lack of cohesion of the legislative texts and their dispersion. To this end, an inter-ministerial commission was established in 2011 on High Royal Instructions. This committee was asked to propose the measures necessary to strengthen safety in the workplace, stressing the need for an integrated policy to prevent occupational hazards, to promote a culture of prevention in the field of safety and health at work and to prepare a general legal framework within which the various preventive actions will have to develop in line with international labor standards. As such, the Ministry of Employment and Social Affairs has drafted a draft law on occupational health and safety in both the private and public sectors which is still under approbation.
- (xxxiv) It is therefore recommended to ensure that the specifications relating to the OHS are included in the contract of all the contracting companies in order to avoid risks to the health of workers and residents.

(xxxv) Under the parent program, the PIU E&S focal points have been leading the program's overall environmental and social risk management, in close collaboration with Casa Aménagement and Lydec E&S focal points, by ensuring the monitoring of the implementation of environmental and social measures during the different stages of the PforR's subprojects and verifying that environmental and social risks are identified and mitigated in the implementation of two main activities, namely for the following sectors, including 12 subprojects in 2021 (totaling 20 screening forms posted online):

- a. The development of urban space (roads, sidewalks, sidewalks, pedestrian bollards, lowered for the PMR, green spaces, signage) in 7 subprojects (*Bd Brahim Roudani, Route El Jadida Bd BS 30, Bd Ahl Loughlam, Prolongement Bd Biarritz Al Joulane, Med Bouziane*); and
- b. The connection to drinking water and sanitation of the Douars and the under-equipped districts in 5 subprojects (*Boujaadia 1, Ouled ben Amer, Drabna Sud, Makrat, Adghouhat*)

(xxxvi) They have been conducting their supervision through the following activities:

- Informing and sensitizing stakeholders on the potential environmental and social risks of projects and activities (2 online training sessions and continuous training of the companies on the field through 8 site visits);
- Technical support for the stakeholder focal points in identifying potential environmental and social risks of projects and their prevention and mitigation measures;
- On every site visit, diagnosis and monitoring of the implementation of mitigation measures through field visits (a total of 13 days in the 2021), interviews with site managers, consultations with populations, collection of information on environmental and social risks and their mitigation measures,
- Updating of supervision tools such as diagnostic screening sheets, environmental and social monitoring sheets, minutes of visits to sub-project sites and quarterly summary reports on environmental and social management.
- Reporting and integration of E&S aspects in the information system (UGPACC Platform, quarterly and yearly E&S monitoring reports).

(xxxvii) To this end, the specific E&S risk management supervision activities carried out are as follows:

- Visits to sites in the program area;
- Coordination meetings with the PMU and stakeholders;
- Interviews with site managers;
- Synthesis on the management of complaints within the framework of the Program (see Annex 4)
- Completion of forms (SDS, E&S follow-up forms)
- Preparation of field visit reports and summary reports on E&S management with integration into the information system (IS).

(xxxviii) This practice has been effective in providing the program with a detailed supervision of its management of social risks with an emphasis on resolving issues with a practical approach as close to the source as possible and documenting the type of grievances received. Going forward, the

program's E&S Technical Guide needs to be updated to provide consistent procedures for the above-described monitoring procedures as well as documentation of their official practices related to voluntary land donation, temporary physical/economic displacement of street vendors and exclusion of activities with land acquisition. Although their practices have been compliant with the PforR Core Principles, there are some inconsistencies in the current version of the Technical Manual, for example that it has a section on land acquisition when activities requiring land acquisition were not eligible and did not take place during the Parent Program. The updated version of the Technical E&S Guide will correct this inconsistency.

- (xxxix) In addition to the main institutions involved in the implementation of the Parent Program, DLI 9 introduces Casa Baia which is a Local Joint-Ownership Companies (SDLs) in Casablanca. Casablanca Baia is a local development company in which the CC has 80% share in the capital. The SDL's main activity is to ensure the monitoring of the city's commitment to environmental protection through the supervision of the delegates in charge of the cleanliness of the city, the monitoring of the Mediouna landfill, the monitoring of air quality, the management of beaches, pest control and management of public parks and gardens. Thus, Casa Baia has great expertise in the management of environmental activities related to the management of household waste in particular and the quality of the living environment in general (including the quality of air, beaches and green spaces), but with regard to the environmental and social management of these activities, it does so in an integrated manner. The Program constitutes an opportunity for the formalization of this management, in the same way as the other stakeholders in the Program since the start of the parent project, through the designation of an E&S focal point who carries out the tasks of monitoring and reporting of the parameters environmental, social and those relating to health and safety. The TOR for the position are included in the annexes.

B- ADEQUACY OF INSTITUTIONAL CAPACITY AND COORDINATION MECHANISMS

- (xli) The Project Management Unit that has been put in place in the Parent Program will still be operational for the AF. A focal point from Casa Baia will be designated to join the Unit and ensure the proper implementation of the action plan mitigate the risks of the projects managed by the SDL. He/She will report to the Focal Person already appointed who will be in charge of collecting and centralizing all the reports to be gathered in one general E&S report.
- (xlii) The SDL Casa Baia will be in charge of the implementation of the activities related to energy efficiency, water reuse and green spaces. The SDL's main activity is to ensure the monitoring of the city's commitment to environmental protection through the supervision of the delegates in charge of the cleanliness of the city, the monitoring of the Mediouna landfill, the monitoring of air quality, the management of beaches, pest control and management of public parks and gardens. The SDL has extensive experience in the sector of green spaces management. Its management have a large experience in the field of wastewater treatment and water management in general. Thus, Casa Baia has great expertise in the management of environmental activities related to the management of household waste in particular and the quality of the living environment in general (including the quality of air, beaches and green spaces), but with regard to the environmental and social management of these activities, it does so in an integrated manner. The Program constitutes an

opportunity for the formalization of this management, in the same way as the other stakeholders in the Program since the start of the parent project, through the designation of an E&S focal point who carries out the tasks of monitoring and reporting of the parameters environmental, social and those relating to health and safety. The TOR for the position are included in the annexes.

SECTION V. CONCLUSIONS AND RECOMMENDATIONS

This section summarizes all the conclusions and recommendations of this report regarding the measures and actions to be implemented in terms of environmental and social management – measures that will be integrated into the Program's Action Plan.

- (xlii) Although the environmental and social risks of activities under this Program are moderate, the AF offers an opportunity to both reinforce the mentioned shortcomings and to improve sustainably the entire E&S management system put in place for the parent program.
- (xliii) Therefore, the AF will support (i) the E&S management system strengthening, (ii) the strengthening of the implementation and follow-up of the environmental and social management system, (iii) the capacity building in environmental and social management and (iv) the social risk management taking into account the gender and youth unemployment dimension.

A- PROGRAM'S SYSTEMS EVALUATION

i. Environmental management system

- (xliv) Commune of Casablanca and its related SDLs (Casa Patrimoine, Casa Prestations, Casa Amenagements and Casa Mawarid) and LYDEC acting as executing agencies have acquired a first experience with the implementation of the Parent Project. . They have all benefited from training and capacity building which will be extended with the AF. The results have been mainly that all the stakeholders integrated the E&S management system and were able to fill the monthly sheets and participate effectively in the redaction of the trimestral reports. Casa Baia is newly added to the Program. The SDL's main activity is to ensure the monitoring of the city's commitment to environmental protection through the supervision of the delegates in charge of the cleanliness of the city, the monitoring of the Mediouna landfill, the monitoring of air quality, the management of beaches, pest control and management of public parks and gardens. Thus, Casa Baia has great expertise in the management of environmental activities related to the management of household waste in particular and the quality of the living environment in general (including the quality of air, beaches and green spaces), but with regard to the environmental and social management of these activities, it does so in an integrated manner. The Program constitutes an opportunity for the formalization of this management, in the same way as the other stakeholders in the Program since the start of the parent project, through the designation of an E&S focal point who carries out the tasks of monitoring and reporting of the parameters environmental, social and those relating to health and safety.
- (xlv) The E&S Technical Guide that have been developed within the Parent Project will be updated and will still be considered as the basis of the capacity building of all the stakeholders.

(xlvii) The designated focal points will still be in charge of the implementation of the technical guide recommendation and the training of the different actors. An additional focal person should be assigned in Casa Baia to ensure the adequate implementation of the ESSA recommendations. He/She will report to the Focal Person already appointed who will be in charge of collecting and centralizing all the reports to be gathered in one general E&S report.

ii. Social management system

(xlviii) In terms of social management, Morocco has a comprehensive legal framework, the new Constitution of 2011, the law on expropriation and organic laws relating to local authorities, giving, in particular, a very important place to equity, parity, social inclusion, people's participation in decision-making and accountability.

(xlix) In terms of gender inclusion, specific indicators have been included to ensure women will benefit and participate to the program's activities. The consultations will also take into consideration this aspect.

B- INPUTS INTO THE PROGRAM ACTION PLAN

(xli) The ESSA for the parent program concluded that, overall the project's E&S impacts are rather moderate, and that the Program provides an opportunity to strengthen the overall environmental and social management system of the CC, LYDEC and SDLs.

(l) For the AF, the main recommendations can also be classified in 4 categories:

- Actions for E&S management system strengthening
 - Update the E&S Technical Guide to include elements related to green spaces (species, water consumption...), wastewater management and air pollution. The technical guide shall define the methodology (approach, processes and tools) for: the categorization of sub-projects according to their perceived level of environmental and social risk; the identification of mitigation measures for identified risks as well as monitoring - environmental and social assessment. The ESIA required for activities supported by the additional DLIs will feed the sections on air pollution and water reuse and also specifics on how they will produce statistics on GRM;
 - Appointment of a qualified environmental and social safeguards focal person in Casa Baia to supervise the additional activities financed by the AF and who will be trained in how to apply the Guide and will be in charge of the implementation of the Action Plan measures and the reporting. He/She will report to the Focal Person already appointed who will be in charge of collecting and centralizing all the reports to be gathered in one general E&S report.
 - Organization of awareness-raising sessions and dissemination of the Addendum recommendations
 - Meaningful consultation on the asset management planning exercise proposed by Casa Patrimoine.

- Measures for strengthening the implementation and follow-up of the environmental and social management system
 - Implementation of all the environmental and social management procedures and mechanisms defined in the Technical Guide, with close attention to the construction phase;
 - Providing an ESIA for the wastewater reuse program for the golfs and green space irrigation and ensure that all the environmental impacts of the compact wastewater treatment plants (odors, water quality and sludge elimination) are mitigated;
 - Preparation and implementation of strategy to avoid and mitigate economic impacts on low-income and/or vulnerable households of the valuation activity proposed by Casa Patrimoine, to be incorporated into the municipality’s asset management strategy and an associated operational roadmap;
 - Measures related to capacity building in environmental and social management
 - Capacity building of all actors involved on the E&S technical guide update
- Measures to foster social inclusion of adult women and youth.
 - Strengthening the program’s gender focus by including an indicator for “the number of women who have benefited from access to basic services”

(ii) The preparation of the addendum involved a series of interviews and consultation with stakeholders related to the Program. The updated ESSA addendum reflects the review of several documents, including the original ESSA and subsequent reports of World Bank implementation support missions. Formal virtual consultations on the ESSA addendum update will be held prior to appraisal. When relevant, environmental and social risk mitigation measures are incorporated into the Program Action Plan (PAP).

(iii) The following table presents the ESSA Action Plan that will be integrated into the Program Action Plan:

Table 11 : ESSA Action Plan

N°	Measure	Activity	Responsibility	Schedule of parent Program
Area 1. Strengthening of the environmental and social system				
1.1	Technical Guide to the environmental and social management	Update to technical guide to include aspects related to wastewater management and air pollution	CC/UGP	First quarter after project extension
1.2	E&S Focal Point	Appointment of a qualified environmental and social safeguards focal person in Casa Baia who will be in charge of the supervision of the additional activities financed by the AF and who will be trained to the Guide and will be in charge of the implementation of the AP measures and the reporting;	Casa Baia	First quarter after project extension
1.3	Consultations	Consultation and public distribution of the documentation (ESSA Addendum). Organization of awareness raising sessions and dissemination of the Addendum recommendations	CC/UGP	First semester after the project extension
Area 2. Strengthening of the implementation and follow-up on the environmental and social management system				
2.1	Environmental and social management procedures.	Implementation of all the environmental and social management procedures and mechanisms defined in the Technical Guide, with close attention to the construction phase	Lydec/CC/SDLs	Throughout the entire Program.
2.2	Wastewater reuse program ESIA	Providing an ESIA for the wastewater reuse program for the golfs and green space irrigation	Casa Baia	Prior to activity implementation
2.4	Green spaces creation/upgrading	Providing a detailed plan on the species used, irrigated area, the water consumption and source of water	Casa Baia	Prior to the activity implementation
2.5	Valuation of assets	Preparation and implementation of strategy to avoid and mitigate economic impacts on low-income and/or vulnerable households to be incorporated into the municipality's asset management strategy and an associated operational roadmap proposed by Casa Patrimoine;	Casa Patrimoine	First semester after project effectiveness, before the asset management strategy and an associated operational roadmap are finalized

Area 3. Capacity building in environmental and social management				
3.1	Capacity building	Capacity building of all actors involved on the E&S technical guide update	CC/UGP	Throughout the entire Program.
Area 4. Measures related to the social risk management taking into account the gender and youth unemployment dimension				
4.1	Strengthen social inclusion of adult women and youth	Including an indicator for “the number of women who have benefited from access to basic services”	CC/UGP	Throughout the entire Program.

Table 12 : PAP ESSA Action Plan status

Action	Activities	Responsibility	Timing	Measures	Completion status
Actions for E&S management system strengthening					
Technical Guide for E&S management	Preparation and dissemination of a practical guide for environmental and social management that will be integration into the Program Operational Manual	CC	During the first quarter following effectiveness.	Technical Guide submitted and approved by the Bank	Completed An updated guide is being approved by CC
E&S Focal Point	Selection and appointment of an environment and social focal point within the UGP	CC/UGP	During the first quarter following effectiveness.	Environmental and social focal point nomination	Completed
Consultations	Organization of awareness raising sessions and dissemination of ESSA recommendations	CC	During the first semester following effectiveness.	Publication on the city’s website Consultations reports	Completed
Measures for E&S management and evaluation capacity building					
Capacity building of all the actors involved (CC, E&S Focal point, Casa Amenagements - SDL, Lydec) on the E&S technical guide	Organization of training sessions for: <ul style="list-style-type: none"> • Mastering the E&S technical Guide • Mastering the Simplified Diagnostic Sheet (SDS) filling process • Mastering the development and monitoring of the ESMP 	CC/UGP	Before the end of the first year	Training plan	Even though no formal training plan has been submitted, but all the involved actors have

	<ul style="list-style-type: none"> Mastering the process of filling in the environmental and social monitoring sheets 			Training reports	benefited from the training. Completed
Strengthening monitoring and evaluation of the environmental and social management system	<p>Implementation of all procedures and tools defined in the technical guide</p> <p>Monitoring and reporting</p> <p>Integration in the information system</p>	CC/UGP	<p>Before the end of the first year</p> <p>During all the program lifetime</p>	<p>Monitoring and evaluation reports submission by the focal points</p> <p>Information system</p>	<p>Completed</p> <p>Completed</p>
Measures related to the social risk management taking into account the gender and youth unemployment dimension					
Promotion of youth and women employment in Program activities	Recruitment mechanism for young people (women and men): temporary during rehabilitation work, construction and development; sustainable during operation (maintenance, maintenance, management, etc.)	CC/UGP/ Delegated contracting authority	During all the program lifetime	Monitoring reports submitted by the companies and the delegated project authority	Due to the pandemic, these activities were not yet completed. The AF will emphasize the gender and youth employment dimensions, with a focus on people with disabilities.
Strengthening the Gender Approach in Program Activities	Gender mainstreaming in ICT platforms (information, consultations, participation, grievance management mechanism)			<p>Consolidated report submitted by the Environmental and Social Focal Point</p> <p>Information System</p>	

Annexes

Annex 1 : Note on the impact of the pandemic Covid-19 and Measures to protect and combat exposure to COVID-19

IMPACT DE LA PANDEMIE DU COVID-19

Suite à l'apparition de la Pandémie du COVID-19, les restrictions de déplacements décidées par le Gouvernement et l'arrêt de certaines unités industrielles ont eu un impact notoire sur l'avancement des travaux de mise à niveau des voiries de la ville de Casablanca :

- La baisse de l'activité habituelle pendant la période de confinement afin de faire face aux contraintes rencontrées, notamment :
 - Une pénurie de main d'œuvre : en effet plusieurs salariés du chantier ont quitté leurs poste suite à la décision du ministère de l'intérieur d'interdire la circulation entre les villes à compter du 21 mars 2020 ;
 - L'arrêt d'activité de nos principaux fournisseurs de béton prêt à l'emploi (centrales à béton), de ciment et préfabrifications (bordures, et conduites en béton), et surtout les produits d'importation (buses en PEHD, etc ...) ;
 - La non disponibilité de certaines matières premières et l'épuisement des stocks (agréats, remblai...) et l'arrêt de l'activité d'extraction des matériaux ;
 - L'absence des pièces de rechange d'origine étrangère pour certaines catégories d'engins de chantier;
 - La réduction des effectifs sur chantier et la réduction des horaires de travail afin de permettre aux salariés de rejoindre leur lieu de résidence étant donnée les restrictions des déplacements au-delà de 18h.
 - La multitude des barrages et zones de contrôle des autorisations de déplacement a induit un retard sur le déplacement en zones urbaine et périurbaine ;
- La génération de plusieurs dépenses et frais supplémentaires suite à :
 - la diminution des rendements quotidiens par la réduction des plages horaires travaillées ; et
 - L'augmentation des frais financiers suite à l'adoption et la mise en œuvre du « plan interne de riposte contre la Pandémie du Covid-19 » générant des charges supplémentaires : prise en charge des compagnes de dépistages réguliers de l'ensemble du personnel, et achats divers : thermomètres sans contact pour l'ensemble des sites, produits de désinfection, formations à distances, investissement en moyens de transports et réduction de la cohabitation dans les lieux de résidence du personnel de chantiers) ;

PLAN DE RIPOSTE CONTRE LA PANDEMIE DU COVID-19
Mesures de protection et de lutte contre l'exposition au COVID-19

1-OBJECTIFS

- Préserver la santé du Personnel ;
- Maintenir une ambiance sereine ;
- Garder une continuité de l'activité optimale ;

2-ACTIONS AUX SITES (CHANTIERS, POSTES, CARRIERES ET DEPOTS)

- Etablir et diffuser une note regroupant les instructions pour la prévention contre le COVID-19;
- Acquérir et distribuer les produits d'hygiène (solution hydro-alcoolique et eau + savon pour les mains), détergents, désinfectants (pompes et pulvérisateurs et produits à diluer pour la désinfection des locaux, IDC, voitures de service, moyens de transport, cabines des engins,...) ;
- Affecter et distribuer des masques en tissu réutilisables / personne ;
- Renforcer les moyens de transport (louer des mini-bus supplémentaires et permettre le recours à d'autres location selon les besoins) et prévoir le déplacement par petits groupes (remplissage à 50% des mini-bus) ;
- Affecter l'encadrement en excédent à des fonctions HSE
- Augmenter le budget « hébergement » : 02 personnes/pièce ;
- Encourager le travail en alternance ;
- Encourager les départs en congé (notamment les personnes vulnérables ou âgées) ;
- Encourager les réunions virtuelles (internes ou externes) et minimiser les contacts (< 02 personnes/bureau) et les déplacements dans les bureaux ;
- Permettre des heures de travail flexible, tout en restant dans les horaires autorisés par les pouvoirs publics, de manière à ce que moins de personne soient présentes au même moment dans un même endroit ou dans les moyens de transport ;
- Alimenter régulièrement les citernes d'eau et ajouter un désinfectant ;
- Interdire le regroupement pour les repas ;
- Sensibilise le Personnel des sites à éviter tout contact avec les externes ;
- Sensibiliser les tiers : Sous-traitants, transporteurs,...

INSTRUCTIONS

- 1. Se considérer porteur du virus et considérer toutes les personnes porteuses ;
- 2. Surveiller les symptômes du COVID-19 chez soi et chez les autres : fièvre, maux de tête, fatigue, frissons, sueurs, courbatures, gêne respiratoire, toux sèches, éternuements,... ;
- 3. Ne pas venir au travail en cas de symptômes du COVID-19. Appelez 0801004747 ou allo yakada ou 300 ;
- 4. Eviter les personnes manifestant les symptômes du COVID-19 ;
- 5. Eviter la fréquentation des lieux publics ;
- 6. Ne sortir que pour le travail, les soins médicaux et les courses ;
- 7. Suspendre les activités de groupe ;
- 8. Eviter l'utilisation des systèmes de climatisation ;
- 9. Appliquer les gestes barrières :
 - a. Se laver les mains, avec de l'eau et du savon où avec une solution/gel hydro-alcoolique, correctement et régulièrement. Se les sécher avec un mouchoir en papier ;
 - b. Garder les distances interpersonnelles suffisantes de sécurité : 2m avec les interlocuteurs ;
 - c. Eternuer ou tousser dans un mouchoir jetable ;
 - d. Porter le masque ;
 - e. Eviter les poignées de mains et les accolades ;
 - f. Eviter de toucher le visage (yeux, bouche et nez) et les accolades ;
 - g. Tenir propre et à usage individuel les outils de travail ;
- 10. Prévoir des gels/solutions désinfectantes et des mouchoirs jetables dans les salles de réunion et à l'entrée des sites dans des endroits visibles ;
- 11. Désinfecter d'une manière récurrente les salles d'eau, les poignées des portes et toute surface sujette à être touchée : bureaux, dispositifs de commande, claviers,... ;
- 12. Aérer et désinfecter les voitures de service, les moyens de transport et les cabines des engins avant et après chaque utilisation ;
- 13. Veiller à l'aération des hébergements et des locaux ;
- 14. Porter les gants pour toute personne ayant un contact jugé à risques ;
- 15. Faire attention lors de l'utilisation des GAB ;
- 16. Avoir une bonne hygiène de vie : sommeil suffisant, alimentation nutritive, beaucoup d'eau et régulièrement, exercices physiques, propreté corporelle et vestimentaire
- 17. Sensibiliser le Personnel à la nécessité de respecter ces instructions.

Annex 2 : Screen shots of the information System of the Program

www.ugpacc.com

TOUS LES DOCUMENTS MES DOCUMENTS NOUVEAU

BIENVENUE SUR NOTRE PLATEFORME

UGPACC
Unité de Gestion du Programme d'Appui à la Commune de Casablanca (2017-2021)

[Découvrir](#)

www.ugpacc.com/index.php?p=espace-client&s=1-mb-mes-documents

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MES DOCUMENTS

UGPACC : Unité de Gestion du Programme d'Appui à la Commune de Casablanca (2017-2021)

Afficher 10 éléments

Rechercher:

Axe - Entité	Type	Titre	Date de création	Auteur	Référence - Version	Action
Axe 2	Etats	Planning prévisionnel de visites PF E&S Juillet 2019	2019-08-28 13:55:08	hkhall	AXZETA0034-1	Nouvelle version
Axe 2	Fiches	Fiches 5 de suivi E & S Voierie autour du stade Med V	2019-10-03 13:25:38	hkhall	AX2FIC0016-1	Nouvelle version
Axe 2	Fiches	Fiches 6 de suivi E & S Rue de Jura sept 019	2019-10-03 13:27:56	hkhall	AX2FIC0017-1	Nouvelle version
Axe 2	Comptes rendus	PV de visite des sites rue de Jura et Vautour du stade Med V C.A 26 sept 019	2019-10-03 13:33:34	hkhall	AX2ORD004-1	Nouvelle version
Axe 2	Fiches	Fiche 1 de suivi E & S Boujaadia 1 Bouskoura Lydec sept 019	2019-10-03 13:39:24	hkhall	AX2FIC0021-1	Nouvelle version
Axe 2	Fiches	Fiche 2 de suivi E & S Rmel Lahlal tamche 2 Bouskoura Lydec sept 019	2019-10-03 13:42:54	hkhall	AX2FIC0022-1	Nouvelle version
Axe 2	Fiches	Fiche 3 de suivi E & S Douar Drabna Sud Bouskoura Lydecsept 019	2019-10-03 13:45:28	hkhall	AX2FIC0023-1	Nouvelle version
Axe 2	Comptes rendus	PV de visite des sites à Bouskoura lydec Sept 2019	2019-10-03 13:47:00	hkhall	AX2ORD007-1	Nouvelle version
Axe 2	Fiches	Fiche de Suivi Environnemental du chantier de la Rue de Jura	2019-10-18 11:29:59	hkhall	AX2FIC0024-1	Nouvelle version
Axe 2	Fiches	Fiche de Suivi Environnemental du chantier de la Voierie aux alentours du stade Med V	2019-10-18 11:30:37	hkhall	AX2FIC0025-1	Nouvelle version

Affichage de l'élément 1 à 10 sur 89 éléments

1 2 3 4 5 ... 9

ANNEXE 3- Termes de référence du Point Focal Environnemental et Social au sein de Casa Baia

Le point focal environnemental et social relève de l'unité de gestion du Programme. Il (ou elle) est chargé(é) de la composante sociale et environnementale des projets et activités menés par Casa Baia et rapporte au point focal principal du Programme qui a pour mission de coordonner l'ensemble des Points Focaux et consolider les informations et données de suivi collectées.

1. Profil du point focal environnemental et social

Ce point focal doit disposer des compétences suivantes :

- Une bonne connaissance des projets menés par Casa Baia ;
- Une expérience probante dans les secteurs de la réutilisation des eaux usées et des espaces verts ;
- Une bonne connaissance du Programme et du fonctionnement des institutions impliquées dans la mise en œuvre du Programme ;
- Une bonne connaissance des aspects sociaux et environnementaux : cadre réglementaire et juridique ; risques sociaux et environnementaux potentiels ;
- Une maîtrise des outils de gestion sociale et environnementale développés dans le cadre du Programme : guide technique environnemental et social ; fiches environnementales et sociales ;
- Une capacité à identifier les risques sociaux et environnementaux potentiels des projets et activités ;
- Une aptitude à classer les projets selon la catégorisation des projets par degré de risques ;
- Une capacité à identifier les mesures de prévention ou d'atténuation des risques sociaux et environnementaux ;
- Une capacité à assurer le suivi évaluation de la mise en œuvre des mesures d'atténuation prises ;
- Une aptitude à informer et à sensibiliser la population, les porteurs de projet, sur les aspects et les outils relatifs aux sauvegardes sociales et environnementales ;
- Une expérience dans la préparation de rapport.

2. Tâches du point focal environnemental et social

Information et sensibilisation

- Informer et sensibiliser les parties prenantes aux projets de Casa Baia sur les risques environnementaux et sociaux potentiels des activités ;
- Informer les parties prenantes sur le guide et les fiches sociales et environnementales.

Appui technique

- Assister les parties prenantes dans l'identification des risques environnementaux et sociaux potentiels des projets et activités ;
- Assister les parties prenantes dans l'identification des mesures de prévention et d'atténuation des risques environnementaux et sociaux potentiels des projets et activités ;
- Assister les parties prenantes dans la mise en œuvre des mesures de prévention et d'atténuation des risques environnementaux et sociaux potentiels des projets et activités ;
- Assister les parties prenantes dans le renseignement des fiches sociales et environnementales.

Suivi et évaluation

- Assurer le suivi évaluation de la mise en œuvre des mesures d'atténuation prises ;

- Vérifier la fiabilité des renseignements des fiches sociales et environnementales.

Reporting

- Elaborer des rapports trimestriels sur l'état d'avancement des projets ayant nécessité la mise en place de mesures d'atténuation et les communiquer au Point Focal principal du projet.

3. Préparation à la fonction :

Idéalement, le point focal devrait recevoir, dès le début de sa fonction une formation sur :

- Ses rôles et responsabilités ;
- Les aspects relatifs aux sauvegardes sociales et environnementales ;
- La catégorisation des projets en fonction de leur potentiel de risques ;
- L'utilisation du guide et des fiches sociales et environnementales

ANNEX 4 - *Synthèse sur la gestion des plaintes dans le cadre du Programme 2021*

N°	Taux de ménages	Nature des plaintes	Taux de cas résolus/satisfaction	Observation
1	5%	Le rajout d'autres ménages non recensés sur les listes principales	80%	Cela dépend des autorités et l'étude de faisabilité technique et financière pour préparation des avenants
2	5%	Les désaccords entre la population sur l'emplacement et le partage des placards pour l'eau potable	100%	L'intervention de l'équipe animatrice sociale de la Lydec permet de trouver des arrangements
3	30%	Les réclamations des ménages qui s'alimentent en eau potable à partir des réseaux associatifs et qui désirent adhérer aux services de la Lydec	0%	Problématique compliquée, négociation en cours avec les associations pour trouver des solutions.

N°	Nombre de plaintes reçues	Nature des plaintes	Nombre de cas résolus	Observation
1	4	Elargissement des Parkings des TAXI	4	Intervention des autorités et Maitre d'ouvrage.
2	2	Espace provisoire pour les vendeurs ambulants	2	Intervention des autorités
3	4	Dégradation de réseaux Télécom. Fibre Optique.	4	Intervention Autorités.
4	4	Les abaissées de bordures pour les garagistes au niveau des Trottoirs.	4	Intervention Maitre D'ouvrage et arrondissement.
5	1	Demandes d'accélération du rythme des travaux	1	L'entreprise fait de son mieux
6	2	Dérangements occasionnés à la population par : Le dégagement de la poussière	2	l'arrosage des chantiers après déchargement de matériaux évite la propagation de la poussière
7	1	Dérangements occasionnés à la population par : Le stockage des matériaux de construction sur les trottoirs	1	Le déchargement de matériaux se fait dans les plus brefs délais
8	2	Coupure de courant et internet lors des travaux	2	Information immédiate des services concernés pour rétablissement
9	1	Renforcement des ralentisseurs de vitesse devant les écoles	1	Satisfaction de la demande
10	2	Demande de déplacement du poteau d'éclairage public devant un café	2	Information de la Lydec et exécution du déplacement à 2 mètres
11	1	Demande de changement de revêtement du trottoir devant une agence	1	Le changement a pris 4 jours
12	1	Manque de places pour le stationnement des voitures	0	L'écoute des plaignants
13	1	Demande d'arrêt des travaux devant le café (exploitation de l'espace public)	0	Application du plan autorisé du projet

**REPORT OF THE STAKEHOLDER CONSULTATION WORKSHOP
ON THE ASSESSMENT OF ENVIRONMENTAL AND SOCIAL SYSTEMS
OF THE PROGRAM FOR RESULTS SUPPORT FOR THE MUNICIPALITY OF CASABLANCA
(May 19, 2022)**

Introduction

On May 12, 2022, a public information and consultation session was held at the headquarters of the municipality of Casablanca, on the preliminary draft of the Addendum for the Evaluation of Environmental and Social Systems (ESES) of the PforR to Support the municipality of Casablanca, organized jointly by the Program Management Unit (PMU) and the World Bank.

More than 30 people were invited, of whom 20 (twenty) participated in this public consultation, representing the civil society, as well as various associations active in the Greater Casablanca. World Bank task team also took part in the consultation, as did representatives of the Municipality of Casablanca (see List of participants in the appendix).

3. The consultation consisted of two sessions, namely: (i) a presentation of the Program, the characteristics of the PforR instrument, as well as the results and recommendations of the ESSA (a Power Point presentation had been prepared for this purpose, see appendix); and (ii) a question and answer session.

First session: Opening / Presentation

Mr. Abdessadek Morchid, Secretary General of the Council and President of the district of Maarif opened the session by welcoming the participants, thanking them for their presence.

Mr. Sateh Chafic El-Arnaout, Senior Urban Specialist at the World Bank and Task Team Leader (TTL) of the Casablanca Municipal Support Program additional financing then presented the context, objectives and main characteristics of the Program.

- The additional financing of the Program amounts to 100 million dollars to the current Casablanca Municipal Support Program, the closing date of which is March 31, 2023. The AF will be supplemented by the restructuring of the parent program.
- The PforR is aligned with the Municipality's program and integrates the activities previously identified by the latter and which can be financed by the PforR financing tool.
- The Parent Program with the amount of \$200 million was declared effective in February 2018, with a closing date of March 31, 2023. Its progress was rated satisfactory (S) with a few exceptions mainly due to the pandemic.
- The AF deepens and broadens the development objective of the Parent Program based on 3 main objectives:
 - The fiscal sustainability of the Commune
 - Social Inclusion
 - Climate change
- The Program has three result areas:

- Result Area (DR) 1: Increase municipal investment capacity
- Result Area (DR) 2: Improve the urban environment and the quality of public services
- Result Area (DR) 3: Improve the business environment

The Project Management Unit that has been set up in the Parent Program will still be operational for the AF.

Mr. Khalid Anouar (Environmental Specialist) presented the framework, objectives, methodology and main results of the Environmental and Social Systems Assessment (ESSA) applicable to the Programme. It was recalled that in accordance with the operational policies of the World Bank relating to PPRs, the preparation of the Program includes three assessments: (i) a technical assessment, (ii) an assessment of the fiduciary systems and (iii) an assessment of the environmental systems and (ESES) that were the subject of the consultation session. It was also recalled that the PPR tool, unlike the other Bank financing tools, uses the country system.

The objective of these assessments is to identify, prevent and mitigate all Program risks both during the preparation phase and during implementation. As World Bank support is at the programmatic level, the objective is to strengthen and improve the systems applicable to the Program. The main objectives of the operational policies of the World Bank relating to environmental and social management were presented. They revolve around the objectives of: a) promoting environmental and social sustainability; b) reduction of environmental and social risks related to the implementation of Program activities, and c) consideration of environmental and social issues and risks in decision-making processes. The ESES evaluates the Program's systems with regard to these general objectives, to assess on the one hand the formal systems, as defined by the applicable laws, regulations, and procedures, but also the effective practices and the capacity of the institutions concerned by the Environmental and Social Management Program.

The nature of the Program as a PPR excludes, in principle, any investment involving major environmental risks. Consequently, in the context of the PPR, any activity will be considered ineligible which:

- **Could have an irreversible impact on natural resources;**
- **Could have an irreversible impact on physical cultural resources of an archaeological or historical nature;**
- **Would require significant displacement of people or land acquisition, or demolition of individual houses or significant restrictions on access to economic resources;**
- **Could exacerbate social conflicts;**
- **Could have an irreversible impact on physical cultural resources of an archaeological or historical nature.**

All parent project action plan activities have been successfully completed. Mr. Khalid Anouar also congratulated the PMU as well as the focal points for their involvement and stressed that the monitoring tables are integrated into the project management system.

The project has many benefits for the population which have been presented, in particular a general improvement in their conditions and their environment.

The potential negative impacts are low to moderate and are mainly related to the construction phase. However, these impacts are easily manageable by the companies and actors involved. To prevent or mitigate these risks, mitigation measures will be implemented, including the planning and phasing of works, alternative access options, information and consultation of affected people, and easy access to

mechanisms. appropriate remedies in the event of grievances. The Technical Guide also includes the necessary mitigation measures and will be the subject of training for all stakeholders.

In addition to the main institutions involved in the implementation of the Parent Project, DLI 9 introduces Casa Baia. Casa Baia is a local development company (SDL) in which the CC holds 80% of the capital. Casa Baia has great expertise in the management of environmental activities related to the management of household waste in particular and the quality of the living environment in general (including air quality, beaches and green spaces), but with regard to the environmental and social management of these activities, it does so in an integrated manner. The Program constitutes an opportunity for the formalization of this management, in the same way as the other actors of the Program since the beginning of the parent project, through the designation of an E&S focal point who ensures the tasks of monitoring and reporting of environmental parameters, social and those relating to health and safety. To mitigate these risks, the Program will strengthen the quality and performance of the environmental and social management system, in four areas of intervention

- a) Strengthening the environmental and social system
- b) Strengthening the implementation and monitoring of the environmental and social management system
- c) Capacity building in environmental and social management
- d) Measures relating to the management of social risk taking into account the gender dimension and youth unemployment

Regarding the inclusion of women and young people, it was noted that the parent program urged companies to promote local employment with priority given to women and young people. However, due to the pandemic, companies have struggled to recruit locally. This measure will also be extended during the FA.

Second session: Discussions with participants

During the debate that followed these presentations, the participants had the opportunity both to ask their questions to obtain clarifications on the Program in general or on the ESES in particular, and to contribute their own reflections and comments against a set of relevant themes.

Questions and clarifications

Table 1: Summary of Questions, Comments and Responses:

Nom/organisation	Question/observations/suggestion	Eléments de réponses/propositions
Mme Meriem Othman: Présidente de l'Association INSAF	Thanks to the Municipality of Casablanca and the WB for the invitation. Gender Aspect: What has been done on inclusion and precariousness?	The World Bank (WB) team thanks the representative of the INSAF Association. The gender dimension and the inclusion of women and young people is an important point raised by the parent program. As

Nom/organisation	Question/observations/suggestion	Éléments de réponses/propositions
		<p>has been pointed out, companies have been strongly encouraged to recruit locally, especially women and young people. Unfortunately, the pandemic has made this recruitment somewhat complicated to achieve.</p>
<p>Mme Caroline Saunier : Directeur délégué de la fondation Ténor pour la culture</p> <p>M. Aziz Daddane : Co-Fondateur de l'Association Nagham</p>	<p><u>Cultural dimension:</u></p> <p><u>It was deplored that the cultural dimension is no longer put forward. The citizen of Casablanca needs, in the same way as access to basic services, access to cultural services in the broad sense to ensure his well-being.</u></p> <p><u>Strengthening the capacities of social and cultural actors is also essential.</u></p> <p><u>So, how can we integrate for the success of the project? What is expected of the associations presenting at the consultation?</u></p>	<p>The ESSA has made it possible to identify environmental and social risks as well as mitigation measures to reduce their impacts. What is expected of the different invited associations representing the different sections and categories of the population is to discuss these impacts and to have their feedback on these environmental and social impact analysis elements. Following this, the ESES will be amended to incorporate the said remarks and will become public.</p> <p>As for the cultural aspect strictly speaking, it is managed within the framework of this project by Casa Patrimoine. The project integrates Casa Patrimoine in the heritage enhancement component. Following this enhancement, the SDL may possibly organize cultural events.</p>
<p>M. Idir Ouguindi: Expert en Développement inclusif</p> <p>Mme Loubna Cherif Kanouni : Elue arrondissement Maarif</p>	<p><u>People with disabilities:</u></p> <p><u>People with disabilities encounter enormous difficulties in their daily lives to fully enjoy their most fundamental rights: access to certain administrations, crossing the street, etc. It is essential that this type of project integrates the dimensions of inclusion of these people both during the works phase and afterwards.</u></p> <p><u>The recently published draft decree on town planning does not include any point on accessibility.</u></p>	<p>The parent project has integrated this aspect into the design of the project. Thus, secure and adapted accesses are set up to facilitate access to passers-by.</p> <p>Rehabilitation works will pay particular attention to aspects related to accessibility.</p>
<p>M. Idir Ouguindi:</p>	<p><u>Technical guidance:</u></p>	<p>The environmental and social management guide is available on the municipality's website. This is</p>

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<p>Expert en Développement inclusif</p> <p>Mme Dalila Loudiyi :</p> <p>Présidente Association Démocratique des Femmes du Maroc</p>	<p><u>Include in the technical guide the aspects of inclusion of people with disabilities in order to enable them to play their full role in society</u></p> <p><u>Integrating the gender dimension into the guide</u></p>	<p>a technical guide that provides the necessary tools to comply with environmental and social safeguard measures.</p>
<p>Mme Dalila Loudiyi :</p> <p>Présidente Association Démocratique des Femmes du Maroc</p>	<p><u>Grievance mechanism:</u></p> <p><u>Are there grievance mechanisms directed directly to the WB?</u></p> <p><u>Capacity Building :</u></p> <p><u>Capacity building for associations and citizens within the framework of the AF on aspects related to environmental and social risks.</u></p> <p><u>Gender</u></p> <p><u>Equality body must be integrated into the framework of the project</u></p> <p><u>Commune information system</u></p>	<p>There is a commune grievance management system that manages all commune activities.</p> <p>As part of the program, a dedicated system has been put in place and will be extended during the FA</p> <p>Finally, the BM has a complaints management system that everyone can use, individual or association.</p> <p>Integrating the capacity building of citizens and associations is out of scope. Indeed, the PPR is part of the program of the municipality. Nevertheless, citizens are informed in advance, particularly in the context of works, and solutions are put in place in consultation with them, particularly in the event of works that would require restricting access to businesses or homes.</p> <p>Your recommendations for integrating this instance are welcome.</p> <p>The information system in question is an internal management tool that allows</p>

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	<p><u>Request for access to the information system within the framework of the law on access to information in order to allow citizens to access certain data concerning them directly.</u></p> <p><u>The municipality of Casablanca is called upon to equip itself with a GIS with data by district.</u></p>	<p>collaboration with stakeholders with monitoring indicators. However, general information that may be of interest to citizens is all available on the CC portal.</p> <p>The municipality is equipped with a geographical information system. There is a GIS for heritage. All this is also available in the portal of the municipality</p>

(a) General Comment

The WB loan is part of an existing project in this PDGC project. The activities are identified by the municipality. The focus of the Parent Program and the FA is on the financial sustainability of the municipality to eventually enable it to carry out cultural, social projects, etc.

At the end of the discussions, it became clear that both the results and the recommendations of the ESES were shared and adopted by the participants.

Conclusion

The representatives of the Municipality of Casablanca (CC) and the World Bank (BM) thanked those present for their participation in the consultation. They assured that all their comments and suggestions will be taken into account during the next stages of the preparation of the Program as well as in the finalization of the ESES. The final version of the ESES, which will include the report of the consultation, will be published on the CC portal and on the WB website.

Annexe : Liste des participants à la consultation publique

Organisation	Représentant	Qualité	Mail
1. Commune de Casablanca	1. M. Abdessadek Morchid	Secrétaire Général du Conseil et Président de l'arrondissement de Maarif	
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	3. M. Youssef El Baid	Casa Prestations - UGP	yelbaid@casaprestations.ma
	4. Mme Hakima Khalil	Casa Prestations - UGP	
2. Arrondissement Maarif	1. Mme Loubna Cherif Kanouni	Elue arrondissement Maarif	Loubna.kanouni@gmail.com

ONGs et secteur privé

Secteur	ONGs /SP	Représentant	Coordonnées
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	4. Association Nagham	2. M. Aziz Daddane/Co-fondateur	adaddane@gmail.com
	5. Njoum Douar	3. Hicham Elkhilifi/ Fondateur	h.elkhilifi@radiomars.ma
	6. Association Marocaine Sport et Développement	4. Ratbi Hassan	ayaratbi@gmail.com
Insertion sociale et femmes	7. Association Démocratique des Femmes du Maroc	5. Mme Dalila Loudyi/ Présidente	Adfm.ong@gmail.com
		6. Mme Jghine Maliki	jghinamaliki@gmail.com
		7. Mme Fatima Fawz	Fawz.fatima@gmail.com
	8. Association INSAF	8. Mme Meriem Othmani/ Présidente	Mer.othmani@gmail.com
	9. Personnes en situation de handicap	9. M. Idir Ouguindi/ Expert en Développement inclusif	Ouguindi.yidir@gmail.com
	10. Heure Joyeuse	10. Mohammed Baayoud	Mohammed.baayoud@gmail.com
11. Fondation Oum Keltoum	11. Berrada Ismail	Ismail.berrada.pro@gmail.com	

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Galerie Photos

