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# Stakeholder Engagement Plan

## EGYPT: GREATER CAIRO AIR POLLUTION MANAGEMENT AND CLIMATE CHANGE PROJECT

July 15, 2020

## Acronyms and abbreviations

AfD	French Development Agency ( <i>In French : Agence française de développement</i> )
AQM	Air Quality Management
BCA	Benefit-Cost Analysis
CAPEX	Capital Expenditures
CAT	Cairo Transit Authority
CBO	Community- Based Organization
CBSM	Community-based Social Marketing
CCBA	Cairo Cleaning and Beautification Agency
CDAs	Community Development Associations
CEDARE	Center for Environment and Development for the Arab Region and Europe
COED	Cost of Environmental Degradation
CPF	Country Partnership Framework
CSOs	Civil Society Organizations
CTA	Cairo Transport Authority
DLI	Disbursement-Linked Indicators
EEAA	Egyptian Environmental Affairs Agency
EIA	Environmental Impact Assessment
EPAP	Egypt Pollution Abatement Project
E&S	Environmental and Social
ESF	Environmental and Social Framework
ESCP	Environmental and Social Commitment Plan
ESMF	Environmental and Social Management Framework
EU	European Union
GC	Greater Cairo
GHGs	Greenhouse Gases
GIZ	Deutsche Gesellschaft für Internationale Zusammenarbeit
GoE	Government of Egypt
GM	Grievance Mechanism
GRS	Grievance Redress Service
IBRD	International Bank for Reconstruction and Development
IDA	International Development Association
IFC	International Financial Corporation
IMF	International Monetary Fund
IPF	Investment Project Financing
IRR	Internal Rate of Return
LMP	Labor Management Plan
LTRA	Land Transport Regulatory Authority
M&E	Monitoring and Evaluation

MoE	Ministry of Environment
MoERE	Ministry of Electricity and Renewable Energy
MoHP	Ministry of Health and Population
MoLD	Ministry of Local Development
MoMP	Ministry of Military Production
MoT	Ministry of Transport
NDC	Nationally-Determined Contribution
NGOs	Non-governmental Organizations
NOx	Nitrogen Oxides
NPD	National Program Director
NPV	Net Present Value
NSWMS	National Solid Waste Management Strategy
OMEX	Operations and Maintenance Expenditures
PIU	Project Implementation Unit
PM	Particulate Matter
PMEH	Pollution Management and Environmental Health
PMU	Project Management Unit
PPP	Public-Private-Partnership
PPSD	Project Procurement Strategy for Development
RBOs	Regional Branches Offices
RF	Resettlement Framework
SC	Steering Committee
SCD	Systematic Country Diagnostic
SDS	Sustainable Development Strategy
SEP	Stakeholders Engagement Plan
SLCP	Short-lived Climate Pollutants
SOx	Sulphur Oxides
SWM	Solid Waste Management
TA	Technical Assistance
TS	Technical Secretariat
WB	World Bank
WBG	World Bank Group
WG	Working Group
WMRA	Waste Management Regulatory Authority

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# GREATER CAIRO

## AIR POLLUTION MANAGEMENT AND CLIMATE CHANGE PROJECT

### Stakeholder Engagement Plan

*The Greater Cairo Air Pollution Management and Climate Change Project's Stakeholder Engagement Plan lays out how the project will engage with its stakeholders. It identifies what information will be in the public domain, in what languages, and where it will be located. It explains the opportunities for public consultation, provide a deadline for comments, and explains how people will be notified of new information or opportunities for commenting. It explains how comments will be assessed and taken into account. It also describes the project's grievance mechanism and how to access this mechanism. The project also commits to releasing routine information on the project's environmental and social performance, including opportunities for consultation and how grievances will be managed.*

## 1 - Introduction/Project Description

The project aims at reducing air emissions from critical sectors and increase resilience to air pollution in Greater Cairo. The project aims more specifically at reducing air emissions which is a key step toward the reduction of pollution concentrations and improvement of air quality. Air pollutants include PM10 and PM2.5, while climate pollutants known as Short-lived Climate Pollutants (SLCP<sup>1</sup>) include “black carbon”<sup>2</sup> from vehicle emissions and long-lasting pollutants such as CO2.

The project will focus on the two main sources of air pollution: open burning of solid waste and vehicle emissions and will geographically cover Greater Cairo (i.e., Cairo, Giza and Qalyoubia Governorates); and will include four main components aiming at: (i) enhancing the air quality decision support system in Egypt; (ii) improving SWM services; (iii) reducing air and climate pollutants from vehicle emissions; and (iv) stakeholder engagement, awareness and communication.

### **Component 1: Enhancing the Air Quality Management (AQM) & Response System**

This component will support the enhancement of the air quality management and response system in GC through strengthened AQM infrastructure (monitoring and analytical), capacity building activities, emergency response plans and raising public awareness through information dissemination.

- **Sub-Component 1.1: Reduction of air pollution and GHGs:** An Integrated Climate and Air Quality Management Plan (IC-AQMP) for reducing air and climate emissions in GC will be prepared.
- **Sub-component 1.2: Strengthening resilience to air pollution:** This sub-component will strengthen the resilience of the population of GC to cope with high pollution events, including those exacerbated by climate extremes, and will be achieved through two activities: (i) Improving Air Quality Forecasting; (ii) Establishing institutional response mechanisms to high pollution days.

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<sup>1</sup> <https://www.worldbank.org/en/topic/climatechange/brief/short-lived-climate-pollutants>

<sup>2</sup> <https://www.epa.gov/air-research/black-carbon-research>

## **Component 2: Support the Operationalization of SWM Master Plans in Greater Cairo**

This component aims to support operationalization of the Governorate SWM master plans, which lay down the full range of necessary actions and investments needed for each governorate to improve SWM services in accordance with the specificity of each Governorate.

- **Sub-component 2.1: Waste Management Infrastructure.**
  - Development and/or upgrading of existing waste management infrastructure: The project will finance the capital investments for the main surrounding infrastructure in the facility and the main axes of the Integrated Waste Management Facility at the 10th of Ramadan.
  - Closing and rehabilitation/containment of priority dumpsites
  - Establishment of a hazardous waste facility and a final disposal facility. Tentative locations include the 10th of Ramadan facility and the new proposed Al-Kuraymat site.
  - Establishment of a select number of environmentally controlled transfer stations in Qalyubia or Giza.
  - Technical assistance provision for the environmental upgrade of El-Akrasha recycling and industrial zone.
- **Sub-component 2.2: Response to COVID-19 and Healthcare Waste Management.** This component will support the GoE in responding to issues related to COVID-19 (and other possible epidemics), particularly as related to the objectives of the project in the area of healthcare waste management. The component will support technical assistance, training, communications and public awareness activities, as well as investments in sterilization equipment, personal protective equipment and other supplies for hospitals, sanitation workers and workers responsible for cleaning and maintaining public transport and waste transport vehicles. The component will also finance activities aiming at enhancing air pollution public awareness in conjunction with lung health and epidemics.
- **Sub-component 2.3: Enabling activities, capacity building and institutional strengthening activities.** This sub-component of the project finances necessary enabling activities for the implementation of SWM waste master plans and the effectiveness of the entire SWM system. These activities will benefit and will be implemented by the Waste Management Regulatory Authority and the Executive SWM Unit at the MoLD. They will also benefit the regional units to be established in the governorates.

## **Component 3: Vehicle Emission Reduction**

Under this component, the project will support activities aimed at reducing vehicle emissions from the public transport sector. Approximately 100 electric buses and the equipment required to operate, charge, and maintain these buses will be procured. The activities will support the Cairo Transport Authority (CTA), which will operate the electric buses. The Project will upgrade facilities at CTA such as retrofitting of existing bus depots with electric charging stations, power supply and related safety equipment. Training for CTA staff such as bus drivers and mechanics to be provided by the e-bus supplier in operating and maintaining the new e-equipment.

- **Subcomponent 3.1: Low/No Emission Public Transport Fleet and Related Infrastructure.** The project will finance several services and goods including: the study to select the final set of routes and operational plans, and recommendations on type of batteries and charging technology; proposals for anonymous safe channels of complaints for bus users; the design of interior of the e-bus with safety and gender consideration, the design of the retrofit needed. The project will finance the upgrading of an existing bus depot to support e-buses as per the result of the aforementioned study and acquisition of approximately 100 electric buses, in two phases.

- **Subcomponent 3.2: Enabling Activities.** The enabling activities to be supported by the project for the transport component will include the following:
  - Setting up of continuous AQM equipment (including the establishment of new monitoring sites): equipment such as aethalometers that monitor the pollutants from vehicle.
  - Awareness raising and capacity development of CTA employees and broader audience.
  - Awareness raising and capacity development for service quality and efficiency improvement. The project will support the objective of optimizing the operation of the electric bus pilot routes from the end user satisfaction perspective and the financial sustainability perspective.

#### **Component 4: Stakeholders engagement, awareness raising and communication**

This component aims at ensuring that all stakeholders, in an inclusive manner, are actively involved in the design, implementation and monitoring of all project activities and that the project is implemented following a full consultative participatory approach that is meant to build a constructive relationship between the stakeholders and the GoE. This component includes this present Stakeholder Engagement Plan (SEP) and provisions the financial and human resources needed for the execution of its activities.

The following activities are proposed under this component (list of activities to be completed during preparation):

- **Sub-component 4.1: Stakeholder Engagement**
  - Adaptive management of the project through a continued consultation process with the relevant stakeholders' groups.
  - Implementation of pilot projects with CSOs and NGOs in the performance monitoring with contractors; in awareness raising at grassroots level; in capacity strengthening of waste collectors.
  - Financing of the SEP's activities including stakeholder consultations; Implementation of gender disaggregated beneficiaries' feedback activities; The establishment and management of a Grievance Redress Mechanism.
- **Sub-component 4.2: Awareness and behavioral change**
  - The establishment of a Solid Waste Educational Center for the general public at the 10th of Ramadan Integrated Waste Management Facility.
  - Communication plans and execution of activities to support the project components
  - Adoption and rolling out a Community-based Social Marketing (CBSM) approach
  - Communication for behavioral changes on preparedness to high air pollution days as well as adverse climate events including, inter-alia, a newly designed website

#### **Component 5: Project Management and Monitoring & Evaluation (M&E)**

For the project to be effectively implemented, project management functions including fiduciary management, M&E, technical reporting and audits, environmental and social risk management, and community and awareness raising functions will be covered under this component. The project will also contribute to the operational costs of the Project Management Units to be established but will not pay salaries or topping-up of salaries of government officials.

An Environmental and Social Management Framework (ESMF), among other Environmental and Social Framework (ESF) instruments comprising the Resettlement Framework (RF) -- including Results of the Land Due Diligence for the Integrated Waste Management Facility at the 10th of Ramadan -- and a

conceptual Environmental and Social Impact Assessment (ESIA) for Qalyoubia Sanitary Landfill and Shared Construction and Demolishment (C&D) Treatment Facility (Qalyoubia and Cairo Governorates) have been prepared and disclosed on the link below:

<http://www.eeaa.gov.eg/ar-eg/%D9%85%D9%88%D8%B6%D9%88%D8%B9%D8%A7%D8%AA%D8%A8%D9%8A%D8%A6%D9%8A%D8%A9/%D8%A7%D9%84%D9%85%D8%AE%D9%84%D9%81%D8%A7%D8%AA/%D8%A7%D9%84%D8%AF%D8%B1%D8%A7%D8%B3%D8%A7%D8%AA.aspx>



## 2. Regulations and requirements

### 2.1 National Requirements

**The Law 4/1994 on Environmental Protection** requires consultation of the community people and concerned parties with the needed information about the project. All stakeholders should be invited. Paragraph 6.4.3 from Law 4/1994 on Environmental Protection provides detailed information on the scope of public consultation, methodology and documentation.

**Paragraph 6.4.3 Requirements for Public Consultation** consists of:

- Paragraph 6.4.3.1 Scope of Public Consultation
- Paragraph 6.4.3.2 Methodology of Public Consultation
- Paragraph 6.4.3.3 Documentation of the Consultation Results
- Paragraph 7 Requirement and Scope of the Public Disclosure

In 2009, Egyptian Environmental Affairs Agency (EEAA) issued specific guidelines for EIA preparation, which among other objectives aim to describe the requirements for public consultations.

### 2.2 World Bank Requirements

The World Bank's ESF's Environmental and Social Standard (ESS) 10, "Stakeholder Engagement and Information Disclosure", recognizes "the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice" (World Bank, 2017: 97). Specifically, the requirements set out by ESS10 are the following:

- "Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope and frequency of stakeholder engagement will be proportionate to the nature and scale of the project and its potential risks and impacts.
- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrower will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98).

A SEP proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It has to be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower has to disclose the updated SEP (World Bank, 2017: 99).

According to ESS10, the Borrower should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the environmental and social performance of the project in a timely manner (World Bank, 2017: 100).

### 3. Brief Summary of Previous Stakeholder Engagement Activities

The project builds on the analytical work and the various initiatives on air pollution management implemented by the MoE and other concerned authorities in the GoE. The most recent studies were conducted over four years, from 2016 to 2019, by the World Bank in close collaboration with the MoE and with the active participation of the MoHP. Four main reports were produced and provide most of the technical foundation of the proposed project: (i) Motor Vehicle Density and Air Pollution in Greater Cairo;<sup>3</sup> (ii) Cost of Environmental Degradation (COED), with a focus on Air and Water Pollution;<sup>4</sup> (iii) Particulate Matter Ambient Air Pollution and Respiratory Disease in Egypt;<sup>5</sup> and (iv) Air and Water Pollution Policy Options Report.<sup>6</sup>

Consequently, the project is in a continuum where stakeholder engagements have been taking place on a regular basis. For example component 1 on Enhancing the AQM & Response System is building on the Pollution Management and Environmental Health (PMEH) trust funded activities, which help EEAA to strengthen monitoring (including through procuring monitoring equipment, training on the equipment and the analysis), limited inventory development, health impact assessment and preliminary cost-effectiveness analysis.

On Waste Management, the World Bank has been advising the Government for decades and commissioned in 2010 the study “Up Stream Poverty and Social Impact Analysis (PSIA) for Egypt’s Solid Waste Management Reform” (2010). The PSIA had the main objective of influencing the objectives and features of the SWM sector reforms at its inception, rather than waiting for the details of the reforms to be solidified and to then assess their likely impacts. In this sense, the PSIA has evaluated the different impacts of each policy alternative in order to assess its likely outcomes on equity, effectiveness, and feasibility. The PSIA has interviewed a wide range of actors, from the formal to the informal sector totaling 811 respondents. Many elements of the PSIA remain valid to date with regards to the organization of the Zabaleen (garbage collectors) and how policy decision can impact vulnerable groups.

At the Ministry of Environmental Affairs, the department of communications and the department of NGOs have been engaging in a continuous manner on issues covered by the project through various communication activities of the Ministry, including but not limited to Go Green Campaign, Live Green

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<sup>3</sup> Heger, Martin et al. (2019 Op. Cit.).

<sup>4</sup> Larsen (2019 Op. Cit.).

<sup>5</sup> Heger et al. (2019 Op. Cit.).

<sup>6</sup> World Bank. 2019. Egypt: Air and Water Pollution Management Technical Assistance Program. Prepared by COWI and Chemonics. Washington, D.C.

Campaign, etc.

In the meantime, the Government conducted range of consultative activities to inform the design of the projects. Those are explained in more details in the prepared Environmental and Social (E&S) instruments and below is a quick summary of project related consultations:

### 1) Summary of the project related consultations

Name of the consultation, Organizer, place	Governorate of Qalyoubia – Office of the Government
Estimate date for conducting the consultations	December 2019
Relationship of the consultation to the project	Directly linked to the project preparation
Key Stakeholders – number of participants	Number of consultations and field visits including most importantly to: <ul style="list-style-type: none"> <li>• Akrasha industrial area</li> <li>• Waste collectors in zarayeb area (at least 20 members participated)</li> <li>• Small scale formal contractors (motaahedeen) (at least 15 members participated)</li> <li>• Abu Zabaal dumpsite (potential location for closure)</li> </ul>
Information disclosed, points of discussion	<ul style="list-style-type: none"> <li>• Consultation related to the stakeholders’ role in the project as part of project preparation, including discussions for options to improve working conditions and the work related challenges that stakeholders encounter</li> <li>• Challenges encountered by the small-scale contractors</li> <li>• Working conditions of the informal sector as well as understanding for their profiling</li> </ul>
Summary of activity - Outcomes of the consultation	Ideas and contribution to the project design including on how those groups could play a role in the project.
Links to more information	<a href="https://www.facebook.com/qalyubiya.gov.org/">https://www.facebook.com/qalyubiya.gov.org/</a>

Name of the consultation, Organizer, place	Ministry of Environment - EEAA, with support from the E&S consultant (Integral)
Estimate date for conducting the consultations	March 2020
Relationship of the consultation to the project	Directly linked to the project preparation A scoping session to consult on the scope of the ESMF, ESIA and RF
Key Stakeholders – number of participants	A total of 25 persons attended the scoping session, 20% of them were females. The participants included administrative officials from the governorate level (8 WMRA, 3 MoE, EEAA, ...), administrative officials from the local level (Giza, Cairo and Qalyoubia governorates), consultants/experts, community members (representatives), civil society, academic Institutions and private sector (factories, companies, suppliers and traders working in the waste field)
Information disclosed, points of discussion	<ul style="list-style-type: none"> <li>• Presentation on the scope of the ESMF, ESIA and RF</li> <li>• Preliminary findings related to the impacts of the project</li> </ul>

Summary of activity - Outcomes of the consultation	Additional studies that the project needs to consider conducting (e.g. the traffic studies) Several technical details related to the SWM component (e.g. paying attention to the hauling distance, waste compositions, e-waste final disposal, etc.) The need to find ways to integrate the informal sector The need to take into consideration the accumulated lessons learnt The need for stakeholder engagement to be done on the grassroots level to minimize stakeholders' resistance.
Links to more information	As per the link shared above for the E&S instruments

It should be noted that further consultations are underway to present the findings of the ESIA, ESMF and RF groups to the various stakeholders, obtain their feedback and amend the studies accordingly. Due to the social distancing requirements imposed in the country under COVID-19 circumstances, the MoE will be facilitating number of virtual consultations and will be utilizing social media pages and other digital platforms to get the consultation accomplished. Consultation results will be added to the SEP upon completion.

## 2) Summary of other consultations and stakeholder engagement facilitated by the Government<sup>7</sup>

Name of the consultation, Organizer, place	Ministry of Environment - EEAA, Maadi, Cairo Egypt.
Key Stakeholders – number of participants	<ul style="list-style-type: none"> <li>• Ministry of Education represented by the Educational departments in Greater Cairo</li> <li>• Ministry of Higher Education represented by Universities</li> <li>• Ministry of Health represented by Health centers</li> <li>• Public libraries</li> <li>• The Ministry of Social Solidarity through NGOs</li> <li>• Information centers, National Center for Child Culture.</li> <li>• Ministry of Culture</li> <li>• International book fair</li> </ul> <p>About 14,000 annually attended, divided equally between 1) students in schools and universities and 2) the general public.</p>
Information disclosed, points of discussion	Various environmental topics, including climate change, solid waste and recycling, air pollution, water pollution, biodiversity, reduction of plastic usage, green jobs and green investments.
Summary of activity - Outcomes of the consultation	We depend mainly on direct communication with participants. Therefore, activities include workshops, lectures, planting campaigns as well as participation in related conferences and exhibitions.
Links to more information	We have our Facebook page for more communication with the public to inform them about the different activities. The page is in Arabic. الإدارة العامة للثقافة والتوعية البيئية. وزارة البيئة <a href="https://www.facebook.com/environmantlawareness/">https://www.facebook.com/environmantlawareness/</a>

Name of the consultation, Organizer, place	Ministry of Environment, Maadi, Cairo, Egypt.
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<sup>7</sup> Those activities took place in the last six months before the production of the SEP and covered many topics that fall under the mandates of the concerned entities, including some general SWM related topics.

Key Stakeholders – number of participants	<p>Ministry of Communications and Information Technology, the Supreme Council for Media Regulation, the State Information Service and the National Press Authority, as well as a network of media institutions, including:</p> <ul style="list-style-type: none"> <li>• Above 60 representatives of national and private newspapers, and electronic media websites</li> <li>• Over 30 official and private TV stations, such as Channels 1 and 2 (Egyptian stations), CBC, DMC, ON E, etc.</li> <li>• About 20 foreign media, such as Chinese TV.</li> <li>• Nearly 20 local and international news agencies, including the Middle East News Agency and the Associated Press.</li> </ul>
Information disclosed, points of discussion	<p>All major environmental issues and areas for environmental action, such as climate change, national waste management system, air pollution, water pollution, biodiversity, reduction of plastic usage, crisis and environmental disaster management, marine pollution, recycling and reuse, etc. All of these are discussed through 3 approaches:</p> <ol style="list-style-type: none"> <li>1- Providing information and news related to the activities and achievements of MoE</li> <li>2- Simplifying the information related to environmental issues</li> <li>3- Correcting and clarifying environmental concepts</li> </ol>
Summary of activity - Outcomes of the consultation	<p>Objectives/Aim of the activities:</p> <ol style="list-style-type: none"> <li>1- Establishing strong relationships with representatives of media institutions</li> <li>2- Drafting press releases and reports that include environmental information, activities and achievements of MoE that are distributed to the media representatives we deal with.</li> <li>3- Providing space for specialists of MoE to speak in the media to clarify environmental facts.</li> <li>4- Organizing environmental conferences, celebrations, seminars and meetings.</li> </ol> <p>Examples of activity outcomes:</p> <ul style="list-style-type: none"> <li>• Preparation and implementation of COP14 UN Conference of the Convention on Biological Diversity</li> <li>• Organizing the annual conference of “Black Cloud” management system</li> <li>• Preparation and implementation of the Presidential initiative to spread environmental awareness “Live Green Campaign” "اتحضر للأخضر"</li> <li>• Organizing the annual local celebrations of the environmental events, such as the World Environment Day, Earth Hour and The International Day for Biological Diversity</li> <li>• Preparing and implementing the first celebration of the National Environment Day in 2019</li> <li>• Launching a number of activities with youth and civil community, such as cooperation with Greenish and Very Nile Foundations to reduce plastic waste and clean the Nile</li> </ul>
Links to more information	<p>Besides the main channels of communication with the media (telephone, email, What’s App, and direct meetings), we manage the official page of the Ministry of Environment on Facebook, Instagram and Twitter</p> <p>Live green campaign: <a href="https://www.facebook.com/livegreen.eg/">https://www.facebook.com/livegreen.eg/</a></p>

Name of the consultation, Organizer, place	Ministry of Environment - EEAA, Regional Branches Offices (RBOs) of EEAA and protected areas.
Key Stakeholders – number of participants	<ul style="list-style-type: none"> <li>• National Council of Women</li> <li>• NGOs</li> </ul>

	<ul style="list-style-type: none"> <li>Governmental bodies: Ministry of Health and Population, Ministry of Social Solidarity</li> <li>Main departments that are cooperating the RBOs</li> </ul>
Information disclosed, points of discussion	<p>The discussions focus on general knowledge and the fact that women can make a difference if they are aware about environmental issues, such as pollution (causes and impact on health), biodiversity, protected areas in Egypt, solid waste management and related solution (e.g. recycling and reuse, etc.)</p> <p>Discussion about the main topics that are dealt by RBOs and protectorates</p>
Summary of activity - Outcomes of the consultation	<ul style="list-style-type: none"> <li>Support to selected initiatives that mainstream gender related issue in environmental projects by the Environmental Protection Fund (EPF) (those include about 10 NGOs)</li> <li>Awareness Campaign through a door-to-door campaign</li> <li>Holding and organizing workshops/training courses/campaigns</li> </ul>
Links to more information	<p>Ministry of Environment website (gender unit): <a href="http://www.eeaa.gov.eg/en-us/topics/general/gender.aspx">http://www.eeaa.gov.eg/en-us/topics/general/gender.aspx</a></p> <p>Gender unit Facebook page وحدة المرأة والنوع الاجتماعي بوزارة البيئة  <a href="https://www.facebook.com/pg/%D9%88%D8%AD%D8%AF%D8%A9-%D8%A7%D9%84%D9%85%D8%B1%D8%A3%D8%A9-%D9%88%D8%AF%D9%85%D8%AC-%D8%A7%D9%84%D9%86%D9%88%D8%B9-%D8%A7%D9%84%D8%A5%D8%AC%D8%AA%D9%85%D8%A7%D8%B9%D9%89-979019488807781/posts/?ref=page_internal">https://www.facebook.com/pg/%D9%88%D8%AD%D8%AF%D8%A9-%D8%A7%D9%84%D9%85%D8%B1%D8%A3%D8%A9-%D9%88%D8%AF%D9%85%D8%AC-%D8%A7%D9%84%D9%86%D9%88%D8%B9-%D8%A7%D9%84%D8%A5%D8%AC%D8%AA%D9%85%D8%A7%D8%B9%D9%89-979019488807781/posts/?ref=page_internal</a></p>

Name of the consultation, Organizer, place	Ministry of Environment – The General Department for NGOs, Cairo Egypt.
Key Stakeholders – number of participants	<ul style="list-style-type: none"> <li>Large number of environmental NGOs in Greater Cairo Region (e.g. Ain El Beaa, Ezraa Shagrha, Ezz El Shabab, Sayahet Dahshour, Nahdet Oma...etc.) as well as smaller scale Community Development Association (CDAs)</li> <li>Over 3000 participants: male and female youth as well as children</li> </ul>
Information disclosed, points of discussion	Various environmental topics, including trees plantation, waste recycling, sorting at source, solar energy...etc.
Summary of activity - Outcomes of the consultation	All activities involved face to face sessions and awareness campaigns
Links to more information	<a href="http://www.eeaa.gov.eg/ngosgd/">http://www.eeaa.gov.eg/ngosgd/</a>

With regard to the COVID-19 component, no activities will start before fulfilling both the ESIA requirements and the consultations requirements as per the ESCP.

## 4. Stakeholder identification and analysis

### 4.1. Identification of stakeholders

This SEP is developed to enable participation of stakeholders and ensure that project design, approaches and activities are implemented in a participatory and inclusive manner, and in ways that minimize potential environmental and social risks. Based on the information/feedback received during the stakeholder identification session, the following groups of actors have been considered as key parties to engage with.

These parties have “a stake” in the project and can influence positively or negatively the project outcomes. In this sense, there has been an effort to map key parties who can participate in the design, implementation and monitoring of the projects. Identified stakeholders will be informed and consulted about the project at different level as described later in the document.

The below table has been prepared at the preparation stage with the best information available, the information will be updated as needed if/when additional stakeholders are observed or if they are identified as part of the studies/assessments to be conducted<sup>8</sup>.

#### 4.1.1 Project Affected Parties

Individuals, groups, local communities, and other stakeholders that may be directly or indirectly be affected by the project, positively or negatively are identified by component of the project as follows.

**Component 1 (Enhancing the air quality management and response system).** Activities consist of (i) studies and analytical work to develop an Integrated Climate and Air Quality Management Plan (IC-AQMP) for reducing air and climate emissions in GC; (ii) Improving Air Quality Forecasting and (iii) Establishing institutional response mechanisms to high pollution days. It is anticipated that the population of Greater Cairo will be positively affected by the initiatives which will strengthen their resilience to cope with high pollution events. Affected parties include:

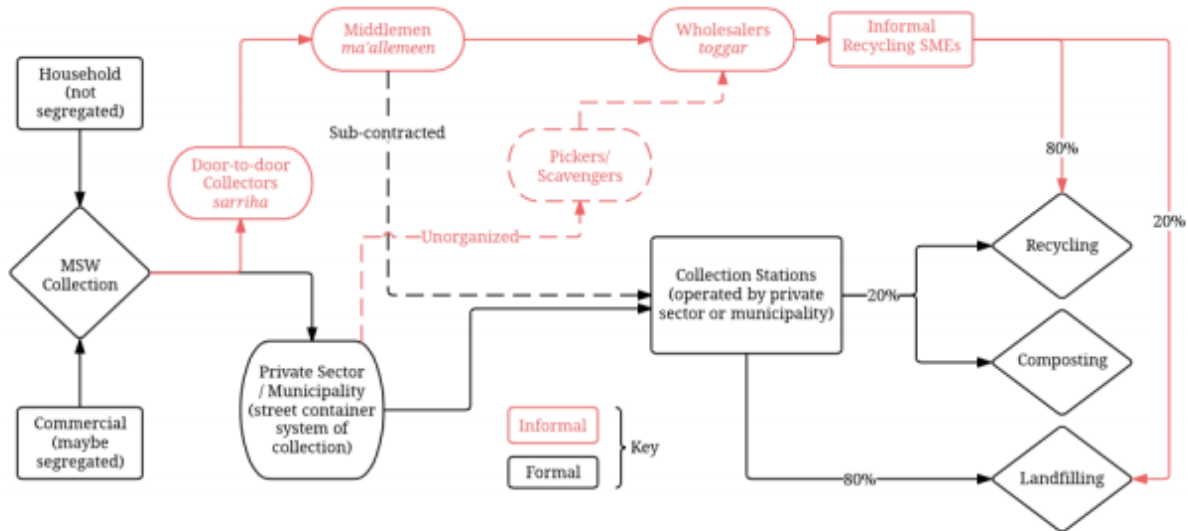
- Commuters using public transport facilities
- Vulnerable groups (elderly, pregnant women, traffic police, people with health conditions)
- Students (in schools and universities)
- Garbage collecting workers and street cleaners.

**Component 2 (Solid Waste Management).** This component will affect all actors of the SWM value chain from garbage collectors, waste pickers, private domestic and international waste management companies, recycling wholesalers, as well as the population living in areas where the project activities will take place. Moreover, this component through sub-component 2.2. will also affect actors managing healthcare waste in underserved university hospitals, sanitation workers, and workers responsible for

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<sup>8</sup> Stakeholders identified in bold character are the key stakeholders who will be taken into consideration at later stages of the SEP

cleaning and maintaining public transport and waste transport vehicles as well as solid waste management staff, including waste picker community.



**Figure 4 Overlap of Informal and Formal Waste Cycles**

Figure by Hussein Bakry (2015)<sup>9</sup>

Affected groups of component 2 include, but are not limited to:

- Garbage collector syndicate
- Waste recycling and waste management traders
- Existing contracted companies (international and local)
- Traders (small-scale stores) (unofficial suppliers)
- Garbage collectors (traditional groups and donkey-carts and tricycle operators): contractors and workers in the field of garbage collection, sorting and utilization.
  - “Formal” small scale garbage contractors (motaahdin) – in Qalyoubia governorate
- Formal operator in Abou-Zaabal dumpsite of Qalyubia and any other dumpsite that could be considered for rehabilitation and closure
- Informal Waste Pickers in Abou Zaabal Dumpsite who are working under the formal operator and any other dumpsite that could be considered for rehabilitation and closure
- Residents and the commercial activities in the following areas:
  - Khankah Markaz
  - El Khosous City
  - Abu Zaabal village
  - Kurayimat
  - Tenth of Ramadan

<sup>9</sup> Bakry H. (2015). *Grappling with Cairo’s Garbage: Informal Sector Integration as a Means to Urban Sustainability*. The American University of Cairo.



- Akrasha
- Location of the 2 transfer stations to be determined
- Any other neighborhood that the project activity will be covering
- Landowners and/or users who might be affected by land acquisition
- Southern zone of Qalyoubia Governorate (SWM value chain)

Affected groups of component 2.2 include, but are not limited to:

- Doctors and nurses in university hospitals
- Patients in university hospitals, including
  - Elderly persons;
  - Persons with pre-existing medical conditions (such as high blood pressure, heart disease, lung disease, cancer or diabetes) who appear to develop serious illness more often than others;
  - Persons with disabilities and their care takers;
  - Pregnant women, etc.
- Those managing healthcare waste in underserved university hospitals, including cleaners and their supervisors
- Sanitation workers
- Workers responsible for cleaning and maintaining public transport
- Workers responsible for cleaning and maintaining waste transport vehicles
- Solid waste management staff, including waste picker community

**Component 3 (Vehicle Emission Reduction):** activities in this component will affect mainly the communities around the possible e-buses routes, women commuters, bus drivers and commuters using the e-buses. Economic activities and landowners might also be affected by the construction of charging stations.

#### 4.1.2 Other interested parties

Other interested parties are from the national and local authorities who are involved in managing air quality, solid waste management and transportation; civil society organizations; economic actors; technical and financial development partners. Some intervene across all components of the project. They are thus presented in a table by category with a description of their role, interest in the project.

	Stakeholder Groups	Role
Environmental Sector	Ministry of Environment -Egyptian Environmental Affairs Agency (EEAA)	<ul style="list-style-type: none"> <li>● Responsible for developing public policies related to the protection of environment and improving its quality. In addition, it is responsible for issuing regulations for environmental determinants and monitoring their implementation.</li> <li>● EEAA is one of the main stakeholders that work closely with the Project in order to warrantee their level of</li> </ul>

	Stakeholder Groups	Role
		<p>environmental commitment; through reviewing and approving EIAs, and monitoring implementation of the Environmental Management Plan</p> <ul style="list-style-type: none"> <li>• EEAA is the owner of the project</li> </ul>
	Waste Management Regulatory Authority (WMRA)	<ul style="list-style-type: none"> <li>• Responsible for regulating, following-up and overseeing all waste management processes at both central and local levels, in a manner improving the environmentally safe management.</li> <li>• Providing information and data available about the waste sector in Egypt.</li> <li>• Provide technical support to raise public awareness and community commitment.</li> <li>• Responsible for managing some project components</li> </ul>
	Environmental Office within the Governorates	Responsible for monitoring the compliance to environmental requirements
Line ministries	Ministry of Environment (MoE)	<p>MoE is the main implementing agency for the project. For each component separate agencies and ministries will be involved in the implementation of various project components from a sectoral perspective</p> <p>Managing the grievances that will be received from community members, including registering the complaints, and responding to complainants in a timely manner</p>
	Ministry of Local Development (MoLD)	Responsible for implementing the national strategy for solid waste management and the specific master plans that have been put in place by the waste management body in the concerned governorates
	Ministry of Transport (MoT)	<ul style="list-style-type: none"> <li>• Responsible for meeting the transportation needs of the country and is aligned with Egyptian national development plans.</li> <li>• Project management at the operational stage</li> </ul>
Other Government Entities	Governorates, Cairo Giza Qalyoubia	<ul style="list-style-type: none"> <li>• Responsible for collecting and transporting waste through the concerned departments in each governorate</li> <li>• Supporting the project by providing requested services such as various permits required, and infrastructure maps, when requested.</li> <li>• Managing the grievances that is received from community members, including registering the complaints, and responding to complainants in a timely manner</li> </ul>
	Cairo Transport Authority (CTA)	<ul style="list-style-type: none"> <li>• CTA is the operator of mass transit within Cairo, and the largest operator in Egypt.</li> <li>• CTA operates buses, a surface metro, ferries and river buses. Through its subsidiary Greater Cairo Bus Company (GCBC) it operates buses and minibuses.</li> <li>• Project management at the operational stage</li> </ul>
	Local Government Units (LGUs) within the targeted Governorate in the respective areas related to the project	<ul style="list-style-type: none"> <li>• The main role of the Local Units authority is the provision of support to the project through giving permits for electricity installation and water supply and mobilizing people to gain information about the project.</li> </ul>

Stakeholder Groups		Role
		<ul style="list-style-type: none"> <li>Permits for the lands needed for the project, should be prepared by the Governorate and approved by the LGU.</li> </ul>
	Cairo Cleaning and Beautification Agency (CCBA)	<ul style="list-style-type: none"> <li>Provides collection and transfer waste to treatment facilities</li> </ul>
	University Hospitals	<ul style="list-style-type: none"> <li>Provide treatment to COVID-19 Patients</li> </ul>
Private Sector Factories Companies	Waste recycling and waste management traders	<ul style="list-style-type: none"> <li>Potential participants in project activities</li> <li>Cooperation with the implementing agencies</li> </ul>
International Financial Institutions, Development partners	The World Bank (WB) Agence française de développement (AFD), European Union (EU), The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), the KfW	<ul style="list-style-type: none"> <li>Provide financing and technical assistance <ul style="list-style-type: none"> <li>National Solid Waste Management Program (EU, KfW, GIZ),</li> </ul> </li> <li>1) Transforming Financing Stems for Climate Program I (GCF – AFD)</li> </ul>
Civil Society	NGOs (International, regional, local) Grassroots Community- Based Organizations (CBO)	<ul style="list-style-type: none"> <li>Organizations with direct interest in the project and which may have useful data or insight into local issues of relevance to the project. These organizations can also influence the views of others regarding the project, nationally and internationally.</li> <li>Responsible of sharing information with the community</li> </ul>
Media	Television Newspaper Websites editors Online journalism	<ul style="list-style-type: none"> <li>Disclosure of information about the project on the website of the Ministries.</li> <li>Disclosure of information about the project on the Facebook pages of the local government.</li> </ul>
Suppliers and Traders	Private companies	<ul style="list-style-type: none"> <li>Mainly potential tenderers for the construction works.</li> </ul>
	Traders (small-scale stores) (unofficial suppliers)	<ul style="list-style-type: none"> <li>Provide construction materials.</li> <li>Provide fuels to cars and machineries.</li> <li>Provide workers with food and amenities.</li> </ul>
	Contractors	Responsible for the implementation of project management plans

The table below provides a more detailed list of stakeholders (other parties) per component

COMPONENT 1: ENHANCING THE AQM & RESPONSE SYSTEM	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department</b> <b>LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>Ministry of Environment - EEAA</li> <li>Ministry of Environment</li> <li>EEAA regional branches</li> <li>Environmental Office within the Governorates</li> <li>Ministry of Transport (MoT)</li> <li>Cairo Transport Authority (CTA)</li> </ul>

	<ul style="list-style-type: none"> <li>• Governorates (Cairo, Qalyoubia, Giza)</li> <li>• Metrological Authority</li> <li>• Chest Hospitals and their doctors</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>• Center for Environment and Development for the Arab Region and Europe (CEDARE)</li> <li>• Drosos Foundation</li> <li>• UN Habitat</li> <li>• UNDP (they work mostly on climate change)</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Consultants who work on air pollution monitoring</li> <li>• Universities who have laboratories that work on air pollution monitoring as well as awareness raising for youth, including Banha University and Cairo University</li> <li>• Vehicle Manufacturers</li> <li>• American Chamber</li> </ul>

<b>COMPONENT 2: SOLID WASTE MANAGEMENT</b>	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>• EEAA</li> <li>• Ministry of Local Development (MoLD)</li> <li>• Waste Management Regulatory Authority (WMRA)</li> <li>• Local Government Units (LGU) within the targeted Governorate in the respective areas related to the project</li> <li>• National Solid Waste Management Program (EU, KfW, GIZ)</li> <li>• Transforming Financing Stems for Climate Program (GCF – AFD)</li> <li>• Cairo Cleaning and Beautification Agency (CCBA)</li> <li>• Industrial development authority (IDA)</li> <li>• Regional SWM Units</li> <li>• Executive SWM Unit</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>• Greenish</li> <li>• Association for the Protection of the Environment (APE)</li> <li>• Very Nile (sponsored by GIZ and EU)</li> <li>• Youth Spirit Association</li> <li>• Community and Institutional Development (CID)</li> <li>• Recyclobicia Association</li> <li>• Academic Entities, including Banha University</li> <li>• Number of CSOs involved in SWM in Qalyoubia governorate and cooperating with the governorate</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Informal garbage collectors</li> <li>• Waste recycling and waste management traders</li> <li>• Existing contracted companies (international and local)</li> <li>• University hospitals</li> </ul>

<b>COMPONENT 3: VEHICLE EMISSION REDUCTION</b>	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>• MoT</li> <li>• CTA</li> <li>• Ministry of Electricity and Renewable Energy (MoERE)</li> <li>• Ministry of Military Production (MoMP)</li> <li>• Alexandria state-owned agency in charge of the regulation and operations of public transport</li> <li>• Governorate of Alexandria</li> </ul>

	<ul style="list-style-type: none"> <li>• Land Transport Regulatory Authority (LTRA)</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>• Faculty of Engineering at Cairo University</li> <li>• Center for Environment and Development for the Arab Region and Europe (CEDARE)</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Arab Organization for Industrialization (e-bus manufacturer)</li> <li>• Vehicle Manufacturers</li> </ul>

<b>CROSS CUTTING</b>	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>• Climate Change Committee</li> <li>• Information and Decision Support Center</li> <li>• National Media center (in the various governorates – called Nile Marakazes)</li> <li>• The State Information Service and National Press Authority</li> <li>• Members of the Parliament</li> <li>• Ministry of Interior</li> <li>• Ministry of Education</li> <li>• Ministry of Higher Education</li> <li>• Ministry of Culture</li> <li>• National Council for Women</li> <li>• Ministry of Manpower</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>• CSOs working on preventing sexual harassment</li> <li>• Greenish</li> <li>• Live Green Campaign</li> <li>• Very Nile</li> <li>• TV and Radio channels (9 o'clock news)</li> <li>• Go Green (air pollution and SWM) National campaign on different platforms for 3 years</li> <li>• American Chamber</li> <li>• Syndicates and labor unions</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Banks</li> </ul>

#### 4.1.3 Vulnerable groups

The most disadvantaged and marginalized groups which may be impacted by the project are: a) informal sectors groups, of poor families, women and children (the type of impact will vary from one groups to the other and the magnitude and significance of the impact is still not known for several groups); b) Individuals/groups who could be affected from land acquisition particularly poor, acquiring livelihoods from the land without legal title; c) groups near waste facilities (during operation); d) communities near construction sites including women and children; e) groups managing infected waste whether healthcare waste in underserved university hospitals, sanitation workers, or solid waste management staff, including waste picker community. Mitigation measures to deal with the potential risk and impacts on each of the identified groups have been included in the ESMF, the ESIA as well as the RF.

The informal sector for waste management includes two type of groups: garbage collectors and waste pickers. The garbage collectors are traditional groups and donkey-carts and tricycle operators. They are often contractors and workers in the field of garbage collection, sorting and utilization. At this stage of the project and in light of the currently available information, it is not clear if the garbage collectors will be affected by the project interventions. The waste pickers salvage reusable or recyclable materials thrown away by others to sell or for personal consumption. They are the ones more at risks due to activities related to component 2:

- Potential loss of livelihoods for the waste pickers engaged in dumpsites to the resulting change in land use and access restrictions
- Impact on the street containers waste pickers is expected to be less sever because of their causal and part time working mode (recyclable picking is as a supplementary source of livelihoods) which make it also very difficult to track and quantify them.

### 4.3. Summary of project stakeholder needs

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, childcare, daytime meetings)
National and sub national authorities	<ul style="list-style-type: none"> <li>Environmental Sector</li> <li>Line ministries</li> <li>Agencies</li> <li>Governorates (Cairo, Giza, Qalyoubia)</li> <li>CTA</li> <li>LGUs within the targeted Governorate in the respective areas related to the project</li> <li>CCBA</li> </ul>	Elaborate regulations, participate in awareness raising, implement project components	Arabic	Face-to-face meetings, official communication	Official working hours
Informal sector	Garbage collectors and waste pickers	Participate in the value chain for garbage collection and treatment with limited voice and low representation, lack of access to information.	Arabic	Meeting in their location, radio programs	Off working hours
Communities	<p>This will include but will not be limited to the residents and the commercial activities in the following areas:</p> <ul style="list-style-type: none"> <li>Khankah Markaz</li> <li>El Khosous city</li> <li>Abu Zaabal village</li> <li>Kurayimat</li> <li>Tenth of Ramadan</li> <li>Akrasha</li> <li>Location of the 2 transfer stations to be determined</li> <li>Commuters using the e-buses</li> </ul> <p>Any other neighborhood that the project activity will be covering</p>	Live around/from the sites with diverse socioeconomic characteristics, including different social classes and, level of education, urban/ rural division	Arabic	Meeting in their location or at their home, radio programs	Off working hours
Private Sector Factories Companies	Waste recycling and waste management traders	<p>Potential participants in project activities</p> <p>Cooperation with the implementing agencies</p>	Arabic	At their office or public meeting place, emails	Working hours
Economic actors Factories Companies	Transport companies Collectors University hospitals	Participate in the value chains, may benefit from the project activities in relation to capacity building in handling	Arabic	At their office or public meeting place, emails	Working hours

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, childcare, daytime meetings)
		infected waste and in cleaning infected surfaces			
International Financial Institutions, Development partners	Agence française de développement (AFD), European Union (EU), The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), the KfW	Provide financing and technical assistance <ul style="list-style-type: none"> <li>National Solid Waste Management Program (EU, KfW, GIZ),</li> <li>Transforming Financing Stems for Climate Program I (GCF – AFD)</li> </ul>	English	Face-to-face meetings, emails	Official working hours
Civil society	NGOs, CSOs, CBOs	Support the communities impacted; may have existing programs or may implement programs as part of the project	Arabic and/or English	Email, workshops, surveys	Working hours, flexible
Media	Mainstream media, social media, radio	Can relay information or collect users feedback about the project or might hold to account / transparency	Arabic	Email, press conference, field visits	Working hours, flexible
Suppliers and Traders	Private companies, Traders (small-scale stores) (unofficial suppliers), Contractors	Mainly potential tenderers and/or suppliers and/or implementers for the construction works	Arabic	Official bidding websites, face-to-face	Working hours, flexible

## 5. Stakeholder Engagement Program

### 5.1. Purpose and timing of stakeholder engagement program

This section provides details on stakeholder engagement activities for each specific stakeholder group with relevant information and opportunities to voice their views on topics that matter to them. The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of Community Liaison Officers at the governorates level to work closely with the Communication Specialist at the PMU level will help ensure proactive outreach to all population groups. Training and awareness raising sessions will be conducted in the project sites to ensure higher participation of targeted population. Focus groups dedicated specifically to vulnerable groups may also be envisaged as appropriate.

### 5.2. Proposed strategy for information disclosure

Briefly describe what information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to each of the stakeholder groups. Due to the current COVID-19 crisis, the project will take the precautionary approach for as long as the risk exists, to minimize the risk of COVID-19 transmission during information disclosure, by disseminating information through digital platform (where available) and traditional means of communications.



Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation	Project document	Websites of different involved agencies	Premises of different entities at the central and local levels, as well as in public places and local councils before project appraisal	Line ministries and agencies involved; beneficiary and affected communities		Communication and awareness unit in the Ministry of Environment of the project; environmental and social specialists; governorates
	Environmental and social instruments (ESMF, ESIA, RF)					
	Environmental and Social commitment Plan, SEP, Labor Management Procedures					
Implementation	Bidding documents, awarded contractors	Advertising for bids as per the procurement requirements	According to timetable of the project; quarterly press briefing;	Government entities involved; donors; contractors	All stakeholders involved; larger public	Procurement specialists of the project (Project Management Unit (PMU), Implementation Units)
	Subprojects activity details and grievance redress details (channels)	Dissemination of information during review meetings; townhall meetings, websites of different involved agencies; billboards at the entrance of the project sites in an accessible way for neighboring communities; social media pages; governorate (diwan); brochures	According to timetable of the project	Government entities involved; beneficiary and affected communities		Communication and awareness unit of the project (PMU, Implementation Units); environmental and social specialists; governorates
	ESF instruments, grievance redress mechanism reports	websites of different involved agencies; billboards; social media pages; governorate (diwan); brochures	According to timetable of the project; dissemination of reports	Government entities involved; beneficiary and affected communities; donors		
	Awareness Raising Messages (as part of component 2.2, component 4 and on gender related issues)		According to timetable of the project			
	Grievance redress details for workers and codes of conduct	Billboards in project sites	According to timetable of the project	Workers and beneficiary and affected communities		Contractors
Monitoring and evaluation	Progress reports	Workshops, press conference	Bi-annual progress report	Constituencies of the project; beneficiaries and affected population; larger public	All stakeholders identified; donor community, larger public	Communication and awareness unit; M&E specialists of the Project (PMU, Implementation Units)
	Feedback	Workshops, press conference; surveys and citizen feedback	As per the indicators' requirements	beneficiaries and affected population		

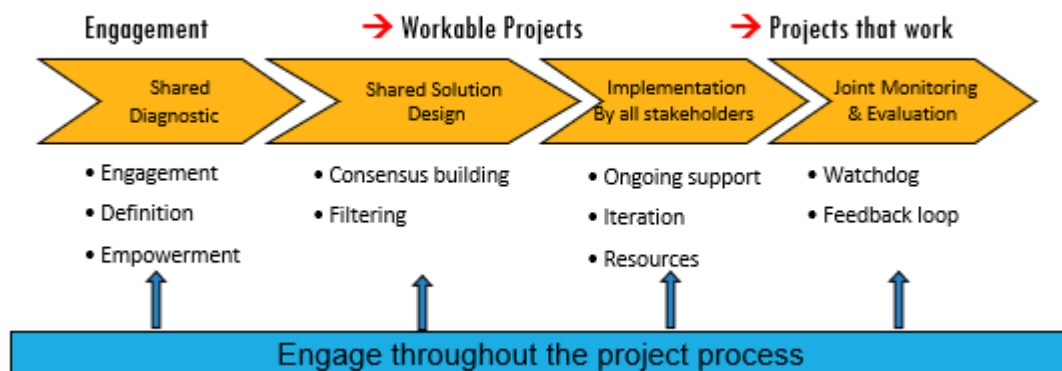
Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
		mechanism; social media pages				

### 5.3. Proposed strategy for consultation

The intention of component 4 is to engage stakeholders throughout the project life cycle, from the preparation (consultation has taken place during the project preparation), implementation, monitoring and evaluating the impact. The project allows for adaptation during the implementation based on a continuous dialogue with stakeholder groups.

Due to the current COVID-19 crisis, the project will take the precautionary approach for as long as the risk exists, to minimize the risk of COVID-19 transmission during stakeholder engagement activities (such as avoidance of public gatherings, public hearings, workshops and community meetings, use of online communication tools to design virtual workshops).

The project commits to identify precisely stakeholder groups with whom it will continuously engage with through the process, whether these are non-governmental organizations, users' groups, contractors or informal operators.



The following are few examples of ideas for consultation with relevant stakeholders:

#### - Public/community meetings

Component 2 (Solid Waste Management), including Component 2.2: At the start of the project, the governorates will organize project launch meetings. From then on, the Communication Specialist will coordinate with Community Liaison Officers at the governorates level to help organize community meetings/sensitization sessions in the project sites on a quarterly basis throughout the project's lifecycle. Meetings in each of the governorate will also be organized on a monthly basis. Component 3 (Vehicle Emission Reduction): community meetings will also be organized by the Working Groups in the communities where the new routes will be developed.

- **Mass/social media communication:** the Communication Specialist will coordinate with the social media expert (from EEAA's Communication Department or an external consultant), for the later to be engaged throughout the Project in order to post information on the dedicated project and MoE Facebook page, and to communicate with the local population via social media campaigns or tools like WhatsApp throughout the project's lifecycle. Social media channels will be used as much as possible to disseminate information as rates of social media use

(especially Facebook) appear to be high across users of different age and background in project affected communities.

- **Communication materials** Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. A public relations kit will be designed specifically and distributed both in print and online form. The MoE / EEAA will also update its website regularly (at least on a quarterly basis) with key project updates and reports on the project’s environmental and social performance both in English and Arabic. The website will also provide information about the grievance mechanism for the project (see next sub-section).

- **A specific grievance mechanism will be set-up for the project.** Dedicated communication materials (Grievance Mechanism (GM) pamphlets, posters) will be created to help affected parties, in particular the more vulnerable, familiarize themselves with the grievance redress channels and procedures. A GM guidebook/manual will also be developed, and suggestion boxes installed in each project site. GM committees at local level will benefit from training on how to receive, respond to, address and close grievances in line with best international practices. Internal GM training will also take place for project and contractor staff. The EEAA’s website will include clear information on how feedback, questions, comments, concerns and grievances can be submitted by any stakeholder and will include the possibility to submit grievances electronically. It will also provide information on the way the GM committee works, both in terms of process and deadlines.

- **Project tours for media, local representatives.** At appropriate points during the implementation phase, site visits will be organised for selected stakeholders from media organizations or civil society. On average, it is planned that 4 such tours will be planned per year.

- **Citizen engagement.** A dynamic citizen’s participation process that allows inputs and feedback throughout the lifecycle of the project will be put in place, possibly in partnership with civil society organizations.

- **Project perception survey:** in addition to the citizen engagement, it is proposed to conduct a perception survey once around the mid-implementation phase, and once towards the end of the project’s implementation.

- **Trainings, workshops.** Finally, trainings on a variety of social and environmental issues will be provided to project and contractor staff and possibly relevant government or non-government service providers. Issues covered will include a sensitization to gender-based violence risks.

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Preparation phase	Overall project design, description of activities of the project, description of entry points to engage	Depending on stakeholders, the methods vary from workshops, focus groups, public consultation	This will include but will not be limited to the locations where the activities are taking place. In component 2, these will be in the localities of Khankah Markaz, El Khosous City, Abu Zaabal village, Kuraymat, Tenth of Ramadan and location of the 2 transfer stations to be determined	According to stakeholder mapping specific to each component and activity  Line ministries and agencies involved; beneficiary and affected communities	Communication and awareness unit of the Project Management Unit; environmental and social specialists; Communication specialists of the governorates
	Environmental and social instruments (ESMF, ESIA, RF) Environmental and Social commitment Plan (ESCP), SEP, Labor Management Procedures (LMP)				

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Implementation phase	Consultation on the options made, <u>Component 1:</u> regulations prepared, prevention measures proposed; channel of information to be used <u>Component 2:</u> sites of activities, design <u>Component 3:</u> Bus lines under consideration	Workshops, focus groups, surveys, feedback loop, public consultations	In Component 2.2 this will be in within each of the entities involved (university hospitals, CTA, CCBA and LGU).  In component 3, the consultations take place in the location where the bus lines will be extended.  Additionally, any other neighborhood that the project activity will be covering	According to stakeholder mapping specific to each component and activity  Government entities involved; beneficiary and affected communities; donors	
	Subprojects activity details and grievance redress details (channels)				
	ESF instruments, grievance redress mechanism reports				
	Awareness Raising Messages (as part of component 4 and on gender related issues)				
	Updated ESF instruments, SEP, ESCP, LMP as required				
Monitoring and evaluation	Progress reports, identification of roadblocks	Participation to joint monitoring exercises Use of apps or digital solutions for user feedback Surveys Workshops, press conference	Continuous user feedback  Progress review every 6 months; mid-term review and end of project cycle	Stakeholder groups identified and larger public	Communication and awareness unit of the PMU, governorates, M&E specialists
	Feedback				

#### 5.4. Proposed strategy to incorporate the view of vulnerable groups

A variety of methods will be used to reach out to the vulnerable groups to ensure they are informed of the project activities, have the opportunity to provide their feedback at key stage of the project. These methods include:

- Developing information sharing material:** In addition to the different information sharing ideas and modalities discussed, there might be a need for special tailoring for information material to be appropriate for the capabilities of the various vulnerable groups (e.g. use of visuals or audio messaging for the illiterate groups of waste pickers..etc.). Information should be shared in a simple, transparent, comprehensible and non-technical manner. Informing the vulnerable groups about the planned consultation and inviting them should be also done in manner that is accessible to them. Assurances that would encourage them to participate should be also offered (e.g. for women, it might be encouraging for them to participate if they know upfront that the consultation is women-only)

- **Selection of meetings and consultation venues:** Venues where consultation with vulnerable groups will take place should be accessible and chosen in a manner that would allow for a free, open conversation that is free of any intimidation.
- **Preparing for the consultation including introductory remarks:** The vulnerable groups to be consulted should be offered clear information on objectives of the consultation, how the collected information from the consultation will be utilized and also assurances that their views are valued and that expressing views will not result in any intimidation.
- **Consultation techniques:** The tools to be used in consultation should allow for the vulnerable groups to spell out freely their concerns and suggestion. For instance, questionnaire with closed answers or yes/no type of questions might not be the most appropriate tool. There is a need to consider the tools that would encourage qualitative understanding for the vulnerable groups views and would allow them to express themselves freely.
- **Closing the feedback loop:** It is important as part of the consultation to ensure that feedback is offered to the consulted vulnerable groups by informing them how their views were incorporated and/or the reasons why they were not incorporated, if this is the case.

### 5.5. Phasing, Reporting and Timelines

The Project cycle is designed to follow a phased approach. It will start with the Integrated Waste Management Facility at the 10th of Ramadan, and later studies and assessment will help determine locations, technologies, etc. of the remaining interventions of the different components. Moreover, the findings of the Social Inclusion Study for the solid waste management sector that the Bank will conduct will help in informing the design of the different project components that will be designed using the phased approach. This will in turn help to ensure that the components are designed in a manner that will bring fair opportunities to the groups of the informal sector and will mitigate the risk on negative implications on their livelihoods.

Information on the project implementation, on project environmental and social performance and implementation of the SEP, on grievance mechanism will be publicly available on the project website. As planned, bi-annual progress review meetings will be organized, convening all stakeholder groups so they can assess the progress made and provide recommendations.

As per the phasing of the project activities, formal consultation timeline will be developed by the Ministry of Environment according to the project implementation timeline. Key decision points such as the drafting of the ESIA, the drafting of the RP will require formal consultation and integration of citizens and affected groups feedback. Those consultations should be done in a manner that comply with the requirements related to the relevant ESSs (e.g. ESS1 and ESS5) in terms of when the consultations are done (e.g. E&S instruments to be consulted on, cleared and disclosed prior to the commencement of any civil works). For the activities that will engage with vulnerable groups like the waste pickers, the timeframe of the consultation should allow for time and several rounds to discuss the different scenarios including the livelihoods alternative.

Noting that no exact specific timeline is finalized yet for project activities, the most important defined activities include but are not limited to the following:

#### Sub-component 1.2: Strengthening resilience to air pollution:

- Propositions regarding institutional response mechanisms to high pollution days.

#### Sub-component 2.1: Solid Waste Management Infrastructure

- Development and/or upgrading of existing waste management infrastructure of the Integrated Waste Management Facility at the 10th of Ramadan.
- Closing and rehabilitation/containment of the Abou-Zaabal dumpsite of Qalyubia
- Establishment of a hazardous waste facility. Tentative locations include the 10th of Ramadan facility

and the new proposed Al-Kuraymat site.

- Establishment of a select number of environmentally controlled transfer stations in Qalyubia or Giza.
- Technical assistance provision for the environmental upgrade of El-Akrasha recycling and industrial zone.

Sub-component 2.2: Response to COVID-19 and Healthcare Waste Management

- Strengthening capacity in the healthcare and waste management sectors to appropriately manage potentially contaminated materials and waste

Component 3.1 Low/No Emission Public Transport Fleet and Related Infrastructure

- The study to select the final set of routes, pricing of services.

## 5.6 Review of Comments

Public hearings and stakeholder engagement activities are going to be organized to allow for systematic collection of the views of the different groups. Stakeholder groups will have the opportunity to provide comments on the conducted assessment as well as comment on the design of various components. Authorities will have the obligations to consider these comments and report back to its constituencies. The received comments as part of consultations on the E&S instruments as well as resettlement instruments need to be carefully documented in relevant sections of the instrument along with the responses to asked questions that were offered during the consultations with an indication on how the comment will be taken into consideration in the design of the project or in designing mitigation measures. If comments are not going to be taken into consideration, solid justification for that needs to be offered. Disclosing the results of the consultation with documentation for the received feedback is also essential for closing the feedback loop. Efforts will be made to reach out to vulnerable groups, in organizing consultations adapted to their constraints (time, location, translation) to ensure their comments are considered.

## 6. Resources and Responsibilities for implementing stakeholder engagement activities

### 6.1. Resources

The implementation of the SEP will be funded by component 4 of the project. Component 4 includes two sub-components. The first one covers stakeholder engagement, including all activities provisioned in this SEP. It also plans to pilot innovative projects with civil society organizations, non-governmental organizations such as performance monitoring of contractors, raising awareness at grassroots level, etc. Sub-component 2 is dedicated to communications and behavior change. Community-based social marketing campaign as well as targeted communication campaigns aim at changing behavior of selected population groups with regards to protection in times of high pollution, waste avoidance or recycling.

To ensure full integration of stakeholder engagement into project implementation, the institutional arrangement for the SEP will follow the project's overall implementation arrangements. In this case, the PMU will engage and work with stakeholders to establish and maintain good working relationships. A community and awareness raising officer will be hired to lead the stakeholder engagement work and monitor implementation and updating of the SEP. For component 2, it is proposed to engage Community Liaison Officers in each of the governorates to work with local communities and maintain an active channel for communication.

The proposed budget for the duration of the project to implement SEP activities is included in component 4 of the project. The budget allocated for component 4 amounts to \$8,000,000 out of which a third (\$2,550,000) is allocated to SEP activities as follows:

BUDGET ALLOCATION FOR ACTIVITIES	Amount
Implementation of SEP activities	\$1,925,000
Stakeholder mapping, Continuous consultation with stakeholders	\$625,000
Total	\$2,550,000

## 6.2. Management functions and responsibilities

The PMU headed by a project director and other officers including environment and social development specialist is responsible for many tasks including i) project operation and implementation, ii) management and reporting on the Results Framework, iii) implementing the Environmental and Social Standards (ESSs) in accordance with the ESF, and iv) coordination. In other words, the PMU manages the project's budgeting, technical, fiduciary, safeguards, documentation and monitoring and evaluation (M&E) activities. It will work with contractors and partners (such as NGOs and CSOs) to:

- Provide stakeholders with the latest information and update on the progress of the project
- Provide guidance on the complaints mechanisms and procedures described in this SEP
- Ensure that activities and consultations are inclusive and can be accessed both in format and location

## 7. Grievance Mechanism

For general enquiries about a project managed by the Ministry of Environment or make suggestions, affected parties can contact the Citizens Services Department directly through a phone number and WhatsApp number provided on its website. The enquiry can also be submitted online through the EEAA website which has a dedicated page: <http://www.eeaa.gov.eg/en-us/services/complaintinquiry/followup.aspx>. This page provides the contact numbers of the Citizens Services Department (Tel: 25256470/25266178 - Fax: 25256495 - Hotline: 19808 - WhatsApp: 01222693333). Citizens can also use a mobile application to report uncollected garbage: <https://egyptindependent.com/dawar-waste-collection-app-allows-citizens-to-manage-and-report-trash/>

With regards to official complaints, The EEAA uses the general grievance mechanism of the government which is a complaint system used by all entities/ministries in Egypt. A page on the EEAA website provides information on the process and where to lodge a complaint: <http://www.eeaa.gov.eg/en-us/services/complaintinquiry.aspx>. The link redirects plaintiffs to the Council of Ministers' e-portal: <https://www.shakwa.eg/GCP/Default.aspx>. This page also provides a hotline number: 16528 which is the hotline of Council's GM.

The Qalyoubia governorate use the grievance process set up by the Ministry of Local Development initiative "Your voice is heard": <https://mld.gov.eg/en/p/3035/your-voice-is-heard>. Plaintiffs have different ways to engage, whether through social media such as "Facebook": [www.facebook.com/sotakmasmwo](http://www.facebook.com/sotakmasmwo) or contact directly the MLD at the Hotline number: (15330) or write an email to [info@mld.gov.eg](mailto:info@mld.gov.eg).

The website offers contact numbers and names of focal points, including the Director of the Citizens Service and Complaints Center. The website of Qalyoubia governorate offers a citizen engagement page (<http://www.qaliobia.gov.eg/sitepages/CitizensHomePage.aspx>) with a hotline number (114) as well as three phone numbers / WhatsApp that work twenty-four hours a day.

The project will further assess the effectiveness of the current systems and establish a GM that is acceptable and accessible to community members, including multiple channels (including anonymous ones) that are diverse and appropriate to the capacities of different groups of stakeholders including the vulnerable groups, clear business standards for responding to complaints and for closing the feedback loop and solid registration and documentation system. The GM should also include clear procedures for appeal system. It would serve as the first stop for people who have a grievance and will have several channels for them to complain. All petitions will be considered and responded to and a due procedure of handling and managing grievances will be set. Moreover, their social development officers will gain information about how to document the grievances, and how to transfer them to the interested entity.

They should be informed that they can take the case to the court if need arises, aggrieved people would however remain free to open a Court case without having registered their grievance with the GM. The grievance mechanism will be set up and maintained in line with the WB ESS10.

When updating the SEP during the project implementation, the SEP will elaborate on the institutional setting (e.g. will there be one GM for all components or separate GMs); specific uptake channels for the project GM; timeframe for acknowledgement of receiving grievances; appeal process; channels to address GBV-related grievances. As part of the project results framework, a Standard Operational Procedures (SOP) should be prepared outlining all the above elements.

Below are some guiding steps for the development of the GM system:

**Step 1: Submission of grievances:**

Anyone from the affected communities or anyone believing they are affected by the Project can submit a grievance by using the following channels:

- By completing a written grievance registration form that will be available in the PMU offices.
- Submitting the complaint electronically via the electronic grievance form that will be available at the project's website.
- Telephone and mobile numbers assigned for complaints at the PMU.

Where possible it is desirable that complaints are submitted in writing by the complainant. Should the complainant not wish to comply with this request and submit the complaint verbally, then the complainant information and the details of the complaint should be entered in the GM log.

**Step 2: Recording of grievance and providing the initial response:**

Once a grievance is received, the designated staff at PMU will fill it in accurately. All complaints received should be filed in a GM log. The following information will be registered in the Log:

- Complaint Reference Number
- Date of receipt of complaint
- Name of complainant
- Confirmation that a complaint is acknowledged
- Brief description of Complaint
- Details of internal and external communication
- Action taken: (Including remedies / determinations / result)
- Date of finalization of complaint

**Step 3: Investigating the grievance:**

The staff at PIU will investigate the grievance by following the steps below:



- Verify the validity of the information and documents enclosed.
- Ask the complainant to provide further information if necessary.
- Refer the complaint to the relevant department.
- The relevant department shall investigate the complaint and prepare recommendation to the PIU of actions to be taken and of any corrective measures to avoid possible reoccurrence.
- The staff shall register the decision and actions taken in the GM log.

**Step 4: Communication of the Response:**

The PMU staff shall notify the complainant of the decision/solution/action immediately either in writing, or by calling or sending the complainant a text message. When providing a response to the complainant, the staff must include the following information:

- A summary of issues raised in the initial complaint;
- Reason for the decision.

**Recommended Grievance Mechanism Time Frame**

The GM will establish clearly defined timelines for acknowledgment, update and final feedback to the complainant. To enhance accountability, these timelines will be disseminated widely to the project stakeholders. The timeframe for resolving the complaint shall not exceed 30 days from the time that it was originally received; if an issue is still pending by the end of 30 days the complainant will be provided with an update regarding the status of the grievance and the estimated time by which it will be resolved; and all grievances will be resolved within 45 days of receipt.

## 8. Monitoring and Evaluation

### 8.1 SEP Indicators to be documented in Progress Reports

<b>ENGAGEMENT WITH PROJECT AFFECTED PARTIES (PAPs)</b>
Number and location of formal meetings with PAPs
Number and location of informal meetings with PAPs
Number and location of community awareness raising or training meetings
Number of men and women that attended each of the meetings above
Number, location, attendance and documentation of the meetings held with the governorates and communities or other stakeholders
For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions, and how the comments were included in the Project ESMP.
Minutes of meetings of formal meetings and summary note of informal meetings will be annexed to the report. They will summarize the view of attendees and distinguish between comments raised by men and women.
<b>ENGAGEMENT WITH OTHER INTERESTED PARTIES</b>
Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (national and local authorities, NGOs, civil society, economic actors, technical and financial development partners, media)
Issues raised by NGOs and other stakeholders, actions agreed with them and status of those actions
Minutes of meetings will be annexed to the six-monthly report
Number and nature of Project documents publicly disclosed
Number and nature of updates of the Project website
Number and categories of comments received on the website
<b>GRIEVANCE RESOLUTION MECHANISM</b>

Number of grievances received, in total and at the local level, at the PMU, on the website, disaggregated by complainant's gender and means of receipt (telephone, email, discussion)
Number of grievances received from affected people, external stakeholders
Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaints
Number of local GRC meetings, and outputs of these meetings (minutes of meetings signed by the attendees, including the complainants to be annexed to the report)
<b>CITIZEN PARTICIPATION</b>
Number of perception surveys conducted (mid-implementation phase, end of the project's implementation)
Satisfaction rate of surveyed respondents
System in place for dynamic and continuous citizen participation in the project
Number of initiatives launched to collect citizen's feedback
<b>GENDER ACTION PLAN</b>
Increased perception of security among female users of public bus
Share of women/female headed groups holding positions of responsibility in non-governmental organizations engaged in SWM

The reporting on Environmental and Social activities conducted by the PMU and the Supervision and ESIA/RP Monitoring Consultants during the implementation phase will be undertaken in accordance with the requirements of the ESMP.

**a) Quarterly and Annual Reports by the PMU**

During the Project development and construction phase, the Social Development and Gender Specialist will prepare brief monthly reports on E&S performance for the PMU Management which will include an update on implementation of the SEP and include indicators in the table above. Monthly reports will be used to develop quarterly and annual reports reviewed by senior PMU managers. The quarterly and annual reports will be disclosed on the Project website and made available in the public consultations.

**b) Six Monthly E&S Compliance Reports to the World Bank**

Six-monthly E&S reports will be prepared and submitted to the World Bank during the implementation period. A section on stakeholder engagement will be included in these reports which will include an update on implementation of the SEP and include indicators in the table above.

**c) Annual Reports by the PMU**

At the end of each year of operation, the Social Development and Gender Specialist will prepare an annual summary report on E&S performance for PMU Management which will include an update on implementation of the SEP and include indicators in the table above. The annual reports will be disclosed on the Project website and made available in the public consultation of the project.

**d) Six Monthly E&S Compliance Reports to the World Bank**

Six-monthly and annual E&S compliance reports will be prepared and submitted to the World Bank. Annual E&S compliance reports will then be prepared and submitted to the World Bank during the rest

of the operation period. A section on stakeholder engagement will be included in these E&S compliance reports.

**e) Involvement of stakeholders in monitoring activities**

The Project provides several opportunities to stakeholders, especially Project Affected Parties to monitor certain aspects of Project performance and provide feedback. Grievance Resolution Committees at local level will allow PAPs to submit grievances and other types of feedback. Citizen/PAP surveys at the project mid-point and end stages will also allow PAPs to provide feedback on project performance. Furthermore, frequent and regular community meetings and interactions with the PMU staff, especially local Community Liaison Officers at the governorates level, will allow PAPs and other local stakeholders to be heard and engaged.

**f) Reporting back to stakeholder groups**

The Community Liaison Officers at the governorates level, will report back to PAPs and other stakeholder groups, primarily through public meetings in project affected sites. Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GM will be responded to in writing and verbally, to the extent possible. Sms' and phone calls will be used to respond to stakeholders whose telephone numbers are available. Key Project updates will be posted on the project website. Social media (primarily through the Project Facebook page and a WhatsApp group for PAPs and other stakeholders) will also be used to report back to different stakeholders.