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Palestinian Authority
Ministry of Finance & Planning

West Bank and Gaza

“Finance for Jobs” Series of Projects (SOP)

Environmental and Social Management Framework



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List of Acronyms

DIB	Development Impact Bond
DM	DIB Manager
EA	Environmental Approval
EA	Environmental Auditing
E4E	Education for Employment
ESIA	Environmental and Social Impact Assessment
EM	Environmental Matrix
ESO	Environmental and Social Officer
EQA	Environment Quality Authority
ES	Environmental Screening
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESMP	Environmental Management Plan
FDI	Foreign Direct Investment
F4J	Finance for Jobs
GRM	Grievance Redress Mechanism
IEE	Initial Environmental Evaluation
ILO	International Labor Organization
IT	Information Technology
IVA	Independent Verification Agent
KPIs	Key Performance Indicators
M&E	Monitoring and Evaluation
MoA	Ministry of Agriculture
MoH	Ministry of Health
MoFP	Ministry of Finance and Planning
MoL	Ministry of Labor
MoTA	Ministry of Tourism and Antiquities
NCCI	Chamber of Commerce and Industry
NGO	Non-Governmental Organization
NSP	National Spatial Plan
OHS	Occupational Health and Safety
OP	Operational Policy
OP/BP	Operational Policy/Bank Procedures
PA	Palestinian Authority
PC	Project Counterpart
PDO	Project development Objectives

PID	Project Information Document
PMP	Pest Management Plan
PEL	Palestinian Environment Law
PEAP	Palestinian Environmental Assessment Policy
PIA	Project Implementation Agent
PO	Project Officer
PPP	Public Private Partnership
PS	Performance Standard
QPR	Quarterly Progress Report
RFP	Request for Proposals
SDT	Skills Development and Training
SEP	Stakeholder Engagement Plan
SMEs	Small and Medium Enterprises
SOP	Series of Projects
SPV	Special Purpose Vehicle
TA	Technical Assistant
ToR	Terms of Reference
UN	United Nations
VGF	Viability Gap Financing
WBG	World Bank Group

EXECUTIVE SUMMARY

A. Introduction

This executive summary presents the main findings of the Environmental and Social Management Framework (ESMF), which is the key document governing the approach to management of environment and social risks for the Finance for Jobs Series of Projects (F4J SOP) in the West Bank and Gaza. The F4J SOP comprises two operations: F4J I, F4J II, and F4J II AF as well as the proposed COVID-19 Additional Financing (AF) to the F4J II. This ESMF document sets out principles, rules, and procedure to screen, assess, manage, and monitor anticipated environmental and social impacts of F4J SOP investments, primarily through the Investment Co-Financing Facility (ICF) Component. It contains a range of suggested measures and plans to reduce, mitigate, and/or offset adverse impacts and enhance positive impacts.

In addition to the World Bank procedures and requirements, the Palestinian law and the Environmental Quality Authority (EQA) guidelines for environmental impact assessment are also applicable to the F4J SOP. The F4J is classified as a “Category B” project that will involve only moderate environmental and social risks. Subprojects to be financed by F4J SOP are not to include any investments equivalent to World Bank Category A. The ESMF is prepared in line with the World Bank’s Operational Policy on Environmental Assessment (OP 4.01) and with the EQA guidelines.

B. Legal and Administrative Framework

The following are the applicable legal and administrative frameworks- both the Palestinian environmental laws and regulations and those policies and procedures of the World Bank - related to the project.

B.1.B.1 Relevant Palestinian National Authority Environmental and Social Laws

- Palestinian Environmental Assessment Policy (PEAP), resolution No: 27
23/4/2000;
- Palestinian Public Health Law No 20, 2004;
- Palestinian Environmental Law No. 7, 1999;
- Palestinian Labor Law No 7, 2000;
- Grievance and Complaints bylaw; approved by the Ministerial Cabinet on 9/3/2005 and updated on 8/3/2009.

B.2. B.2 World Bank’s Policies and Procedures

The World Bank has 10 current Operational Policies and Procedures:

- Environmental Assessment (OP/BP 4.01)
- Natural Habitats (OP/BP 4.04)
- Pest Management (OP/BP 4.09)
- Indigenous Peoples (OP/BP 4.10)
- Physical Cultural Resources (OP/BP 4.11)
- Involuntary Resettlement (OP/BP 4.12)
- Forests (OP/BP 4.36)
- Safety of Dams (OP/BP 4.37)
- Projects on International Waterways (OP/BP 7.50)
- Projects in Disputed Areas (OP/BP 7.60)
- World Bank EHS Guidelines

B.3. B.3 World Bank and World Health Organization (WHO) Procedures

- WHO guidance for COVID-19 World Bank EHS Guidelines
- Good international industry practices
- The F4J SOP triggers OP 4.01 (Environmental Assessment). The subprojects under EA categories B and C will be financed by the F4J. Category C projects are likely to have negligible or no environmental impacts and normally do not require EA. The ESMF is prepared in compliance with the World Bank and EQA safeguard policies for Category B Projects, as well as in compliance with the environmental and social laws of the Palestinian Authority and the WHO guidance for COVID-19 World Bank EHS Guidelines and other good international industry practices

C. Project Description

The F4J SOP was initially designed to pilot new approaches and generate lessons learned, with the objective to scale up the instruments that deliver results. The PDO was designed to capture this “testing” nature of the SOP: “To test the effectiveness of selected financial interventions in incentivizing private sector investment and job creation.” The instruments target various aspects of the job creation challenge in West Bank and Gaza including skills development, job matching, support to investment funds and startups, and co-financing of private investments.

This ESMF covers the F4J I project with Board Approval of December 2015, F4J II with Board Approval of July 2017, the Additional Financing for F4J-II (AF) with Board Approval of August 2018 and the proposed COVID-19 Additional Financing (AF) to the F4J II. The F4J II project, financed with a grant of US \$8 million from the Trust Fund for Gaza and West Bank and US \$1.5 million from the State and Peacebuilding Fund (US \$9.5 million total) became effective in November 2017. It builds on the foundational work of the first F4J project (US \$5 million) and provides for further product testing and potentially scaled-up funding to innovative financial products.

The F4J II Additional Financing (F4J-AF) is linked to the F4J II as its parent project since it provide additional financing to scale up the ICF component. The F4J II project has four components: (1) Development Impact Bond (DIB), (2) Investment Co-Financing Facility (ICF), (3) Entrepreneurship Ecosystem Matching Grant (EE-MG), and (4) Project Management.

The new, proposed COVID-19 related financing will be linked to F4J II parent project since it will provide financing to scale up the ICF component, and to add a technical assistance sub-component to support firms' adaptation to COVID-19 crisis, for a total of US \$8 million. The goal of the additional financing will be to assist solvent and sound SMEs to weather the shock and ensure employment, especially of vulnerable segments of the population such as youth and women, is protected, and mobilize private capital to help rebuild the economy in a more sustainable manner. Also, an amount of US\$1.5 million will be allocated to the project management component. An amount of US\$ 0.5 million will be unallocated in case the need arises during project implementation to add funding to the other two components of F4J II (DIB and/or EE-MG) and/or to the ICF or project management component. An extension of the overall project timeline is foreseen and all activities are planned to be delivered by March 2025.

D. Project Implementation

At the apex of the overall implementation arrangements is the Ministry of Finance and Planning (MOFP) as the formal PA Project Counterpart (PC) to the project. For the overall management of the project there is Project Implementation Agency (PIA) recruited and hired competitively from the private sector and has entered into an amended Implementation Agreement with the PIA.

Environmental and social screening, risk management, and monitoring will be an integral part of the PIA supervisory work in the course of the project implementation. The PIA includes an Environmental and Social Officer (ESO) that is responsible to ensure that ICF beneficiaries and contractors prepare and comply with ESIA and ESMPs. The PIA will conduct regular on-site monitoring of works during construction and operation to verify adherence to the requirements set out in the ESMPs.

E. Stakeholder Engagement & Consultation, Grievance Mechanism, and Disclosure

The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. Therefore, the PIA has prepared a Stakeholder Engagement Plan “SEP” (Section 6.2) which intends to utilize various methods for consultations that will be used as part of its continuous interaction with the stakeholders throughout the life of the project. The SEP also includes stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns. The SEP is adapted to the three main project stages as follows:

- Preparation; Detailed Design and Pre-construction phase
- Construction phase
- Post-construction and Operation phase

During the preparation of the “F4J Series of Projects” (SOP) including F4J I, F4J II, and F4J II AF as well as the proposed COVID-19 Additional Financing (AF), three stakeholder consultations were organized (Focus Group) sessions on July 9, July 30, and August 5, 2015 under F4J I preparation. An additional stakeholder consultation was held during F4J II preparation in November 2016 for the Gaza Industrial Estate Solar Panel Project. Moreover, as a part of the preparation of the new COVID 19 additional financing, one recent virtual consultation meeting was conducted on November 4, 2020 through Microsoft Teams (**Annex VI**). The consultations provided stakeholders with information on the F4J design and components, ESMF, GRM as well as Covid-19 protocols for public consultations and stakeholder engagement (**Annex IX**) and health and safety measures to be followed by contractors due to COVID 19 (**Annexes VIII**).

The earlier consultations were conducted by the World Bank Group (WBG) and MoFP team in addition to the environmental consultant. As subsequent subprojects are identified, beneficiaries will be identified and consulted as appropriate. Each subproject’s ESMP will include a site-specific consultation process, to take place during implementation.

Participants in the recent virtual consultation meeting included representatives of the private sector who are interested in the ICF component and are willing to be beneficiaries from the F4J Project. Introduction of F4J/AF activities was presented during the consultation session in addition to the project’s grievance mechanism and Covid-19 health and safety protocols. During the Pandemic, the project will follow the World Bank Group guidelines on “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings”

Grievance Redressal Mechanism (GRM): In accordance to the Grievance and Complaints bylaw that has been approved by the Ministerial Cabinet on 9/3/2005 and that has been updated on 8/3/2009. Citizens and beneficiaries of F4J can raise their complaints anytime during the

construction and operation of the project and that their complaints must be settled.

The appropriate partner for the implementation of the GRM is the PIA, which is the entity responsible for working with related institutions and assisting with the implementation of the GRM. The PIA advises people on their rights and GRM process throughout the period of project implementation. Additionally, it will be required that a sub-project's GRM is prepared and made available by subproject sponsors, as applicable.

A project-level GRM has been established at the PIA with the following features: an assigned contact to manage the system, accessibility to communities, documentation of complaints using a log, and timely written responses to complaints. The GRM procedures has also been updated to include channels for tracking and addressing the following:

- COVID-19 related complaints incidents;
- SEA/SH and other GBV complaints and incidents; and anonymous grievances.

All safeguards instruments including any mitigation plans prepared under the ESMF, will be approved by the Government of Palestine and the World Bank and disclosed in the World Bank website as well as locally with translation in a language that stakeholders and PAPs understand and in a manner culturally appropriate.

The PIA () uses a toll-free ethics (+1-503-597-4328,) and compliance anonymous hotline for beneficiaries and project stakeholders. It also has a website address to submit such complaints (). Furthermore, the PIA has developed a complaints procedure manual that would facilitate complaints handling, especially under the ICF component. The PIA has communicated the complaints procedure manual and templates with the current beneficiary of the ICF and the potential investment beneficiaries. The ICF beneficiary has created a GRM system on the sub-project level using the manual and templates provided by the PIA and appointed a focal point/person to monitor and report on GRM.

F. Environmental and Social Monitoring and Capacity Building

The successful approach to safeguards implemented under F4J SOP will be maintained. The PIA is responsible for monitoring compliance with the environmental and social policies and requirements. It has the responsibility of reviewing and assessing the ESIA/ESMPs of the subprojects. The PIA staff and specifically the ESO shall receive additional environmental and social specific training.

Among the other subjects that the training and capacity building in the F4J SOPs shall cover:

- Environmental and social screening
- Preparation of ESIA/ESMPs
- Implementation of ESMPs; construction and operational phases

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- Occupational health and safety (OHS)
- Environmental and social monitoring and reporting.
- COVID-19 Specific Risk Considerations

The capacity building and training shall also invite officers of the MoFP, interested private sector parties, and other stakeholders; an interesting subject for the stakeholders would be environmental monitoring and reporting.

G. Conclusions and Additional Information

The full version of the ESMF contains additional information, including the annexes:

- Annex I: Chance Find Procedures
- Annex II: Pest Management Procedure
- Annex III: Sample Management Plan
- Annex IV: Sample Safeguard Monitoring Reports
- Annex V: Environmental Guidelines for Contractors
- Annex VI: Summary of Public Consultations at Grand Park, in Nablus, and in Ramallah
- Annex VII: Good Practice Standard on Labor and Working Conditions
- Annex VIII: COVID-19 Precautions' List for Employees and Workers
- Annex IX: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meeting

- **Annex X:** مدونة قواعد السلوك واخلاقيات العمل
- **Annex XI:** Contractor's Commitment Letter to Comply with COVID 19 procedures

The Project Information Document (PID) and the environmental and social safeguard documents for the F4J SOP are also available on the external website of the World Bank (www.worldbank.org), as well as contain contact information for those responsible for F4J preparation and implementation for both the Ministry of Finance and Planning and the World Bank.

0. INTRODUCTION

0.1 0.1 Background

Private sector led growth is central to the socio-economic future of the West Bank and Gaza. The Finance for Jobs project seeks to address selected constraints highlighted in consultations with stakeholders and in analysis conducted by the World Bank Group that are seen having significant impact on firm performance and the generation of job opportunities in sectors with more favorable prospects for private investment. These issues include: investment financing including a lack of high risk/early stage capital and a mismatch of skills between those demanded by the private sector and those possessed by graduates, including contributory low levels of investment in training and business upgrading. There is also a wide-range of investment climate constraints, although many of the more distortionary are beyond the Palestinian Authority (PA) to correct. Where realistic and complementary to the project's overall Project Development Objectives (PDO) and core activities, support will be considered to address those constraints affecting the targeted sectors.

F4J II represents the second of a “Series of Projects” (SOP). In a SOP programmatic approach, a series of two or more projects are designed for implementation overtime, building on lessons learned and achievements from previous project(s) in the series. A programmatic framework allows for the significant capacity building and learning dimensions that are integral to the objectives of the F4J II to be achieved. Taking a stepwise approach ensure that key risks entailed in the project objective are mitigated. Given the unique constraints facing the Palestinian economy and the limited results from existing interventions in support of private investment and job outcomes, the F4J II project is framed as an innovation and learning initiative entailing high risks and potentially significant development returns.

The introduction of new financing instruments already commenced under this first project with the piloting of a Development Impact Bond (DIB). Based on outcomes of market readiness and capacity building efforts, subsequent projects in the SOP entail further DIB activity and/or alternative financing instruments such as “Investment Co-Financing Facility” (ICF) to help address specific market failures that are curtailing private investment initiatives, expanded deployment of guarantee instruments and/or support to start-up equity facilities, depending on the prospective pipeline of job-creating private investments.

F4J II is comprised of four main components: i) Development Impact Bond (DIB) for Skills Development and Employment; ii) Investment Co-Financing Facility (ICF); iii) Entrepreneurship Ecosystem Matching Grants (EE-MG) and iv) Project management.

An additional financing of \$5 million is being signed under F4J II. The additional financing for F4J II is add financing to Component 2 (ICF) to scale up the ongoing activities and finance additional ICF investments. Of the US \$5 million in AF, \$0.5 million will be allocated to Component 4 (Project Management) to support the PIA in screening, selecting, and monitoring a larger ICF facility.

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The new, proposed COVID-19 related financing will be linked to F4J II parent project since it will provide financing to scale up the ICF component, and to add a technical assistance sub-component to support firms' adaptation to COVID-19 crisis, for a total of US \$8 million. Also, an amount of US\$1.5 million will be allocated to the project management component. An amount of US\$ 0.5 million will be unallocated in case the need arises during project implementation to add funding to the other two components of F4J II (DIB and/or EE-MG) and/or to the ICF or project management component

0.2 0.2 Environmental and Social Management Framework

Environmental and Social Management Framework (ESMF) presents the environmental and social criteria for screening projects against the potential environmental and social impacts. It also gives detailed guidelines for proper assessment, mitigating, and monitoring of possible and potential impacts.

This ESMF is the safeguard document for the F4J II project. It sets out principles, rules, and procedure to screen, access, manage, and monitor the mitigating measures of anticipated environmental and social impacts of F4J II investments. It contains a range of suggested measures and plans to reduce, mitigate, and/or offset adverse impacts and enhance positive impacts.

The ESMF provides background and requirements to determine when and how environmental assessment documents need to be prepared and includes:

(i) Identification and description of the nature and extent of environmental and social impacts as a result of the potential sub-projects including COVID-19 Specific Risk Considerations; (ii) An environmental and social screening checklist for potential sub-projects; (iii) Proposed mitigation measures to be considered as part of the evaluation of potential SoPs and project sectors as part of F4J II; (iv) An assessment of the environmental and social safeguards expertise in the PIA and other relevant implementation parties; (v) a capacity building plan for the F4J II project, including training, budget, and timetable; (vi) Stakeholder consultations with concerned stakeholders including the affected population and concerned government agencies and private sector organizations and the recommendations obtained; and (vii) A Grievance Redress Mechanism (GRM) for the F4J II.

Subprojects to be financed by F4J II are not to include EA Category A projects; only EA Categories B and C are to be considered. The ESMF is prepared in compliance with the World Bank safeguard policies for Category B Projects, relevant Environment Quality Authority (EQA) polices, the environmental and social laws of the PA as well as compliance with the Occupational Health and Safety Guidelines including WHO guidance for COVID-19, World Bank EHS Guidelines and other good international industry practices.

I. PROJECT DESCRIPTION

This Environmental and Social Management Framework (ESMF) framework covers the Finance for Jobs (F4J) SOP including (F4J I) project with Board Approval of December 2015, F4J II (Board Approval, July 2017), the Additional Financing for F4JII (AF F4JII) with Board Approval of August 2018 and the proposed COVID-19 Additional Financing (AF) to the F4J II. The F4J SOP was initially designed to pilot new approaches and generate lessons learned, with the objective to scale up the instruments that deliver results. The PDO was designed to capture this “testing” nature of the SOP: “To test the effectiveness of selected financial interventions in incentivizing private sector investment and job creation.” The instruments target various aspects of the job creation challenge in West Bank and Gaza including skills development, job matching, support to investment funds and startups, and co-financing of private investments.

The F4J II project, financed with a grant of US \$8 million from the Trust Fund for Gaza and West Bank and US \$1.5 million from the State and Peacebuilding Fund (US \$9.5 million total) became effective in November 2017. It builds on the foundational work of the first F4J project (US \$5 million) and provides for further product testing and potentially scaled-up funding to innovative financial products.

The F4J II project has four components: (1) Development Impact Bond (DIB), (2) Investment Co-Financing Facility (ICF), (3) Entrepreneurship Ecosystem Matching Grant (EE-MG), and (4) Project Management. The AF proposes to scale-up activities under Component 2 (ICF) and provide additional resources for Component 4 (Project Management). The new, proposed COVID-19 related financing will be linked to F4J II parent project since it will provide financing to scale up the ICF component, and to add a technical assistance sub-component to support firms’ adaptation to COVID-19 crisis, for a total of US \$8 million. Also, an amount of US\$1.5 million will be allocated to the project management component. An amount of US\$ 0.5 million will be unallocated in case the need arises during project implementation to add funding to the other two components of F4J II (DIB and/or EE-MG) and/or to the ICF or project management component.

The proposed key performance indicators (KPIs) at the PDO level for this F4J II project include: (i) mobilizing private capital and ii) creating jobs.

I.1 F4J II Components and the proposed COVID 19 AF F4JII

The F4J II is composed of four main components, each comprises sub-components and phases. Below is a description of the components in addition to the proposed changes under the COVID 19 AF.

1.1.1 Component 1: Development Impact Bond (DIB) for Skills Development for Employment (Zero Budget component)

Impact bonds have recently emerged as innovative results-based financing models that leverage private sector investment and focus on achieving results.² A DIB is an instrument whereby private investors – rather than donors - pay upfront for interventions to achieve agreed results, and work with delivery organizations to ensure that the results are achieved. Outcome funders (typically donors in DIBs and governments in Social Impact Bonds) make payments to investors if the interventions succeed.

The proposed DIB will be focused on enhancing the skills of the Palestinian workforce in a more market-driven way in order to foster improved job outcomes. The DIB would target an estimated cohort of approximately 2000 (depending on final DIB design) aged 18 to 29 years (including a minimum of 30% women as advised by the Gender CCSA).

DIB goals and outcomes are agreed upon up-stream by all stakeholders in the impact bond. As the Outcomes Funder, the WBG and Palestinian Authority would not finance upfront the cost of the training intervention and purchased services, as in a traditional donor-financed model. Payment for the intervention and specific training services would be initially borne by private investors and paid to service providers (often in the form of a Special Purpose Vehicle [SPV]). The WBG would be responsible for repaying the investors for these services (plus a small return) if the agreed outcomes are met, which would be verified prior to repayment. In the case of the West Bank and Gaza DIB, these outputs and outcomes will include the completion of training, placement into an apprenticeship/internship/work-based training scheme, and employment.

1.1.2 Component 2: Investment Co-Financing Facility (ICF) (Approx. \$ 8 million)

The AF will provide additional \$8 million for this component. This component will help beneficiary firms to address COVID-19 related challenges since it will function as a risk-sharing instrument in a time of increased uncertainties and perceived risks; it will support business expansion and jobs creation for enterprises that are dynamic and resilient even in times of crisis and have the potential to grow. The West Bank and Gaza has been considerably affected by the COVID-19 crisis and the resulting first lockdown which was implemented in March 2020, followed by a second lockdown which is underway. Already before the pandemic GDP per capita was projected to decrease by 3% to 4.5% in 2020; this number is likely to increase

up to a projected 15.5% decrease as a result of the pandemic. MSMEs comprise 98% of all businesses in the Palestinian economy and will be the most affected by this downturn which is expected to put a strain on already limited employment of women and youth.. Hence Immediate support to firms is needed in the short- and medium-term to weather the impacts of the pandemic, and in the medium- and longer-term, to boost job creation and sustainable inclusive growth especially for vulnerable populations

The project is implemented throughout the West Bank and Gaza Strip, predominantly in localities where private sector activity is concentrated. Under the F4J II, the first ICF was implemented, successfully. Following on the 2018-call for proposals initiated by the PIA under F4J II Additional Finance (I), ICF is implementing four new projects. Two of them located in Gaza and the others in the West Bank.

The PIA completed a 2019-public call for proposals to support additional job-creating private investments under the ICF component, expected to be supported with the Additional Financing (I) and Additional Financing (II). Over 22 proposals were received in sectors such as agribusiness, clean technology, and light manufacturing among others. The PIA is currently screening the proposals according to the eligibility and performance criteria established in the Project Operations Manual (POM). It will then complete outreach activities and evaluation to select proposals and undertake due diligence. The WB team will continue to provide close support through the screening and due diligence process to the PIA. The additional Finance (II) will provide additional \$8.5 million for this component.

1.1.3 Component 3: Entrepreneurship-Ecosystem Matching Grants (EE-MG) (Zero budget component)

Recent preliminary findings from the World Bank's entrepreneurship ecosystem survey in the West Bank and Gaza demonstrate the importance of startups in creating jobs for the Palestinian economy. Among the startups surveyed that provided jobs data, an estimated 3,649 jobs have been created with a median average of four jobs per startup. While there has been an increase in equity financing available to young entrepreneurs and startups at the early growth and growth capital stages in West Bank and Gaza, financiers report a lack of competitive investment opportunities. There is a dearth of viable ideas as well as entrepreneurs entering the ecosystem and surviving to later stages of the firm lifecycle. This has consequently led to lost opportunities, as VC and Private Equity funds have limited viable investments from which to choose and funds are not being deployed.

1.1.4 Project Management (US\$ 1.50 million)

The COVID AF will provide additional \$1.5 million for this component. The PIA is fully operational with key staff on board including a project coordinator, financial management, and procurement specialists, and technical staff.

An additional \$0.5 million of the AF will be unallocated in case the need arises during project implementation to add funding to the other two components of F4J II (DIB and/or EE-MG) and/or to the ICF or project management component. The PIA will continue to implement the COVID 19 AF through an Implementation Agreement with the MOFP. The PIA is fully operational with key staff on board including a project coordinator, financial management and procurement specialists, and technical staff. The AF would finance: (i) additional staffing and project management costs, including one additional Investment Officer (either full or part time); and (ii) additional feasibility studies and external consultants.

1.2 Potential F4J SOP Sub-Projects

According to initial analysis, the following sectors: tourism, ITC, agribusiness, renewable energy, and light manufacturing have been identified as offering strong growth and job creation prospects, potentially generating around 40% of the jobs needed to reduce unemployment by 10% by 2030. While more than 20 sectors and sub-sectors were assessed, the five prioritized sectors have been selected because they have the greatest capacity and potential to maximize immediate and long-term opportunities and spur broader multiplier effects in other sectors and across the economy under the existing policy framework. In other words, sectors that offer not only maximum potential for growth and employment but also greatest scope for private sector intervention and ownership under existing constraints. These 5 eligible sectors (initial screening) are, among others, offering strong economic growth and job creation prospects. As such, they are supported for in the current ESMF. If additional sectors are to be financed, the ESMF will be revised and re-disclosed.

1.3. Institutional Structure

The MOFP as the PC is the signatory of the F4J II and the recipient of the Bank's Grant. The PIA, as contracted by MOFP, will be responsible for the overall implementation of the project and management of the account. The PIA will be responsible for all fiduciary aspects including financial management, procurement, and safeguards (management and monitoring of environmental and social aspects), incurring expenditures and making payments.

II. ENVIRONMENTAL POLICY AND LEGAL FRAMEWORK

2.1. 2.1. Applicable Laws

The legal and institutional framework concerning the West Bank and Gaza is extensive. The relevant laws span the Ottoman regime, the British Mandatory period, the Jordanian administration of the West Bank, the Egyptian administration of the Gaza Strip, the Israeli civil administration, and the Palestinian Authority (PA) administration. The PA administers its affairs in accordance with relevant ordinances and legislation applicable respectively to Gaza and the West Bank. However, it remains a challenge to seek remedies in the PA court system because of the uncertainty concerning enforcement and the institutional limitations of the Palestinian court system.

The laws and ordinances applicable to Gaza and West Bank before 1967 were adopted into the PA legal regime as Decision No. 1 of the elected Palestinian Council on 20 May 1994. The decision provided that “The laws, regulations, and orders which were in force prior to 5 June 1967 in the West Bank and Gaza Strip shall remain in force until unified.”

The Prime Minister and Ministers of Interior, Justice, and Finance have the authority to enact the provisions of the laws. Additional Presidential decrees since June 2007 have provided the President with authority that would normally belong to the various Ministers.

2.2. 2.2. Palestinian Environmental Law

The Palestinian environmental legal and administrative framework has taken major strides towards protecting environmental resources and institutionalizing their sustainable management. The Palestinian Environment Law (PEL) is comprehensive, covering the main issues relevant to environmental protection and law enforcement. Among the objectives of the PEL are:

- Protecting the environment from all sorts and types of pollution
- Protecting public health and social welfare
- Incorporating environmental resources protection in all social and economic development plans and promote sustainable development to protect the rights of future generations;
- Conserving ecologically sensitive areas, protecting biodiversity, and rehabilitating environmentally damaged areas;
- Setting inter-ministerial cooperation regulations and standards various environmental protection areas and jurisdictions;
- Promoting environmental information collection and publication, public awareness, education, and training.

The PEL addresses various environmental issues including:

- Management and protection of various resources. Issues covered are related to land environment, air environment, water resources and aquatic environment, natural, archeological, and historical heritage protection.
- Environmental and Social Impact Assessment (ESIA) and auditing, permitting of development projects, monitoring of environmental resources and their parameters.
- Penalties to be applied in case of violation of any article presented under the law.
- Other issues addressed by the legislation include emergency preparedness, public participation, research training and public education.

The PEL of 1999 has stated in article 45, “The Ministry (nowadays EQA), in coordination with the competent agencies, shall set standards to determine which projects and fields shall be subject to the environmental impact assessment studies. It shall also prepare lists of these projects and set the rules and procedures of the environmental impact assessment”.

Article 47 of the PEL states that: “The Ministry (EQA), in coordination with the competent agencies, shall determine the activities and projects that have to obtain an environmental approval before being licensed. This includes the projects that are allowed to be established in the restricted areas”.

2.3. 2.3. Palestinian Environmental Assessment Policy

The Palestinian Ministerial Council approves the Palestinian Environmental Assessment Policy (PEAP), through resolution No: 27-23/4/2000. This Policy shall be interpreted and implemented to support the sustainable economic and social development of the Palestinian people through assisting in meeting the following goals:

- Ensuring an adequate standard of living in all its aspects, and not negatively affecting the basic needs, and the social, cultural and historical values of people as a result of development activities.
- Preserving the capacity of the natural environment to clean and sustain it.
- Conserving biodiversity, landscapes and the sustainable use of natural resources.
- Avoiding irreversible environmental damage, and minimizing reversible environmental damage, from development activities.

According to the PEAP, the documents that represent sequential stages in the project life cycle and the Environmental Approval (EA) process are Application for Environmental Approval; Initial Environmental Evaluation (IEE); and Environmental Impact Assessment (EIA). The EQA shall provide guidance on the content and preparation of these documents.

The IEE is for projects where significant environmental impacts are uncertain, or where compliance with environmental regulations must be ensured; whereas an EA is required for projects which are expected to have significant environmental impacts.

The proponent submits the application for EA to the appropriate permitting authorities as part of his overall application package for initial approval. These authorities then refer the project to EQA, which may ask the proponent for further information to ensure the application is sufficient for consideration. EQA then applies the screening guidelines and determines whether an EIA Report is required.

The EQA screening process is based on requirements of relevant land use plans, and on whether the project is likely to:

- Use a natural resource in a way that pre-empts other uses of that resource,
- Displace people or communities,
- Be located in or near environmentally sensitive areas such as nature reserves, wetlands, or registered archeological and cultural sites,
- Generate unacceptable levels of environmental impact,
- Create a state of public concern, or
- Require further, related development activities that may cause significant environmental impacts.

The sub-projects that meet any of the above criteria and are to raise public concern are excluded from F4J projects (F4J I, F4J II, F4J II AF and F4J II COVID 19 AF).

The EQA screening criteria are equivalent to the OP 4.01. A project that triggers any of the above criteria is subject to ESIA regardless if it requires further development activities or not. The ESIA is to define the environmental and social impacts of the project and the measures to mitigate the adverse impacts or capture potential environmental benefits, i.e. an ESMP. If ESIA is not required, EQA will determine, in coordination with the relevant permitting authorities or the EA Committee, whether or not Environmental Approval will be granted and, if so, under what conditions.

Without limiting its content, an EA may specify:

- Required measures to mitigate adverse environmental impacts or capture potential environmental benefits, including a compliance schedule,
- Measures that the proponent must implement in order to comply with relevant standards and requirements; and
- Monitoring and reporting duties of the proponent.

In comparison with the World Bank safeguard policies and based on local experience gained from several World Bank-funded projects implemented in the West Bank and Gaza, it can be concluded that the EQA environmental assessment requirements are similar to World Bank Operational Policy 4.01. More specifically, EQA applies similar classification of the projects into three categories A, B and C. Projects that are classified under category A require a full EA. Projects that are classified under category B usually require an Initial Environmental Evaluation (IEE), which is fulfilled by meeting the World Bank policy requirements for a category B project, i.e. an ESIA/ESMP. The EQA policy also meets the Environmental Health and Safety Guidelines (EHSG) and applies the related specific labour laws and regulations of the Ministry of Labour (MoL).

For existing projects and developments, Environmental Auditing (EA) may be required by EQA. Its aim is to mitigate negative environmental impacts through evaluating their environmental management and performance. EA is prepared by the owner or operator of the development activity and focuses on mitigation measures for existing environmental impacts to comply with relevant environmental standards and regulations. Decisions resulting from an EA report can include:

- Suspension of the permit for the development activity by the permitting authority until specified measures are implemented;
- Agreement on conditions that will be applied to the development activity, including a plan of implementation; or

All mentioned laws, orders and regulations have enforcement power, the main base of the enforcement system is the Palestinian Public Health Law No. 20, Palestinian Labour Law No 7, 2000, and the Municipality regulatory system. Enforcement actions are to be taken by the municipality directly in some cases and through the court, the police and sometimes the district governor for much-complicated cases.

Considering that EQA requirements are mandatory for projects in the West Bank and Gaza and that F4J project must subject to the World Bank EA policies; the above are in line and cope with both the Bank and EQA environmental assessment requirements.

2.4. 2.4. Laws and Regulations Relating to Environmental Management

The PEL No. 7 for 1999, under the third chapter, required from the EQA to follow up the implementation of decisions which are issued concerning the environmental impact through cooperation with the competent authorities. The EQA shall, in coordination with the competent authorities, control the various corporations, projects, and activities in order to ascertain the extent of its compliance with the approved specifications, standards and instructions for the

protection of the environment and vital resources formulated by it according to the provisions of this law.

For the above purposes, the law entitles EQA inspectors and other inspectors who are appointed in the Ministries and other authorities who have the capacity of judicial police as per the law to impound the environmental violations and crimes that may take place and violate this law. EQA inspectors shall also have, in cooperation with the competent departments and authorities; the right of entry into the installations for the purpose of inspecting them, taking samples, carrying out the measurements and ascertains the application of the standards and conditions of the environment protection and prevention of pollution.

The owners of projects and other activities should enable EQA inspectors and competent authorities to carry out their functions and provide them with the information and particulars which they deem necessary to obtain an implementation of the provisions of the Law. Owners of Projects should also carry out self-supervision operations according to the standards and conditions formulated by the EQA, in coordination with the competent authorities, and submission of reports according to the instructions of EQA.

The competent authority shall have the right, with respect to every installation or project which has violated the environmental conditions necessary for granting the license, to cancel or withdraw the license before the competent court.

EQA may decide to stop the work in any project or prohibit the use of any machine or material in part or in whole if the continuation of work in the project or use of the machine or article involves a serious hazard to the environment. The stoppage or prohibition shall be for a period not exceeding two weeks and may not be extended except by a judicial order from the competent court. Whoever was harmed from the stoppage or prohibition order may take exception towards it before the competent court.

2.5. 2.5. World Bank Project Categories and Safeguard Policies

World Bank classifies projects into EA categories, depending on the type, location, sensitivity, and scale of the project and the nature and magnitude of its potential environmental impacts. It uses the following three categories to signal the appropriate level of EA for any given project:

- **Category A:** A full EA is needed in accordance with the specific requirements of the Bank's EA policy and procedure for Category A projects, including in areas such as public disclosure, public consultation, and the timing for submitting the EA report to the Bank.

- Category B: An ESIA and ESMP are required, but its scope corresponds to the limited environmental impacts of the project; the Bank's EA policy and procedure provide specific guidance.
- Category C: No EA is required.

The selection of the category is based on professional judgment and information available at the time of project identification. If the project is modified or new information becomes available, Bank EA policy permits to reclassify a project. For example, a Category B project might become Category A if new information reveals that it may have diverse and significant environmental impacts when they were originally thought to be limited to one aspect of the environment. Conversely, a Category A project might be reclassified as B if a component with significant impacts is dropped or altered.

Projects are classified into Category A if they are "likely to have significant adverse impacts that are sensitive, diverse, or unprecedented, or that affect an area broader than the sites or facilities subject to physical works." The impacts of Category B projects are "site-specific in nature and do not significantly affect human populations or alter environmentally important areas, including wetlands, native forests, grasslands, and other major natural habitats. Few if any of the impacts are irreversible, and in most cases, mitigatory measures can be designed more readily than for Category A projects."

In order for a project to be classified as Category C, it must be considered likely to have no adverse impacts at all, or the impacts would be negligible. In practice, the significance of impacts, and the selection of screening category accordingly depends on the type and scale of the project, the location and sensitivity of environmental issues, and the nature and magnitude of the potential impacts.

Projects under category C are known to have no adverse environmental impacts, and accordingly will not require any environmental assessment or follow-up. Training, institutional capacity building, awareness, minor rehabilitation and furnishing/equipping of schools and training centers are examples of subprojects falling under Category C. Most of the service delivery type of projects falls under this category.

F4J (F4J I, F4J II, F4J AF & F4J COVID 19 AF) is not to finance any project classified under EA Category A and is only concerned with projects under EA categories B

Under the World Bank's operational policies, there are ten environmental and social policies referred to as the Bank's "safeguard policies". The Bank's environmental assessment policy and procedures in light of these ten safeguard policies are described in OP/BP (Operational Policy/Bank Procedures).

The examination and assessment of the proposed projects shall be conducted in light of the World Bank's environmental assessment policy and procedures OP/BP and consideration of the EA guidelines of EQA. Based on the information collected of the project, the assessment shall be addressed through:

- Review of the ten safeguard policies and determining the OP 4.01 Environmental assessment is triggered by the project. Mitigating measures have been identified accordingly.
- Description of the safeguard issues and impacts associated with the project. Identification and description of any potential large-scale, significant and/or irreversible impacts.
- Description of the potential indirect and/or long-term impacts due to anticipated future activities in the project area.
- Description of the measures taken to address safeguard policy issues and assessment of project proponent capacity to plan and implement the measures described.
- Identification of the key stakeholders and description of mechanisms for consultation and disclosure on safeguard policies, with an emphasis on potentially affected people.

The Environmental and Social Management Framework outlines the core requirements under each of the World Bank policy and lists the conclusion of applying these to F4J. Based on the array of information that was available in the context of this ESMF, it is anticipated that all the other safeguard policies; other than OP 4.01 Environmental Assessment; are not encountered and will not be triggered by F4J subprojects.

ESMF is an environmental and social instrument prepared based on the OP 4.01 requirements and is to be applied to the classification and assessment of the projects to be financed by F4J, which will exclude any project under EA category A. An Operational Manual has also been prepared in compliance with the national and local policies and regulations as well as the Bank policies and procedures for safeguard, financial management, procurement, etc. In all cases, World Bank requirements and policies will prevail, in case of any discrepancy with the national legislation and EQA requirements.

Table : World Bank Safeguard Policies and Core Requirements under each Policy

Policy	Summary of Core Requirements	Public Consultation
OP/BP 4.01 Environmental Assessment	Screen early for potential impacts and select an appropriate instrument to assess, minimize, and mitigate potential adverse impacts.	This policy is triggered by sub-projects of F4J. It is to consult affected groups and NGOs as early as possible.
OP/BP 4.04 Natural Habitats	Do not finance projects that degrade or convert critical habitats. Support projects that affect non-critical habitats only if no alternatives are available and if acceptable mitigation measures are in place.	Natural habitats as defined by OP/BP 4.04 will not be encountered due to screening exclusions and therefore will not be triggered.
OP 4.09 Pest Management	Support integrated approaches to pest management Identify pesticides that may be financed under the project and develop an appropriate pest management plan to address risks.	Although not known for certain, subprojects in agriculture (if financed) might involve use of pesticides. In this case, it is to apply pest management requirements and to consult local people in planning, designing, and monitoring the subprojects.
OP/BP 4.10 Indigenous Peoples	Screen to determine the presence of Indigenous Peoples in the project area. Policy triggered whether potential impacts are positive or negative. Design mitigation measures and benefits that reflect Indigenous People cultural preferences.	There are no officially recognized Indigenous People in the project area; thus, this policy will not be triggered.
OP/BP 4.11 Physical Cultural Resources	Investigate and inventory cultural resources potentially affected, include mitigation measures when there are adverse impacts on physical cultural resources.	Subprojects triggering Physical and Cultural Resources will be excluded. Nonetheless, the ESMF contains chance find procedures.
OP/BP 4.12 Involuntary Resettlement	Assist displaced persons in their effort to improve or at least restore their standards of living. Avoid resettlement where feasible or minimize. Displaced persons should share in project benefits.	Involuntary resettlement provisions are screened for in Table 3 and Chart 3 and projects which involve

		applicability of this OP will be rejected.
OP/BP Forests	4.36 Support sustainable and conservation-oriented forestry. Do not finance projects that involve significant conversion or degradation of critical forest areas.	No forests exist in the project area. Nonetheless, forests will not be encountered due to screening exclusions and therefore will not be triggered.
OP/BP 4.37 Safety of Dams	For large dams, technical review and periodic safety inspections by independent dam safety professionals.	No large dams exist in the project area. Nonetheless, dams will not be encountered due to screening exclusions and therefore will not be triggered.
OP/BP Projects on International Waterways	7.50 Ascertain whether riparian agreements are in place, and ensure that riparian states are informed of and do not object to project interventions	No international waterways exist in the project area. Nonetheless, international waterways are included in screening exclusions and therefore will not be triggered.
OP/BP Projects in Disputed Areas	7.60 Ensure that claimants to disputed areas have no objection to proposed projects	This provision is not applied to West Bank and Gaza projects.

The EQA list of “major development projects” are all consistent with “significant adverse impacts”. The EQA criteria for classifying the projects into A, requiring ESIA; B requiring ESIA/ESMP; and C likely to have negligible or no environmental impacts and normally not requiring ESIA is very much similar to the World Bank classification.

2.6. 2.6. Gap Analysis and Gap Filling Measures

A gap analysis recently undertaken for the World Bank-funded Local Governance and Service Improvement Program (LGSIP) (June 2015) found that the Palestinian Environmental Law and the Palestinian Environmental Impact Assessment Policy as written, which are the overarching framework for environmental and social impact management, are largely consistent with World Bank environmental and social safeguards policies. However, there are gaps in the system, outlined in Table 2 below.

Table : Gap Analysis and Gap Filling Measures

Gaps	Description	Gap filling measures
Gaps in ESIA Content	While the content of the screening and analysis for EIAs under the Palestinian EIA Policy are comprehensive and cover most of the elements of OP/BP 9.00, there are gaps present in the content of ESIA requirements in three areas: (i) The screening process requires additional clear criteria and explanation of criteria related to (i.e. potential resettlement and livelihood impacts, requirements related to voluntary land donation, including documentation of consent, and other environmental and social impacts and hazards), (ii) the analysis of alternatives requires the “without project” alternative, and (iii) the EIA process needs to explicitly analyze induced impacts.	These gaps will be addressed by ensuring the ESIA and ESMPs are completed pursuant to this ESMF and in line with World Bank safeguard policies and WBG EHS Guidelines, reviewed and cleared by the PIA and subsequently by the World Bank
Impact Categorization Differences	There are semantic mismatches between what the Bank and the Palestinian EIA Policy consider projects with “significant” impacts. For the Bank, “significant” refers to projects with adverse impacts that are sensitive, diverse, or unprecedented, and where impacts may affect an area broader than the site of physical works. In Palestine, the threshold for “significant” is not precisely defined. Projects which are considered as “Type A” are determined by a category list, a list that is largely commensurate with those having significant impacts by World Bank standards.	As the F4J SOPs will not finance Category A-level projects by World Bank standards, through a screening process, this screening will also tag as ineligible for financing potential sub-projects considered “Type A” in EQA standards. The terms of reference for ESIA to be conducted for Category B/ “Type B” projects likely to be financed under the F4J program similarly need to cover both World Bank and Palestinian requirements.
Oversight of Non-full EIA Projects	For those projects requiring a full ESIA per the criteria in the Palestinian EIA Policy, there are requirements for	The ESMF addresses the screening process for all subprojects to be financed by
	environmental management plans (including mitigation measures), environmental audits, public	F4J SOP, including those not requiring a full ESIA per the Palestinian regulations.

Gaps	Description	Gap filling measures
Public Participation and Accountability	Public participation and disclosure requirements for ESIA in Palestine are fairly weak. For those projects requiring a full ESIA, public availability of the documents is required. However, the actual process of public review and comment could be onerous and result in EIAs being relatively inaccessible. While consultations are required during the preparation of the full ESIA between communities and the project proponent, public hearings are at the government's discretion during the ESIA review and approval process.	Where there are affected communities/parties, consultation and disclosure of subprojects' assessments and management plans will be required. Furthermore, a Stakeholder Engagement Plan (SEP) to be included in the ESMF and the ESMPs, will be developed according to the developing COVID-19 situation in the country. A GRM at the level of subprojects will also be made available to affected
Environmental Health and Safety Guidelines (EHSG)	The PA encourages both international and national private sector entities to seek International Organization for Standardization (ISO) 14001 Environmental Management System certification as well as Occupational Health & Safety Advisory Services (OHSAS) 18001 Occupational Health and Safety Assessment System certification. These international standards, as they relate to EHSG, fill in for national EHSG standards. The Government addressed COVID-19 with some emergency resolutions and policies that include universal guidelines aligned with WHO guidelines related to social distancing, masks and a complete ban on large gatherings. The Ministry of Health (MoH) is regularly updating the COVID-19 measures that are mandatory in the country.	WBG EHS Guidelines are mandatory for application to subprojects in line with the ESMF. The project will include WHO guidelines in the ESMF to address gaps especially related to COVID-19 issues and ensure that the grant agreements terms and conditions provide for beneficiaries' responsibilities to comply with COVID 19 safeguards measures.

Despite the gaps above, most Palestinian Environmental Quality Authority (EQA) staff have strong EIA preparation and implementation skills, both at the national level and at the governorate level. However, EQA staff are much less familiar with Environmental and Social Management Frameworks. Furthermore, EQA offices are understaffed and underfunded, which results in the following shortcomings: screening checklists are not systematically applied at the correct time in

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the project cycle, staff is not able to systematically monitor the environment and social impacts, and environmental and social management often remains outside of the planning and decision-making process. Nonetheless, impacts from projects have been managed fairly well. Findings during field studies and consultations with national counterparts suggest that on both levels there is a strong willingness to work through the issues. The Environmental and Social Officer (ESO) who has been appointed at PIA for F4J will work with local EQA staff in order to identify and mitigate these gaps for the F4J sub-projects. As there are expected to be very few sub-projects funded, and all are expected to be of large dollar value.

III. ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK

3.1. 3.1. Introduction

The environmental and social screening will take place at an early stage of the F4J project cycle. It will be the instrument and help in excluding any sub-project that might trigger EA category A; physical cultural heritage per the Bank OP 4.11 specific to Physical Cultural Resources, OP 4.12 related to Involuntary Resettlement, and/or other Bank policies (see more details below).

This ESMF provides a technical day-to-day guide for making sure that F4J subprojects are implemented in an environmentally and socially responsible manner. It provides guidance for screening project proposals against environmental and social risks. Based on the outcome of the risk identification and appraisal, eligibility of subprojects for financing is determined based on negative lists and screening criteria. The ESMF carries uniform templates to facilitate conducting review and screening. It provides guidance on planning the project-specific environmental and social management plans (ESMPs), their implementation, and monitoring for the eligible subprojects.

3.2. 3.2. Screening Criteria

3.2.1. Screening of project categories

F4J will exclude any project that is of EA Category A. The OP/BP 4.01 "Environmental Assessment" policy indicates and lists the kind of projects, which are categorized as "A" projects and for which a full environmental assessment is required. These projects include most of those having large population displacement impacts. Category B projects will require an ESIA and ESMP. Category C projects do not require an environmental analysis. The classification will depend on the type, location, sensitivity, and scale of the project and the nature and magnitude of its potential environmental impacts.

F4J will include activities and subprojects that mainly have positive environmental and social impacts including capacity building and job creation. These projects, that are also not to have infrastructure construction and/or waste management aspects, would be classified as category B or C since they are social service-delivery types of projects. However, some F4J projects could include activities that might have a negative impact particularly in terms of construction and agriculture projects.

The PEAP shall be incorporated and implemented to support sustainable economic and social development of the Palestinian people through assisting in meeting the following goals:

1. Ensuring an adequate standard of living in all its aspects, and not negatively affecting the basic needs, and the social, cultural and historical values of people as a result of development activities.
2. Preserving the capacity of the natural environment to clean and sustain it.
3. Conserving biodiversity, landscapes and the sustainable use of natural resources.
4. Avoiding irreversible environmental damage, and minimizing reversible environmental damage, from development activities.
5. Avoid Potential social risks such as inequitable access to project benefits for the most vulnerable groups, labor and working conditions, Gender Based Violence (GBV) and Sexual Exploitation and Abuse/Sexual.

3.2.2. 3.2.2 Cultural Heritage and Physical Cultural Resources

Any project that is known to trigger OP/BP 4.11 Physical Cultural Resources will be excluded. However, a chance finds procedures are included in the rare case that previously unknown physical heritage artifacts are found.

The definition of physical cultural resources includes any movable or immovable objects, sites, structures, groups of structures, and natural features and landscapes that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance. Physical cultural resources may be located in urban or rural settings and may be above or below ground, or underwater. Their cultural significance may be at the local, provincial or national level, or within the international community.

In case of accidental findings of any antiquities or physical cultural resources that might occur during the implementation of the projects, the PIA and the project proponent must notify Ministry of Tourism and Antiquities (MoTA) immediately. According to the applicable Jordanian Heritage Law No. 51 for the year 1966, Article 15, PIA must stop the project and notify the related Authority (MoTA) within 3 days to take the necessary actions.

The Chance Find Procedures are to be applied in case culturally valuable materials are uncovered during excavation includes:

- Stop work immediately following the discovery of any materials with possible archeological, historical, paleontological, or other cultural value; announce findings to project manager, and notify relevant authorities;
- Protect artifacts as well as possible using plastic covers; implement measures to stabilize the area, if necessary, to properly protect artifacts;

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- Control access to site where finding occurred
- Prevent and penalize any unauthorized access to the artifacts; and
- Restart construction works only upon the authorization of the relevant authorities.

The Chance Find Procedures are detailed in **Annex I**.

3.2.3. 3.2.3 Pest Management

In general, F4J SOP is not to finance subprojects that manufacture, transport, and/or directly finance the use of pesticides. However, projects of agriculture sector could stimulate change or increase use of pesticides. Therefore, subprojects will be screened for possible applicability of OP/BP 4.09 (Pest Management which supports integrated pest management and the safe use of agricultural pesticides). In such cases, the Bank Pest Management Procedure (**Annex II**) must be applied.

In West Bank and Gaza, the use of pesticides is not controlled and the capacity to control and manage pest needs enhancement. The law of public health and the Ministry of Agriculture regulations controls and manage the pests and the use of pesticides, but their enforcement and implementation are still weak. Therefore, there is a need to enforce regulations and apply appropriate management plans and support integrated approaches to pest management.

3.2.4. 3.2.4 Involuntary Resettlement

In terms of social safeguards, any subproject that triggers the OP/BP 4.12 Involuntary Resettlement will be excluded. In other words, financing will not be provided to subprojects that result in direct negative economic and social impacts through the: (1) involuntary taking of land resulting in relocation or loss of shelter, loss of assets or access to assets, or loss of income sources or means of livelihood, whether or not the affected persons must move to another location; or (2) involuntary restriction of access to legally designated parks and protected areas resulting in adverse impacts on the livelihoods of the displaced persons. It is also to state that land taking includes displacement of people lacking legal land title.

Considering that proponent when submitting a project proposal/appraisal to PIA would have accomplished all legal requirements acquired by and respecting the revised Palestinian Basic Law of 2003, the Jordanian Law No. 79 of 1966, the Cities, the Villages and Buildings Regulating Law, and the Buildings and Regulation Bylaw for Local Authorities No. 5.

In cases of the purchase or acquisition of land through a willing-seller willing buyer approach or through voluntary land donation, documentation of power of choice is required. In cases there is a voluntary land donation, the World Bank practice recommendations should be followed as detailed in the below Box I.

Box 1: World Bank Practice Recommendations on Voluntary Land Donation (VLD) Based on Global Experience

Regardless of country and project specificities, it is recommended that the basic guidelines be followed for voluntary land donation as follows:

1. Land to be donated must be identified by the community through a participatory approach
2. The impacts of proposed activities on donated land must be fully explained to the donor
3. The potential donor is aware that a refusal is an option, and that right of refusal is specified in the donation document the donor will sign
4. The act of donation is undertaken without coercion, manipulation, or any form of pressure on the part of public or traditional authorities
5. The donor may negotiate compensation (in full or in part) or alternative forms of benefits as a condition for donation
6. The proportion of land that may be donated cannot exceed the area required to maintain the donor's livelihood or that of his/her household
7. Donation of land cannot occur if it requires any household relocation
8. For community or collective land, donation can only occur with the consent of individuals using or occupying the land
9. Verification must be obtained from each person donating land (either through proper documentation or through confirmation by at least two witnesses)
10. The land to be donated is free of encumbrances or encroachment and registers the donated land in an official land registry
11. Any donated land that is not used for its agreed purpose by the project is returned to the donor
12. The voluntary land donation will not be permitted in cases of site-specific infrastructure as community pressure could be too onerous for a person to refuse, thus removing the power of choice³
13. There should be no coercion, manipulation or pressure from the community or public or traditional authorities for individuals to voluntarily donate land
14. A community level GRM shall be available

Each instance of land donation must be documented. This requires written notification indicating the location and amount of land that is sought and its intended use for the project, and requires a formal statement of donation, establishing informed consent and signed by each owner or user involved. Taxes to be paid by the land donor for registration of the land transfer, if applicable, should be covered in full by the subproject sponsors. Land title would then be transferred to the subproject sponsor.

Measures should be in place to protect Project Affected Peoples who cannot read and write to ensure they are fully aware when signing a document and particularly cognizant of the right to refusal (i.e. having a literate witness of their choice inform them of the contents of the documents and their right of refusal at the timing of signing). The subproject sponsors maintain a record with documentation for each instance of land donation. The documentation is made available for review in any grievances that may arise and is provided to the World Bank upon request.

PIA will need to confirm the above criteria is met as well ensure that voluntary land donation was not done through coercion.

3.2.5. 3.2.5. Natural Habitats

Any project that is known to possibly trigger OP/BP 4.04 Natural Habitat will be excluded from F4J. The screening is to be conducted by consultation with the authorized Palestinian authorities and ministries.

The recently prepared National Spatial Plan (NSP) that classifies West Bank and Gaza lands based on agriculture uses, groundwater vulnerability and sensitivity, etc. shall be referenced in this regard. Three main lands are specified by the NSP; lands where construction is allowed; lands that require investigations and environmental assessment prior to construction; and lands where construction is totally prohibited. The NSP was subject to critic and public objections after it was published and it is still under further negotiations and consideration.

3.3. 3.3. Subproject Screening and Approval

While risks associated with various subprojects may vary from high to low risk, all of them are expected to fall under EA Category B and C. The following screening steps are to be applied:

1. The category of the sub-project is to be checked; if the project is listed among the projects that are under EQA EA category A, it will be rejected. Similarly, if the characteristics of the proposed project are aligned with World Bank Category A, it will be rejected.
2. The projects are checked against the safeguard policies; if any of the Bank safeguard policies, other than OP 4.01 Environmental Assessment or OP 4.09 Pest Management, are triggered by the project, then it will be rejected. **Table I** lists the Bank safeguard policies and their applicability to F4J SOP. Accepted agriculture projects that could stimulate change/increase in pesticides will be required to apply the Bank Pest Management Plan.
3. If the project is of Category B and is accepted, then an ESIA/ESMP is required to be prepared.

4. If the project is of Category C and is accepted, no further Environmental and social requirements are applied.

The screening process is to include documentation, checklists and site-specific Environment and Social Review. This is needed in order to verify the sector and project-specific ESIA and ESMP that have to be prepared for EA category B projects. The requirements of the ESMP as detailed in this ESMF will be also annexed to the Operations Manual.

A standard appraisal and mitigation ESMP will be part of the specifications and will form the basis of regular monitoring. The ESMP matrix based on the sectors and consisting of phases, and potential environmental and social impacts, if any, mitigation measures, operation, and supervision.

Annex III presents a sample ESMP. It also lists guidelines for an F4J sub-project ESMP. The Annex (**Annex IV**) gives also sample Environmental Safeguards Sub-projects Monitoring Reports, as well as a template for the Environmental and Social Safeguards section of the Quarterly Progress Reports. **Annex V** is the environmental guidelines for contractors, which are legally binding and are to be included in the contracts for the F4J subprojects.

Environmental screening and classification of projects are to occur with the application of F4J. This must be applied exclusively to subprojects that are submitted for ICF grant support. The PIA will be responsible for conducting such environmental and social screenings.

In the case of the DIB component, safeguards are not applicable; and for the EEMG component, the following will not be supported by the F4J: Military equipment, Surveillance equipment, Commodities and services for support of police or other law enforcement, Abortion equipment and services, Luxury goods and gambling equipment, Weather modification equipment, and Tobacco and Alcohols products.

The table below detail the Environmental Screening that should take place at an early stage of the F4J project cycle. Sub-project screening forms ideally should be filled out after the long-listing steps and prior to the short-listing stage, so that environmental and social aspects can be considered as part of the final selection of sub-projects. The screening and review process will be conducted by the PIA.

Table : Environmental and Social Screening and Classification of Projects

Environmental and Social Screening Questionnaire	
Project Sponsor:	
Project Title:	
Which sector is the subproject in?	
Please, give a short description of the proposed sub-project below:	
Questions	Actions
<p>1. Is the sub-project likely to have significant adverse* environmental impacts (based on type, location, sensitivity, and scale of the project and the nature and magnitude of its potential environmental impacts)?</p> <p>*Significant adverse impacts are generally:</p> <ul style="list-style-type: none"> (i) large-scale (ii) irreversible (iii) sensitive (iv) diverse (v) cumulative (vi) precedent setting (vii) may affect an area broader than the sites or facilities financed by the project 	<p>Yes / No (circle one)</p> <p>Please describe the primary adverse impacts and their possible 'significance' (as defined at left) here:</p> <p>(If potentially "yes", please confer with ESO and confirm the environmental category of this sub-project will not be "A")</p>
<p>2. Are this subproject's potential adverse environmental impacts on human populations or environmentally important areas--including wetlands, forests, grasslands, and other natural habitats likely to be:</p> <ul style="list-style-type: none"> (i) Site-specific? (ii) Reversible? (iii) Mitigated by specific mitigation measures? 	<p>Please outline the sub-projects' potential positive and negative environmental and social impacts:</p> <p>Please note how these impacts are site-specific, reversible, and able to be mitigated:</p>
<p>3. Is the sub-project likely to result in significant degradation or conversion of habitats and/or forests in designated protected areas, proposed protected areas or areas that, based on local public consultation, are considered of special ecological significance?</p>	<p>Yes / No (circle one)</p> <p>If potentially yes, please describe these impacts here:</p>

<p>4. Does this subproject have potential to cause significant conversion or loss or degradation of natural habitats either directly through construction or indirectly through induced human activities?</p>	<p>(If potentially “yes”, please confer with ESO and confirm that these potential impacts will not invoke the application of OP 4.04 Natural Habitats)</p>
<p>5. Will the sub-project utilize or discharge water from or into a river or river tributary that flows to or through or forms a border with a neighboring country or drains into an international sea or a sea that is connected with an international sea?</p>	<p>Yes / No (circle one) If potentially yes, please describe these impacts here:</p> <p>(If potentially “yes”, please confer with ESO and confirm that this sub-project will not invoke application of OP 7.50 International Waterways.)</p>
<p>6. Will this sub-project have any potential impacts on: (a) health and quality of forests; (b) rights and welfare of people who depend on or interact with forests; (c) and their level of dependence upon or interaction with forests; and/or (c) management, protection, or utilization of natural forests or plantations, whether they are public, privately, or communally owned?</p>	<p>Yes / No (circle one) If potentially yes, please describe these impacts here:</p> <p>(If potentially “yes”, please confer with ESO and confirm that this sub-project will not invoke the application of OP 4.36 Forests.)</p>
<p>7. Does the sub-project propose to manufacture, transport, and/or directly finance the use of pesticides?</p>	<p>Yes / No (circle one) If potentially yes, then the project is excluded per EQA guidance</p>
<p>8. Does the project have the potential to stimulate increase/change in pesticides use)?</p>	<p>Yes / No (circle one) If potentially yes, please describe these impacts here:</p> <p>If the answer to question is yes; then the Pest Management Procedure must be applied (Annex II)</p>
<p>9. Is this sub-project likely to have minimal or no adverse environmental impacts?</p>	<p>Please outline all potential impacts and explain how they are likely to be minimal:</p>

10. Will this sub-project have potential to cause temporary or permanent relocation or any other type of impact on physical cultural resources known to be of local, regional, or PA significance based on PA or international list?	(Yes or No)
10.1. Social safeguards screening information	
<i>10.1.1. Will there be any involuntary land acquisition?</i>	(Yes or No)
<i>10.1.2. Will the project reduce other people’s access to their economic resources, such as land, pasture, water, public services or other resources that they depend on?</i>	(Yes or No)
<i>10.1.3. Will the project result in the resettlement of individuals or families or require the acquisition of land (public or private, temporarily or permanently) for its development? Land-taking includes displacement of people lacking legal land title (squatters/none title holders of lands)</i>	(Yes or No)
<i>10.1.4. Will the project result in the temporary or permanent loss of crops, fruit trees, etc.?</i>	(Yes or No)
<i>10.1.5. Will the project result in the temporary or permanent loss of household infrastructure (such as granaries, outside toilets, and kitchens, etc.)?</i>	(Yes or No)
If the answer to any of the above question is “Yes”, then OP/BP 4.12 Involuntary Resettlement is applicable and the project is excluded	
10.2. Required Documentation	
<i>10.2.1. Is the information related to the affiliation and ownership status of the project site available and verifiable?</i>	(Yes or NO)
<i>10.2.2. If there is a voluntary land donation, is documentation provided and have the World Bank procedure been followed as outlined in the ESMF?</i>	(Yes or NO)
10.3. Cultural resources safeguard screening information	
<i>10.3.1. Will the project require excavation near any historical, archaeological or cultural heritage site? Will the project require renovations of historical buildings sites?</i>	(Yes or NO)
If the answer to question 9.3.1 is “Yes”, then OP/BP 4.11 Physical Cultural Resources is triggered and the project is excluded	
Note: In any case and for the accepted subprojects possible chance finds must be considered in accordance with OP 4.11 and relevant procedures provided in the ESMF	
11. What design alternatives have been considered and what measures are suggested to prevent, minimize, mitigate, or compensate for adverse impacts?	
12. What lessons have been incorporated into the design from the previous similar projects?	
13. Have concerned communities been involved yet? 14. If so, have their interests and knowledge been adequately taken into consideration?	

<p>If there is no adverse social and environmental impact, the project is considered EA Category C. Therefore, no ESIA or ESMP are required. Nonetheless, if the answer is “Yes”, then the project is under EA Category B and ESIA and ESMP are required.</p>	
<p>Conclusions</p>	
<p>The conclusion of the environmental and social screening: Project is declined <input type="checkbox"/></p>	<p>Project is accepted <input type="checkbox"/></p>
<p>The project is classified as category B: <input type="checkbox"/> The project is classified as category C: <input type="checkbox"/></p>	
<p>If accepted as category “B”, project preparation requires:</p> <ul style="list-style-type: none"> • ESIA/ESMP <input type="checkbox"/> • *Application of applicable environmental matrix <input type="checkbox"/> <p>*Please refer to section 4 “<i>Environmental Assessment and Preparation of ESMP</i>”</p>	
<p>If accepted as category “C”, project preparation requires:</p> <ul style="list-style-type: none"> • *Application of applicable environmental matrix _____ <p>*Please refer to section 4 “<i>Environmental Assessment and Preparation of ESMP</i>”</p>	
<p>If the subproject is considered as EA Category C, the project sponsors must sign the standard clause required by the WB, that states:</p> <ol style="list-style-type: none"> a) Design, construct, operate and maintain operations and leased equipment in compliance with the relevant laws and regulations of Palestine, and where relevant, additional applicable E&S requirements from the WB Safeguard Policy. b) Within three (3) days of occurrence, notify PIA of any social, labor, health, and safety, security or environmental incident, accident or circumstance having or which could reasonably be expected to have, any material impact on compliance of with applicable E&S requirements. 	
<p>Comments of Environmental and Social Officer (ESO): Name: Title: Signature: Date:</p>	

3.4. 3.4. Project Implementation

Chart depicts Project Implementation stages, monitoring and reporting. The PIA including the Environmental and Social Officer and Project Coordinator, will be responsible to ensure that project proponents and contractors are familiar with ESIA/ESMPs and on the compliance with the plan.

The project-specific ESIA/ESMP is to be prepared for accepted projects of category B and shall be included in the bidding document, so that potential proponents are aware of environmental and social performance standards expected from them and is able to reflect that in their bids. The ESMP becomes an essential part of a works contract upon its conclusion and their implementation is mandatory. The proponent, as an owner of the works, will be responsible for enforcing compliance with the terms of the contract, including adherence to the ESMF.

Environmental and social monitoring will be an integral part of the PIA supervisory work in the course of the project implementation. The concerned proponent and PIA will conduct regular on-site monitoring of works to verify adherence to the requirements set out in the ESMP.

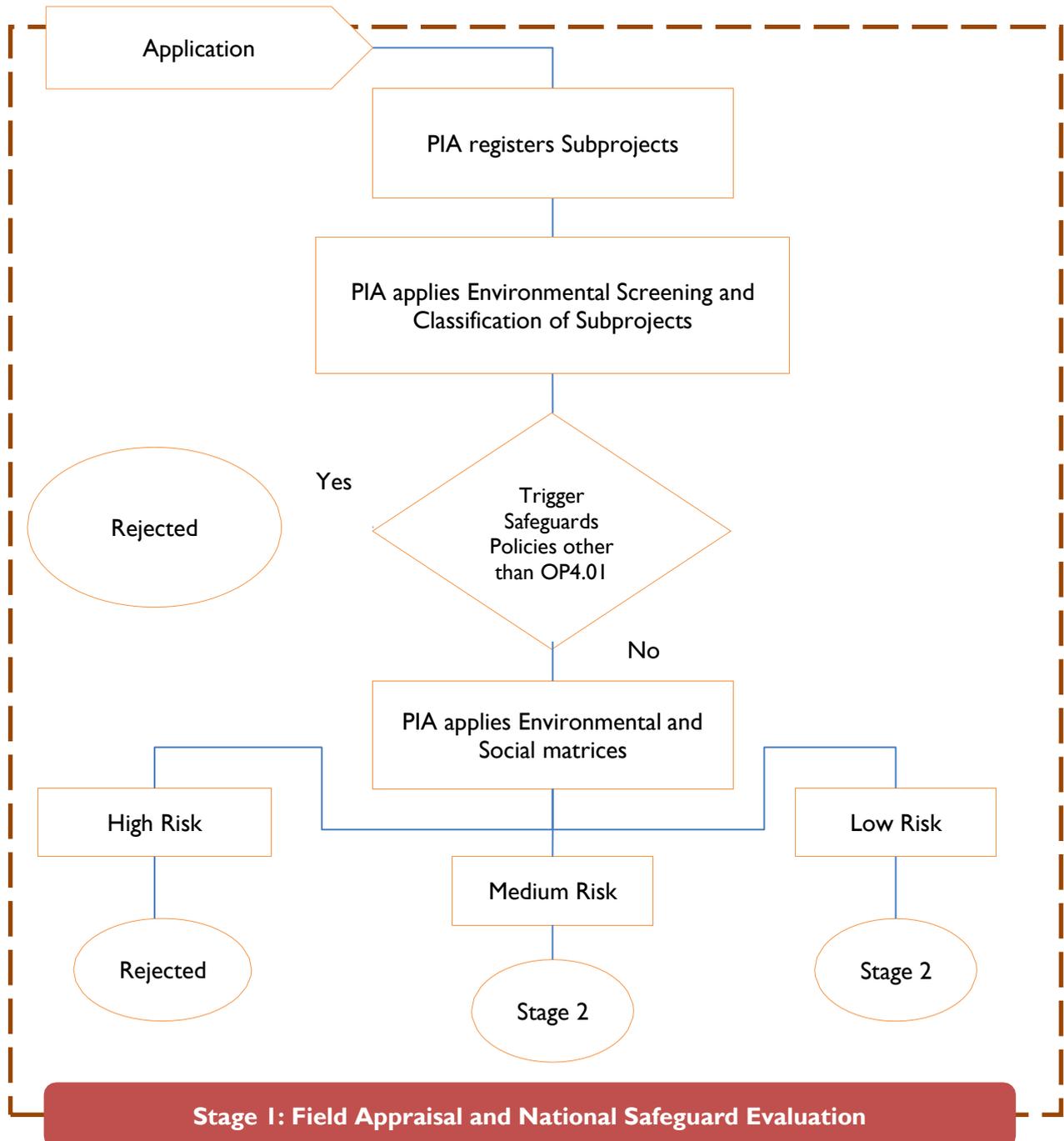
Detailed presentation of the status of environmental and social performance under the project cycle will be included in the progress reports during its implementation. Reports will present overview of deviations/violations of the ESMP encountered over the reporting period including instructions given for addressing incompliance and identified issues, and follow-up actions on the revealed outstanding matters.

The following chart I provides guidelines for the assessment of the potential environmental and social impacts of the potential projects and the preparation of the ESIA/ESMP. These are to be prepared by the applying companies, enterprises, etc. (project proponent). The PIA is to provide guidance in this regard.

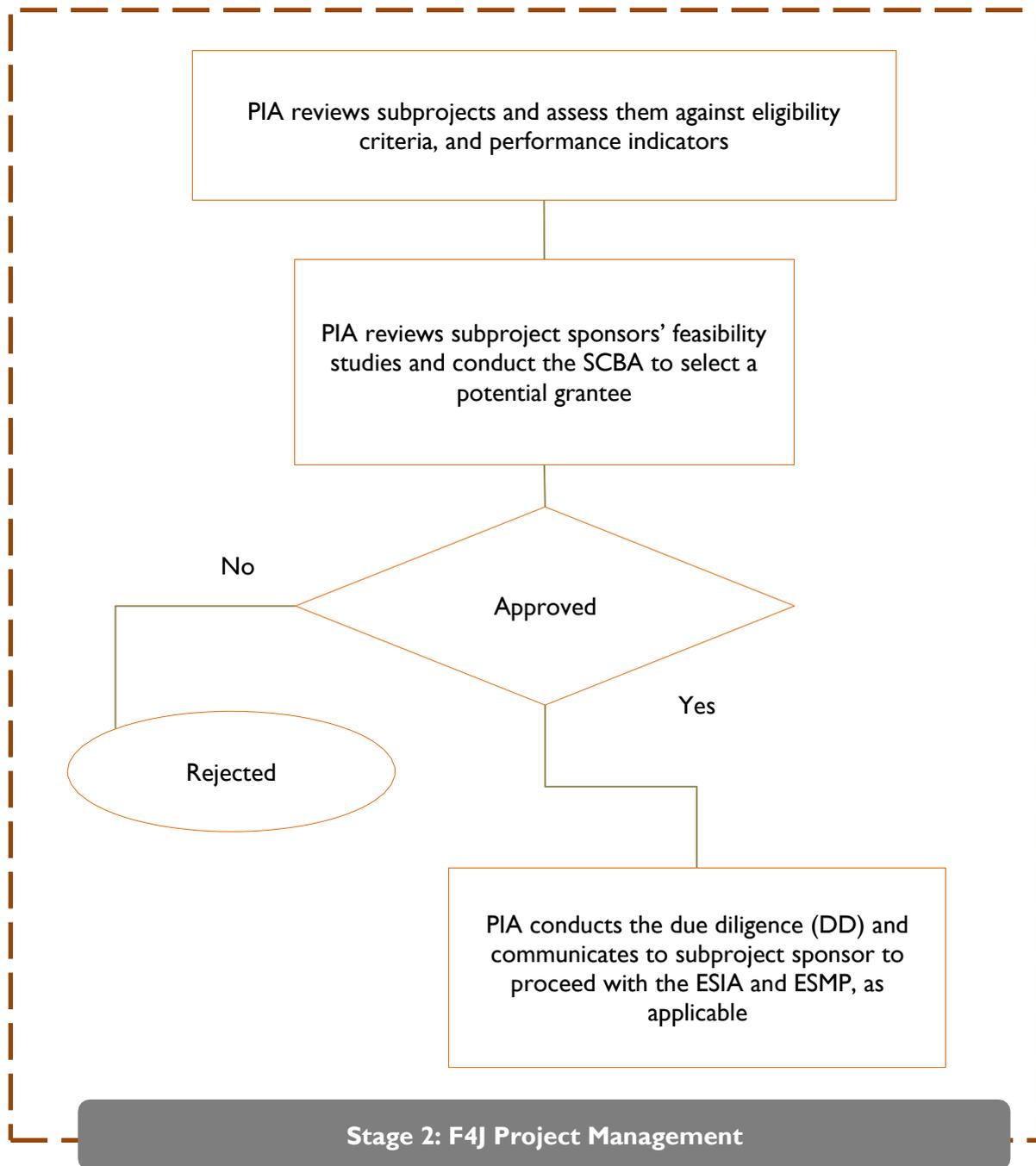
Chart I: Project Implementation Chart

Figure : Project Implementation

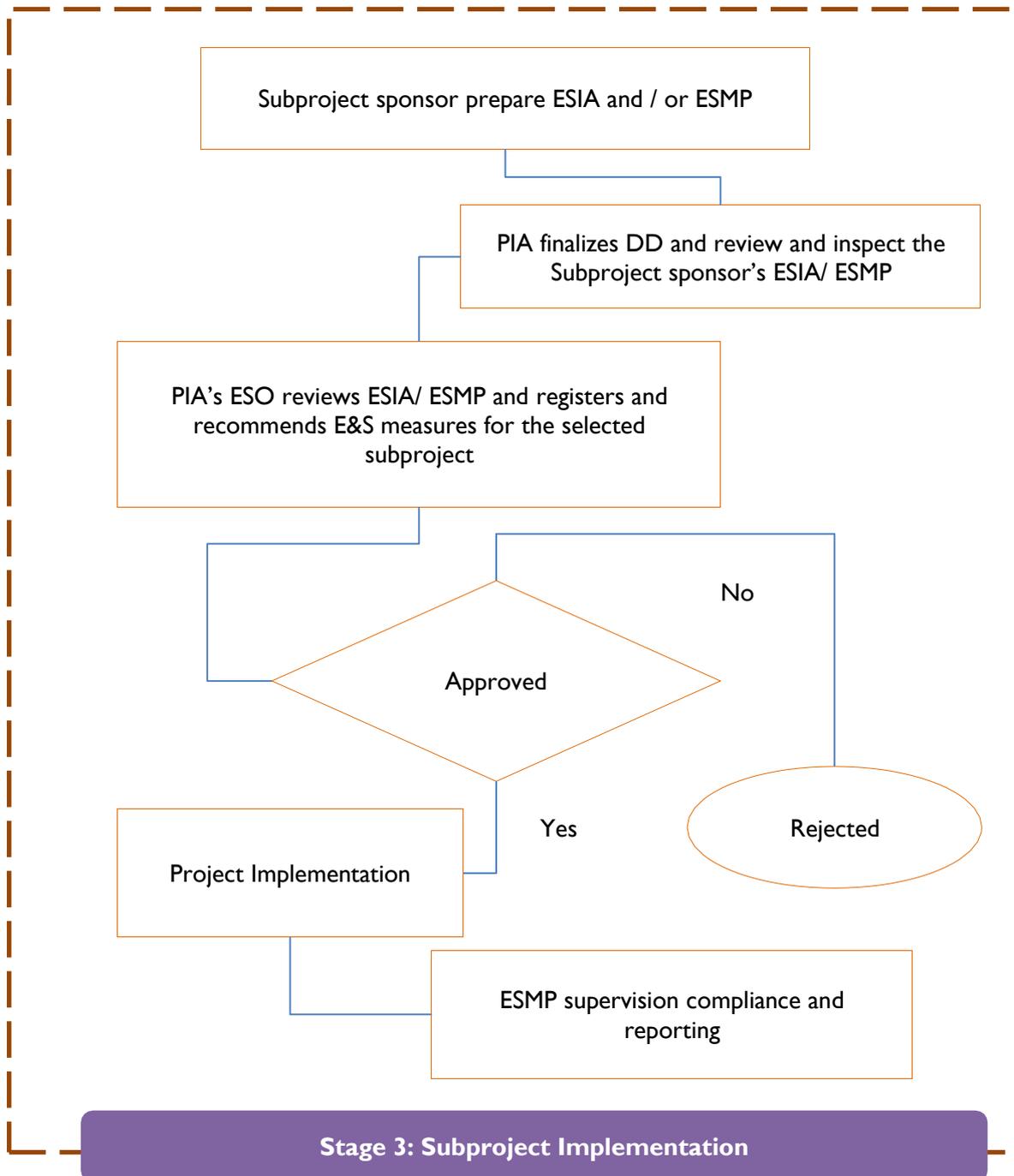
Stage I: Field Appraisal and National Safeguard Evaluation



Stage 2: F4J Project Management



Stage 3: Subproject Implementation



IV. ENVIRONMENTAL AND SOCIAL ASSESSMENT AND PREPARATION OF ESMP

4.1. Introduction

F4J includes activities that mainly have positive environmental and social impacts such as awareness programs and capacity building. It is to exclude EA Category A projects and only to include EA Categories B and C. Yet, negative impacts might occur for B projects and during the construction and operation phases including: (i) generation of solid waste from residual construction materials; (ii) management and disposal of e-waste waste as a result of the decommission of old IT equipment; (iii) nuisance related to vibration and noise during construction activities; and (iv) labor and working condition including occupational health and safety hazards for the workforce. The impacts are expected to be site specific, short-term and reversible.. The Social risk of the project is expected to include discrimination and social exclusion of project benefits. The ESMF is to cater these negative impacts and provides the framework for the subproject ESIA and ESMPs in case these are to be prepared for EA category B projects.

To mitigate these negative impacts, an ESIA and ESMP will be prepared for each approved subproject of Category B, as required. It is recommended to use the EMs for listing overall main environmental and social impacts. The EM lists the expected environmental and social impacts and indicates whether the impact is positive, negative or neutral.

4.2. Examples of EM

The F4J project sectors include, among others, agricultural services, IT, light manufacturing and digital entrepreneurship; tourism; construction; and energy. The EMs can be prepared and modified after detailed information of the projects are provided.

Other assessment concerns are: (i) positive and 'no-impact' categories could degenerate to negative if caution is not exercised; and (ii) these impacts are often 'site-specific', which should be taken into consideration.

Table 4 is an example of an EM of agricultural services projects. These projects have mostly positive impacts but will affect soil and surface and groundwater quality. Therefore, protection of surface and groundwater in addition to the soil are required to mitigate these impacts. In case pesticides and fertilizers are applied, then the World Bank Pest Management Procedure must be applied (**Annex II**).

Construction projects will result noise and dust emission. The gases that will be emitted will affect the air quality. Accidental risks and workers' health and safety are also triggered by construction projects. The water courses and the drainage systems

Table 5 is an EM for alternative energy (solar) projects, which is an example of the eligible energy projects that are accepted by F4J. The table indicates that the energy projects almost have more positive impacts than negative,

but this does not mean that the overall assessment of the project is neutral. Further details are required to judge each subproject.

Table 6 presents the EM for access roads improvement and upgrading projects. It is important to note that if rehabilitation works interfere with existing public or private roads, the contractor shall construct diversion ways wherever possible. However, the contractor will need to confirm that any access or diversion road is not constructed on private land.

Table : Environmental and Social Impacts for Agricultural Services Projects

No.	Environmental and Social Component	Impact		
		Positive	No Impact	Negative
1	Air Quality		X	
2	Groundwater Quality			X
3	Community Water Supply			X
4	Public Health and Services	X		
5	Workers' Health and Safety			X
6	Noise Reduction		X	
7	Cultural Heritage		X	
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		X
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Use of child labor			X
13	Watercourses and Wadis			X
14	Biodiversity			X
15	Soil Contamination			X
16	Use of Pesticides and Fertilizers (apply PMP guidance)			X

Table : : Main Environmental and Social Impacts for Alternative Energy (Solar) Projects

No.	Environmental and Social Component	Impact		
		Positive	No Impact	Negative
1	Air Quality		X	
2	Groundwater Quality		X	
3	Community Water Supply	X		
4	Public Health and Services	X		

5	Workers Health and Safety			X
6	Noise and Dust Reduction		X	
7	Cultural and Heritage		X	
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Water Courses and Wadis		X	
13	Biodiversity		X	
14	Soil		X	

Mitigation measures should be considered for the negative impacts. In addition, the impacts have different weighting factors in regard of their importance, which need to be considered in the assessment.

Table : Main Environmental and Social Impacts for Access Roads Improvement and Upgrading Projects

No.	Environmental and Social Component	Impact		
		Positive	No Impact	Negative
1	Air Quality and Gas Emission			X
2	Groundwater Quality			X
3	Community Water Supply		X	
4	Public Health and Services	X		
5	Workers Health and Public Safety			X
6	Noise Reduction			X
7	Cultural Heritage		X	
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Accidental Risks			X
13	Water Course and Wadis			X
14	Biodiversity		X	
15	Aesthetic	X		

Table : Environmental and Social Impacts due to Construction Industry Projects including light manufacturing

No.	Environmental and Social Component	Impact		
		Positive	No Impact	Negative
1	Air Quality			X
2	Groundwater Quality		X	
3	Community Water Supply			X
4	Public Health and Services	X		
5	Workers' Health and Safety		X	
6	Dust and Noise Reduction			X
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Watercourses and Wadis			X
13	Biodiversity		X	
14	Aesthetic	X		
15	Waste Reduction			X

Table 7 is the EM for the Construction Industry projects. It can be seen that they have mostly positive and neutral impacts but will increase the construction wastes and produce noise and dust during construction. Therefore, management of the impacts and construction wastes, reduction measures of noise and dust are required to mitigate these impacts.

Tables 8, 9 and 10 are the EMs listing the potential environmental and social impacts for IT and digital entrepreneurship projects, tourism related projects, and small projects including light manufacturing (handicrafts, shoes, and furniture) respectively.

Table : : Environmental and Social Impacts due to IT and Digital Entrepreneurship Projects

No.	Environmental and Social Component	Impact		
		Positive	No Impact	Negative
1	Air Quality and Gas emission		X	
2	Groundwater Quality		X	

3	Community Water Supply	X		
4	Public Health and Services	X		
5	Workers Health and Safety			X
6	Noise Reduction		X	
7	Cultural and Heritage		X	
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
13	Accidental risks			X
13	Water Course and Wadis		X	
14	Biodiversity		X	
15	Aesthetic		X	
16	Power Supply			X
17	Waste and e-waste reduction			X

Table : Environmental and Social Impacts due to Tourism-Related Projects

No.	Environmental Component	Impact		
		Positive	No Impact	Negative
1	Air Quality and Gas Emissions			X
2	Groundwater Quality		X	
3	Community Water Supply			X
4	Public Health and Services			X
5	Workers Health and Safety			X
6	Noise Reduction			X
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Accidental risks			X
13	Water Courses and Wadis		X	
14	Waste Reduction			X
15	Traffic			X

Table : Environmental and Social Impacts due to Handicrafts, Shoes, light manufacturing and Furniture Projects

No.	Environmental Component	Impact		
		Positive	No Impact	Negative
1	Air Quality and Gas emission			X
3	Community Water Supply		X	
4	Public Health and Services	X		
5	Workers Health and Safety	X		
6	Noise Reduction		X	
7	Cultural and Heritage	X		
8	Access to job opportunities	X		
9	Impacts on livelihoods	X		
10	Social conflict		X	
11	Impacts on gender issues and vulnerable groups	X		
12	Accidental risks			X
13	Aesthetic		X	
14	Waste Reduction			X
15	Traffic			X

Both construction and operational phases of the project cycle involve activities that can be associated with impacts on the surrounding environment and society, which need to be closely monitored. Monitoring responsibilities have to be clear and the monitoring plan has to define who does what, when, where, why and at what costs. The contractor, for example, might have responsibilities during the construction phase and liability period. The project owner will have the responsibility for monitoring the contractor compliance, while the PIA and the Environmental and Social Officer (ESO) have the responsibility to ensure overall compliance during the construction and operational phases of the subprojects.

Table 11 is an example of project activities identifying potential impacts on the significant environmental and social issues during construction, while Table 12 lists the project activities and potential impacts during the operational phase of the projects.

The Contractor shall be responsible to comply with the project specific ESMP, which is to be prepared and attached as one of the F4J subproject documents among the other bidding documents and contracts. He is also to abide to the chance-find protocol (**section 4.2.2**) during implementation and to the coordination with archeological departments (MoTA) or any other department (EQA), when and where required.

Based on experience in previous projects there are typical concerns during operation of the subprojects; the contractor and the PIA shall be aware of, these include:

- Availability of functioning and maintained sanitation facilities; this is to be assessed during appraisal of the subprojects.
- Improper disposal of municipal wastewater; (e.g. establishments may dispose of their wastewater in percolation pits without conducting an assessment of the surrounding environment). It is important to assess its sensitivity and accordingly whether there are potential environmental and/or public health risks.
- Improper management of generated solid wastes and e-waste. This usually results in the accumulation of the waste on or around the project premises/area. This is considered failure of implementation of the ESMPs. A provision about proper handling, transport, and disposal of solid waste shall be included in the ESMP.

Table : Project Activities and Potential Impacts during Construction Phase of Subprojects

Project Construction Activities	Significant Environmental and Social Issues				
	Socio-economic Conditions	Cultural/Historical Resources	Air Quality	Water Resources	Agricultural Resources
Demolition		X	X		
Removal of Existing Infrastructure	X	X			
Heavy Machinery Operation	X	X	X	X	
Construction of Infrastructure	X	X	X	X	
Excavations and Earthwork	X	X	X	X	X
Construction of Buildings and Facilities	X	X	X		
Material Procurement	X				
Waste Disposal (solid, liquid, hazardous, etc.)	X		X	X	X
Wastewater Disposal	X		X	X	X
Transportation	X	X	X	X	

Project Construction Activities	Significant Environmental and Social Issues				
	Socio-economic Conditions	Cultural/Historical Resources	Air Quality	Water Resources	Agricultural Resources
Accidents and Unplanned Events		X	X	X	X

Table : Project Activities and Potential Impacts during Operational Phase of Subprojects

Project Construction Activities	Significant Environmental and Social Issues				
	Socio-economic Conditions	Cultural/Historical Resources	Air Quality	Water Resources	Agricultural Resources
Transportation	X		X	X	
Power Generation	X		X	X	
Water Supply				X	
Solid Waste and e-waste Collection and	X		X	X	X
Wastewater Collection and Disposal	X		X	X	X
Educational Training		X			X
Production and Investments	X				X
Landscape Irrigation	X			X	X
Accident and Unplanned Events	X	X	X	X	X

4.3. Sexual Exploitation and Abuse/ Sexual Harassment (SEA/SH)

The project has low risks with respect to SEA/SH risk. No risk with labor influx is expected under the project activities because the scale of civil works will be small and most workers will be hired locally.

The PIA uses DAI's policies on code of ethics and sexual harassment and a statement is incorporated in grant agreements. The World Bank safeguard team will work closely with the PIA as well as future supported firms to minimize such risk. PIA will conduct screening

to assess GBV risks and mitigation actions will be taken if necessary. The project GRM will be expanded and include additional codes and procedure (anonymous) to manage SEA/SH/GBV related grievances. Due to the high sensitivity of SEA/SH/GBV, the project will ensure confidentiality and survivor-centered approach for SEA/SH grievances. Codes of Conducts and provisions related to SEA/SH will be incorporated into the bidding documents, including sanctions.

4.4. Discrimination and social inclusion

The project will target socially excluded and vulnerable groups, where applicable. The project already includes women and youth as key beneficiaries as they show the highest level of unemployment in the West Bank and Gaza. The Environmental and social consultants will be tasked with identifying potential negative impacts and introducing practices intended to minimize risks, including on vulnerable groups. During consultations the project ensures that the concerns of women and youth, who are considered the most vulnerable among the project beneficiaries, are voiced and addressed when supporting the businesses. The project will continue to use the Social Rate of Return (SRR) methodology to select projects with additional positive externalities to youth and women.

The F4J project will apply non-discrimination in all aspects of the project, including in the selection of project beneficiaries, management of project workers, and stakeholder engagement. Such actions may include, but not be limited to:

1. Selecting COVID-19 affected business for support will focus on vulnerable and disadvantaged groups such as women led businesses
2. Gender and social consultants will be hired and tasked to identify potential negative impacts and introduce good practices intended to minimize risks, including the inclusion of the most vulnerable and that there will not be any negative impact on them.
3. The project provides a tried and tested GRM mechanism to identify any potential impact on vulnerable and disadvantaged individuals. The GRM will be communicated to affected communities and beneficiaries and will be open to all to ensure they can have their voices heard. Furthermore, proposals under consideration have to go through a rigorous E&S screening to ensure no negative impact of financed projects including on vulnerable and disadvantaged groups. The screening tools and criteria will be included in the project specific ESMPs.
4. During consultations the project ensures that the concerns of women and youth, who are considered the most vulnerable among the project beneficiaries, are voiced and addressed when supporting the businesses.
5. The project will continue to use the Social Rate of Return (SRR) methodology to select projects with additional positive externalities to youth and women.

4.5. Labor and Working Conditions

Risks related to labor and working conditions from the project will be mitigated by implementing the World Bank Performance Standard (PS) on Labor and Working Conditions presented in Annex VII that will be used as an international best practice. The Performance Standard (PS) recognizes that the pursuit of economic growth through

Employment creation and income generation should be accompanied by protection of the fundamental rights of workers. The requirements set out in this Performance Standard have been in part guided by a number of international conventions and instruments, including those of the International Labor Organization (ILO) and the United Nations (UN).

The applicability of PS could be established during the environmental and social risks and impacts identification process. The scope of application of PS depends on the type of employment relationship between the client and the worker. It could be applied to workers directly engaged by the client (direct workers), workers engaged through third parties to perform work related to core business processes of the project for a substantial duration (contracted workers), as well as workers engaged by the client's primary suppliers (supply chain workers).

Moreover, the project supported MSMEs will employ their workers according to local legislation including The Palestinian Labor Law No (7), 2000 which incorporates adequate worker protections. For example, it regulates working hours (max number of working hours is 8 per day; no more than 48 per week; 1hour daily meal rest break) and provides for adequate sick, maternity and annual leave. Workers are allowed to unionize and are exempt from legal fees in the event of disputes. The insurance paid by employers will cover any health-related expenses that occurred as a result of work-related damage to employee's health. Children under the age of 18 will not be employed. The following issues will be ensured, but not be limited to:

The Contractor will apply measures to prevent child labor such as age verification. Codes of Conduct shall include provisions to prevent employing workers under the age of 18.

PIA will include the WHO guidelines and related measures as established by the Government for COVID-19 in the subproject ESMP to ensure that safety measures are implemented

Provisions will be made to train and hire as many as possible from local communities where the activities are taking place

All contracts will have procedures for labor management including worker specific grievances mechanism

All provisions on labor and working conditions in this ESMF, specifically mentioned in this section, will be included in the contractor bidding documents, which compliance will be monitored by PIA

In cases where the project implementation agency or the GRM identifies non-acceptable behavior special trainings will be provided

V. Stakeholder Engagement & CONSULTATION AND GRIEVANCE MECHANISM

5.1. Laws and Regulations relating to Community Participation

The PEAP has referred to the stakeholder (any person in his natural or legal capacity with an interest in or affected by a development activity) consultation in the project EA cycle:

The Environmental Impact Assessment (ESIA) Report: PEAP stated that the stakeholder consultation is mandatory when undertaking an ESIA. In consultation with the proponent and the EA Committee, EQA determines what the minimum requirement for stakeholder consultation should be. It may be required during scoping and ToR preparation, and during the conduction of the ESIA.

At the minimum, the proponent must meet with the principal stakeholders to inform them about the proposed project and to solicit their views about it. More problematic projects should involve more extensive consultations. The methods and results of these consultations must be documented in the ESIA Report.

5.2. Stakeholder Engagement & Consultation

The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. Therefore, the PIA has prepared a Stakeholder Engagement Plan “SEP” (Section 5.3). which intends to utilize various methods for consultations that will be used as part of its continuous interaction with the stakeholders throughout the life of the project. The SEP also includes stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns. The SEP is adapted to the three main project stages as follows:

- Preparation; Detailed Design and Pre-construction phase
- Construction phase
- Post-construction and Operation phase

During the preparation of the F4J Series of Projects” (SOP) including F4J I, F4J II, and F4J II AF as well as the proposed COVID-19 Additional Financing (AF), Three stakeholder consultation were organized (Focus Group) sessions on July 9, July 30, and August 5, 2015 under F4J I preparation. An additional stakeholder consultation was held during F4J II preparation in November 2016 for the Gaza Industrial Estate Solar Panel Project. Moreover, as a part of the preparation of the new COVID 19 additional financing, one recent (Virtual consultation) conduct on November 4, 2020 through Microsoft Teams (**Annex VI**). The consultations provided feedback on the F4J design and components, ESMF, GRM as well as Covid-19 protocols for public consultations and stakeholder engagement and health and safety measures to be followed by contractors due to COVID 19.

The consultations were conducted by the PIA and World Bank Group (WBG) and MoFP team in addition to the environmental consultant.

The Participants for the recent Virtual consultation meeting included representatives from the World Bank and representatives of the private sector who are interested in the ICF component and are willing to be beneficiaries from the F4J Project. Introduction of F4J activities was presented during the sessions.

While participants during the 2015 sessions included a diverse set of stakeholders such as Chambers of Commerce, Business forums, enterprises, EQA, MoL, and representatives of the private sector. More than 60 people attended the three different consultations including a considerable number of women. Introduction of F4J was prepared and presented during the sessions.

The 2015 consultations were interactive and were highly appreciated by the attendants as they were given the opportunity to contribute to the design of the project and to learn more about the World Bank and EQA Environmental and Social Safeguards including the project GRM and the E&S screening process.

The recent 2020 virtual consultation was conducted considering the national restrictions regarding public gatherings during Covid-19 pandemic. The session was interactive and were highly appreciated by the attendants that enables them to learn about the F4J components and mainly the ICF which they are currently applying for, in addition to learn more about the project's GRM, the E&S screening process & COVID 19 protocols for public consultations. At this point, project's affected people are not identified, which explains the limited stakeholder engagement during project preparation for the Additional Financing. More inclusive consultations will be conducted with the project's beneficiaries, once they are selected, and will be arranged during the project life-cycle within the covid-19 constraints and the national restrictions related to public gatherings (Annex XI). Such constraints will include conducting small-group consultation sessions, keeping social distancing, and using facemasks and sanitizers.

The proposed coordinated and PPP approach to project's implementation was welcomed especially that it maximizes the impact of the F4J subprojects on the labor market and job creation. The consultations gave examples of how integrated activities can be designed. Detailed minutes and comments of the consultations are summarized and annexed (**Annex VI**).

The participants acknowledged the consideration of the environmental and social safeguards but did not raise major concerns regarding the ESMF. The site-specific ESIA/ESMPs that will be prepared for the F4J subprojects are to address the concerns that will be raised in the public consultations for the affected communities taking in consideration Covid-19 protocols for public consultations and stakeholder engagement (Annex IX) in addition to health and safety measures to be followed by contractors due to COVID 19 (Annex XI) . The ESIA/ESMPs to be prepared for sub-projects are to be disclosed in English

and Arabic (executive summary) on the PIA website. All consultations will be informed and inclusive of all socio-economic groups and gender with documented evidences of the results.

5.3. Stakeholder Engagement Plan (SEP)

The overall objective of the Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the local population is essential to the success of the project in order to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. In the context of infectious diseases, broad, culturally appropriate, and adapted awareness raising activities are particularly important to properly sensitize the communities to the risks related to infectious diseases.

The stakeholder engagement activities will be carried out as follows:

- Project stakeholders and all parties affected or interested to this project will be identified;
- An Environmental and Social officer from PIA side will be assigned to follow up on the implementation of the SEP.
- Stakeholder meetings and any engagement activities will be conducted, and their results will be communicated;
- Disclosure of relevant project information helps communities and other stakeholders understand the risks, impacts and opportunities of the project. By providing communities with access to relevant information such as the purpose, nature, and scale of the project; the duration of proposed project activities; as well as any risks to and potential impacts on such communities and relevant mitigation measures, the envisaged stakeholder engagement process; and the community grievance mechanism; stakeholder expectations will be better managed throughout the project, in addition to facilitating the communication process, leading to better project outcomes;
- Any public information relating to the project will be disclosed and made easily accessible where applicable.
- The SEP will be developed according to the developing COVID-19 situation in the country and the team will follow the World Bank Group guidelines on “*Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings.*”

Proposed Plan for Stakeholder Engagement

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to

them, therefore the project intends to utilize various methods for consultations that will be used as part of its continuous interaction with the stakeholders. The format of every consultation activity should meet general requirements on accessibility. In order to control the risks of virus transmission, the PIA will be advised, when conducting stakeholder consultation meetings, to consider the national restrictions regarding public gatherings during Covid-19 pandemic (conduct small-group consultation sessions, respect social distancing, use facemasks and sanitizers).

The table below presents a proposed plan for stakeholder engagement and the activities to be performed throughout the project, the activity types and their frequency are adapted to the three main project stages (preparation and design, implementation and construction). The table also includes stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns.

Project stage	Target stakeholders	Topic(s) of engagement	Method(s) used	Location/frequency	Responsibilities
<i>Preparation; Detailed Design and Pre-construction phase</i>	<p>Project Affected Parties - Including people residing in the project area; LGUs, sub project beneficiaries, Startups, Private Sector, Industrial estates tenants, Small-scale hatchery & broilers operators, wireless interment and TV streaming, Illegal WISP, Dairy farms, fisheries, famers, DISCOs);</p>	<p>Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.</p> <p>Project E&S principles; receive feedback from on the project’s potential impact, expectations and concerns</p> <p>Grievance mechanism process Health & safety issues</p>	<p>Public meetings, workshops; or Social Media Communication - Facebook, Microsoft Teams, WhatsApp; Face-to-face meetings; visits to affected vulnerable groups and individuals;</p>	<p>Sub project beneficiaries offices and are expected to start within the one month after selection process is competed;</p>	<p>Subproject beneficiaries</p>
	<p>Other Interested Parties Ministries; PPAB; General public; PIEFZA (Chamber of Commerce, Industry and Agriculture Women associates DIB investors Sub project beneficiaries</p>	<p>Project information; Important highlights of Project, announcements of planned activities Grievance mechanism process; Project scope, rationale and E&S principles</p>	<p>Public meetings, workshops; or Social Media Communication - Microsoft Teams, F4J Website Facebook;</p>	<p>PIA offices through Microsoft Teams or Project launch meetings at Palestine Finance Institute (PFI) premises, are expected to start within the first two months after appraisal; and will be held annually or as needed.</p>	<p>PIA, MOF, Environmental and Social Officer; grievance staff</p>

<i>Construction phase</i>	<p>Project Affected Parties - Including people residing in the project area; LGUs, sub project beneficiaries, , Startups; Private Sector, (Startups, Industrial estates tenants, Small-scale hatchery & broilers operators, wireless interment and TV streaming, Illegal WISP, Dairy farms, fisheries, famers, DISCOs); and sub projects in Gaza, where some projects and small businesses may not be able to register at MONE in West Bank.</p>	<p>Project status & progress, health and safety issues and precaution measures related to infectious diseases,</p> <p>Grievance mechanism process;</p> <p>Health & safety issues including precautionary measures for protection from infectious diseases (i.e Covid-19) such as ensuring proper distancing and proper health screening for workers and the use facemask, gowns, gloves, handwashing soap and sanitizer at the workplace and project locations;</p> <p>Employment & procurement opportunities;</p> <p>Environmental concerns; GBV awareness-raising</p>	<p>/workshops; individual outreach Project Website, Social Media Communication - Facebook, WhatsApp; Grievance mechanism for subprojects Quarterly progress reports and semi-annual progress reports and number of those resolved within the prescribed timeline</p>	<p>quarterly /annual meetings in all relevant affected people with ongoing construction; Communication through mass/social media (as needed);</p>	<p>Subproject beneficiaries, , PIA Environmental and Social Officer for monitoring purposes,</p> <p>Contractor/sub-contractors; trainers; grievance staff</p>
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	<p>Other Interested Parties PPAB; Ministries; DAI Staff;</p>	<p>Information about Project development updates ; Resettlement and livelihood restoration options (if applicable); Project scope, rationale and E&S principles; Grievance mechanism process</p>	<p>Face-to-face meetings; Joint public/community meetings with PAPs</p>	<p>Quarterly or Annually (as needed)</p>	<p>PIA, & Environmental and Social Officer for monitoring purposes,</p>
<p><i>Post-construction and Operation phase</i></p>	<p>Project Affected Parties - Including people residing in the project area;, sub project beneficiaries, , Startups; Private Sector, (Startups, Industrial estates tenants, Small-scale hatchery & broilers operators, wireless interment and TV streaming, Illegal WISP, Dairy farms, fisheries, famers, DISCOs); and sub projects in Gaza & Westbank, where some projects and small businesses may be excluded from the project</p>	<p>Project's outcomes, overall progress and major achievements. Satisfaction with engagement activities and GRM; Grievance mechanism process;</p>	<p>Public meetings, trainings/workshops, individual outreach to affected communities Mass/Social Media Communication - Facebook, WhatsApp; Grievance mechanism</p>	<p>Meetings in affected municipalities and villages (12 months); Survey of citizens/ Survey in job creation; Communication through mass/social media (as needed);</p>	<p>Subproject beneficiaries,</p>

	<p>Other Interested Parties (External) Ministries; PPAB;</p>	<p>Grievance mechanism process;</p>	<p>Mass/Social Media Communication - Facebook; Disclosure of written information - Brochures, posters, flyers, website; Information desks - In subproject area; Grievance mechanism; Project tours for media, local representatives</p>	<p>Meetings in affected subproject areas (every 12 months); Communication through mass/social media (as needed); Information desks with brochures/posters in affected municipalities (on continuous basis)</p>	<p>PIA; E&S officer</p>
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5.4. Grievance Redressal Mechanism

The right of the public to complain or grievance has been confirmed by the Grievance and Complaints bylaw that has been approved by the Ministerial Cabinet on 9/3/2005 and that has been updated on 8/3/2009. The Bylaw has regulated the means and tools to settle the complaints of the public and has stated the policies for the improvement of the performance of the Palestinian Ministries and Authorities and other NGOs.

This means that the citizens and beneficiaries of F4J can raise their complaints anytime during the construction and operation of the project and that their complaints must be settled.

The appropriate partner for the implementation of the Grievance Redressal Mechanism (GRM) is PIA, which is responsible for working with related institutions and assisting with the implementation of the GRM. It advises people on their rights and GRM process throughout the period of project implementation.

The PIA () uses a toll-free ethics (+1-503-597-4328,) and compliance anonymous hotline for beneficiaries and project stakeholders. It also has a website address to submit such complaints (). Furthermore, the PIA has developed a complaints procedure manual that would facilitate complaints handling, especially under the ICF component. The PIA has communicated the complaints procedure manual and templates with the current beneficiary of the ICF and the potential investment beneficiaries. The ICF beneficiary has created a GRM system on the sub-project level using the manual and templates provided by the PIA and appointed a focal point/person to monitor and report on GRM. The project's GRM manual has been updated in November 2020 to include complaints' filing measures to minimize risk of exposure to COVID-19, channels for accepting GBV and Sexual Harassment complaints and anonymous complaints. Due to the high sensitivity of SEA/SH/GBV, the project's GRM will ensure confidentiality and survivor-centered approach for SEA/SH grievances. Information about the existence of the GBV grievance mechanism and of channels to accept and respond to anonymous grievances will be communicated to all stakeholders during consultation meetings and throughout project implementation.

The GRM system under the parent project will also address project workers' complaints. The grievance mechanism will be described in staff induction orientations, which will be provided to all project workers. Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted).

Contact Person to Respond to Complaints: The PIA will be the main contact to

receive complaints. The PIA, contracted by MoFP, will manage the GRM. For urgent issues, the PIA will notify the MoFP and the Bank immediately. Otherwise, the PIA will provide the complaints log as part of its monthly reporting to the MoFP and Bank.

Public Awareness of where to Address Complaints: The complaints mechanism will be advertised widely through promotional materials (website and brochures) as well as in project documents.

Timely Response: Irrespective of whether PIA is responding to complaints, an initial response that acknowledges receipt of the complaint will be made within one week and a final response will be provided within two weeks after receiving the complaint. For issues that require longer response time, more time will be granted. However, this time should not exceed one month.

Log of Complaints: The complaints received will be recorded in a log, which details information such as: (1) the date the complaint was received, (2) the date on which the complaint was responded to, (3) reason for the complaint, (4) how the complaint was resolved, (5) when it was resolved, etc.

Inclusion in Bidding Documents: The bidding document prepared for each sub-project will require both sponsors/operators and contractors, to prepare a GRM consistent with safeguard requirements as detailed in this ESMF.

VI. ENVIRONMENTAL AND SOCIAL MONITORING AND CAPACITY BUILDING

6.1. Environmental and Social Monitoring Guidance

A system for environmental and social monitoring and reporting for subprojects to be financed in F4J2 and beyond will be further developed by the ESO appointed at PIA during F4J1. These specifics will depend on the final institutional arrangements decided between the MoFP, the PIA (including the ESO), the sub-project proponents, and the local EQA officials. However, these principles are to be incorporated in F4J SOP environmental and social monitoring and reporting, as follows:

- The ESO, with the sub-project proponent, will conduct at least one site visit for each proposed sub-project, in order to “ground-truth” the environmental screening and classification form. A paragraph on this visit is to be written, with subproject visit date, participants, visit specifics covered, photos, names of beneficiaries interviewed, conclusions and recommendations, etc.
- Similarly, the ESO with the sub-project proponent will conduct at least one site visit for each accepted sub-project, in order to give relevant advice on the expected design, structure, and content of the ESIA/ESMP. A paragraph on this visit is to be written, with subproject visit date, participants, visit specifics covered, photos, names of beneficiaries interviewed, conclusions and recommendations, etc.
- PIA Quarterly Progress Reports (QPRs) and interim reports (on safeguards training, capacity building, and site visits) should be shared with MoFP and the World Bank. The QPR should include detailed information on each workshop conducted, including:
 - The date and place of the workshop;
 - The agenda of the workshop, i.e. what topics were covered;
 - The names, titles, and municipality for each person in attendance. It is suggested that there be a “sign-in sheet” that can then be scanned and inserted directly into the QPR.
 - The names and titles of those who led the workshop;
 - Any observations about what topics need to be covered next, any interesting topics/subjects that came up during the discussions; any good practices shared by municipalities which should be followed up on and incorporated into future workshops.
- The construction-phase site monitoring form can be found in Annex IV. 100% compliance is defined to be at least one completed form for each month that sub-project is in its construction phase;
- The PIA ESO and the local EQA official will conduct one joint site visit per month in order to jointly report on safeguards compliance with both national and World Bank environmental and social safeguards policies.

6.2. Monitoring, Evaluation, and Reporting Responsibilities

The flow of monitoring proceeds as follows in **Table 13** Table 13 :

Table : F4J Monitoring, Evaluating, and Reporting Framework

Type of Monitoring	From Whom to Whom	Description
Constant monitoring	Between PIA/ESO and sub-project proponent site engineering staff	The PIA ESO and the sub-project proponent staff responsible for safeguards compliance will be interacting on a day-to-day basis.
Monthly monitoring reports	From sub-project to ESO	The sub-project proponent will submit a monthly progress report to the PIA through the ESO. This report will necessarily address environmental and social issues relevant to the sub-project and specifically focus on those issues relevant to safeguards policies

6.3. Capacity Building Requirements

The PIA is responsible for monitoring and compliance with the environmental and social policies and requirements. It has the responsibility of reviewing and assessing the ESIA/ESMPs of the subprojects. The PIA has appointed an Environmental and Social Officer (ESO) to assist PIA to monitor environmental and social safeguards issues. The PIA staff and specifically the ESO shall receive additional environmental and social specific training.

Among the other subjects that the training and capacity building in the F4J SOPs shall cover are:

- Environmental and social screening;
- Preparation of ESIA/ESMPs,
- Implementation of ESMPs; construction and operational phases,
- Occupational health and safety (OHS),
- Environmental and social monitoring and reporting.

The capacity building and training shall also invite officers of the MoFP, interested private sector parties, and other stakeholders; an interesting subject for the stakeholders would be environmental monitoring and reporting.

Specifically, the ESO will:

- Screen and review all proposed projects in order to identify any that may carry the risk of adverse environmental and social impacts;
- Assign a category to each project in accordance with the Environmental safeguard policies of the World Bank and EQA;
- Support private sector entities in designing ESIA/ESMP for the projects that are classified under Category “B” with the aim of demonstrating proposed

monitoring activities that encompass all major impacts and identify how they will be integrated into project supervision;

- Hold field visits to project sites to ensure compliance with the environmental and social safeguard procedures.

6.4. Financial Implications

Any cost implications relevant to the development/training will be recorded and will be financed from the F4J budget. The mitigation measures and the associated costs will become part of the ESMP for the project which will be monitored during the implementation.

ANNEXES

Annex I: Chance Find Procedures

Annex II: Pest Management Procedure

Annex III: Sample Management Plan

Annex IV: Sample Safeguard Monitoring Reports **Annex V:**
Environmental Guidelines for Contractors

Annex VI:
Summary of Public Consultations at Grand Park, in Nablus, and
in Ramallah

Annex VII: Good Practice Standard on Labor and Working Conditions

Annex VIII: COVID-19 Precautions' List for Employees and Workers

Annex IX: Public Consultations and Stakeholder Engagement in WB-supported
operations when there are constraints on conducting public meeting

Annex X: مدونة قواعد السلوك واخلاقيات العمل

Annex XI: Contractor's Commitment Letter to Comply with COVID 19
procedures

Annex I: Chance Find Procedures

Contracts for civil works involving excavations should normally incorporate procedures for dealing with situations in which buried physical cultural resources (PCR) are unexpectedly encountered. The final form of these procedures will depend upon the local regulatory environment, including any chance find procedures already incorporated in legislation dealing with antiquities or archaeology. For F4J, chance finds procedures contain the following elements:

1. PCR Definition

In some cases, the chance finds procedure is confined to archaeological finds; more commonly it covers all types of PCR. In the absence of any other definition from the local cultural authorities, the following definition could be used: “movable or immovable objects, sites, structures or groups of structures having archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance”.

2. Ownership

The identity of the owner of the artifacts found should be ascertained if at all possible. Depending on the circumstances, the owner could typically be, for example, the state, the government, a religious institution, the land owner, or could be left for later determination by the concerned authorities.

3. Recognition

As noted above, in PCR-sensitive areas, recognition and confirmation of the specific PCR may require the contractor to be accompanied by a specialist. A clause on chance finds should be included in every contractor’s specifications.

4. Procedure upon Discovery

Suspension of Work

If a PCR comes to light during the execution of the works, the contractor shall stop the works. Depending on the magnitude of the PCR, the contractor should check with the Ministry of Tourism and Antiquities (MoTA) for advice on whether *all works* should be stopped, or only the works immediately involved in the discovery, or, in some cases where large buried structures may be expected, all works may be stopped within a specified distance (for example, 50meters) of the discovery. MoTA’s decision should be informed by a qualified archaeologist.

After stopping work, the contractor must immediately report the discovery to the Resident Engineer. The contractor may not be entitled to claim compensation for work suspension during this period. The Resident Engineer may be entitled to suspend work and to request from the contractor some excavations at the contractor’s expense if he thinks that a discovery was made and not reported.

Demarcation of the Discovery Site

With the approval of the Resident Engineer, the contractor is then required to temporarily demarcate, and limit access to, the site.

Non-Suspension of Work

The procedure may empower the Resident Engineer to decide whether the PCR can be removed and for the work to continue, for example in cases where the find is one coin.

Chance Find Report

The contractor should then, at the request of the Resident Engineer, and within a specified time period, make a *Chance Find Report*, recording:

- Date and time of discovery;
- Location of the discovery;
- Description of the PCR;
- Estimated weight and dimensions of the PCR;
- Temporary protection implemented.

The *Chance Find Report* should be submitted to the Resident Engineer, and other concerned parties as agreed with the cultural authority, and in accordance with Palestinian national legislation. The Resident Engineer, or other party as agreed, is required to inform the cultural authority accordingly.

Arrival and Actions of Cultural Authority

The cultural authority undertakes to ensure that a representative will arrive at the discovery site within an agreed time such as 24 hours, and determine the action to be taken. Such actions may include, but not be limited to:

- Removal of PCR deemed to be of significance;
- Execution of further excavation within a specified distance of the discovery point;
- Extension or reduction of the area demarcated by the contractor.

These actions should be taken within a specified period, for example, 7 days. The contractor may or may not be entitled to claim compensation for work suspension during this period.

If the cultural authority fails to arrive within the stipulated period (for example, 24 hours), the Resident Engineer may have the authority to extend the period by a further stipulated time. If the cultural authority fails to arrive after the extension period, the Resident Engineer may have the authority to instruct the contractor to remove the PCR or undertake other mitigating measures and resume work. Such additional works can be charged to the contract. However, the contractor may not be entitled to claim compensation for work suspension during this period.

Further Suspension of Work

During this 7-day period, the Cultural authority may be entitled to request the temporary suspension of the work at or in the vicinity of the discovery site for an additional period of up to, for example, 30 days. The contractor may, or may not be, entitled to claim compensation for work suspension during this period. However, the contractor will be entitled to establish an agreement with the cultural authority for additional services or resources during this further period under a separate contract with the cultural authority.

Annex II: Pest Management Plan

Introduction

Within the F4J project, it is anticipated that only agricultural processing sub-projects may have a need to make use of chemicals classified as relevant to OP 4.09 Pest Management. Agriculture intensification and diversification or irrigation projects are also relevant and would be considered by F4J. As such, mitigation measures are based on the international practices accepted by the World Bank and Palestinian environmental policies and standard.

World Bank Pest Management Policy General Guidelines

The World Bank supports a strategy that promotes the use of biological or environmental control methods and reduces reliance on synthetic chemical pesticides. In F4J, the MoFP and PIA will address pest management issues in the context of the sub-projects' ESIA/ESMPs.

In Bank-financed agriculture operations, pest populations are normally controlled through Integrated Pest Management (IPM) approaches, such as biological control, cultural practices, and the development and use of crop varieties that are resistant or tolerant to the pest. The Bank may finance the purchase of pesticides when their use is justified under an IPM approach

Criteria for Pesticide Selection and Use

If the use of any pesticide is considered in any of the F4J subprojects, it is required to assess the nature and degree of associated risks, taking into account the proposed use and the intended users. With respect to the classification of pesticides and their specific formulations, the Bank refers to the World Health Organization's *Recommended Classification of Pesticides by Hazard and Guidelines to Classification* (Geneva: WHO). The following criteria apply to the selection and use of pesticides in Bank-financed projects:

- (a) They must have negligible adverse human health effects.
- (b) They must be shown to be effective against the target species.
- (c) They must have minimal effect on non-target species and the natural environment. The methods, timing, and frequency of pesticide application are aimed to minimize damage to natural enemies. Pesticides used in public health programs must be demonstrated to be safe for inhabitants and domestic animals in the treated areas, as well as for personnel applying them.
- (d) Their use must take into account the need to prevent the development of resistance in pests.

The Bank requires that any pesticides it finances be manufactured, packaged, labeled, handled, stored, disposed of, and applied according to standards acceptable to the Bank. **The Bank does and will not finance formulated products that fall in WHO classes IA and IB.**

The Bank may not finance formulations of products in Class II, if (a) the country lacks restrictions on their distribution and use; or (b) they are likely to be used by, or be accessible to, lay personnel, farmers, or others without training, equipment, and facilities to handle, store, and apply these products properly. Any WHO Class II product to be procured with F4J-associated financing must document that they have compiled with the Palestinian National Authority Pest Management Guidelines for procurement, usage, and storage, as follows below.

Palestinian National Authority Pest Management Guidelines

All controlled chemicals with potential health impacts must be certified by the Palestinian Ministry of Agriculture (MoA) and/or the Ministry of Health (MoH). MoA and/or MoH conducts the needed inspection arrangements and licensing on regularly basis on materials purchased by the municipalities or purchased directly by the MoA and/or MoH. Furthermore, the MoA and/or the MoH may distribute to municipalities for use under special arrangements and consideration of specific mitigation measures. The sub-project implementation entity is to consider the following environmental and health instructions for procurement of goods, handling and storing of pest control material for those sub-projects aiming at purchasing pesticides and other chemical controls.

Those responsible for purchasing needed pesticides for application in the Palestinian Territories should follow special arrangements specified by the MoH, as follows:

Measures for Pesticide Procurement

These instructions are as following:

1. The contractor and pesticide supplier should include in the bidding documents a certification indicating that the offered material is licensed by the MoA/MoH as material accepted to be used with no effect on public health;
2. Certifications should be original and written in English or Arabic;
3. The material should include a data sheet clarifying the production date and expiry date clearly, which should not be less than two years from the date of purchasing the material by the municipality;
4. The materials should be inspected by a licensed laboratory (usually it is inspected by the laboratory at the MoH and the cost of inspection should be covered by the provider;
5. Supply only pesticides of adequate quality, packaged and labeled as appropriate;
6. Pay special attention to formulations, presentation, packaging and labeling in order to reduce hazard to users, to the maximum extent possible consistent with the effective functioning of the pesticide in the particular circumstances in which it is to be used; and

7. Provide, with each package of pesticide, information and instructions in a form and language adequate to ensure safe and effective use.

Measures for Using and Storing of Pesticides

The following is a set of mitigation measures that shall be considered before and during spraying process of the pesticides:

1. Specify and inform adjoining property owners in advance about the spraying time and nominate in advance the number of workers responsible for the spraying.
2. Supervision of the spraying process should continue during the whole designated spraying period.
3. Storage of pesticide should be in a well identified storage space with limited access to those other than project staff and inspection teams.
4. Disposal of used canisters or containers should follow the proper international procedures and applicable regulations.

Again, in addition, the user should comply with the instructions provided in the pesticide package and those instructions promoted by MoH.

Measures and Standard Operating Procedures for good practices

In addition to the guidelines mentioned above, the following measures and standard operation procedures for good practices on pest management will be followed.

OHS measures

Hygiene: Do not eat, drink or smoke when handling pesticides. Food should be placed in tightly closed containers. Measurement, dilution and transfer of pesticides should be done with the adequate material. Do not shake or take liquid with unprotected hands. If the nozzle is blocked, press the pump valve or unblock the opening with a flexible rod. After each fill, wash hands and face with water and soap. Eat and drink only after washing hands and face. Take a shower or a bath at the end of the day.

Individual protection: Use the following measures including: adapted coveralls covering hands and legs; dust, gas and respirator masks, based on the type of treatment and product used; gloves; and goggles.

Protection of population: Minimize the exposure of local populations and livestock; cover wells and other reservoirs and sensitize populations on risks

Protective clothing: Treatments inside homes: Operators should wear coveralls or a long sleeves shirt over a pair of pants, a flapped hat, a turban or any other type of headgear as well as boots or big shoes. Sandals are not suitable. Nose and mouth should be protected using a simple method, for example a disposable paper mask, a disposable surgical or washable mask or a clean cotton cloth. Once the fabric is wet, it should be changed. Clothing must be in cotton for easy washing and drying. It must cover the body and contain

no opening. In hot and humid climates, it can be uncomfortable to wear additional protective clothing; therefore, one will be forced to spray pesticides during hours when it is very hot.

Preparation of suspensions: People responsible for bagging insecticides and preparing suspensions, particularly for the treatment of mosquito bed net units must take special precautions. In addition to the abovementioned protective clothing, they must wear gloves, an apron and eye protection, for example a facial shield or glasses. Facial shields protect the entire face and keep less warm. Nose and mouth should be covered as indicated for treatment in homes. They should ensure that they do not touch any part of their body with gloves during pesticide handling.

Safety measures: During spraying Spurt form the sprayer must not be directed towards a part of the body. A leaking sprayer must be repaired, and skin must be washed if it is accidentally contaminated. The household and animals must stay outside during the whole spraying activity. Avoid treating a room where there is a person, a sick person for example, who cannot be taken outside. Before starting spraying activities, kitchen utensils should be taken out and all utensils as well as dishes containing drinks and food. They can be gathered in the center of the room and covered with plastic film. Hammocks and paintings should not be treated. The bottom part of furniture and the side against the wall should be treated while ensuring that surfaces are effectively treated. Sweep or wash the floor after spraying. Occupants should avoid contact with walls. Clothing and equipment should be washed every day. Training and capacity building

Prior to handling of any pesticides, farmers will be trained in pesticide management and application through Ministry of Agriculture (MoA). Training will be done frequently to ensure that the farmers are comfortable in managing pesticides without constant supervision and monitoring. Training will take the form of both theory and practical application in the field. Farmers will be trained in multiple areas of pesticide use including but not limited to types of pesticides and their uses; pesticide impacts; transportation, storage and handling of pesticides; pesticide application techniques; when to use pesticides; mixing procedures for pesticides; health and safety protection; emergency response; record keeping; and disposal of pesticides and pesticide containers.

Annex III: Sample Environmental Management Plan

Guidelines for a F4J sub-project ESMP: An ESIA is needed for EA category B projects in order to identify the potential impacts and appropriate mitigation measures to be included in the ESMP. Any F4J sub-project ESMP would have the following format:

1. **Project Description**
2. **Description of Adverse Impacts:** The anticipated impacts are identified and summarized.
3. **Description of Mitigation Measures:** Each measure is described with reference to the effects it is intended to deal with. As needed, detailed plans, designs, equipment description, and operating procedures are described.
4. **Mitigation Indicators and Description of Monitoring Program:** Monitoring provides information on the occurrence of impacts. It helps identify how well mitigation measures are working, and where better mitigation may be needed. The monitoring program should identify what information will be collected, how, where and how often. It should also indicate at what level of effect there will be a need for further mitigation. How environmental impacts are monitored is discussed below.
5. **Monitoring and Reporting Requirement:** Methods for monitoring the implementation of mitigation measures or environmental impacts should be as simple as possible, consistent with collecting useful information, so that the sub project implementer can apply them. For instance, they could just be regular observations of the sub project activities or sites during construction and then when in use. Are plant/equipment being maintained and damages repaired, does a water source look muddier/cloudier different than it should, if so, why and where is the potential source of contamination. Most observations of inappropriate behavior or adverse impacts should lead to common sense solutions. In some case, e.g. transgenic crops, there may be needed to require investigation by a technically qualified person.
 - Monitoring, evaluation and reporting on environmental and social issues will be part of project implementation processes and reporting systems. The sub-project proponent will keep records of all environmental and social activities of sub-project. Compliance to environmental and social requirements will also be generated based on the monitoring and reporting framework described in section 6.2. PIA will regularly report to the Bank on the status of environmental and social management of projects in the project's Quarterly Reports.
6. **Responsibilities:** The people, groups, or organizations that will carry out the preparation of site-specific ESMPs, mitigation, monitoring and reporting activities will be identified, as well as to whom they report and are responsible. There may be a need to train people to carry out these responsibilities, to provide them with equipment and supplies. The site-specific ESMPs and the environmental and social compliance reports shall be submitted to the PIA which in turn will be submitted to the Bank for review and clearance.
7. **Implementation Schedule:** The timing, frequency and duration of mitigation measure and monitoring are specified in an implementation schedule and linked to the overall sub project schedule.

8. **Capacity Development and Training:** If necessary, the ESMP can recommend specific, targeted training for project staff, contractor, and community groups to ensure the implementation of environmental safeguards recommendations.
9. **Cost Estimates and Source of Funds:** These are specified for the mitigation and monitoring activities as a sub project is implemented.
10. **Integration:** The ESMP must be integrated into the sub-project's and F4J's plan and design, budget, specifications, estimated costs, bid documents, and contract/agreements clauses. Contract documents should only be finalized when site-specific ESMP recommendations are adequately and appropriately incorporated into the plan and design, cost estimates, specifications, and contract clauses.

Sample ESMP for mitigating potential environmental and social problems of the F4J during implementation

Activity	Relevant F4J Sub-Project Categories	Potential Environmental and Social Impacts	Mitigation Measures	Indicators
Rehabilitation of existing buildings / facilities	<ul style="list-style-type: none"> - Agro-processing - Alternative Energy - Construction - IT - Tourism 	Construction-related, localized dust, noise, and traffic impacts, debris management, worker health and safety including risk of COVID-19	<ul style="list-style-type: none"> - Use of protective gear, proper disposal of construction debris and general solid waste. - Application of Environmental Requirements and OHS Requirements for contractors including commitment to the Ministry of Health and WHO guidelines regarding protection measures from Covid-19 Epidemic Disease including but not limited to: social distancing between workers, in the event of an outbreak, an emergency response plan is in place and project-related staff and contractors provided with training to implement the plan - provision of full PPE for workers including face mask, orientation for workers about how to deal with different issues during 	<p>Testing and results within acceptable Palestinian Ambient dust and noise indicators</p> <p>Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19.</p> <p>Waste management checklist/plan is in place.</p> <p>Use of protective gear, proper disposal of construction debris and general solid waste.</p>

Activity	Relevant F4J Sub-Project Categories	Potential Environmental and Social Impacts	Mitigation Measures	Indicators
Preparation of packaged or processed fruits and/or vegetables for export market	Agro-processing logistics (e.g. distribution, storage, cold storage, labeling, packaging, tracking)	<ul style="list-style-type: none"> - Use of hazardous chemicals in agro processing or in producing the crops; risks associated with agriculture-related effluents within fields, hothouses, and/or warehouses, no use of chemical formulations in WHO Classes IA, IB, or Class II - Worker exposure to chemicals - Worker packing and processing line injuries - Spoiled fruit or vegetable packaged, which, when 	<ul style="list-style-type: none"> - Application of Environmental Guidelines for contractors - Manage agriculture-related effluents risks including OHS and worker training - Performance Standard 2 on Labor and Working Conditions - Implementation of simple mitigation measures as per screening results - Preparation of a separate ESMP - Application of OHS Requirements for contractors including commitment to the Ministry of Health and WHO guidelines regarding protection measures from Covid-19 Epidemic Disease as mentioned above. 	<ul style="list-style-type: none"> - Documentation of compliance with Palestinian MOA/MOA pest management guidelines Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19.

Activity	Relevant	Potential Environmental and Social Impacts	Mitigation Measures	Indicators
Solar energy panel installations	Alternative energy	<ul style="list-style-type: none"> - Lifecycle impacts on GHGs - Heat or light reflection - Worker health and safety including risk of COVID-19 - Waste Disposal 	<ul style="list-style-type: none"> - Avoid sites that have roof slopes that would require the panels to be placed in a manner which would reflect light into an immediate neighbor's window, balcony, or door for more than 30 days a year - All safety measures for high-rise installation must be followed. If working on a roof directly sloping to the road, a safety net must be placed on the side facing the road to prevent debris from accidentally falling on the road and appropriate warning signs must be placed on the road - All necessary protective gear must be worn at all times - Application of OHS Requirements for contractor including commitment to the Ministry of Health and WHO guidelines regarding protection measures from Covid-19 Epidemic Disease as mentioned above. - Dispose packaging and construction waste properly at approved waste management sites, using registered transport facilities. This waste should not be treated as domestic waste. - Have a temporary storage facility that can contain the waste until disposed. Either into contract with a waste disposal facility capable of handling solar panel wastes. - Application of Environmental Guidelines for contractors - Performance Standard 2 on Labor and Working Conditions 	<ul style="list-style-type: none"> - Pre-construction and construction phase site visit to review and detail site-specific environmental safety features - Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19. - Waste management checklist

Activity	Relevant F4J Sub-Project Categories	Potential Environmental and Social Impacts	Mitigation Measures	Indicators
	<ul style="list-style-type: none"> - IT based software programming, research, calling centers, and customer service centers - Possible linear excavations for burying fiber-optic cable or, alternatively overhead stringing of the cable, - Civil works associated with building of national terrestrial backbones and rollout of wireless networks. <p>IT and technology upgrades</p>	<ul style="list-style-type: none"> - Worker occupational, health and safety issues including risk of COVID-19 - Air pollution due to dust emission arising from site clearance and transportation of construction materials - Noise nuisance during construction, - Waste and e-waste generation, - Chemical contamination of soil and ground water from poor disposal of e-waste. <p>Safety issues for the families close to project active sites, etc.</p>	<ul style="list-style-type: none"> - Application of OHS Requirements for contractor including commitment to the Ministry of Health and WHO guidelines regarding protection measures from Covid-19 Epidemic Disease as mentioned above - Sprinkling water to suppress dust emissions - Use of protective gear such as nose masks, earmuffs, safety boots and gloves, proper disposal of construction debris and general solid waste - Fencing off the construction sites and limiting access by non-construction personnel - Linear excavations of active utility line right-of-ways for burying - Fiber-optic cable or, alternatively, overhead stringing of the cable, and rollout of additional wireless networks existing utility lines. - Application of Environmental Guidelines for contractors - Performance Standard 2 on Labor and Working Conditions 	<ul style="list-style-type: none"> - Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19. - Testing and results within acceptable Palestinian Ambient dust and noise indicators - Pre-construction and construction phase site visit to review and detail site environmental safety features - Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19. <p>Waste management checklist</p>

	<p>Tourism</p>	<p>Degradation of natural and physical integrity due to upgrading of tourist facilities and/or increased pedestrian or vehicular traffic</p> <ul style="list-style-type: none"> - Damage to the natural habitat and wildlife due to poor management practices in the eco-tourism facility - Damage to the natural habitat and wildlife due to poor management practices in the eco-tourism facility 	<p>designated land, consult local authorities on measures to be included in the design and management to minimize any negative impacts.</p> <ul style="list-style-type: none"> - Ensure that the location and design of the upgraded facility is non-obtrusive and integrates safety, sanitation, waste management, etc. - Ensure that the tourism facility will not use illegal fuelwood or timber or any other forest product. - Ensure that the tourism facility has an efficient waste management system which includes: segregation of non-degradable wastes and their possible resale or disposal in a designated landfill site; and, composting of biodegradable wastes. - Report any illegal activity damaging/threatening the natural habitat/wildlife by the visitors to the appropriate authorities - Train all tourist staff in sustainable management and use of tourist resources - Application of Environmental and Health and safety including Guidelines for contractors including commitment to the Ministry of Health and WHO guidelines regarding protection measures from Covid-19 Epidemic Disease as mentioned above 	<ul style="list-style-type: none"> - Baseline assessment of current tourism impacts - Pre-construction and construction phase site visit to review and detail site-specific environmental safety features - Energy source guidelines - Waste management checklist - Changes in impacts (trash, off-route trampling, graffiti, etc.) - Tourism staff qualifications and performance - Field inspection guidelines and checklist on worker health and safety including following up precaution measures against COVID-19.
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Activity	Relevant F4J Sub-Project Categories	Potential Environmental and Social Impacts	Mitigation Measures	Indicators
		-	<ul style="list-style-type: none"> - Performance Standard 2 on Labor and Working Conditions - Preparation of an ESMP 	-

Supervision Responsibilities accrue to: the sub project proponent; the Contractor; Site Engineer; EA consultant; Social consultant

Monitoring Responsibilities accrue to: the EQA District Officer, PIA Safeguard Specialists

Annex IV: Sample Safeguards Monitoring Reports

Safeguards Monitoring Report for QPR

F4J Sub-Project ⁱ	Sub-Project Location and Contact information ⁱⁱ	Date ⁱⁱⁱ Table 2 (Screening Env. & Soc. Impacts) Completed	Date ⁱⁱⁱ Table 3 (Screening Involuntary Resettlement) Completed	Date ^{iii, iv} Environmental and Social Safeguards Sub-Project Monitoring Form Completed	Number of ^v complaints received	F4J ESO Frequency of site visits(s) ^{vi} For this QPR	EQA site visits (s) ^{vii, viii} For this QPR	Comments/ Issues
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- i. the F4J QPR Safeguards Monitoring Report should include a row for each proposed and accepted sub-project;
- ii. Each construction subproject and each pesticide-related good should have its own row;
- iii. The exact dates on which each of the forms (Table 2, Table 3, Sub-Project Construction Monitoring) have been completed, for each sub-project, should be written in the QPR chart. These dates should be copied from the dates on the forms;
- iv. The Environmental and Social Safeguards Sub-Project Monitoring Form on construction should be filled out once per month – in the timeframe between the beginning of construction, through the construction phase, until the end of construction. The frequency of site visits (and form completion) will further depends on the size of the sub-project and complexity of construction;
- v. As noted in comment ii, there should be a reporting line for each subproject so that we know for which sub-project the complaints were received. Record “0” if no complaints have been received. If any complaints have been received, there should be a separate paragraph for each relevant sub-project. This paragraph should include a description of:
 - what the complaints have been;
 - if/how the sub-project proponent/sub-contractor recorded the complaints;
 - if/how the sub-project proponent/sub-contractor responded to the complaints;

- if/how the sub-project proponent/sub-contractor replied back to the person who complained (i.e. was there follow-up with the person who complained)?
- If/how the sub-project proponent/sub-contractor records when each complaint was considered closed/resolved.

vi. This column is to record frequency of the ESO site visits. This can be either a number or a description (“at least once”, “weekly during construction”, “daily during construction”, etc.);

vii. It is expected that each construction sub-project should be visited at least once during construction, and, if the construction period exceeds one month, once per month. However, it may not be the case that every sub-project is visited during the period of each QPR, as some sub-projects may either not have started construction, or, alternatively, may have completed construction;

viii. It is expected that any site visits where issues have been found will be described further in the written section of the QPR.

SAMPLE ENVIRONMENTAL AND SOCIAL SAFEGUARDS SUB-PROJECTS MONITORING FORM

A. Institutional Arrangements and Documentation

11. Has the project been identified to have negative and social environmental impacts? Yes _____
No _____

If "Yes", does the contractor include an environmental and social specialist/site engineer?
Yes ___ No _____

12. Does the contractor have a copy of the Environmental Management Plan (ESMP)? Yes _____
No _____

13. Is the project causing negative environmental or social impacts or nuisance? Yes _____
No _____

If "Yes", is the contractor carry out environmental due diligence (mitigation) as required by the ESMP (e.g. relating to flora, fauna, dust, noise, waste)? Yes _____ No _____

Comments:

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....

14. Is environmental compliance and social risk being monitored and reported in the supervision consultant's reports? Yes _____ No _____

15. Does municipal sub-project management team include environmental and social staff or consultant? Yes _____ No _____

If "Yes", is the above individual trained on ESMP and World Bank safeguard policies?
Yes _____ No _____

16. Does the municipal sub-project management team include a Monitoring and Evaluation (M&E) specialist? Yes _____ No _____

17. Is information relating to environmental compliance included (separate annex or paragraphs) in Project Progress Reports? Yes _____ No _____

General Comments on social and environmental impacts:

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Pollution, Degradation, Contamination and Erosion

- 18. Does the project require large amounts of raw material and construction material to be sourced (e.g. transported from a quarry)? Yes _____ No _____
- 19. Does the contractor have written permission from relevant authorities for selection of quarry site? Yes _____ No _____
- 20. Is the project obtaining sand or gravel from river bed or alternative source other than identified quarry? Yes _____ No _____
- 21. Does the project involve cutting down of trees or other vegetation? Yes _____ No _____
- 22. Is the project causing degradation to any wetlands, streams or other natural areas? Yes _____ No _____
- 23. Is the project generating large amounts of residual wastes (solid/liquid waste)? Yes _____ No _____
- 24. Is the project causing soil or water contamination (e.g. from oil, grease, fuel, equipment)? Yes _____ No _____
- 25. Is the project using any chemicals thereby causing soil and water contamination? Yes _____ No _____
- 26. Do the project activities involve or generate any hazardous waste substances (e.g. asbestos, toxic paints, noxious solvents, removal of lead paint, etc.)? Yes _____ No _____

If "Yes", are these being handled and/or disposed as identified in the ESMP and in pre-identified and approved sites? Yes _____ No _____

- 27. Is the project causing any cumulative negative environmental impacts or unanticipated negative environmental impacts beyond the footprint of the project? Yes _____ No _____

Comment:

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- 28. Has the project come across any 'chance finds' during implementation (e.g. artifacts, gravesites, cultural heritage sites and/or artifacts)? Yes _____ No _____

If "Yes" what procedure has been followed by the project? Comment:

General Comments:

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.....

B. Community, Health and Safety

- 29. Are there any community concerns/complaints relating to negative environmental impacts?

If "Yes", are they being addressed? Yes _____ No _____

- 30. Are on site workers equipped with Personal Protective Equipment (PPE)? Yes _____
No _____
- 31. Is the project causing an issue for traffic or pedestrian safety? Yes _____ No _____
- 32. Does the contractor have adequate medical emergency supplies (first aid kit) on site?
Yes _____ No _____
- 33. Is the project is causing sanitation related environmental issues (also stagnant water)?
Yes _____ No _____

If "Yes", are mitigation measures being applied? Yes _____ No _____

General Comments:

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<u>Assessed/prepared by</u> Name: _____ Title: _____ Date: _____	<u>Reviewed and corrected by</u> Name: _____ Environmental and Social Officer (ESO) Date: _____
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Annex V: Environmental Guidelines for Contractors

Contractor(s) hired for civil works would be required to incorporate applicable environmental mitigation measures. In addition, and as applicable, contractors will also adhere to the following requirements that are legally obligated:

General:

1. These general environmental guidelines apply to any work to be undertaken under the Finance for Jobs (F4J) project. For certain work sites entailing specific environmental and/or social issues, a specific Environmental Management Plan (ESMP), has been prepared to address the above-mentioned specific issues in addition to these general environmental guidelines. In addition to these general Environmental Guidelines, the Contractor shall therefore comply with any specific ESMP for the works he is responsible for. The Contractor shall be informed by the Client about such an ESMP for certain work sites and prepare his work strategy and plan to fully take into account relevant provisions of that ESMP. If the Contractor fails to implement the approved ESMP after written instruction by the works supervisor to fulfill his obligation within the requested time, the Client reserves the right to arrange for execution of the missing action by a third party on account of the Contractor.
2. Notwithstanding the Contractor's obligation under the above clause, the Contractor shall implement all measures necessary to avoid undesirable adverse environmental and social impacts wherever possible, restore work sites to acceptable standards, and abide by any environmental performance requirements specified in an ESMP where such an ESMP applies.
3. These Environmental Guidelines, as well as any specific ESMP, apply to the Contractor. They also apply to any sub-contractors present on Project work sites at the request of the Contractor with permission from the Client.
4. Further to enforcing the compliance of environmental management, contractors are responsible on complying to health and safety requirements where they are to provide insurance for construction labor, staff attending to the construction site, and of other people; citizens, including personal injuries or deaths for each sub-project, the insurance requirements and clauses as stated in the Palestinian insurance law is reflected in the bidding documents; In addition, all of the required OHS measures and labor rights will be part of the ESMP and proportional to the project risks according to the type, location, and activities of the sub-project. Monitoring of these components is integrated in bidding evaluation, and site visits reports.
5. The AF does not expect any labor influx issues due to the scale and nature of the activities which are at the local level. Key project workers include the PIA's personnel and contractors of subprojects. Contractor should commit to the Ministry of Health/WHO guidelines regarding to Covid-19 Epidemic Disease including but not limited to (i) Social distancing between employees (workers, engineers ...etc);(ii) Provision of full PPE for workers including face mask, and commitment to wear them (iii) Orientation for workers about how to deal with different issues during the emergency situation under COVID 19. Contractors will sign a Commitment Letter (Attached in Annex xxxx) agreeing to comply with Covid-19 procedures.

General Environmental Protection Measures

6. In general, environmental protection measures to be taken at any work site shall include but not be limited to:

- (a) Minimize the effect of dust on the environment resulting from earth mixing sites, vibrating equipment, construction related traffic on temporary or existing access roads, etc. to ensure safety, health and the protection of workers and communities living in the vicinity of work sites and access roads.
- (b) Ensure that noise levels emanating from machinery, vehicles and noisy construction activities (e.g. excavation, blasting) comply with Palestinian standards and are generally kept at a minimum for the safety, health and protection of workers within the vicinity of high noise levels and nearby communities.
- (c) Ensure that existing water flow regimes in rivers, streams and other natural or irrigation channels are maintained and/or re-established where they are disrupted due to works being carried out.

- (d) Prevent any construction-generated substance, including bitumen, oils, lubricants and waste water used or produced during the execution of works, from entering into rivers, streams, irrigation channels and other natural water bodies/reservoirs.
- (e) Avoid or minimize the occurrence of standing water in holes, trenches, borrow areas, etc.
- (f) Prevent and minimize the impacts of quarrying, earth borrowing, piling and building of temporary construction camps and access roads on the biophysical environment including protected areas and arable lands; local communities and their settlements. Restore and rehabilitate all sites.
- (g) Upon discovery of graves, cemeteries, cultural sites of any kind, including ancient heritage, relics or anything that might or believed to be of archeological or historical importance during the execution of works, immediately report such findings to the Client (PIA and MoFP) so that the Ministry in charge of Culture (Ministry of Tourism and Antiquities (MoTA)) may be expeditiously contacted for fulfillment of the measures aimed at protecting such historical or archaeological resources.
- (h) Prohibit construction workers from engaging in the exploitation of natural resources such as hunting, fishing, and collection of forest products or any other activity that might have a negative impact on the social and economic welfare of the local communities. Prohibit explicitly the transport of any bush meat in Contractor's vehicles.
- (i) Prohibit the transport of firearms in Project-related vehicles.
- (j) Prohibit the transport of third parties in Project-related vehicles.
- (k) Implement soil erosion control measures in order to avoid surface run off and prevent siltation, etc.
- (l) Ensure that garbage, sanitation and drinking water facilities are provided in construction workers camps.
- (m) Ensure that, in as much as possible, local materials are used to avoid importation of foreign material and long distance transportation.
- (n) Ensure public safety, and meet Palestinian traffic safety requirements for the operation of work to avoid accidents.
- (o) Ensure that any trench, pit, excavation, hole or other hazardous feature is appropriately demarcated and signposted to prevent third-party intrusion and any safety hazard to third parties.
- (p) Comply with Palestinian speed limits, and for any traffic related with construction at F4J sites, comply with the following speed limits unless Palestinian speed limits are lower:
- Inhabited areas: 50 km/h
 - Open road: 90 km/h.

(q) Ensure that, where unskilled daily-hired workforce is necessary, such workers are hired from neighboring communities.

(r) Generally comply with any requirements of Palestinian law and regulations.

7. Besides the regular inspection of the sites by the supervisor appointed by the Client for adherence to the Contract conditions and specifications, the Client may appoint an environmental inspector to oversee the compliance with these environmental conditions and any proposed mitigation measures. National or district EQA Officers may carry out similar inspection duties. In all cases, as directed by the Client's supervisor, the Contractor shall comply with directives from such inspectors.

Drilling

8. The Contractor will make sure that any drilling fluid, drilling mud, mud additives, and any other chemicals used for drilling at any F4J construction site complies with Palestinian health and safety requirements. In general, only bio-degradable materials will be used. The Contractor may be required to provide the detailed description of the materials he intends to use for review and approval by the Client. Where chemicals are used, general prescriptions of the World Bank's safeguard policy OP 4.09 "Pest Management" shall be complied with.

9. Drilling fluids will be recycled or disposed of in compliance with Ethiopian regulations in an authorized disposal site. If drilling fluids cannot be disposed of in a practical manner, and if land is available near the drilling site that is free of any usage rights, the Contractor may be authorized to dispose of drilling fluids near the drilling site. In this occurrence, the Contractor will be required to provide to the Client due evidence of their total absence of potential environmental impacts, such as leachate tests certified by an agreed laboratory. In this case, drilling fluids will be dried at site, mixed with earth and spread at site.

10. Any site affected by drilling work will be restored to its initial condition. This applies to drilling pads, access roads, staging areas, etc. Topsoil will be stripped ahead of any earthmoving, stored near the construction site, and replaced in its original location after the recontouring of the area affected by the works.

11. Where successive aquifers are intersected by the drilling works, and upon order by the work supervisor, the Contractor may be required to take measures to isolate aquifers from contamination by each other.

12. The Contractor will take all measures to avoid bacteriological or chemical contamination of the intersected aquifers by the drilling equipment. Similarly, the Contractor will take all measures to avoid bacteriological or chemical contamination of the intersected aquifers from the surface by providing an adequately sealed well-head.

13. When greasing drilling equipment, the Contractor will avoid any soil contamination. In the event of a limited hydrocarbon spill, the Contractor will recover spilled hydrocarbons and contaminated soils in sealed drums and dispose of them in an authorized waste management facility.

14. Unless duly requested by the Contractor and authorized by the supervisor, no servicing of drilling equipment or vehicles is permitted at the drilling site.

Pipelines

15. No trench shall be left open for more than 7 days, unless duly authorized by the supervisor upon Contractor's request. Trenches and other excavation works shall be demarcated and/or signposted to avoid third party intrusion.

16. General conditions related with topsoil stripping, storage and restoration apply.

17. The Contractor will take measures to dispose of water used for pressure tests in a manner that does not affect neighboring settlements.

Waste Management

18. All drums, containers, bags, etc. containing oil/fuel/surfacing materials and other hazardous chemicals shall be stored at construction sites on a sealed and/or bonded area in order to contain potential spillage. All waste containers, litter and any other waste generated during the construction shall be collected and disposed of at designated disposal sites in line with applicable Palestinian government waste management laws/regulations. In this aspect it is not to allow the use on any asbestos containing material, which shall be clearly stated in the specifications, bidding documents and the contract.

19. All drainage and effluent from storage areas, workshops, housing quarters and generally from camp sites shall be captured and treated before being discharged into the drainage system in line with applicable government water pollution control regulations.

20. Used oil from maintenance shall be collected, properly stored in sealed containers, and either disposed of appropriately at designated sites or be re-cycled.

21. Entry of runoff into construction sites, staging areas, camp sites, shall be restricted by constructing diversion channels or holding structures such as berms, drains, dams, etc. to reduce the potential of soil erosion and water pollution.

22. Construction waste shall not be left in stockpiles along the road, but removed and reused or disposed of on a daily basis.

23. Where temporary dump sites for clean excavated material are necessary, they shall be located in areas, approved by the Client's supervisor, where they will not result in supplemental erosion. Any compensation related with the use of such sites shall be settled prior to their use.

24. Areas for temporary storage of hazardous materials such as contaminated liquid and solid materials shall be approved by the supervisor and appropriate local and/or relevant national or local authorities before the commencement of work. Disposal of such waste shall be in existing, approved sites.

Quarries and Borrow Areas

25. The Contractor shall obtain appropriate licenses/permits from relevant authorities to operate quarries or borrow areas. The location of quarries and borrow areas shall be subject to review and approval by relevant local and national authorities.

26. New extraction sites:

a) Shall not be located less than 1 km from settlement areas, archaeological areas, and cultural sites – including churches and cemeteries, wetlands or any other valued ecosystem component, or on high or steep ground.

b) Shall not be located in water bodies, or adjacent to them, as well as to springs, wells, well fields.

c) Shall not be located in or near forest reserves, natural habitats or national parks.

d) Shall be designed and operated in the perspective of an easy and effective rehabilitation. Areas with minimal vegetation cover such as flat and bare ground, or areas covered with grass only or covered with shrubs less than 1.5m in height, are preferred.

e) Shall have clearly demarcated and marked boundaries to minimize vegetation clearing and safety hazards for third parties.

Any subproject that requires licensing/permitting for operating quarries, borrow areas, and new extraction sites that triggers the OP/BP 4.12 Involuntary Resettlement will be excluded.. Related environmental and social impacts of the licensing/permitting process are to be considered in the screening of the F4J subprojects.

27. Vegetation clearing shall be restricted to the area required for safe operation of construction work. Vegetation clearing shall not be done more than two months in advance of operations.

28. Stockpile areas shall be located in areas where trees or other natural obstacles can act as buffers to prevent dust pollution, and generally at a distance from human settlements. Wind shall be taken into consideration when siting stockpile areas. Perimeter drains shall be built around stockpile areas.

29. The Contractor shall deposit any excess material in accordance with the principles of these guidelines, and any applicable ESMP, in areas approved by local authorities and/or the supervisor.

Rehabilitation of Work and Camp Sites

30. Topsoil shall be stripped, removed and stored for subsequent rehabilitation. Soils shall not be stripped when they are wet. Topsoil shall not be stored in large or high heaps. Low mounds of no more than 1 to 2m high are recommended.

31. Generally, rehabilitation of work and camp sites shall follow the following principles:

- To the extent practicable, reinstate natural drainage patterns where they have been altered or impaired.
- Remove toxic materials and dispose of them in designated sites. Backfill excavated areas with soils or overburden that is free of foreign material that could pollute groundwater and soil.
- Ensure reshaped land is formed so as to be stable, adequately drained and suitable for the desired long-term land use, and allow natural regeneration of vegetation.
- Minimize erosion by wind and water both during and after the process of reinstatement.
- Compacted surfaces shall be deep ripped to relieve compaction unless subsurface conditions dictate otherwise.

Management of Water Needed for Construction Purposes

32. The Contractor shall at all costs avoid conflicting with water needs of local communities. To this effect, any temporary water abstraction for construction needs from either ground or surface water shall be submitted to the following community consultation process:

- Identification of water uses that may be affected by the planned water abstraction,
- Consultation with all identified groups of users about the planned water abstraction,
- In the event that a potential conflict is identified, report to the supervising authority.

This consultation process shall be documented by the Contractor (minutes of meeting) for review and eventual authorization of the water withdrawal by the Client's supervisor.

33. Abstraction of both surface and underground water shall only be done with the consultation of the local community as mentioned and after obtaining a permit from the relevant authority.

34. Abstraction of water from wetlands is prohibited.

35. Temporary damming of streams and rivers is submitted to approval by the supervisor. It shall be done in such a way as to avoid disrupting water supplies to communities downstream, and to maintain the ecological balance of the river system.

36. No construction water containing spoils or site effluent, especially cement and oil, shall be allowed to flow into natural water drainage courses. Similarly, wash water from washing out of equipment shall not be discharged into water courses or road drains. Washing bays shall be sited accordingly. Unless site conditions are not favorable, it will generally be infiltrated through soak pits or similar.

37. Site spoils and temporary stockpiles shall be located away from the drainage system, and surface run off shall be directed away from stockpiles to prevent erosion.

Traffic Management and Community Safety

38. Location of temporary access roads shall be done in consultation with the local community and based on the screening results, especially in important or sensitive environments. Temporary access roads shall not traverse wetland areas or other ecologically sensitive areas. The construction of any access roads shall be submitted to a prior consultation process with potentially affected communities that will have to be documented (minutes of meetings) for supervisor's review and approval.

39. Upon the completion of civil works, all temporary access roads shall be ripped and rehabilitated.

40. Measures shall be taken to suppress dust emissions generated by Project traffic.

41. Maximum speed limits for any traffic related with construction at STDP sites shall be the following, unless Palestinian speed limits are locally lower:

- Inhabited areas: 50 km/h
- Open road: 90 km/h.

Salvaging and Disposal of Obsolete Components Found by Rehabilitation Works

42. Obsolete materials and construction elements such as electro-mechanical equipment, pipes, accessories and demolished structures shall be salvaged and disposed of in a manner approved by the supervisor. The Contractor has to agree with the supervisor which elements are to be surrendered to the Client's premises, which will be recycled or reused, and which will be disposed of at approved landfill sites.

43. Any asbestos cement material that might be uncovered when performing rehabilitation works will be considered as hazardous material and disposed of in a designated facility.

Damage to Property

44. However, in the event that the Contractor, deliberately or accidentally, damages property, he shall repair the property to the owner's satisfaction and at his own cost. For each repair, the Contractor shall obtain from the owner/user a certificate that the damage has been made good satisfactorily in order to indemnify the Client from subsequent claims.

Contractor's Health, Safety and Environment Management Plan (HSE-MP)

45. Within 6 weeks of signing the Contract, the Contractor shall prepare an HSE-MP to ensure the adequate management of the health, safety, environmental and social aspects of the works, including implementation of the requirements of these general conditions and any specific requirements of an ESMP for the works. The Contractor's EHS-MP will serve two main purposes:

45. The Contractor's HSE-MP shall provide at least:

- a description of procedures and methods for complying with these general environmental management conditions, and any specific conditions specified in an ESMP;
- a description of specific mitigation measures that will be implemented in order to minimize adverse impacts;
- a description of all planned monitoring activities and the reporting thereof; and
- the internal organizational, management and reporting mechanisms put in place for such.

46. Respond to COVID-19 Situation: Contractor should commit to the Ministry of Health and WHO guidelines regarding to Covid-19 Epidemic Disease as detailed in Annex X.

47. The Contractor's HSE-MP will be reviewed and approved by the Client before start of the works. This review should demonstrate if the Contractor's HSE-MP covers all of the identified impacts, and has defined appropriate measures to counteract any potential impacts.

HSE Reporting

48. The Contractor shall prepare bi-monthly progress reports to the Client on compliance with these general conditions, the project ESMP if any, and his own HSE-MP. The Contractor's reports will include information on:

- HSE management actions/measures taken, including approvals sought from local or national authorities;
- Problems encountered in relation to HSE aspects (incidents, including delays, cost consequences, etc. as a result thereof);
- Non-compliance with contract requirements on the part of the Contractor;
- Changes of assumptions, conditions, measures, designs and actual works in relation to HSE aspects; and
- Observations, concerns raised and/or decisions taken with regard to HSE management during site meetings.

49. The reporting of any significant HSE incidents shall be done as soon as practicable. Such incident reporting shall therefore be done individually. The Contractor should keep his own records on health, safety and welfare of persons, and damage to property. It is advisable to include such records, as well as copies of incident reports, as appendixes to the bi-monthly reports. Details of HSE performance will be reported to the Client.

Training of Contractor's Personnel

50. The Contractor shall provide sufficient training to his own personnel to ensure that they are all aware of the relevant aspects of these general conditions, any project ESMP, and his

own HSE-MP, and are able to fulfill their expected roles and functions. Specific training will be provided to those Employees that have particular responsibilities associated with the implementation of the HSE-MP. Training activities will be documented for potential review by the Client.

Code of Conduct

A Code of Conduct (CoC) will be prepared and used for all sub-projects as detailed in ANNEX xxxxxx.

The Code of Conduct should be written in local language. Codes of Conducts and provisions related to SEA/SH will be incorporated into the bidding documents, including sanctions. A copy of the code shall be displayed in a location easily accessible to the Contractor's Personnel, Employer's Personnel, local community and project affected people.

Workers shall be informed about the content of CoC. The Code of Conduct shall be signed by each worker/employee, as a first line mitigation measure, to indicate that they have:

- received a copy of the code;
- had the code explained to them;
- acknowledged that adherence to this Code of Conduct is a condition of employment; and
- understood that violations of the Code can result in serious consequences, up to and including dismissal, or referral to legal authorities.

Codes of Conduct and provisions related to SEA/SH will be incorporated into the bidding documents, including sanctions. The project owner will have the responsibility for monitoring the contractor compliance, while the PIA and the Environmental and Social Officer (ESO) have the responsibility to ensure overall compliance during the construction and operational phases of the subprojects.

Annex VI: Summary of Public Consultations at Grand Park, in Nablus, and in Ramallah

The following table presents details on the venue of the focus group (stakeholder) consultations, the date, the time and the number of attendants.

Location	Date	Time	No of Attendants
Grand Park Hotel, Ramallah	July 9, 2015	-	22
Chamber of Commerce and Industry (NCCI), Nablus	July 30, 2015	10:00 – 12:00	23
PFCCIA, Ramallah	August 5, 2015	10:00 – 11:30	26

Agenda

• Registration
• Opening Speech
• F4J Overview:
- project component
- Environmental and Social Management Framework ESMF
• Questions and Discussion

The minutes of the three focus group (stakeholder) meetings on F4J and the Environment and Social Framework discussions are summarized in the following annexes:

Annex VI (A): Stakeholder Consultation Meeting at Grand Park

Date: July 9, 2015
Venue: Grand Park Hotel, Ramallah
Audience: World Bank Group (WBG), Ministry of Finance (MoFP), and Private Sector Representatives

On July 9, 2015, the WBG and MoFP hosted a stakeholder meeting with leading private sector representatives in Ramallah to discuss the DIB instrument and gauge initial investor interest.

Private sector participants included PADICO, Bank of Palestine, Palestine Investment Fund, Portland Trust, Innovation Fund (Ibtikar), Bader/RAWABI, and PalTel (full list of participants is below).

Minutes of the Meeting

Key questions/points raised during discussion for further project design consideration:

- Will service providers (and DIB manager) be appropriately incentivized to achieve outcomes? How to ensure they are incentivized and share risk?;
- Demand side of job creation is critical – what if the jobs needed to absorb graduates do not materialize?;
- Gender aspects need further attention and how to incorporate into DIB design;
- Entrepreneurship as a ‘job outcome’ important; need to consider within design;
- Legal status of a DIB (and tax treatment) needs further follow-up;
- Investor returns and balancing social/financial outcomes is important;
- More needs to be done to link universities with private sector;
- Attribution of job outcomes and additionality of the intervention.

More specific stakeholder comments were as follows, organized by theme:

Job Demand, Job Skills, and Job Creation

- Need more direction for Min of Education. More interest/focus from the universities by graduating students where there is need. Incentive scheme linked to the quality of graduates;
- More interest in technical/vocational training;
- Still lack of clarity on where the demand is – perhaps need a quarterly/annual report on where is the demand in the market. Which sectors, specialties, etc.;
- Startups/entrepreneurships –10-15% of graduates will start their own businesses, need to leave room for this in the program at some point;
- This can help create a new horizon of quality of the labor force. Need to be able to compete internationally;
- Gender – need to look further into. Incentives for companies that hire women;
- Cohort eligibility – for example, What about someone who has a current job as a taxi driver but wants to train to become a solar technician?;
- May need to have a regional perspective for hiring;
- Definition of job outcomes – job created in Palestine or outside of Palestine?;

- Where will graduates look for jobs afterwards?;
- Job in Palestine sounds nice, but may not be realistic. Gave example of PalTel's Employment program – there is not always jobs available afterwards where they can place people;
- Investors can also help provide information on their own planned workforce and training needs to feed into the DIB;
- Sharek has released statistics on Employment after graduation. Average is 17 months to get a job. Problem is that the educated are not employed.

Risks and Incentives

- Who is taking the risk? Risk that service provider will not deliver properly. Who chooses the service providers? Doesn't yet trust SPV. Desire to choose service provider with track record that they know from investor perspective;
- Need to make sure service providers are not paid if they don't achieve the goals. This aspect makes it more difficult to see how this is different than traditional grant financing. Maybe a success fee for service providers is needed -- to make it a more competitive;
- What will returns for investors be?;
- Encourage/incentivize companies to create jobs even after the DIB;
- Service providers – how to ensure the training leads to results. Roles more clearly delineated, for investors, MoFP, etc.;
- Investment vs Corporate Social Responsibility (CSR) – and what does this mean for accepting returns on financial statements etc.;
- Real risk is the jobs materializing. Difficult risk to mitigate – on the demand side. Whether they will be able to absorb new jobs;

Institutions

- The proposed DIB is a positive step forward; supportive of this initiative. Happy with MOFP involvement. MOFP and the cabinet need to create a positive environment for the project to succeed, including laws, regulations taxes, etc.;
- Need a tax/legal position on expenditures. How to deal with loss of money in the accounts;
- Would like to see a more active role with MOFP. Not just to transfer money;
- Role of MOFP as a custodian;
- What types of companies will be investors? Only large companies?
- Legal structure of the bonds;

Basic Project Design

- Title – can't just be West Bank. West Bank & Gaza or Palestine. With a footnote to say will start with West Bank;
- What is the Investment size?;

Participants:

- 8 participants representing potential private sector investors⁴
- Laila Sbaih, Director General, Ministry of Finance
- Farah Shaheen, Procurement, Ministry of Finance
- Hiba Hasan, Financial Management, Ministry of Finance
- Jonathan Flory, UK Social Finance Consulting
- Peter Nicholas, UK Social Finance Consulting
- Mark Ahern, Program Leader, Governance and Jobs, World Bank Group
- Peter Mousley, Team Leader, WBG
- Simon Bell, Head, WBG
- Riham Hussein, Financial Management, WBG
- Amy Abdel Razek, Operations Officer, WBG
- Eric Ranjeva, Finance Officer, WBG
- Stefanie Ridenour, Junior Professional Associate, WBG
- Khalida Qutob, Program Assistant, WBG
- James Crittle, Consultant, WBG



⁴The names, titles and private sector affiliations have been redacted in order to preserve confidentiality related to private sector competitiveness

Annex VI (B): Stakeholder Consultation Meeting in Nablus

Date: July 30, 2015

Time: 10:00 to 12:00

Venue: Chamber of Commerce, Nablus

Audience: World Bank Group (WBG), Ministry of Finance (MoFP), Representatives of Palestinian Institutions

On July 30, 2015, the WBG and Mo participated in a stakeholder meeting in the Chamber of Commerce, Nablus with a number of Palestinian Institutions and private sector representatives to discuss the F4J and gauge initial interest.

Participants included the Governorate office, Nablus Municipality, Chambers of Commerce of main cities in North West Bank, MoL, Local Council for Training and Employment in Nablus, EQA, Palestinian General Federation of Trade Unions, NGO, and some business men, (full list of participants is below).

The meeting proceedings were as follows:

Mr. Omar Hashim, Head of NCCI

Mr. Hashim welcomed the audience and presented the meeting, as its main objective was to introduce the project to stakeholders in North West Bank Area. He mentioned that World Bank for the benefit of the Ministry of Finance funds the project. He asked whether the existing projects need production lines or new projects. He pointed out that the project will help promote the national Economy allover Palestine.

Regarding unemployment, Mr. Hashim mentioned that the unemployment rate has reached about 23% in West Bank and Gaza Strip, which results in a need for new distinguished project to motivate the private sector to create job opportunities. Several preparatory meetings were held by private sector representatives to contribute with Government in this field. He also mentioned that there would be some consultation meetings with stakeholders and the private sector to start the project design stage.

Mr. Hashim pointed out that the project duration is about 3 to 4 years where \$7 million are allocated to be invested on the first stage. If the stage objectives are achieved, additional funds will be requested. He ensured that Palestine would be a leader in implementing such project. He also ensured that Nablus is considered the economic capital of Palestine and Gaza is part of this project as well as all the Palestinian areas. Mr. Hashim mentioned that World Bank is preparing to launch the project.

Mr. Abdalwahab Khatib from World Bank mentioned the following:

- There are about 40,000 graduates every year and 5-7 job opportunities required. This gap will increase if there are no actual interventions.
- Unemployment is due to low investment activities (whether local or international). The project will solve this issue as one of its objectives is to increase investments rates and

this in turn will increase the job opportunities. Having many specialties and skills for new graduates is another main reason for unemployment. Another project objective is to find a systematic way to allow Employers to contribute in training activities of new graduates.

- The donor is usually the one who choose the sector responsible for training. There is no partnership between the donor, government and the private sector.
- Using DIB, the private sector will participate in determining the type of training. The risk is distributed on more than one party.
- If graduates are employed due to offered training, the required job opportunities will be available and training cost will increase. This will result in additional profit.
- The budget allocated is about \$5-7 million. World Bank will fund the feasibility studies and some investments to reduce the risk on the private sector.

Dr. Hafez Shaheen, Consultant

Dr. Shaheen mentioned that the project is in its preliminary stage. He emphasized on the role of the private sector, governmental sector, and beneficiaries in motivating the private sector to train graduates.

Mr. Hashim continued asking the following questions:

- Are targeted sectors open or limited?
- What is the budget allocated for the training project?
- In case the training project succeeded, what is the budget allocated for projects?
- Will the private sector participate in setting the work mechanism? Is there any set program?

Mrs. Asma' Hanoun, Ministry of Labor (MoL) Office Director, Nablus Local Council for Training and Employment in Nablus raised the following questions:

- What is the project idea? Who are the targeted groups?
- Are funds allocated for the training?
- What is the role of MoL?

Mr. Abdalwahab Khatib

- The project is open for all sectors. Regarding the project budget, the project is currently in the design stage. The budget is \$5-7 million and will be distributed on training and investment. \$3.5-\$4 million on training and the rest is for investment. Funding for next stages will be bigger.
- Regarding work mechanism, Mr. Abdelateef replied that World Bank policy is to work with government. Also World Bank will fund the project, Ministry of Finance will supervise, and the private sector will implement. Mr. Abdelateef continued that there would be flexibility in the design according to the private sector.

Mrs. Hanoun mentioned that there is a Labor Council led by the Governor.

Ministry of Finance representative

Coordination with national associations shall be maintained for the achievement of project purposes. This is in order to measure to what extent the private sector is willing to be a partner.

Laila Aloul, Governorate office, Nablus praised the project idea and pointed out the following:

- There is good experience in conducting training programs and offering job opportunities
- The no. of graduates of similar specialties is very high and cannot be offered proper training
- The need for better marketing policies for the Palestinian market
- The need for professional studies to identify-y the market need
- Are the projects to be implemented small (18-29 years) or just improvement for existing projects

Mr. Akram Rjoo, Mayor of Nablus Governorate

- What projects do we need as Palestinians? What are the needed training programs and rehabilitation activities?
- There is a need for proper identification of project objectives, capabilities, and the targeted groups in order to think better.
- There are labor councils covering all the Palestinian governorates. The question is “what is the role of the ministries?”

Mr. Assem Salem, Council Member, Nablus Municipality, An- Najah Friends Association, NGO

- About 3,500-4,000 graduates were trained through a program started 5years ago
- The association is capable of preparing training programs in cooperation with civil and private sectors
- Such programs usually take 6 months extendable to another 6 months.
- Students became more confident.
- There is a gap between job requirements and education outputs
- The next step is to involve some trained graduates in sustainable projects

Mr. Mahmoud Zalmout, SAMA Pharmaceutical Manufacturing

- 200 new job opportunities through 6 Pharmaceutical factories.
- An 80-person hall was prepared to offer training to graduates.
- The fund is very low.

Ministry of Finance representative

- The impact of the traditional training is intangible

- The project shall be designed in participation with partners

Mr. Amjad Kharaz, Environment Quality Authority (EQA)

- To train qualified staff to enter the labor market will increase job opportunities in a limited way. The gap is still big.
- Emphasis is put on increasing job opportunities not only through training graduates but through involving the private sector. In addition, we need new ways to increase job opportunities.

Mr. Yasin Dwakat, NCCI

- Liked the idea that the private sector is a partner as it is considered as a main pillar for the economic development.
- The economic development is based on services where it should be for production
- What is gained from training if there are no job opportunities?
- The main obstacle faced by Palestinian economy is the Israeli occupation.
- Most of the available resources are in Area 'C'.

Mr. Husam Hijjawi, NCCI

- What are the incentives given to the private sector in order to participate in investment activities?
- The existing laws need to be reconsidered so the private sector could rely on investors.
- No investment means no Employment. There is a need for investment capital.
- Ninety eight percent of the existing projects are small and medium projects.
- The financial and economic policies shall be reconsidered.
- It is important to consider the industrial school and improve its performance
- Need to conduct field studies for the industrial sector to identify the needs.

Ministry of Finance representative ensured that the project is not only for training but also for Employment.

Mr. Zalmout emphasized the importance of achieving sustainable development.

Mr. Aloul, at the end of the workshop, ensured the following:

- The importance of considering previous studies to conduct training programs.
- The importance of coordination between universities and labor market.
- The importance of considering the exporting policies to export the Palestinian products to international markets to increase its value.

Participants:

- | | | |
|-----|--------------------------|---|
| 1. | Laila Sbaih | MoFP |
| 2. | Farah Shaheen | MoFP |
| 3. | Hiba Hassan | MoFP |
| 4. | Akram Rjoob | Governor of Nablus |
| 5. | Laila Aloul | Governorate office, Nablus |
| 6. | Asma' Hanoun | Director, MoL office, Nablus
Local Council for Training and Employment in Nablus |
| 7. | Amjad Kharaz | EQA |
| 8. | Khaled Abdel Haq | Palestinian General Federation of Trade Unions |
| 9. | Assem Salem | Council Member, Nablus Municipality, An- Najah Friends
Association, NGO |
| 10. | Saeed Hindiah | Council Member, Nablus Municipality |
| 11. | Ghadeer Hamdan Haj Assad | Chamber of Commerce - Salfeet |
| 12. | Mahmoud Zalmout | SAMA pharmaceutical manufacturing |
| 13. | Omar Hashim | Head, Nablus Chamber of Commerce and Industry (NCCI) |
| 14. | Samir Kadri | NCCI |
| 15. | Yasin Dwakat | NCCI |
| 16. | Sayel Houari | NCCI |
| 17. | Husam Hijjawi | NCCI |
| 18. | Khalid Musleh | NCCI |
| 19. | Abdalwahab Khatib | Specialist, World Bank |
| 20. | Tracy Hart | Environmental Safeguard Specialist, World Bank |
| 21. | Hafez Shaheen | Consultant |
| 22. | Noor Atallah | Universal Group |
| 23. | Nadine Gartner | Universal Group |



Annex VI (C): Stakeholder Consultation Meeting in Ramallah

Date: August 5, 2015

Time: 10:00 to 11:30

Venue: Palestinian Federation of Chambers of Commerce, Industry and Agriculture (PFCCIA)

Audience: World Bank Group (WBG), Ministry of Finance (MoFP), Representatives of Palestinian Institutions

On August 5, 2015, the WBG and MoFP participated in a stakeholder meeting in the PFCCIA, Ramallah with a number of Palestinian Institutions and private sector representatives to discuss the F4J and gauge initial interest.

Participants included representatives and members of the PFCCIA, Chambers of Commerce of main cities in West Bank, EQA in addition to the MoFP and World Bank team (full list of participants is below).

The meeting proceedings were as follows:

Dr. Khalil Rziq, Chairman, FPCCIA

Dr. Rziq welcomed the audience for their attendance and for being interested in such pioneer projects. He showed up the importance of the project as it helps in supporting the private sector as well as small business which represent about 98% of businesses in Palestine. He pointed out the high unemployment rates especially in northern West Bank and Gaza Strip among graduates people as well as educated vocational workers. He finally thanked the project sponsors and supporting authorities specially the Ministry of Finance (MoFP). He also expressed his interest in participation and supporting this project towards supporting the national economy which in turn supports Employment.

Mrs. Laila Sbaih, Ministry of Finance

Eng. Laila briefly presented the project idea and thanked FPCCIA for supporting the project. She said:

- There are several economic factors and indicators resulted from other different job creation projects.
- There are tens of million dollars invested on such projects in Palestine with no satisfying results or impacts.
- This came out with the idea of implementing different project especially in having different working mechanism.
- To have the private sector participating as the main part involved in the design and implementation stages will play a great role in the success of the project.
- The project idea focused on training and Employing. Not training only.

- The role of MOFP in the project will be to oversight the project while the implementation will be the private sector role with the participation of the government.
- The project is in the pre-appraisal phase as this is the second meeting to be held in Ramallah

Mr. Abdalwahab Khatib, World Bank

Mr. Khatib presented briefly the project background. He mentioned having two components for the project; the first focuses on increasing investments while the other solves the incompatibility issue between graduates skills and the job opportunities available through publishing Development Impact Bonds (DIB). The following explains these components:

- Regarding increasing investments, Mr. Khatib suggested supporting feasibility studies in specific sectors to motivate investment. In short, the fund and support will be according to demand. If the demand is high for the agricultural activities, the agricultural sector will be funded.
- Regarding the second component, it focuses on capacity building of graduates through Development Impact Bonds. The objectives of publishing DIB are to solve the problem and to find a new mechanism to deliver training without having hands on training details.

Mr. Khatib ensured that in finding job opportunities, World Bank will then have achieved investment. He also ensured that the budget set for this project is very low which is about \$5-7 million as it is in the testing phase and the real impact and success will be achieved during the first two years.

Dr. Hafez Shaheen, Consultant

Dr. Shaheen draws the attention of the audience for several questions to get the feedback for further consideration. Such questions include “how to motivate DIB investors?”, “how to anticipate demand?” how to balance investor returns with social and financial outcome?” He mentioned that any project have social and environmental impacts whether it is an agricultural or industrial project. These issues are involved within the social and environmental management framework.

Mr. Samer Kalbouneh, EQA

Mr. Kalbouneh asked for more details for the project and if there is any document. Mr. Khatib from the World Bank replied that the project is in the pre-appraisal phase and once it gets approval, there will be documents available.

Mr. Kalbouneh asked also about the ESMF and mentioned the environmental agreements with the Environment Quality Authority and its positive prospects as well as expectations. He also mentioned the importance of the sustainability of such projects, the importance

of involving the private sector, and the importance of funding the environmental sector. He draw the attention of the rapid growth of solar panels companies and the idea investing in manufacturing such panels here in Palestine instead of importing.

Mr. Ma'en Sawaftah, Tubas Chamber of Commerce

Mr. Sawaftah mentioned implementing 5 new projects in tubas which Employed about 1000 persons. Most of these projects are for exportation such as manufacturing medical herbals and chips potatoes. He ensured that the agricultural sector is a promising sector where educated and non-educated may be involved.

Mr. Hijjawi, Salfet Chamber of Commerce

Mr. Hijjawi focused on the idea of having high risk in such projects specially the DIBs. He mentioned having the possibility of loss. He also asked about how to ask investors to invest in such bonds. He mentioned that in the current situation, most institutes and companies might not accept such risk. He also focused on the mismatch between skills and opportunities.

Mr. Abdalwahab Khatib, World Bank

Following the previous interventions, Mr. Khatib replied that the agricultural sector is the one of the most job creating sectors so, it is an important sector for the success of the project. Regarding the high risk of the project, he replied that low risk projects are associated with low potential returns, whereas high levels of uncertainty (High Risk) are associated with high potential returns. He mentioned following some procedures for risk mitigation. He also mentioned having international companies investing in the project. Mr. Khatib ensured that the return is not only an instant financial return but, having professional producing Employees is another type of investment. He finally pointed out to some banks who expressed their interest to participate in the project. Also 3-5 companies accepted to participate in the project.

Mr. Ali Muhanna, FPCCIA

Mr. Muhanna pointed out to the experience the FPCCIA took to face the unemployment problem. He also mentioned implementing infrastructure projects. The FPCCIA experience focused on small fund projects creating many permanent job opportunities. He ensured that if the private sector is a main actual player in this project, the FPCCIA will support the project towards the success of the project.

Mr. Muhanna asked about the role of small organizations in this project as small organizations employ more than what large organizations Employ.

Mohammad Kmail, Jenin Chamber of Commerce

Mr. Kmail pointed out to the training issue. He suggested to start working with universities and institutions and not to wait to face the specialties and skills of the graduates. His point

focused on finding new methods. He also mentioned the vocational training as it is the role of the Ministry of Finance.

Mr. Ayman Al-Mimi, Ramallah and Al-bireh Chamber of Commerce

Mr. Al-Mimi mentioned the increase in competition as a result of training; so many trained people but the same opportunity. He presented the following suggestions:

- Investing in improving successful existing projects thus employing new labor.
- Conducting studies on existing projects to find out new investment opportunities.
- Focusing on small businesses as large business is more effectible by political conditions.

Mr. Al-Mimi also mentioned the idea of merging two states; the first one is having capitals with no investment and the other is having investment opportunities without having the capital.

Mrs. Laila Sbaih, MoFP

Eng. Sbaih pointed out that the project's two components are funded as follows:

- The Development Impact Bonds (DIB) are funded by \$5-7 millions
- The other component is based on co-financing

She endured that the sectors involved are unlimited as all sector could create jobs and one of the objectives of having this meeting with the FPCCIA is to broaden the prospects. She also ensured on the idea of involving the private sector even before the design phase. She also assured that the FPCCIA experiences are very successful and the governmental sector is very interested in participating with the private sector towards the success of this project.

Some of the audience mentioned having a university to graduate students with two-year experience. The cost of such ideas is very high. Also she mentioned An-Nasarreieh Field School (GIZ project) for An-Najah National University as a successful project for training in field.

Mr. Abdalwahab Khatib, World Bank

He ensures on the idea that the project is very flexible; wherever demand exists, investment will be motivated. He also ensured that the return is associated with the benefit the trainees get from training.

Mr. Ahmed Manasrah, North Hebron Chamber of Commerce

Mr. Manasrah asked about the contribution size requested from investors, whether having international or local investors. Mr. Khatib replied that the large numbers of Employees work in new projects (Start-ups) so the idea is not to create a startup.

Mr. Jamal Jawabreh, FPCCIA

Some of the audience pointed out to an impact of such project which is having the trained Employed persons leaving the country. Mr. Jawabreh replied that this could be a positive impact also as the return of this opportunity will come back to be invested in the country. Also another positive impact could be leaving an empty job opportunity to be occupied by others.

Mr. Jawabreh emphasizes on the importance of being more committed to the project. He also ensured that the project will succeed.

Mr. Mohammad Outqut, Qalqilia Chamber of Commerce

Mr. Outqut pointed out to the possibility of having many investment determinants such as trained labor. He asked about the companies and institutions interested in participating in this project.

Mr. Sabeeh Qarban, PSDCP/FPCCIA

Mr. Qarban mentioned that encouragement of the private sector is required to participate in this project. He also mentioned that the focus is always on easy sectors such as the IT sector but the agricultural sector needs more time, so it demands more attention.

Mohammad Kmail, Jenin Chamber of Commerce

Mr. Kmail emphasized the importance of the IT sector as it focus on outsourcing. He mentioned that the Spatial Plan is standing against 5 factories in Jenin. Each employs about 100-250 workers.

Eng. Samer Kalbounhand & Eng Thabet Yousif, EQA representatives, replied that the Spatial Plan is in the development stage.

At the end of the workshop, all participants agreed on the idea that all sectors are partners from the early start till the end.

Participants:

No.	Name	Institute
1.	Laila Sbaih	MoFP
2.	Farah Shaheen	MoFP
3.	Hiba Hassan	MoFP
4.	Khalil Riziq	FPCCIA
5.	Jamal Jawabreh	FPCCIA
6.	Akram Hijazi	FPCCIA
7.	Nazeih Mardawi	FPCCIA
8.	Sabeeh Qarban	PSDCP/FPCCIA
9.	Mohammad Ali Dissi	PSDCP/FPCCIA
10.	Mousa Salameh	FPCCIA
11.	Montaha Khaleel	FPCCIA
12.	Ali Muhanna	FPCCIA
13.	Thabet Yousef	EQA/Ramallah Office

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|-----|-----------------------|--|
| 14. | Samer Kalbouneh | EQA |
| 15. | Mohammad Kmail | Jenin Chamber of Commerce and Industry |
| 16. | Majed Abu-Sharekh | South Hebron Chamber of Commerce |
| 17. | Ahmed Manasrah | North Hebron Chamber of Commerce |
| 18. | Mohammad Qutqut | Qalqilia Chamber of Commerce |
| 19. | Isam Adnan Abu Zaid | Nablus Chamber of Commerce and Industry |
| 20. | Said Jallad | Tulkarem Chamber of Commerce |
| 21. | Ma'en Sawafta | Tubas Chamber of Commerce |
| 22. | Ayman Hussein Al-Mimi | Ramallah and Al-Bireh Chamber of Commerce and Industry |
| 23. | Mr. Hijjawi | Salfeet Chamber of Commerce |
| 24. | Abdalwahab Khatib | Specialist, World Bank |
| 25. | Hafez Shaheen | Consultant |
| 26. | Isra' Khalili | Universal Group |



Annex VI (D): Stakeholders Consultation Meeting in Ramallah Public Consultation Meeting - F4J Project/Covid-19 AF

Date: November 04, 2020

Time: 03:00 pm to 4:30 pm

Venue: Microsoft Teams

Audience: ICF shortlisted projects, Finance for Jobs (F4J Project), World Bank Group (WBG)

On November 04, 2020, the F4J Project team organized a meeting via Microsoft Teams with the project managers of eight shortlisted projects based on the ICF call for proposal round 2.

Participants included the F4J's Project Manager, the F4J's Communications specialist, the F4J's Gaza coordinator, the World Bank Group Social safeguard specialist, the project managers of the ICF potential projects. *(full list of participants is below).*

The meeting started by introducing the F4J project, its objectives and its financial instruments, highlighting the ICF tool procedures and stakeholder's engagement during project preparation and implementation and the environmental impacts assessment process. In addition to that, the F4J team explained ESMF including the Covid-19 protocols for public consultations and stakeholder engagement also the COVID-19 precautions' list for employees and workers and the Grievance Redress Mechanism. The meeting also included a 30-minute Question and Answers to get feedback and hear from the audience. *(full Agenda is below).*

Mr. Mazen Asad, F4J Project Manager

Mr. Asad welcomed the audience and presented the meeting, as its main objective was to introduce the F4J project and its objectives using the financial instruments. He shed the light on the development objective of the Finance for Jobs Project for West Bank and Gaza which is to test the effectiveness of selected financial interventions. Highlighting the project's three components. The first component, entrepreneurship ecosystem matching grant (EE-MG) will finance the EE-MG, a matching grant (cost-sharing) facility targeting early stage investment funds seeking to build a portfolio of investments in start-up and early stage enterprises. The second component, capacity building and lessons learned consists of following three sub-components: (i) building a pipeline of job-focused private investments requiring financial enhancements; (ii) developing the development impact bond (DIB) for skills; and (iii) capacity building to the Palestinian authority (PA). The third component, project management which will ensure the overall project implementation, fiduciary, safeguards, monitoring and evaluation (M and E), communications, and technical expertise.

He mentioned that World Bank for the benefit of the Ministry of Finance funds the project. He pointed out that this public consultation is to interact with our partners and beneficiaries, however it does not give any promises to any of the project, since we are still assessing the projects and that's the reason that we gave 30 minutes to get Questions and hear feedback.

Mazen Asad mentioned the following points in his presentation;

- We have started reviewing the submitted applications and if any new application for the ICF is submitted it will be considered for review under the upcoming additional financing
- The sectors that are applicable for our financing is mentioned in our Operational Manual which are tourism, ICT, agribusiness, renewable energy, and light manufacturing
- The Eligibility criteria for our financing considers the commercial viability of the project, Market Failure, Investments above USD 1 million, number of job creations, Cost per job < \$5,000 & IRR is below the hurdle rates
- The availability of funds under the F4J II is limited however we are expecting an additional financing and it is expected that a change to the financing percentage will happen.
- Priority will be given also to sub projects that contribute on limiting the outbreak of COVID 19 projects
- The new additional financing shall accept low investment projects that are below USD 1 million
- Anew call for proposal shall be issued once the Additional financing is ready
- Currently none of the applications submitted is approved or accepted and all of them are still under the evaluations and review process. However, an initial long list has been prepared.
- There is no legal relationship between F4J & IPSD however a strong coordination and a joint effort is existed between the two projects.
- The financing portion of the F4J for each sub project shall not exceed the 20% of total investment taking in consideration the number of jobs created.

Yousef Atwa, the F4J Gaza Coordinator

Yousef started welcoming the audience, highlighting the objectives of the ICF component focusing Environmental & social impact assessment process therefore he presented a brief about the ESMF and its contents including the description of environmental and social impacts per each sector in addition to the Screening process for potential subprojects. An explanation of the World Bank categorization for the E&S impact has been clarified also. He has also pointed out the E&S requirements for each sub project such as a site specific ESMP/EMP to be conducted by the project owners including stakeholder engagement and public consultation for the subproject activities. With the outbreak and spread of COVID-19 he has mentioned the COVID-19 requirements concerning the Covid-19 protocols for public consultations and stakeholder engagement during the preparation & implementation stages of the subprojects in addition to and the COVID 19 Precautions' List for Employees and Workers.

Noura Abdulhadi, the F4J Communications Specialist

Noura welcomed the audience and shed the light on the GRM system, during the project's implementation period, especially during the implementation of the subprojects under the Investment Co-Financing Facility (ICF) grant mechanism, it is expected to receive complaints from affected people. To this end, a system for filing and handling project's complaints will be established. In order for the complaint to be effective, it is necessary to follow clear and smooth administrative procedures so as to optimize the process of handling complaints from the reception to the completion or closure. She explained the procedures for submitting and handling complaints are provided, with a suggested list of forms. She focused on two important points; the COVID-19 procedures and the Sexual Harassment complaints, which is taken into consideration with the highest level of confidentiality.

The 30- minutes of the Q&A section included the following feedback;

Mr. Amjad Qassas, Al-Forat Company's

- Will there be any priority for the applications that have been submitted during the last period?
- What is the project financing percentage for each sub project?

Mr. Moatsim Malhis, Natural Alternatives Co's

- What are the projects that have the propriety for approval?

Odeh Awwad, Al Nakheel Palestine for Agriculture Investment

- Is it allowed to finance contracts that are already signed or that the procurement process is finalized?

Issam Ghraiba, IZDEHAR's Tarqumia Industrial Zone

- Is there any changing in the project financing portion for the subprojects? And is the budget available for all projects?

Majdi Khalil, IZDEHAR's Tarqumia Industrial Zone

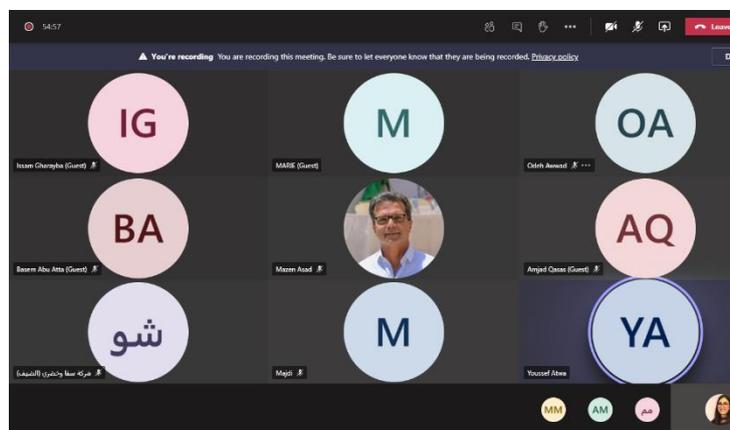
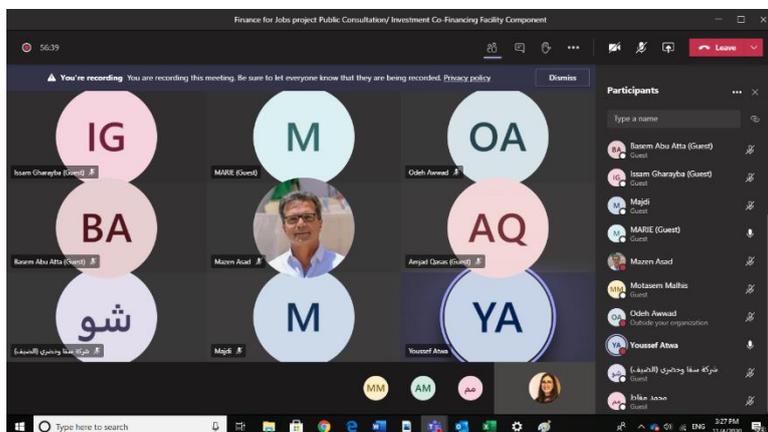
- Is it acceptable to finance technological projects?
- Is there any relation between F4J & IPSD?

Al Haya company

Is there any approval on our project as all documents has been submitted?

Participants:

- | | |
|-----------------------------|---|
| 1. Mazen Asad | F4J Project |
| 2. Yousef Atwa | F4J Project |
| 3. Noura Abdulhadi | F4J Project |
| 4. Abeer Mashni | WBG |
| 5. Odeh Awwad | Al Nakheel Palestine for Agriculture Investment |
| 6. Amjad Qassas | Al-Forat Company |
| 7. Issam Gharaybeh | IZDEHAR's Tarqumia Industrial Zone |
| 8. Majdi Khalil | IZDEHAR's Tarqumia Industrial Zone |
| 9. Mohammad Jawdat Khoudary | Saqqa & Khoudary Co.LTD's Sea Cage Fishing Project in Gaza |
| 10. Mohammed Mattat | Mohammed A. Ghorab's Gaza Agricultural fertilizer Factory |
| 11. Abdul Mueen Aqqad | Natural Alternatives Co's Agricultural Recycling and Silage feed Production |
| 12. Moatasem Malhis | Natural Alternatives Co's Agricultural Recycling and Silage feed Production |
| 13. Marie Mohammad | Golden Sheep's: Animal Feed Factory |
| 14. Saif Aldeen Abu Eita | Abu Eita Factory for dairy Products' Dairy Plant Project in Gaza |



Agenda

15:00 - 15:15	F4J Project Introduction
15:15 - 15:30	The ICF Procedures and Objectives
15:30 – 15:45	The ICF Requirements and Compliance
15:45 - 16:00	The ICF Current Status
16:00 - 16:30	Question & Answer

Annex VII: Good Practice Standards on Labor and Working Conditions

This section is based on the IFC Performance Standard 2 on labor and working conditions and is to be used as reference, only.

1. Performance Standard – Labor and Working Conditions (PS) recognizes that the pursuit of economic growth through Employment creation and income generation should be accompanied by protection of the fundamental rights of workers. For any business, the workforce is a valuable asset, and a sound worker-management relationship is a key ingredient in the sustainability of a company. Failure to establish and foster a sound worker-management relationship can undermine worker commitment and retention, and can jeopardize a project. Conversely, through a constructive worker-management relationship, and by treating the workers fairly and providing them with safe and healthy working conditions, clients may create tangible benefits, such as enhancement of the efficiency and productivity of their operations.
2. The requirements set out in PS have been in part guided by a number of international conventions and instruments, including those of the International Labour Organization (ILO) and the United Nations (UN).
 - To promote the fair treatment, non-discrimination, and equal opportunity of workers.
 - To establish, maintain, and improve the worker-management relationship.
 - To promote compliance with national Employment and labor laws.
 - To protect workers, including vulnerable categories of workers such as children, migrant workers, workers engaged by third parties, and workers in the client's supply chain.
 - To promote safe and healthy working conditions, and the health of workers.
 - To avoid the use of forced labor.

Application

3. The applicability of PS is established during the environmental and social risks and impacts identification process. The implementation of the actions necessary to meet the requirements of this Performance Standard is managed through the client's Environmental and Social Management System (ESMS), the elements of which are outlined in PS.
4. The scope of application of this Performance Standard depends on the type of Employment relationship between the client and the worker. It applies to workers directly engaged by the client (direct workers), workers engaged through third parties to perform work related to core business processes of the project for a substantial duration (contracted workers), as well as workers engaged by the client's primary suppliers (supply chain workers).

Direct Workers

5. With respect to direct workers, the client will apply the requirements of paragraphs 8–23.

Contracted Workers

6. With respect to contracted workers, the client will apply the requirements of paragraphs 23–26.

Supply Chain Workers

7. With respect to supply chain workers, the client will apply the requirements of paragraphs 27–29.

Requirements

Working Conditions and Management of Worker Relationship

Human Resources Policies and Procedures

8. The client will adopt and implement human resources policies and procedures appropriate to its size and workforce that set out its approach to managing workers consistent with the requirements of PS and national law.
9. The client will provide workers with documented information that is clear and understandable, regarding their rights under national labor and Employment law and any applicable collective agreements, including their rights related to hours of work, wages, overtime, compensation, and benefits upon beginning the working relationship and when any material changes occur.

Working Conditions and Terms of Employment

10. Where the client is a party to a collective bargaining agreement with a workers' organization, such agreement will be respected. Where such agreements do not exist, or do not address working conditions and terms of Employment, the client will provide reasonable working conditions and terms of Employment.
11. The client will identify migrant workers and ensure that they are engaged on substantially equivalent terms and conditions to non-migrant workers carrying out similar work.
12. Where accommodation services are provided to workers covered by the scope of PS, the client will put in place and implement policies on the quality and management of the accommodation and provision of basic services. The accommodation services will be provided in a manner consistent with the principles of non-discrimination and equal opportunity. Workers' accommodation arrangements should not restrict workers' freedom of movement or of association.

Workers' Organizations

13. In countries where national law recognizes workers' rights to form and to join workers' organizations of their choosing without interference and to bargain collectively, the client will comply with national law. Where national law substantially restricts workers' organizations, the client will not restrict workers from developing alternative mechanisms to express their grievances and protect their rights regarding working conditions and terms of Employment. The client should not seek to influence or control these mechanisms.
14. In either case described in paragraph 13, and where national law is silent, the client will not discourage workers from electing worker representatives, forming or joining workers' organizations of their choosing, or from bargaining collectively, and will not discriminate or retaliate against workers who participate, or seek to participate, in such organizations and collective bargaining. The client will engage with such workers' representatives and workers' organizations and provide them with information needed for meaningful negotiation in a timely manner. Workers' organizations are expected to fairly represent the workers in the workforce.

Non-Discrimination and Equal Opportunity

15. The client will not make employment decisions on the basis of personal characteristics unrelated to inherent job requirements. The client will base the employment relationship on the principle of equal opportunity and fair treatment, and will not discriminate with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices. The client will take measures to prevent and address harassment, intimidation, and/or exploitation, especially in regard to women. The principles of non-discrimination apply to migrant workers.
16. In countries where national law provides for non-discrimination in Employment, the client will comply with national law. When national laws are silent on non-discrimination in Employment, the client will meet PS. In circumstances where national law is inconsistent with PS, the client is encouraged to carry out its operations consistent with the intent of paragraph 15 above without contravening applicable laws.
17. Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job will not be deemed as discrimination, provided they are consistent with national law.

Retrenchment

18. Prior to implementing any collective dismissals, the client will carry out an analysis of alternatives to retrenchment. If the analysis does not identify viable alternatives to retrenchment, a retrenchment plan will be developed and implemented to reduce the adverse impacts of retrenchment on workers. The retrenchment plan will be based on the principle of non-discrimination and will reflect the client's consultation with

workers, their organizations, and, where appropriate, the government, and comply with collective bargaining agreements if they exist. The client will comply with all legal and contractual requirements related to notification of public authorities, and provision of information to, and consultation with workers and their organizations.

19. The client should ensure that all workers receive notice of dismissal and severance payments mandated by law and collective agreements in a timely manner. All outstanding back pay and social security benefits and pension contributions and benefits will be paid (i) on or before termination of the working relationship to the workers, (ii) where appropriate, for the benefit of the workers, or (iii) payment will be made in accordance with a timeline agreed through a collective agreement. Where payments are made for the benefit of workers, workers will be provided with evidence of such payments.

Grievance Mechanism

20. The client will provide a grievance mechanism for workers (and their organizations, where they exist) to raise workplace concerns. The client will inform the workers of the grievance mechanism at the time of recruitment and make it easily accessible to them. The mechanism should involve an appropriate level of management and address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned, without any retribution. The mechanism should also allow for anonymous complaints to be raised and addressed. The mechanism should not impede access to other judicial or administrative remedies that might be available under the law or through existing arbitration procedures, or substitute for grievance mechanisms provided through collective agreements.

Protecting the Work Force

Child Labor

21. The client will not employ children in any manner that is economically exploitative, or is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development. The client will identify the presence of all persons under the age of 18. Where national laws have provisions for the Employment of minors, the client will follow those laws applicable to the client. Children under the age of 18 will not be employed in hazardous work. All work of persons under the age of 18 will be subject to an appropriate risk assessment and regular monitoring of health, working conditions, and hours of work.

The Contractor will apply measures to prevent child labor such as age verification. Codes of Conduct shall include provisions to prevent employing workers under the age of 18.

Forced Labor

22. The client will not employ forced labor, which consists of any work or service not voluntarily performed that is exacted from an individual under threat of force or penalty. This covers any kind of involuntary or compulsory labor, such as indentured

labor, bonded labor, or similar labor-contracting arrangements. The client will not employ trafficked persons.

23. Project supported MSMEs will employ their workers according to local legislation. The project team however will ensure that additional COVID-19 related security measures are implemented and a GRM is established by the supported company
24. Provisions will be made to train and hire as many as possible from local communities where the activities are taking place
25. the project will include WHO guidelines in the ESMF to address gaps especially related to COVID-19 issues.
26. The related conventions are listed in the updated ESMF and the relevant provisions will be included in the contractor bidding documents, which compliance will be monitored by PIA
27. All contracts will have procedures for labor management including worker specific grievances mechanism
28. In cases where the project implementation agency or the GRM identifies non-acceptable behavior special trainings will be provided

Occupational Health and Safety

The client will provide a safe and healthy work environment, taking into account inherent risks in its particular sector and specific classes of hazards in the client's work areas, including physical, chemical, biological, and radiological hazards, COVID-19 related risks and specific threats to women. The client will take steps to prevent accidents, injury, and disease arising from, associated with, or occurring in the course of work by minimizing, as far as reasonably practicable, the causes of hazards. In a manner consistent with WHO guidance for COVID-19, good international industry practice, as reflected in various internationally recognized sources including the World Bank Group Environmental, Health and Safety Guidelines, the client will address areas that include the (i) identification of potential hazards to workers, particularly those that may be life-threatening; (ii) provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances; (iii) training of workers; (iv) documentation and reporting of occupational accidents, diseases, and incidents; and (v) Contractor commitment to the Ministry of Health and WHO guidelines regarding to Covid-19 Epidemic Disease. COVID-19 Precautions' List for Employees and Workers against COVID-19 is presented in Annex X), emergency prevention, preparedness, and response arrangements. For additional information related to emergency preparedness and response refer to Performance Standard 2– Labor and Working Conditions (PS).

Workers Engaged by Third Parties

- I. With respect to contracted workers the client will take commercially reasonable

efforts to ascertain that the third parties who engage these workers are reputable and legitimate enterprises and have an appropriate ESMS that will allow them to operate in a manner consistent with the requirements of this Performance Standard, except for paragraphs 18–19, and 27–29.

2. The client will establish policies and procedures for managing and monitoring the performance of such third-party Employers in relation to the requirements of this Performance Standard. In addition, the client will use commercially reasonable efforts to incorporate these requirements in contractual agreements with such third-party Employers.
3. The client will ensure that contracted workers, covered in paragraphs 24–25 of this Performance Standard, have access to a grievance mechanism. In cases where the third party is not able to provide a grievance mechanism the client will extend its own grievance mechanism to serve workers engaged by the third party.

Supply Chain

4. Where there is a high risk of child labor or forced labor in the primary supply chain, the client will identify those risks consistent with paragraphs 21 and 22 above. If child labor or forced labor cases are identified, the client will take appropriate steps to

remedy them. The client will monitor its primary supply chain on an ongoing basis in order to identify any significant changes in its supply chain and if new risks or incidents of child and/or forced labor are identified, the client will take appropriate steps to remedy them.

5. Additionally, where there is a high risk of significant safety issues related to supply chain workers, the client will introduce procedures and mitigation measures to ensure that primary suppliers within the supply chain are taking steps to prevent or to correct life-threatening situations.

The ability of the client to fully address these risks will depend upon the client's level of management control or influence over its primary suppliers. Where remedy is not possible, the client will shift the project's primary supply chain over time to suppliers that can demonstrate that they comply with

Annex VIII: COVID-19 Precautions' List for Employees and Workers

Know the Symptoms of COVID-19:

- Coughing, fever, shortness of breath, and difficulty breathing.
- Early symptoms may include chills, body aches, sore throat, headache, diarrhea, nausea/vomiting, and runny nose. If you develop a fever and symptoms of respiratory illness, **DO NOT GO TO WORK** and call your health-care provider immediately. Do the same thing if you come into close contact with someone showing these symptoms.

Contractor teams shall abide to health and safety measures as follows.

- Contractor shall ensure all of their teams are covered with insurance and having access to health care system. Once one's health is compromised; the contractor needs to ensure the worker health has been checked by MOH, and their recommendations adhered to.
- Access to the job site and work trailer will be limited to only those necessary for the work.
- All visitors will be pre-screened to ensure they are not exhibiting symptoms.
- Employees and visitors will be asked to leave the job site and return home if they are showing symptoms.
- Provide hand sanitizer and maintain Safety Data Sheets of all disinfectants used on site.
- Provide protective equipment (PPE) including face masks, gloves, etc. to any employees/workers and visitors and keeping the right distance in offices and outside.
- Clean and disinfect frequently used tools and equipment on a regular basis. This includes other elements of the jobsite where possible. Employees should regularly do the same in their assigned work areas.
- Disinfect shared surfaces (door handles, machinery controls, etc.) on a regular basis.
- Avoid sharing tools with co-workers. If not, disinfect before and after each use.
- Prohibit anyone coming to the site from an area under quarantine or if close family member has been exposed to virus in the last 14 days.
- Provide a Toolbox talk to all staff and workers before work restarts.

- Provide facemasks to all visitors (i.e. concrete truck drivers, plant maintenance, and laboratory staff) and a copy of the requirements in Arabic for working at the site.
- Issue Facemasks to all employees and these will become mandatory PPE for people moving around the site. It can be removed when inside vehicles and offices.
- Keep min. 2m between desks in the offices. Use conference room and PWA site office to spread out the staff. Allow non-critical site staff to work from home or off-site office.

Annex IX : Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings

With the outbreak and spread of COVID-19, people have been advised, or may be mandated by national or local law, to exercise social distancing, and specifically to avoid public gatherings to prevent and reduce the risk of the virus transmission. Countries have taken various restrictive measures, some imposing strict restrictions on public gatherings, meetings and people's movement, and others advising against public group events. At the same time, the general public has become increasingly aware and concerned about the risks of transmission, particularly through social interactions at large gatherings.

These restrictions have implications for World Bank-supported operations. In particular, they will affect Bank requirements for public consultation and stakeholder engagement in projects, both under implementation and preparation. WHO has issued technical guidance in dealing with COVID-19, including: (i) Risk Communication and Community Engagement (RCCE) Action Plan Guidance Preparedness and Response; (ii) Risk Communication and Community engagement (RCCE) readiness and response; (iii) COVID-19 risk communication package for healthcare facilities; (iv) Getting your workplace ready for COVID-19; and (v) a guide to preventing and addressing social stigma associated with COVID-19. All these documents are available on the WHO website through the following link: <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>.

This Note offers suggestions to World Bank task teams for advising counterpart agencies on managing public consultation and stakeholder engagement in their projects, with the recognition that the situation is developing rapidly and careful regard needs to be given to national requirements and any updated guidance issued by WHO. It is important that the alternative ways of managing consultation and stakeholder engagement discussed with clients are in accordance with the local applicable laws and policies, especially those related to media and communication. The suggestions set out below are subject to confirmation that they are in accordance with existing laws and regulations applying to the project.

Investment projects under implementation. All projects under implementation are likely to have public consultation and stakeholder engagement activities planned and committed as part of project design. These activities may be described in different project documents, and will involve a variety of stakeholders. Commonly planned avenues of such engagement are public hearings, community meetings, focus group discussions, field surveys and individual interviews. With growing concern about the risk of virus spread, there is an urgent need to adjust the approach and methodology for continuing stakeholder consultation and engagement. Taking into account the importance of confirming compliance with national law requirements, below are some suggestions for task teams' consideration while advising their clients:

Task teams will need to review their project, jointly with the PMUs, and should:

- Identify and review planned activities under the project requiring stakeholder engagement and public consultations.
- Assess the level of proposed direct engagement with stakeholders, including location and size of proposed gatherings, frequency of engagement, categories of stakeholders (international, national, local) etc.
- Assess the level of risks of the virus transmission for these engagements, and how restrictions that are in effect in the country / project area would affect these engagements.
- Identify project activities for which consultation/engagement is critical and cannot be postponed without having significant impact on project timelines. For example, selection of resettlement options by affected people during project implementation. Reflecting the specific activity, consider viable means of achieving the necessary input from stakeholders (see further below).
- Assess the level of ICT penetration among key stakeholder groups, to identify the type of communication channels that can be effectively used in the project context.

Based on the above, task teams should discuss and agree with PMUs the specific channels of communication that should be used while conducting stakeholder consultation and engagement activities. The following are some considerations while selecting channels of communication, in light of the current COVID-19 situation:

- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;
- Where direct engagement with project affected people or beneficiaries is necessary, such as would be the case for Resettlement Action Plans or Indigenous Peoples Plans preparation and implementation, identify channels for direct communication with each affected household via a context specific combination of email messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed channels of engagement should clearly specify how feedback and suggestions can be provided by stakeholders;

- An appropriate approach to conducting stakeholder engagement can be developed in most contexts and situations. However, in situations where none of the above means of communication are considered adequate for required consultations with stakeholders, the team should discuss with the PMU whether the project activity can be rescheduled to a later time, when meaningful stakeholder engagement is possible. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

Investment projects under preparation. Where projects are under preparation and stakeholder engagement is about to commence or is ongoing, such as in the project E&S planning process, stakeholder consultation and engagement activities should not be deferred, but rather designed to be fit for purpose to ensure effective and meaningful consultations to meet project and stakeholder needs. Some suggestions for advising clients on stakeholder engagement in such situations are given below. These suggestions are subject to the coronavirus situation in country, and restrictions put in place by governments. The task team and the PMU should:

- Review the country COVID-19 spread situation in the project area, and the restrictions put in place by the government to contain virus spread;
- Review the draft Stakeholder Engagement Plan (SEP, if it exists) or other agreed stakeholder engagement arrangements, particularly the approach, methods and forms of engagement proposed, and assess the associated potential risks of virus transmission in conducting various engagement activities;
- Be sure that all task team and PIU members articulate and express their understandings on social behavior and good hygiene practices, and that any stakeholder engagement events be preceded with the procedure of articulating such hygienic practices.
- Avoid public gatherings (taking into account national restrictions), including public hearings, workshops and community meetings, and minimize direct interaction between project agencies and beneficiaries / affected people;
- If smaller meetings are permitted, conduct consultations in small-group sessions, such as focus group meetings. If not permitted, make all reasonable efforts to conduct meetings through online channels, including webex, zoom and skype meetings;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chatgroups appropriate for the purpose, based on the type and category of stakeholders;
- Employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, public announcements and mail) when stakeholders do not have access to online channels or do not use them frequently. Such channels can also be highly effective in conveying relevant information to stakeholders, and allow them to provide their feedback and suggestions;

- Employ online communication tools to design virtual workshops in situations where large meetings and workshops are essential, given the preparatory stage of the project. Webex, Skype, and in low ICT capacity situations, audio meetings, can be effective tools to design virtual workshops. The format of such workshops could include the following steps:
 - *Virtual registration of participants:* Participants can register online through a dedicated platform.
 - *Distribution of workshop materials to participants, including agenda, project documents, presentations, questionnaires and discussion topics:* These can be distributed online to participants.
 - *Review of distributed information materials:* Participants are given a scheduled duration for this, prior to scheduling a discussion on the information provided.
 - *Discussion, feedback collection and sharing:*
 - ✓ Participants can be organized and assigned to different topic groups, teams or virtual “tables” provided they agree to this.
 - ✓ Group, team and table discussions can be organized through social media means, such as webex, skype or zoom, or through written feedback in the form of an electronic questionnaire or feedback forms that can be emailed back.
 - *Conclusion and summary:* The chair of the workshop will summarize the virtual workshop discussion, formulate conclusions and share electronically with all participants.
- In situations where online interaction is challenging, information can be disseminated through digital platform (where available) like Facebook, Twitter, WhatsApp groups, Project weblinks/ websites, and traditional means of communications (TV, newspaper, radio, phone calls and mails with clear description of mechanisms for providing feedback via mail and / or dedicated telephone lines. All channels of communication need to clearly specify how stakeholders can provide their feedback and suggestions.
- *Engagement with direct stakeholders for household surveys:* There may be planning activities that require direct stakeholder engagement, particularly in the field. One example is resettlement planning where surveys need to be conducted to ascertain socioeconomic status of affected people, take inventory of their affected assets, and facilitate discussions related to relocation and livelihood planning. Such survey activities require active participation of local stakeholders, particularly the potentially adversely affected communities. However, there may be situations involving indigenous communities, or other communities that may not have access to the digital platforms or means of communication, teams should develop specially tailored stakeholder engagement approaches that will be appropriate in the specific setting. The teams should reach out to the regional PMs for ENB and Social Development or to the ESSA for the respective region, in case they need additional support to develop such tailored approaches.
- In situations where it is determined that meaningful consultations that are critical to the conduct of a specific project activity cannot be conducted in spite of all reasonable efforts on the part of the client supported by the Bank, the task team should discuss with the client whether the proposed project activities can be postponed by a few weeks in view of the virus spread risks. This would depend on the COVID-19 situation in the country, and the government policy requirements to contain the virus

spread. Where it is not possible to postpone the activity (such as in the case of ongoing resettlement) or where the postponement is likely to be for more than a few weeks, the task team should consult with the OESRC to obtain advice and guidance.

Annex X: مدونة قواعد السلوك واخلاقيات العمل

مدونة قواعد السلوك واخلاقيات العمل

مقدمة

يأتي الاهتمام بمواثيق سلوك وأخلاقيات العمل والتشغيل كأحد مداخل تطوير الاداء للعاملين واصحاب العمل. إن إعداد مدونة قواعد السلوك وأخلاقيات العمل من شأنه تعزيز قيم والممارسات الايجابية في العمل ، وتعد مدونة السلوك إطاراً عاماً يجب على العاملين في المشروع التقيد به والعمل بمقتضاه، فهي مدونة تلقي الضوء على المعايير و الاخلاق والقيم التي يجب أن يتحلى بها العامل أثناء أداء واجباته، ومن ثم فهي قواعد ستسهم على نحو فاعل في الارتقاء بمستوى جودة الاداء والارتقاء به. إن هذه المدونة تشكل جزءاً من مقتضيات العمل في المشروع بالتركيز على اجراءات الوقاية والسلامة والصحة العامة المتعلقة بكوفيد 19 ، ويجب تطبيقها في كل اوقات العمل وطوال فترة التشغيل، وسوف يتم تزويد كل عامل بنسخة منها، ليقرأها ويعمل بموجبها.

أولاً: المبادئ الاساسية لمدونة السلوك واخلاقيات العمل

إن جودة الاداء ونجاح العمل تتوقف على الالتزام بقواعد السوك العامة واخلاقيات العمل، والتصرف بطريقة عادلة وصادقة كأفراد مسؤولين اجتماعيا انطلاقاً من ايماننا الراسخ بمسؤوليتنا الاجتماعية التي لها أثراً إيجابياً كبيراً على المشاريع التي نعمل بها. ولتحقيق هذا، يجب علينا احترام هذه المبادئ الاساسية:

النزاهة والامانة: الإيمان بتعزيز التصرف بأمانة في جميع العلاقات مع التقيد الصارم بجميع القوانين المعمول بها ، احترام كرامة كل شخص والحفاظ على سلامتهم .

الشفافية: الاحترام المتبادل والحوار والشفافية هي أساس العلاقة مع اصحاب العمل والسلطات ذات العلاقة ، والتي تتوافق مع مبادئ التعاون والصدق والانفتاح.

الموضوعية والاستقلالية: العمل بموضوعية واستقلالية وتجنب أي نوع من أنواع الفساد أو تضارب المصالح الذي قد يؤثر على اتخاذ القرارات المتعلقة بالعمل.

المسؤولية: توفير بيئة عمل آمنة وصحية للعامل ، واحترام الحقوق والتقيد بالواجبات من مقتضى المسؤولية ، واحترام المجتمعات التي نعمل فيها.

ثانياً: قواعد السلوك واخلاقيات العمل

القسم الاول : الحقوق العامة

■ يلتزم العامل بتأدية عمله بإخلاص وأمانة وبالمحافظة علي أسرار العمل وأدواته، ويعتبر مسؤولاً عن الأدوات التي في عهده وعليه الحفاظ عليها، وفي حالة وجود ظرف خارج عن ارادته او قوة القاهرة، فإن العامل لا يعتبر مسؤولاً عن خلل الأدوات أو ضياعها.

- على العامل أن يلتزم بأخلاقيات العمل والحفاظ على خصوصية السكان والعمال في منطقة العمل، دون الإشتباك معهم أو التسبب بأي أذى لهم بأي شكل كان. ويجب الإمتناع عن المشاركة في أي عنف بدني أو لفظي لأي من العاملين أو السكان.
- على العامل التقيد بساعات العمل المطلوبة، وكذلك التقيد والإمتثال بالمهام المكلف بها من قبل البلدية.
- على العامل الإلتزام بإجراءات السلامة المتبعة في الموقع، خاصة عند إستخدام الآلات الخطرة، وأي إجراءات إضافية يتم طلبها من قبل البلدية.
- يجب على العامل الإبلاغ فوراً عن أي أمراض مزمنة يعاني منها أو عند الشعور بالإعياء، وعن أي عقاقير يتلقاها العامل.
- الإمتناع عن التسبب بأي نوع من المضايقات سواء اللفظية المباشرة أو غير المباشرة لأي شخص أثناء فترة العمل، وخاصة من فئة النساء والأطفال وذوي الإحتياجات الخاصة.
- من حق العامل أن يوقع عقد عمل مع صاحب العمل علي أن يكون باللغة العربية، وذلك لحفظ حقوق العامل ، علماً بأن عقد العمل يجب أن يتضمن : الأجر، نوع العمل، مكانه ومدته، ساعات وأوقات العمل، كما ويجب ان يتضمن العقد الاجراءات الصحية وشروط الوقاية المتعلقة كوفيد 19، والتي اقرتها وزارة الصحة الفلسطينية، و يجب أن يوقع العقد من قبل صاحب العمل والعامل بحيث يحتفظ العامل بنسخة أصلية من العقد.
- علي صاحب العمل أن يلتزم بالتأمين على جميع عماله عن إصابات العمل لدي الجهات المرخصة في فلسطين.
- يجب أن تتخلل ساعات العمل اليومي فترة أو أكثر لراحة العامل لا تزيد في مجموعها عن ساعة مع مراعاة ألا يعمل العامل أكثر من خمس ساعات متصلة دون تخصيص وقت للراحة.
- التقيد باوقات العمل وتكريس اوقات العمل للقيام بالمهام والواجبات المتعلقة بطبيعة العقد ، كما نص عليها عقد العمل.
- ضمان حق العامل في التظلم او الشكوى من اي انتهاك لحقه او من اتخاذ قرار خاطيء بحقه.

القسم الثاني: حماية حقوق النساء

- معاملة النساء باحترام بغض النظر عن العرق أو اللون أو اللغة أو الدين أو الرأي السياسي أو غير السياسي أو الأصل أو الإعاقة أو أي وضع آخر.
- عندما يكون لدى المرأة العاملة مخاوف أو شكوك فيما يتعلق بأعمال العنف القائم على النوع الاجتماعي من قبل اصحاب العمل او اي طرف ذو علاقة بالعمل ، يجب عليها الإبلاغ عن هذه المخاوف وفقاً لإجراءات الشكاوي المعتمدة في المشروع. على ان يتم التعامل مع هذه الشكاوي بخصوصية كبيرة للحفاظ على كرامة المشنكية
- يجب توفير الحماية للنساء وتهيئة أماكن امنة في العمل للنساء وخاصة الحوامل والتأكد من عدم نقل أي امرأة حامل بشكل غير صحيح ، والعمل على ازالة او منع تعرض النساء الحوامل للمخاطر.
- يجب توفير أماكن للنظافة الشخصية لإستخدامها من قبل النساء العاملات بعد الإنتهاء من العمل. وايضا توفير مرافق صحية (دورات مياه) خاصة بالنساء في اماكن العمل، ويجب أن يتم تعقيم هذه الأماكن بشكل يومي.
- يجب تنفيذ لقاءات توجيهية قبل بدء العمل في الموقع للتأكد من أن الجميع على دراية بقواعد السلوك الخاصة بالعنف القائم على النوع الاجتماعي.

القسم الثالث : حماية حقوق ذوي الاعاقات

- يلتزم اصحاب العمل بتهيئة البيئة الملائمة لاحتياجات ذوي الإحتياجات الخاصة وتوفير تسهيلات الحركة والتنقل في اماكن العمل.
- عدم التمييز بحق المعاقين والمعاقات في العمل، واحترام حقهم / هن في اختيار نوعية الاعمال التي تناسب قدراتهم /تهن ، واهتمامهم/هن واحتياجاتهم/هن.
- الإلتزام بتوفير خدمات ومرافق صحية مواءمة لاستخدامات ذوي الاعاقة الحركية في مواقع العمل.

القسم الرابع : الصحة والسلامة المهنية

- على العامل التقيد بشروط واجراءات الصحة والسلامة العامة الصادرة عن وزارة الصحة الفلسطينية ، والالتزام بقواعد السلامة والصحة المهنية في العمل.
- على صاحب العمل تقديم الإسعافات الأولية اللازمة للعامل في حال الاصابة ونقله إلي اقرب مركز للعلاج .
- الإلتزام باجراءات ومتطلبات السلامة والصحة العامة المتعلقة بكوفيد 19 بما فيها التباعد الجسدي واللبس الواقي وكل ما ينص عليه البروتوكول الصحي.

Annex XI: Contractor's Commitment Letter to Comply with COVID 19 procedures

Contractor's Commitment Letter to Comply with COVID 19 procedures

الإمتثال لإجراءات الحد من إنتشار وباء كوفيد 19

اسم العقد:

رقم المشروع:

في ظل تطور الحالة الوبائية ومن منطلق الحرص على صحة العمال والمهندسين والصحة العامة للسكان، أقر أنني سأقوم بتطبيق كل ما ورد في البروتوكولات الصحية الصادرة عن وزارة الصحة الفلسطينية/منظمة الصحة العالمية فيما يخص مكافحة وباء كوفيد 19 والحد من إنتشاره، وأني على أتم الإستعداد لتطبيق أي بروتوكولات جديدة صادرة من ذات الجهات المختصة خلال فترة العمل. كما أنني أقر أنني سألتزم بتطبيق الإجراءات التالية كملحق لخطة الإدارة البيئية والاجتماعية للمشروع، وأن عدم الإمتثال لأي من هذه الإجراءات يستوجب الإنذار البيئي كما هو موضح في خطة الإدارة البيئية والاجتماعية للمشروع:

1. تقسيم المهندسين والعمال إلى فرق عمل ثابتة وعدم التبادل بين الفرق (فرق عمل على شكل مجموعات) على ان لا تجتمع الفرق في أن واحد، ويكون هناك مدة زمنية بين دخول وخروج الفرق المختلفة. كما يجب أن يتم تحديد أدوات خاصة لكل فريق من فرق العمل وعدم تبادل الأدوات بين الفرق.
2. يجب توفير أماكن للنظافة الشخصية لإستخدامها من قبل العمال بعد الإنتهاء من العمل. حيث يجب أن يتم تعقيم هذه الأماكن بشكل يومي.
3. يجب إغلاق موقع العمل 48 ساعة على الأقل في حال ظهور حالات إصابة بين العمال بفيروس كورونا.
4. التأكيد على نظافة وتعقيم موقع العمل والمكاتب، وذلك بإستخدام المطهرات بشكل دوري (بمعدل 3 مرات بالحد الأدنى يوميا). كما يجب تطهير الأسطح الأكثر تلامسا مثل مقابض الأبواب بشكل دوري.

5. تدريب وتثقيف وتوعية جميع العاملين (الطاقم الفني والعمال) على طرق الوقاية الشخصية، وطرق انتقال العدوى والتعريف بطبيعة المرض وكيفية التعايش مع الإجراءات الموصى بها. و يجب التعميم على جميع العمال بضرورة التبليغ في حال ظهور أعراض على أي من أفراد عائلاتهم.
6. على جميع العاملين (مهندسين وعمال) إرتداء اللبس الواقي بشكل كامل بما فيها الكمامة، وكذلك توفير المطهرات والكحول اللازمة لهم بشكل يومي، حيث يعتبر توفير اللبس الواقي والمطهرات من مسئولية المقاول وليس العامل.
7. يمنع تشغيل العمال دون السن (18 عام) وكبار السن التي تزيد أعمارهم عن (60 عام). كما يجب عدم تشغيل أي من العاملين الذين تظهر عليهم أعراض مرضية مثل (سعال، عطس، حمى... إلخ).
8. يجب أن يتم تشغيل العمال في الأعمال الإنشائية من نفس المحافظة، ويتم الإستعانة فقط بالإستشاريين من خارج المحافظة. وكذلك يجب أن لا يتم تشغيل العمال الذين يسكنون في مناطق مصنفة موبوءة إلا بعد تغيير التصنيف لمنطقة السكن.
9. يجب عدم إستخدام الحافلات لنقل العمال إلا في حالة الضرورة القصوى، وفي حال الإستخدام ألا يزيد عدد الركاب عن ثلث عدد المقاعد.
10. يجب عدم تجمع العمال لتناول الطعام والشراب مع بعضهم البعض، وكذلك يجب عليهم إستخدام أدوات الطعام والشراب ذات الإستخدام الواحد (كبايات، صحن... إلخ) وتوفير سلات نفايات في الموقع تتناسب مع عدد العمال.
11. يجب ترك مسافة بين العاملين لا تقل عن 2 م وعدم مصافحة العمال لبعضهم البعض تحت أي ظرف، والإلتزام بأداب العطس من خلال تغطية الفم والأنف، والمحافظة على عدم لمس العين والفم والأنف والتي ممكن أن تكون ملوثة.
12. توفير التباعد المكاني بين مكتب الإشراف ومكتب المقاول، وتهوية الأماكن بشكل جيد لضمان تجديد الهواء داخل المكاتب. كما يجب إنجاز المعاملات الغير مرتبطة بالموقع مثل تجهيز المطالبات المالية خارج الموقع.
13. العمل على أي إجراءات جديدة يعلن عنها من الجهات المختصة.