



صندوق تطوير وإقراض الهيئات المحلية  
Municipal Development & Lending Fund



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**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK (ESMF)**

**West Bank and Gaza Resilient Local Government and  
Municipal Services Project (RLGMSP)**

**Nationally called Municipal Development Program-Phase 4  
(MDP-4)**

**December 2022**



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## ABBREVIATIONS

AF	Additional Financing
AFD	Agence Francaise de Developpement
BOQ	Bill of Quantities
COC	Code of Conduct
COVID 19	Coronavirus Disease 2019
EA	Environmental Assessment
EA	Environmental Auditing
EHS	Environmental Health and Safety
EIA	Environmental Impact Assessment
EQA	Environment Quality Authority
ESF	Environmental and Social Framework
ESIA	Environmental and Social Impact Assessment
ESMP	Environmental and Social Management Plan
ESMF	Environmental and Social Management Framework
ESHS	Environmental Social Health and Safety
ESEM	Environmental and Social Evaluation Matrices
ESMM	Environmental and Social Monitoring Matrices
EQA	Environmental Quality Authority
EU	European Union
GBV	Gender Based Violence
GPN	Good Practice Note
GIZ	German Technical Cooperation
GRM	Grievance Redress Mechanism
IC	Individual Consultant
IFC	International Finance Corporation
ILO	International Labor Organization



JSC	Joint Service Councils
KFW	German Development Bank
LALF	Land Acquisition and Livelihood Framework
LGU	Local Government Unit
LTC	Local Technical Consultant
MDLF	Municipal Development and Lending Fund
MDP	Municipal Development Program
MDP-4	The fourth Phase of Municipal Development Program
MOA	Ministry of Agriculture
MOF	Ministry of Finance
MOH	Ministry of Health
MOL	Ministry of Labors
MOLG	Ministry of Local Government
MOTA	Ministry of Tourism and Antiquities
OM	Operational Manual
O&M	Operational and Maintenance
OP	Operational Policy
PCBS	Palestinian Central Bureau of Statistics
PCR	Physical Cultural Resources
PEAP	Palestinian Environmental Assessment Policy
PEL	Palestinian Environmental Law
PNA	Palestinian National Authority
PV	Photovoltaic
PWA	Palestinian Water Authority
RLGMSP	Resilient Local Government and Municipal Services Project
RoW	Right of Way
SA	Social Assessment
SEA/SH	Exploitation and Abuse/Sexual Harassment
SDC	Swiss Agency for Development and Cooperation





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SDIP	Strategic Development Investment Plans
SIDA	Swedish International Development Cooperation Agency
TA	Technical Assistance
UNMAS	United Nation Mine Action Service
VCs	Village Councils
VLD	Voluntary Land Donation
VNG	International Cooperation Agency of the Association of Netherlands Municipalities
WB	World Bank
WB&G	West Bank & Gaza
WHO	World Health Organization



## Executive Summary

The West Bank and Gaza Resilient Local Government and Municipal Services Project (RLGMSP), Nationally called Municipal Development Program-Phase 4 (called hereafter MDP-4), aims to enhance the capacity of municipalities in the West Bank and Gaza towards accountable, sustainable and resilient service delivery to citizens including vulnerable groups. The impact is expected to be overwhelmingly positive, however, in order to ensure that risks of negative environmental or social impacts of this project are being addressed, the Environmental and Social Management Framework (ESMF) is prepared to cover the MDP-4 project activities. The project consists of 5 components:

- **Component 1: Performance Based Service Delivery Grant Transfer**
- **Component 2: Sector Policy and Institutional Development**
  - Sub-component 2.1: On-demand Capacity Development Support for Municipalities
  - Sub-component 2.2: Policy and Institutional Development Support for Palestinian Authority (PA) institutions
- **Component 3. Competitive Grants for Natural hazard and Climate Change Resilience**
  - Subcomponent 3.1. Natural hazard and climate change risk assessments.
  - Subcomponent 3.2. Natural hazard and climate change adaptation structural works
- **Component 4: Project implementation support and management**
- **Component 5: Contingent Emergency Response Component (CERC)**

To comply with the World Bank's ESS1 and other relevant ESSs, the MDLF has prepared this Environmental and Social Management Framework (ESMF), an Environmental and Social Commitment Plan (ESCP), and a Stakeholder Engagement Plan (SEP).

The ESMF sets forth the basic principles that the project will follow during project preparation and implementation once the physical footprints are known, including the preparation of site-specific ESIA/ESMPs. All environmental and social (E&S) risk management instruments will be the subject of consultation with the beneficiaries and institutional stakeholders. All E&S instruments will be publicly disclosed both in-country and on the MDLF website prior to the start of implementation of the project activities.

MDP-4 subprojects fall within but not limited to the sectors: road rehabilitation and maintenance services; water and wastewater services; public facilities; electricity and energy projects; solid waste management; other services provided to the municipalities to sustain their services such as billing fees; and capacity building of municipalities in multidiscipline fields (financial, technology, citizen services, operation and maintenance, among others).

The ESMF for MDP-4 is an integral part of the Operation Manual (OM) of the MDLF prepared for the purposes of implementing the MDP-4 and the resettlement framework document, "Land Acquisition and Livelihood Framework (LALF)" which was prepared for the MDP.



### **Legal Framework:**

This ESMF is prepared in compliance with the World Bank ESF and ESSs, the World Bank Group (WBG) Environmental, Health and Safety (EHS) Guidelines, WB Technical Notes, and Good International Industry Practices (GIIP) as well as the Palestinian E&S management regulations.

### **Environmental and Social Classification and Assessment of Risks and mitigation measure:**

The environmental risk rating is Substantial. The infrastructural sub-projects under component 1 are generally associated with low-to-moderate environmental risks with potential adverse environmental impacts that are reversible, temporary in nature and scope, and ones that can be easily and cost effectively mitigated. However, climate change mitigation and adaptation works targeting more than one municipality under Component 3 are expected to cause impact on biodiversity conservation depending on the sub-project spatial location and the scale of interventions. This is further compounded by the low capacity of the municipalities to manage sub-projects related to climate change that could pose additional risk, therefore, the environmental risk rating of the subproject is raised to substantial.

Otherwise, the potential adverse environmental impacts are reversible, temporary in nature and scope, and can be easily mitigated. As such, the potential risks and impacts are likely to be predictable and expected to be temporary and/or reversible; low in magnitude; site specific, without likelihood of impacts beyond the actual footprint of the project; low probability of serious adverse effects to human health and/or the environment (e.g. do not involve use or disposal of toxic materials, routine safety precautions are expected to be sufficient to prevent accidents, etc.); and risks and impacts can be easily mitigated in a predictable manner.

Some of sub-projects such as roads, water/wastewater, public facilities, electricity and energy, solid waste, supply tools and equipment, could potentially have adverse environmental impacts that may range from: (i) cutting of mature trees along the expanded ROW; (ii) health & safety of workers and communities within the project areas; (iii) exposure of population in urban and semi-urban centers along the ROW to noise, vibrations, air pollution and safety risks from civil works; (iv) generation and dumping of debris (excavated soils); (v) risk of traffic and road safety; (vi) land acquisition along the expanded ROW; (vi) temporary economic displacement of some vendors and businesses along the ROW and in market areas where some rural roads will be constructed and/or rehabilitated; and, (vii) risk of GBV/SEA/SH.

The project is expected to have a number of social benefits including (but not limited to) providing support to municipalities for local service provision and infrastructure development, technical assistance/capacity building also including for participatory planning and social accountability, and increased climate resilience. However, certain risks have been identified that will need to be mitigated as required. The main social risks include: i) land acquisition and temporary restrictions to land use: while the project will not involve large scale private land acquisition or physical resettlement, there may be potential risks, under Component 1, associated with some small-scale land taking for the expansion of ROW, if required, for rehabilitation and maintenance of water networks, and construction and rehabilitation of roads. Similarly, while activities including construction and rehabilitation of public facilities (e.g. schools, clinics, public centers, solid waste facilities etc.) are generally implemented on public land, some private land taking may be needed in cases where public land is not available. Final determination of land needs will be done



during subproject preparation. There is also a potential risk of temporary restriction to land use and consequent negative impacts during construction on small enterprises (e.g. shops, kiosks) particularly in commercial areas. Risks will be assessed during subproject preparation, and mitigation measures proportionate to the risk level will be included in site-specific instruments based on the project's Land Acquisition and Livelihood Framework (LALF) (further discussion under ESS5). ii) Risks related to labor use and OHS: no large-scale labor influx or construction of large labor camps will be required under the project. The project includes a range of construction activities (small to medium (e.g. excavation, backfilling etc.) that will be spread across locations in the West Bank and Gaza and it is planned that local labor will be employed for and meet the needs of construction activities. A determination of the scale and relevant mitigation measures in this regard will be made during subproject preparation. Overall labor management risks including, OHS, working terms and conditions and minimum age, will need to be mitigated, (further discussion under ESS2). iii) community health and safety: the project also entails impacts pertaining to community health and safety, particularly associated with COVID-19 and other communicable diseases and road safety (further discussion under ESS4). iv) social exclusion: additional risks include potential exclusion from or inequitable provision of project benefits (e.g. improved services, enhanced social accountability measures) and/or lack of meaningful engagement during preparation and implementation with women and marginalized groups (e.g. persons with disabilities, women headed households, youth, the poor, people living in Area C, communities in Access Restricted Areas (ARAs) and relatively rural/remote locations, communities more vulnerable to impacts of climate change etc.). The risk will be mitigated through participatory measures incorporated in the project design and the development and implementation of the Project SEP. The GM for MDP-3 will be used for MDP-4 (further discussion under ESS10). Based on the above and given the wide geographical scope of the activities and limited capacity of the municipalities and MDLF in implementing the Bank's ESF, the social risk rating is Substantial.

The ESMF sets forth the basic principles and guidance the project will be following during sub-project implementation once the physical footprints are known, including E&S screening and the preparation of site-specific ESIAs/ESMPs. All environmental and social (E&S) risk management instruments will be the subject of consultation with the beneficiaries and stakeholders. All E&S instruments will be publicly disclosed in the respective municipality and MDLF websites prior to the physical start of project or activity implementation.

MDP-4 is assessed as low on GBV/SEA/SH risk. The Project will not require establishing labor camps or experience any labor influx or issues related to the presence of migrant workers. Most sub-project activities will be implemented employing small numbers of workers who will be employed locally. Supervision during construction will also managed easily and involve consultation with community members. Hence, the risk of GBV/SEA/SH during construction and/or the spread of diseases such as COVID-19 to the other workers and community is not expected. The GBV/SEA/SH risks will continue to be monitored during project implementation.

For component 5, Contingent Emergency Response (CERC), this component will support the response to imminent crisis and emergencies for subproject activities of similar nature of the project. The CERC won't finance any sub-projects or activities of high-risk and substantial. The ESMF provide an exclusion list for the CERC component in case of activation described in chapter 7.



### **The Project Environmental and Social Management and Monitoring Instruments:**

Upon finalizing the environmental and social screening of the identified sub-project, the MDLF supported by E&S consultants will recommend to the municipality the appropriate environmental and social instruments/plans/checklist to be prepared. and what are the environmental and social clauses and conditions that will be included under the respective sub-project bidding documents. For sub-projects with low to moderate E&S risks, the participating municipality with the help from MDLF E&S consultants will prepare the required E&S instruments/plans. For sub-project with moderate or substantial E&S risk rating; the site-specific ESIA/ESMP will be prepared by the municipalities supported by MDLF E&S consultants, reviewed and cleared.

The review and clearance procedure will be identified in the Project Operational Manual (POM). Moreover, MDLF will share the site-specific ESMP/ESIA with the Environment Quality Authority (EQA) for review and clearance, if required.

This ESMF provides templates of site-specific sectorial ESMP/ESMP checklist/ESIA, in addition to generic mitigation measures and monitoring requirements of the risks and impacts of construction sub-projects. The municipalities with support of MDLF consultant will use the provided templates in the ESMF to prepare the site-specific instruments. The site-specific instruments/reports shall be included in the bidding documents. Compliance with instruments shall be required by contractors, subcontractors, primary suppliers, and their workers.

The Land Acquisition and Livelihood Policy Framework updated to Land Acquisition and Livelihood Framework (LALF) which was prepared for MDP-3 is updated to reflect the related issues under MDP-4 in compliance with the requirements of ESS5.

### **Stakeholder Engagement and Grievance Mechanism:**

To fulfill the requirements of ESS10, MDLF has prepared stakeholder engagement plan (SEP). The purpose of a Stakeholder Engagement Plan is to explain how Stakeholder Engagement will be practiced throughout the project life cycle and which methods will be used as part of the process; as well as to outline the responsibilities of MDLF in the implementation of stakeholder engagement activities.

The municipalities and the MDLF will disclose on their websites (<http://www.mdlf.ps>), project information and all key E&S documentations including Environmental and Social Framework (ESMF), Stakeholder Engagement Plan (SEP), Labor Management Procedures (LMP), Environmental and Social Commitment Plan (ESCP), Land Acquisition and Livelihood Framework (LALF), site specific Land Acquisition and Livelihood Plans site-specific (LALPs) and the site specific ESMPs to allow stakeholders to understand the risks and impacts of the project, and potential opportunities. The information will be disclosed in local language, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, women, mobility, differences in language or accessibility).



The grievances mechanism (GRM) which was developed for MDP-3 will be used for MDP-4 to manage potential complaints from the beneficiaries and the affected communities. A set of specific procedures to be followed through the implementation of MDP-4 project are described in the SEP.

#### **Institutional and Implementation Arrangements:**

The MDLF, which is the entity with the legal mandate to provide direct development assistance to municipalities, has the overall responsibility for managing the MDP-4 Project. It will be responsible for all technical planning, financial management, procurement, social and environmental risk management, and communications with the World Bank. It will cascade down responsibilities in these areas including the responsibility for implementation of this ESMF to the benefiting municipalities, contractors and sub-contractors, and will maintain overall monitoring responsibility in regards to these activities. MDLF will also be responsible for the E&S risk management of the CERC component. MDLF shall maintain the already existing qualified staff, including one Environmental Specialist and one Social Specialist in the West Bank office and one Environmental Specialist and One Social Specialist in the Gaza office, and resources to support management of ESHS risks and impacts of the Project including by a group of independent environmental and social consultants. This team will assist municipalities in ensuring compliance with environmental and social risk management requirements, and also build their capacity. The role and responsibilities of the different parties, specialists and consultants for managing of risks are detailed in chapter 8.

#### **E&S monitoring:**

The MDLF will oversight the contractor's compliance with the environmental and social instruments during the project implementation. The participating municipality through its supervision engineers, with support from the MDLF E&S consultants, is responsible for monitoring the contractors' compliance on a regular basis with the ESHS including Occupational Health and Safety (OHS) requirements during the construction phase of the project. Contractors will be responsible for implementing the ESHS and OHS requirements in the ESIA/ESMP and compliance with the project LMP during the construction phase including the environmental and social guidelines. MDLF will prepare and submit to the related donor and the World Bank semiannual E&S monitoring reports.

A comprehensive monitoring for the E&S requirements of the project has been developed and detailed in Chapter 11. A capacity building and training program for both the benefiting municipalities, contractors and the E&S staff has been elaborated and will be implemented early in the project.

#### **ESMF Cost Implication:**

The estimated costs for the implementation of the ESMF are 780,000 EURO (823,000 USD). The breakdown of the estimated costs is presented in chapter 13. The costs are exclusively devoted to environmental and social monitoring. The cost of preparing the design and implementation of mitigation measures will be financed from the grants issued to the municipalities for implementing the subprojects.



## 1. INTRODUCTION

### 1.1 Project Background

In 2009, the Palestinian National Authority (PNA) has initiated a national Municipal Development Program (MDP) to support local development in the country with specific focus on improving capacities of municipalities to provide better services to the Palestinian citizens. The Municipal Development and Lending Fund (MDLF), as the national development agency in the local government sector, has been mandated to implement the MDP.

The MDP is a multi-phase national program that has been financed by the Palestinian government and several financing partners (FPs), including; World Bank (WB), German Development Bank (KfW), Danish International Development Assistance (DANIDA), Swedish International Development Assistance (SIDA), Swiss Agency for Development Cooperation (SDC), International Cooperation Agency of the Association of Netherlands Municipalities (VNG), Belgian Technical Cooperation (ENABEL/BTC), French Development Agency (AFD), the European Commission (EC), and German Technical Cooperation (GIZ).

The MDP is designed to contribute to the larger Palestinian Government objectives related to strengthening local governments by enhancing their efficiency and effectiveness in managing their municipal affairs by moving them towards fiscal stability over the longer-term. The first phase of the MDP spanned over a three years period from 2010 to 2013. The second phase of MDP started in 2014 and was concluded in 2017. The third phase of the MDP is designed to be implemented from 2017 – 2022.

The three phases of the MDP have targeted all municipalities and provided municipalities with a combination of technical assistance (TA) and annual performance-based grants for priority sub-projects that would improve municipal service delivery. The performance-based grants (known as the Grants Allocation Mechanism-GAM) was designed to create incentives for municipalities to introduce management principles to enable progress towards creditworthiness.

Building on the success and lessons of the MDP project series, the WB&G Resilient Local Government and Municipal Services Project (RLGMSP, the Project, nationally called the MDP-4) is the next iteration in the series of Municipal Development Projects (MDP-1, MDP-2, and MDP-3) and, will continue to support municipalities to successfully deliver their service delivery mandates. The Project will also support central level reform required to create an enabling environment for improving municipal financial sustainability and accountability. Sub-projects under the Project will include (but are not limited to) the construction/rehabilitation of roads rehabilitation, street lighting, public buildings, public parks, and water and sewage as part of the project eligible list.

The MDP-4 activities are expected to have positive impact on the municipal public services provided to the local communities. However, in order to ensure that there are no negative environmental or social impacts emerging from MDP-4 project, this Environmental and Social Management Framework (ESMF) is prepared. The framework assesses environmental and social risks and prescribes mitigation measures and a management structure to ensure implementation of these measures.



## 1.2 Objectives and Scope of the ESMF

The main purpose of this ESMF is to establish procedures and methodologies for environmental and social assessments as well as to review, approve and implement investments to be financed under the project as the nature, scope and locations of activities becomes known during the implementation of the project.

This ESMF has been developed as the E&S instrument for assessing, managing and monitoring E&S risks and impacts of the project given that the full nature, scope and geographical locations were not known at the time of preparing the ESMF. The ESMF establishes the screening processes and tools to be directly implemented by the benefiting municipalities and contractors in assessing the risks and impacts of the sub-projects. This will facilitate the recommendation of appropriate mitigation and monitoring measures for each subcomponent and/or activity.

The ESMF describes the policy and legal framework in which the E&S Standards are embedded, including national laws and regulations, and the World Bank Environmental and Social Framework (ESF) and supporting instruments. It further lays out an environmental and socio-economic baseline; classifies the E&S risks and mitigation measures. The document then explains the institutional and implementation arrangements for the project and for the ESMF and lays out the Monitoring Plan for the ESMF. It also lists the Project Grievance Mechanisms (GM) and explains anticipated training and capacity development initiatives.





## 2. PROJECT DESCRIPTION

This section aims at describing of the fourth stage of the Municipal Development Program (MDP 4); its components, scope of work, and the capacities of MDLF and municipalities to manage it.

### 2.1 Project Components

The new program MDP-4 (2022-2025) consists of five main components as the following:

#### **Component 1: Performance Based Service Delivery Grant Transfer**

Through this component the project will provide participating municipalities with the performance-based grant financing needed to advance in the process of fulfilling their mandated service delivery responsibilities. To participate municipalities will have to first comply with a series of Minimum Conditions (MCs) which are the basic requirements that all participating municipalities should comply with to become eligible to receive the grants tied to the achievement of performance measures. The grants will finance municipal infrastructure sub-projects that participating municipalities will identify and prioritize based on their Strategic Development and Investment Plan (SDIPs). Municipalities will identify such sub-projects through a participatory public consultation process and will be limited to the sectors outlined in the legal framework. It will finance the transfer of two cycles of bi-annual grants and investments, the first of which will occur during the first year of project implementation and the second two years later. These will be composed of two sub grants, the first of which will be based on an evaluation of municipal needs, the second will be performance based, where the allocation will be determined by a formula that considers the achievement of Performance Measures (PMs). This is a similar approach to the one taken as part of the MDP project series, but with a significant stronger focus on the performance of municipalities

#### **Component 2: Sector Policy and Institutional Development**

This component, implemented by MDLF, is designed to reinforce and complement Components 1 and 3 with targeted technical assistance (TA), policy guidance, and capacity building training for various public agencies at the national and local level. Its primary aim will be to strengthen intergovernmental systems by improving regulatory oversight of the sector; increase transparency and accountability in administering the intergovernmental fiscal system; develop ways and means of improving local government revenues (including fiscal transfers and own-source revenues); and provide on-demand technical support to participating municipalities seeking to meet performance criteria or improve their resilience and climate change related planning and implementation efforts.

##### **Sub-component 2.a: On-demand Capacity Development Support for Municipalities.**

As participants in the performance grant financing scheme municipalities will be eligible to receive support under this component to strengthen their budget preparation, financial management, procurement, spatial planning, operations and maintenance programming, social accountability, credit worthiness and e-governance. This Component will also fund pre-investment studies for civil works capacity and sustain results achieved. Detailed description of capacity development packages will be reflected in the Project Operation Manual (POM).



#### Sub-component 2.b: Policy and Institutional Development Support for PA institutions.

This sub-component will support the Ministry of Local Government (MOLG) in its capacity as policy maker and regulator of the local government sector, specifically through the reform and policy agenda for the local government development. In addition, it will support MDLF in its evolving role as a financial intermediary for municipalities, including strategy development, market analysis and other relevant studies to strengthen Local Government Unit (LGU) access to private and concessional financing.

### **Component 3. Competitive Grants for Natural hazard and Climate Change Resilience**

In alignment with National Policy 31 “Ensuring a Sustainable Environment” of the National Development Plan 2021-2023, the component will support municipalities to reduce natural hazard related risks in support of the efforts of the Palestinian Authority (PA) to alleviate climate change impacts and reduce all forms of environmental pollution. The component will cover TA as well as offer financing of small-medium scale physical works. More specifically this component will cover:

#### Subcomponent 3.1. Natural hazard and climate change risk assessments.

Building on the recent urban hydrological, climatological and climate change risk research carried out by the World Bank, as well as the resilience plans developed for 20 large municipalities under the Third Municipal Development Project (MDP3), the subcomponent will support the development of primary and secondary level Urban Risk Assessments (URA) for natural hazard risks for additional 40 municipalities

#### Subcomponent 3.2. Natural hazard and climate change adaptation structural works.

The subproject will support the identification, design and construction of natural hazard risk mitigation works from the municipalities that have developed resilience plans. The selection of works will ultimately be carried out by the MDLF through a competitive window, where municipalities will propose risk mitigation interventions.

### **Component 4: Project implementation support and management**

This component will finance the functioning of the teams that are part of the MDLF supporting the implementation of the project. It will finance the management costs of the MDLF as well as the required goods, consultant services (local technical infrastructure supervision) and non-consulting services needed for the effective monitoring and evaluation, ESF management, procurement, outreach and communications for the project.

### **Component 5: Contingent Emergency Response**

**Providing immediate response to an Eligible Crisis of Emergency, as needed.** The objective of this Component is to support the response capacity in the event of an emergency by reallocating funds from other project Components or serving as a conduit to process additional financing from other funding sources for eligible emergencies to mitigate, respond to and recover from the potential harmful consequences arising from the emergency.



## 2.2 Project beneficiaries

The participants of the project are all 159 municipalities in the WB&G. The beneficiaries are the population in all the municipalities estimated at 3.8 million people representing 75 percent of the total population of the WB&G.

## 2.3 Project Location

The project will be implemented across the West Bank and Gaza (WB&G) and will target all 159 municipalities in the 16 governorates in the WB&G. A list of municipalities per each governorate is included in Annex (0)



Figure1 : Distribution of Governorates in Palestine

## 2.4 Project Scope of Work

MDP-4 will finance investments or activities that are within the legal mandate of municipalities as per the Local Authorities Law of 1997 or revision thereof; it aims to enhance the municipal services in addition to enhancing the institutional municipal capacities and resilience in West Bank and Gaza Strip. MDP-4 subprojects fall within but not limited to the following sectors:



- Road Rehabilitation and Maintenance Services: Goods and works for construction, maintenance, rehabilitation and reconstruction of new/existing internal roads, including traffic signs, road line demarcations, safety rails, traffic signals, street lighting, sidewalks, road maintenance tools and equipment; fuel and vehicle insurance. Large scale sub-projects with high risk will be excluded such as regional highways, railways, underground stations, etc.
- Water and Wastewater Services: Installation, maintenance, extension and rehabilitation of municipal water and sewerage networks (if only served by wastewater treatment plant), rehabilitation of wells and reservoirs; provision of chemicals for water purification; repair and maintenance of equipment, such as pumps, generators, vacuum tanks, and vehicles; purchase of spare parts (based on an existing maintenance plan), and fuel; the extensions of networks and purchase of new equipment and vehicles only for projects being part of the priorities of a municipal development plan. Storm water drainage networks, and flood management. Large scale sub-projects with high risk will be excluded such as wastewater trunk lines, and wastewater collection networks that are connected to an operating treatment plant, large water desalination plants, large wastewater plants, dams, large scale drainage systems, etc.
- Public Facilities: Establishment/construction, rehabilitation and equipment of parks, kindergartens, youth centers, cultural centers, small public market infrastructure, municipal buildings and facilities, and bus stations. Large scale sub-projects with high risk will be excluded such as large/mega markets with large infrastructure, etc.
- Electricity and Energy Projects: Electricity and energy projects, including goods and works for rehabilitation of distribution networks, street lighting, energy efficiency and renewable energy related projects for the benefit of municipalities. Large scale sub-projects like waste to energy, with high risk will be excluded such as large power plants, etc.
- Solid Waste Management: Solid waste containers, tools, trucks and compactors used for solid waste collection and disposal, spare parts for solid waste trucks, equipment and materials based on a solid waste management concept; in addition, service contracts for solid waste collection, as well as labor, dumping fees, fuel, vehicle lubricants, insurance, and other related direct running costs for municipal service provision. Large scale sub-projects with high risk will be excluded such as construction of landfills, etc.
- Other Services: Eligible Recurrent Expenditure list has been expected in West Bank and Gaza Strip aiming to assist municipalities to sustain their services and combat the spread of COVID-19. The eligible list detailed in the operational manual was updated to include equipment and supplies, Personal Protect Equipment (PPE) and Wear adhering to health and safety guidelines issued by the WHO and MOH. Moreover, municipalities where also have been given an opportunity to paying fees of wastewater disposal into identified wastewater treatment plants, and supplying potable water through tankers to help sustain hygienic conditions to combat the disease, in addition paying the fees of solid waste collection and disposal.
- Capacity Building: upgrading of the existing capacity building packages which are: financial packages, E-municipality, citizens' services center, citizenship package and operation and maintenance. In addition to develop new capacity packages which will help municipalities to prioritize necessary institutional development and prepare and implement building packages with more focus on quality requirements and infrastructure resilience standards and support municipalities in the assessment of risks, with specific attention to climate change risks. Climate



change: build the capacity of municipalities to integrate climate change into management practices, manuals and guidelines. In addition to build the capacity of MoLG and MDLF through conducting climate change training courses, taking policies and guidelines from EQA and integrating climate change in manuals.

Climate change will be integrated along all project's components. The project will be selected, designed and implemented in response to climate change adaptation and mitigation measures.

### 3. POLICY AND LEGAL FRAMEWORK

#### 3.1 National Regulatory and Policy Framework

Since the establishment of the Palestinian Authority in 1995, the Government of Palestine has developed policies and legislations related to environmental and social standards. The policies and laws provide procedures to be followed in the planning and implementation of project activities in order to execute the project to the maximum benefit.

The legal and institutional framework concerning the West Bank and Gaza is quite exceptional. The laws and regulations applied vary, depending on whether the project is in Areas "A" "B" or "C" according to the OSLO interim agreement between the Palestinian National Authority and Israel. The relevant laws span the Ottoman regime, the British Mandatory period, the Jordanian administration of the West Bank, the Egyptian administration of the Gaza, the Israeli occupation of Palestine, and the PA administration over certain areas.

#### **The Palestinian Basic Law (2003)**

**The Palestinian Basic Law** asserts the right, in its article 33, to a "clean and a balanced environment as a basic right of every Palestinian" and the national duty for "preservation of the Palestinian environment for the sake of both present and future generations". The Palestinian Basic Law functions as a temporary constitution for the Palestinian Authority. The Basic Law was passed by the Palestinian Legislative Council in 1997 and ratified by President Yasser Arafat in 2002. It has subsequently been amended twice, in 2005 it was amended to conform to the new Election Law.

#### **Palestinian Environmental Law (1999)**

The Palestinian Environment Law covers the main issues relevant to environmental protection and law enforcement. The law 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, and natural, archeological, and historical heritage protection.
- Environmental Impact Assessment (EIA) 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.



- Pest control products

### The Palestinian Environmental Assessment Policy (PEAP)

The Palestinian Environmental Assessment Policy (PEAP) was approved by decree No: 27- 23/4/2000. It supports the sustainable economic and social development of the Palestinian people. Specifically, the PEAP objectives are to: (i) ensure an adequate quality of life in all aspects, and ensure that the basic needs and social, cultural, and historical values of the people are not negatively impacted as a result of development activities, (ii) preserve the capacity of the natural environment, (iii) conserve biodiversity and landscape, and promote the sustainable use of natural resources, (iv) avoid irreversible environmental damage, and minimize reversible environmental damage from development activities.

Under the PEAP, proponents of public and private projects are required to submit an Application for Environmental Approval that informs the EQA and relevant approving authorities of the intended project activities. Subsequently, a determination is made whether an Initial Environmental Evaluation (IEE) or a detailed EA is required. If neither an IEE nor EA report is required, the EQA, in coordination with the EA Committee, will determine if an Environmental Approval will be granted and, if so, under what conditions.

Complementary to the abovementioned, the environment is also regulated in other laws, most importantly in the following seven fields.

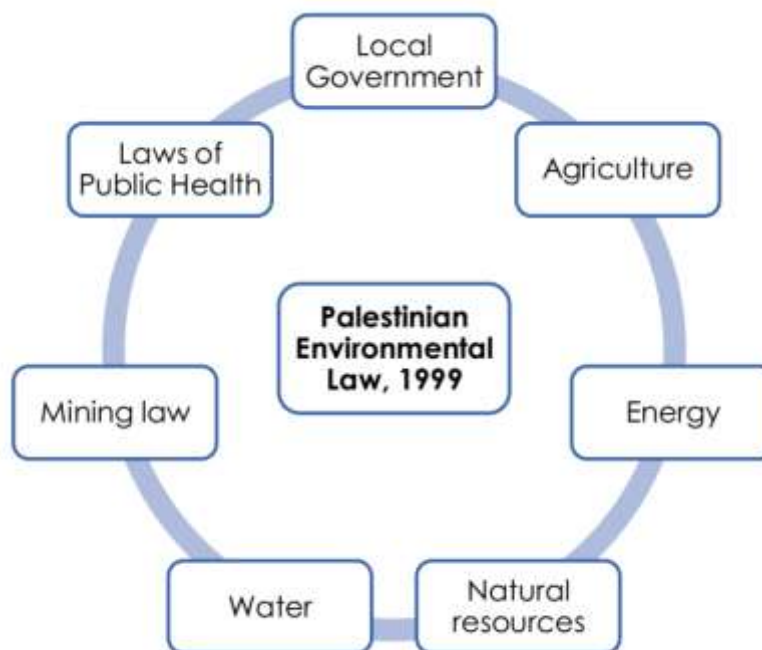


Figure 2: Complementary Laws to the Main Environmental Legislation



These sector-based laws cover environmental protection in their scope of relevance in that specific sector and they include:

- Law no. 20 of Public Health, 2004;
- Law no. 2 of Agriculture, 2003<sup>1</sup>; aims at enabling the sustainable use of natural resources, the agricultural capital, and forestry and forest trees. The law also aims at preventing the decline in the production value of land uses due to climate change and humanitarian activities. The following articles are relevant to the MDP 4: Articles No.14 and No. 16 uprooting forest trees.
- Decree No. 14 Water Law, 2014 (new Water Law);
- Law no. 1 of Natural Resources 1999;
- Law No. (12) of 1995 on the establishment of the Palestinian Energy Authority and the Legislative Decree No. 14 of 2015 on renewable energy and energy efficiency;
- Law no. 15 of Industrial Estates and Free Industrial Zones, 1998 and Legislative Decree No. (10) of 2011 on the law of industry;
- Law no. 1 of Local Bodies Councils 1997.
- Palestinian Cabinet Decree on Adopting the General Policy for the Disposal and Treatment of Electronic Waste – June 2021 (02/113): This decree sets the requirements for the management and disposal of e-waste generated from governmental and public institutions and provides the definition of e-waste as hazardous waste. The decree sets forward the collection, storage, transportation, auctioning, and disposal requirements.

*Relation to the project: This policy is the foundation of all environmental assessment requirement in Palestine.*

### **Jordanian planning law or the “Cities, Villages and Building Law No. 79, 1966**

Historically, the legislation for urban planning in Palestine started towards the end of the Ottoman era (the Ottoman Period is 1850-1917) with the promulgation of the Provincial Municipalities Law of 1877. Under this law, 22 municipal councils were established.

The history of first urban plan in Palestine was set up by the British Mandate in 1922, which was conducted for cities only. In 1936, it was modified to include the regional level as the main statutory planning system or law to construct the planning system, with the Law 31/1955 that managed the urban planning process in the West Bank.

**The Jordanian planning law or the “Cities, Villages and Building Law No. 79, 1966”**, in addition to defining the planning structure and the functional relationships between the local, district, and national planning levels, provided for the participation and input from non-official organizations (such as the Engineering Association) and from the local communities whose interests are directly or indirectly affected by the plans. It also stipulated that village councils could act as local planning committees with powers similar to those exercised by the municipal councils.

**The local council law issued in 1997** has replaced the old law and is currently the prevailing council law (the local council law has replaced the Municipalities Law No. 29 of 1955 in for the provinces of the West Bank, the Municipalities Law No. 1 of 1934 for the Gaza Strip, the Law on Management of villages No. 5 of 1954 for the provinces of the West Bank and the Law on Management of villages No. 23 of 1944, for

<sup>1</sup> <chrome-extension://efaidnbmnnnibpcajpcglclefindmkaj/https://www.moa.pna.ps/uploads/LAWS/202201.pdf>



the Gaza Strip). The local council law was amended by the 2008 Law by Decree No. 9. The Local Authorities Law stipulates 27 areas that are under the LGUs' responsibility, namely (*Town planning, Building licensing and construction control, Water supply, Electricity supply, Sewage management, Public markets management, Licensing of trades and businesses, Public health monitoring, Collection and disposal of solid waste, Public storage control, Public parks, Cultural and sports activities, Public transport (land and sea), Control of peddlers and open markets, Weights and measures control, Advertisement control, Building demolition, Disposal of remnants of roads, Social services for the poor, Cemeteries, Precautions against floods, fires and natural disasters, Hotel operation control, Regulation of pack animals, Canine control, Budget approval and management, and Management of the local government's assets and funds*).

In 2011, the Council of Ministers issued the Council of Ministers' Decision No. 6 on Buildings and Regulation of Local Authorities (2011), which included new regulations, which amended the Building and Zoning bylaw that was based on the Jordanian law of 1966.

In 2020, the Council of Minister issued the Council of Minister' Decision No. 13 to amend the Buildings and Regulation of Local Authorities (2020), which included amending number of materials as follows:

Amend the articles (16), (3/18), (20), (4/21), (5/24), (3/44), (6, 3, 1/52) by delete the term "official newspaper.

Amend the articles (40/2), (1/13), (1/21), (6, 2/24) by replacing the term "official newspaper" with the term "two local newspapers".

## **Land ownership and Land Expropriation Law**

**Land Ownership Law 3, 2011** addresses ownership, acquisition and compensations. This law amended Law 2 the Year 1953. The law stipulates all the regulations and procedures related to the acquisition of private land for public interest projects. It defines the meaning of public interest projects and presents the entitlement requirements including land registries and ownership documents needed to prove the affected person entitled to compensation. It also regulates the cases where disputes over ownership may occur.

**Land Expropriation Law 2/1953:** According to Law No.24 of year 1943 modified by Law No. 2 of the year 1953 on "Land Expropriation for Public Projects" and its articles (3) and (21), the Government can expropriate up to 25% of any privately-owned land for public interest reasons -without compensating the owners for the value of the land being expropriated. Exceptions are made to owners who prove to be largely damaged by this land expropriation. However, owners are entitled to compensation for all crops and trees, buildings and fixed structures on the expropriated 25% area of the land. In case an entire plot of land is required, the promoter has to submit an official request to the Secretariat of the council of ministers with land limits, coordinates and lot numbers. A dedicated evaluation inter-ministerial committee will assess the land value and will submit the evaluation results report to the secretariat of the council of ministers for approval. A presidential decree is issued accordingly and the budget for compensation is made available at the ministry of finance. No one (owner or user) can financially benefit from the acquired land after the date of the presidential decree (cut out date).

In case the Government needs the whole plot of land, negotiations are made to reach an agreement with owners. However, in case of pressing time demands to expropriate land to a specific project serving public





interest, the Government is entitled to seize the land immediately and then to initiate compensation negotiations with owners/users (Law 2/1953, Article (12)). Further discussion is included under the LALF

### **Palestinian Grievance bylaw**

The right of the public to complain in Palestine is ensured by the grievance bylaw. It was approved by the Ministerial Cabinet on 9/3/2005 and updated on 8/3/2009. Citizens and beneficiaries related to an action or a project can raise their complaints anytime during the implementation and operation of the project and that their complaints must be settled.

### **Jordanian Heritage law No. 51**

The law for the year 1966 manages case of accidental findings of any antiquities or PCRs, as well Tangible Cultural Heritage Law 2018

### **Labor Law No. 7**

It was ratified in 2000 and replaced the 1960 Jordanian Labor Law in the West Bank and the 1964 Egyptian Labor Law in the Gaza Strip. Labor Law No. 7 is organized into 10 sections covering number of issues:

- General Provisions and Principles section: Makes work a right for each workable citizen;
- Employment, Occupational Training and Guidance;
- The Individual Work Contract section covers the various methods of agreement, the composition of the contract, its duration, expiration and termination;
- Collective Labor Relations are summarized in the Labor Unions section;
- Requirements and Conditions of Work section covers working hours and weekly holidays, leave, salaries and occupational safety and health;
- Regulation of the Work of Minors (from 15 to 18 years old);
- Regulation of the Work of Women section;
- The Labor Inspection section authorizes members of The Commission of Labor. Inspection to enter the workplace, make inquiries with employers and/or workers; and
- Work Injuries and Occupational Diseases
- Penalties and Conclusive Provisions.

The Labor Law No. 7 is supplemented with about 30 bylaws that were ratified during 2003, 2004, 2005 and 2006.

Further discussion on the Labor Laws and regulations is discussed under the Labor Management Procedures.

## **3.2 Institutional Framework in Palestine**

### **3.2.1 Environment Quality Authority**

The Environment Quality Authority was established in August 1998 by a decree from the President of the Palestinian National Authority.



EQA plays an important role as the planning, coordinating and executive body to improve environmental standards and attitude in the Palestinian Territories. Being the central representative authoritative body responsible for all environmental issues in the Palestinian Territories, EQA addresses all environmental constraints, including natural resource depletion and environmental pollution, as an approach towards sustainable development.

### **3.3 World Bank Environmental and Social Management Framework and Relevant Standards (ESSs)**

#### **3.3.1 Environmental and Social Framework (ESF)**

The World Bank Environmental and Social Framework sets out the World Bank's commitment to sustainable development, through a Bank Policy and a set of Environmental and Social Standards that are designed to support Borrowers' projects, with the aim of ending extreme poverty and promoting shared prosperity. There are ten Environmental and social standards (ESSs). The ESSs set out the requirements for borrowers relating to the identification and assessment of environmental and social risks and impacts associated with projects supported by the Bank through Investment Project Financing. The Bank believes that the application of these standards, focusing on the identification and management of environmental and social risks, will support borrowers in their goal to reduce poverty and increase prosperity in a sustainable manner for the benefit of the environment and their citizens. The ESSs are:

- ESS1: Assessment and Management of Environmental and Social Risks and Impacts.
- ESS2: Labor and Working Conditions.
- ESS3: Resource Efficiency and Pollution Prevention and Management.
- ESS4: Community Health and Safety.
- ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement.
- ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources.
- ESS7: Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities.
- ESS8: Cultural Heritage.
- ESS9: Financial Intermediaries.
- ESS10: Stakeholder Engagement and Information Disclosure.

The applicability of the World Bank Environmental and Social Standards to the MDP-4 is described in annex 4.

#### **3.3.2 WBG Environmental, Health, and Safety (EHS) Guidelines and Technical Note**

MDP-4 will further apply the WBG General EHS Guidelines from 2007, which are guidelines that contain the performance levels and measures that are acceptable to the WB. Where the national regulations differ from the levels and measures presented in these guidelines, the MDP-4 will aim for whichever is more stringent.



The following Good Practice Notes will also be consulted to ensure that mitigation measures developed are aligned with best industry practices: Addressing sexual exploitation and abuse and sexual harassment (SEA/SH) in investment; Projects financing involving in major civil works, 2020; Addressing Gender based violence in Investment Project Financing involving major civil works, 2018; Gender, 2019; Road safety, 2019; and Managing the risks of adverse impacts on communities from temporary project induced labor influx, 2016.

The WB Technical Note “Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints of conducting public meetings” (2020), will also be applied. This Technical Note makes due reference to the WHO technical guidance in dealing with COVID-19, including: Risk Communication and Community Engagement Action Plan Guidance Preparedness and Response; Risk Communication and Community Engagement (RCCE) readiness and response; COVID-19 risk communication package for healthcare facilities; Getting your workplace ready for COVID-19; and a guide to preventing and addressing social stigma associated with COVID-19.

### 3.4 Other International Standards

The following international guidelines regarding to Environment, Health, and Safety and Labor conditions will be perused and Municipalities will be encouraged to refer to these international guidelines beside the Palestinian laws and guidelines:

#### ILO Core Labour Conventions

- Freedom of Association and Protection of the Right to Organise Convention, 1948 (CO87)<sup>2</sup>;
- Right to Organise and Collective Bargaining Convention, 1949 (CO98);
- Forced Labour Convention, 1930 (CO29);<sup>3</sup>
- Abolition of Forced Labour Convention, 1957 (CO105);<sup>4</sup>
- Equal Remuneration Convention, 1951 (CO100);<sup>5</sup>
- Discrimination (Employment and Occupation) Convention, 1958 (CO111);<sup>6</sup>
- Minimum Age Convention, 1973 (CO138)<sup>7</sup>; and
- Worst Forms of Child Labour Convention, 1999 (CO182)<sup>8</sup>.

The MDP-4 program will comply with all applicable Palestinian laws, policies and regulations that correlate the project planning, implementation and operations to environmental and social standards, as well as the applicable World Bank Environmental and Social Framework, WBG Environmental Health and Safety

<sup>2</sup> [Freedom of Association and Protection of the Right to Organize Convention, 1948 \(No. 87\) | OHCHR](#)

<sup>3</sup> [Convention C029 - Forced Labour Convention, 1930 \(No. 29\) \(ilo.org\)](#)

<sup>4</sup> [Abolition of Forced Labour Convention, 1957 \(No. 105\) | OHCHR](#)

<sup>5</sup> [Equal Remuneration Convention, 1951 \(No. 100\) | OHCHR](#)

<sup>6</sup> [Discrimination \(Employment and Occupation\) Convention, 1958 \(No. 111\) | OHCHR](#)

<sup>7</sup> [Minimum Age Convention, 1973 \(No. 138\) | OHCHR](#)

<sup>8</sup> [Worst Forms of Child Labour Convention, 1999 \(No. 182\) | OHCHR](#)



Guidelines (EHSGs) and Good International Industry Practices (GIIP), and the relevant ratified international labor laws and treaties.

#### **4. ENVIRONMENTAL AND SOCIAL BASELINE**

MDP-4 will target all municipalities in West Bank and Gaza Strip and will provide municipalities with a combination of TA and annual performance-based grants for priority sub-projects that would improve municipal service delivery.

Palestine consist of 16 governorates (11 in West Bank and 5 in Gaza Strip). The total population lives in West Bank and Gaza Strip is 5.164 million (PCBS, 2021) over an area of about 6,000 km<sup>2</sup> (West Bank: 5,655 km<sup>2</sup>, Gaza Strip 365 km<sup>2</sup>).

The environmental and social baseline of Palestine is described in Annex 3.



## 5. ENVIRONMENTAL AND SOCIAL RISKS and IMPACTS

### 5.1 Identification and Assessment of Risks and Impacts

#### Positive Impact

The project is expected to result in positive environmental and social impacts including (but not limited to) improving the service delivery at the municipal level (component 1), enhancing municipal capacity and including for participatory planning and social accountability (component 2), and natural hazard and climate risk resilience (component 3). The following are the positive impacts identified (as per sector) for component 1 and 3 which include the following:

- **Road Projects:** Reduce or prevent dust, improve drainage, minimize disturbances and obstacles and ensure road safety, especially in roads close to schools and markets. Pavement and sidewalks add positively to the people's attitude towards preserving these assets and therefore keeping their localities clean and safe.
- **Sewage and Water Projects:** Sewage and water projects improve the public health of the local communities and will provide ground water protection. After construction, the implemented projects will have no impacts on most of the physical environmental factors such as noise, dust, and air pollution. Water projects will improve the quality and quantity of water and ensure more system efficiency. The rehabilitation and maintenance of water networks will also reduce the losses due to water leakage and illegal house connections. Sewage projects will improve the health conditions, reduce leakage and have positive impact on water resources.
- **Supply Tools and Equipment:** Such projects improve the capacities of the local community staff and enable them to carry out their tasks with less time and in safe environment. The provisions of street sweepers, as an example, will adequately maintain the cleanness of roads and will prevent damage during the cleaning operation and minimize clogging of storm channels.
- **Public Facilities:** Generally, the construction and rehabilitation of schools, clinics, public centers or other buildings will increase the capacity of employees and improve the work environment and enhance accessibility of all stakeholders especially persons with disabilities to the facilities and the services. Building maintenance projects improve the physical conditions of the structures, improve safety conditions also enhance accessibility to the facilities.
- **Solid Waste Projects:** Solid waste management practices ensure natural resources protection, fewer and safer disposal sites, clean environment and



minimization of environmental, cultural, social, and economic effects. Provision of tools and equipment will enhance cleaning of streets and thus improve the health conditions; accumulation of wastes in roads and residential areas will be minimized or eliminated.

- **Electricity/Energy:** Improvement of electricity services will improve the living and safety conditions of the people. Provision of street lighting will improve the traffic condition in heavy populated areas and will have positive impacts on accessibility and minimization of accidents risks, provision of solar Photovoltaic and other applications of renewable energy would minimize municipal operational costs, but mainly would reduce environmental impact and risk related to conventional energy sources, and definitely would add to the global attempt to cut the greenhouse emissions.

#### Component 2:

Component 2 will support MDLF for institutional capacity development of Ministry of Local Government and municipalities, including packages to promote social accountability, preparation of pre-investment studies, and enhance financial management and credit worthiness, which may include the supply of computers and minor civil works for renovation and refurbishment.

#### Component 3:

This component will provide small-scale physical works and a few numbers of larger scale physical works expected in the second cycle including energy-efficient building rehabilitation, rooftop solar energy, urban nature-based solutions like green roofs, green corridors, urban parks, among other urban heat and flood management works. The positive impacts will be the same as for component 1 since this component will finance similar activities.

The project is expected to have a number of social benefits including (but not limited to) providing support to municipalities for local service provision and infrastructure development, TA/capacity building also including for participatory planning and social accountability, and increased climate resilience.

#### **Negative Impact**

The project is expected to have environmental and social risks and impacts associated with the provision of infrastructure sector selected by municipalities as sub-projects under Components 1 and 3 as summarized below. The project including the CERC component will not finance any sub-projects or activities of high and substantial risk nature. An exclusion list is provided in chapter 7. The applicability of the World Bank Environmental and Social Standards to the MDP-4 is described in annex 4.



The project activities will have potential adverse environmental risks and impacts which are mainly related to civil works activities in different infrastructure sectors, such as dust and noise emissions, interruptions to public services and infrastructure, road and traffic safety risk, and non-hazardous waste generation. Pollution and health risk due improper hazardous waste management, leakage from supplied oil and fuel, in addition to the e-waste management resulting the end of life of electronic equipment. Occupational health and safety (OHS) risks related to civil works, operations activities as well during waste collection, maintenance activities, and unexploded ordinances (UXO) during excavation at previously shelled sites in the Gaza Strip. The emission of dust, bio-aerosols, odors, and vehicle exhaust due to waste collection and transportation activities. Climate change mitigation and adaptation works targeting more than one municipality under component 3 are expected to cause adverse impact on biodiversity conservation depending on the sub-project scale and location. The supplies sub-projects are not expected to have adverse impact on the energy and resources efficiency. Most of the sub-projects are expected to be implemented in urban areas and not expected to affect cultural heritage resources, other than find of uncovered resources. The environmental risk of activities that will be identified under the CERC will be assessed upon identification, where an exclusion list for high risk activities is prepared and presented in section 7.2.

The project is expected to have a number of social risks that will need to be mitigated as required. The main social risks include: i) land acquisition and temporary restrictions to land use: while the project will not involve large scale private land acquisition or physical resettlement, there may be potential risks, under Component 1 and 3, associated with some small-scale land taking for the expansion of ROW, if required, for rehabilitation and maintenance of water networks, and construction and rehabilitation of roads. Similarly, while activities including construction and rehabilitation of public facilities (e.g. schools, clinics, public centers, solid waste facilities etc.) are generally implemented on public land, some private land taking may be needed in cases where public land is not available. Final determination of land needs will be done during subproject preparation. There is also a potential risk of temporary restriction to land use and consequent negative impacts during construction on small enterprises (e.g. shops, kiosks) particularly in commercial areas. There are also risks of elite capture, social conflict related to selection of subprojects, and lack of access to GM. Risks will be assessed during sub-project preparation, and mitigation measures proportionate to the risk level will be included in site-specific instruments based on the project's Land Acquisition and Livelihood Framework (LALF). ii) risks related to labor use and OHS: no large-scale labor influx or construction of large labor camps will be required under the project. The project includes a range of construction activities (small to medium (e.g.



excavation, backfilling etc.) and large scale (e.g. solid waste sanitary landfills and transfer stations)) that will be spread across locations in the West Bank and Gaza and it is planned that local labor will be employed for and meet the needs of construction activities. A determination of the scale and relevant mitigation measures in this regard will be made during subproject preparation. Overall labor management risks including, OHS, working terms and conditions, minimum age, and GBV/SEA/SH risks will need to be mitigated. iii) community health and safety: the project also entails impacts pertaining to community health and safety, particularly associated with COVID-19 and other communicable diseases and road safety. iv) social exclusion: additional risks include potential exclusion from or inequitable provision of project benefits (e.g. improved services, enhanced social accountability measures) and/or lack of meaningful engagement during preparation and implementation with women and marginalized groups (e.g. persons with disabilities, women headed households, youth, the poor, people living in Area C, communities in Access Restricted Areas (ARAs) and relatively rural/remote locations, communities more vulnerable to impacts of climate change etc.). The risk will be mitigated through participatory measures incorporated in the project design and the development and implementation of the Project SEP. The GM for MDP-3 will be used for MDP-4.

## 5.2 Environmental and Social Risk Classification (ESRC)

The environmental and social risk of MDP-4 is rated as substantial as some of the project activities under component 3 could substantially impact the physical environment. The possible risk of the other components 1 and 2 is classified low to moderate, and low, respectively. The identified risks and impacts are manageable and could be easily mitigated through conducting proper mitigation measures and monitoring plans. Table 1 provides a summary of project activities, the E&S impacts, expected risk assessment and expected ESF instruments under each component.





**Table 1: Categorization of Sub-Projects Based on ESS Requirements and Risk Classification**

Components/Sub-components	Activities/Specific tasks	Potential <u>Adverse</u> Impacts	Expected Risk Classification	Expected ESF Instruments
<b>Component 1: Performance and Service Delivery</b>	<ol style="list-style-type: none"> <li>1. Road Rehabilitation and Maintenance Services</li> <li>2. Water and Wastewater installation and maintenance.</li> <li>3. Public Facilities establishment and rehabilitation</li> <li>4. Electricity and Energy Projects (installation and rehabilitation including solar energy)</li> <li>5. Solid Waste Management: Collection, sweeping, transfer, and disposal</li> <li>6. Other Services (recurrent expenditures and supplies)</li> </ol>	<ul style="list-style-type: none"> <li>• Dust, noise, odor (ESS4)</li> <li>• Accumulation of construction materials and demolition waste (ESS3)</li> <li>• Pollution of soil due to inappropriate collection and disposal of market refuse and waste (ESS 3)</li> <li>• Uncontrolled discharge of waste and other effluents can contaminate the soil, and degrade the ecology. (ESS 3)</li> <li>• OHS risks for workers during construction. (ESS 2)</li> <li>• OHS risks from handling equipment (ESS2)</li> <li>• Safety risks for workers and community (notably</li> </ul>	Sub-projects of <b>low, moderate and few substantial risk sub-projects are anticipated</b>	Site-specific Sectoral ESMP, site-specific ESMP checklist (for low and moderate subprojects), Proper mitigation measures related to OHS, Waste management, Traffic, ERP, Traffic management plan, Management, Community Health and Safety, etc. to be added to the ESMP in addition to complying with general guidelines incorporated in Annex 13.



Components/Sub-components	Activities/Specific tasks	Potential <u>Adverse</u> Impacts	Expected Risk Classification	Expected ESF Instruments
		<p>children) during construction, in the vicinity of project works (ESS2 and ESS4)</p> <ul style="list-style-type: none"> <li>• Risk of Child labor and forced labor (ESS 2)</li> <li>• Impacts on right to land use and assets through permanent land acquisition (small portions) (ESS5)</li> <li>• Risk of GBV/SEA/SH, increase of vulnerability (ESS4)</li> <li>• Risks of traffic and road safety (ESS 4)</li> <li>• Chance Finds (ESS 8)</li> </ul>		
<p><b>Component 2: Capacity Development a: Capacity Development for Municipalities</b></p>	<p>TA, policy guidance, customized capacity building packages for municipalities.</p> <p>Supply of tools and equipment could be part of the capacity building package</p>	<ul style="list-style-type: none"> <li>• Whenever needs arise for TA, PMU will ensure that the ToR for respective TA initiatives provides for compliance with the ESF requirement should the envisaged activities have any direct or indirect</li> </ul>	<p><b>Low/Moderate</b></p>	<p>E-waste management guidelines (Annex 6). Mitigation measures related to OHS to be included in the Technical Specifications</p>



Components/Su b-components	Activities/Specific tasks	Potential <u>Adverse</u> Impacts	Expected Risk Classification	Expected ESF Instruments
		<p>relationship with the respective ESS standards</p> <ul style="list-style-type: none"> <li>• Labors' working conditions</li> <li>• Health hazards due to inappropriate disposal of e-waste</li> </ul>		
<b>b: Capacity Building for MOLG and MDLF</b>	Customized institutional development	<ul style="list-style-type: none"> <li>• N/A</li> </ul>	<b>Low</b>	Mitigation measures related to OHS to be included in the Technical Specifications
<b>Component 3 (Climate Change Initiatives)</b>	The scope of component (1), but with more positive impact based on some criteria such as climate change, vulnerable assessment, etc.	<ul style="list-style-type: none"> <li>• Physical impacts (dust, noise, odor, traffic, etc.)</li> <li>• Accumulation of construction materials and demolition waste</li> <li>• Health and safety of the workers and communities</li> <li>• Social and economic damage (removal of</li> </ul>	<b>Substantial / Moderate</b>	Site-Specific ESMP/ESIA Proper mitigation measures related to OHS, Waste management, Traffic, ERP, Traffic management plan, Management, Community Health and Safety, etc. to be added to the ESMP in addition to complying with general guidelines



Components/Sub-components	Activities/Specific tasks	Potential <u>Adverse</u> Impacts	Expected Risk Classification	Expected ESF Instruments
		<p>trespassing items, accessibility problems, etc.)</p> <ul style="list-style-type: none"><li>• Risk of GBV and road accidents. Increase of vulnerability</li></ul>		incorporated in Annex 13.
<b>Contingency Emergency Response CERC</b>	<p>This component will support the response to imminent crisis and emergencies and it will include: i) a new component; ii) new implementation arrangements; iii) a new disbursement category; iv) a disbursement condition on the new disbursement category; and v) new definitions in the appendix of the TFGWB Grant Agreement</p>	<ul style="list-style-type: none"><li>• To be determined</li></ul>	<b>Low and Moderate Risk. Substantial and High-risk activities will be excluded</b>	<p>The ESMF provide guiding principles for an exclusion of high and substantial risk activities. Amendment to MDP 4 ESMF will be carried out as per the new component scope of work and implementation arrangement. Accordingly, the E&amp;S instruments will be determined, In addition, POM will include further details based on the type of response to the emergency</p>



## 6. THE ENVIRONMENTAL AND SOCIAL MITIGATION MEASURES

In line with ESS 1, for the elaboration and implementation of the environmental and social mitigation measures, the project is adopting the following mitigation hierarchy approach:

1. Anticipate and avoid risks and impacts;
2. Where avoidance is not possible, minimize or reduce risks and impacts to acceptable levels;
3. Once risks and impacts have been minimized or reduced, mitigate;
4. Where significant residual impacts remain, compensate for or offset them, where technically and financially feasible.

For the identified E&S risks and impact as described in the previous Chapter, the following mitigation measures should be addressed.

### 6.1 Air Quality Deterioration

Risk of air quality deterioration during construction and rehabilitation works, is mainly due dust generation during excavation earthworks, and construction in addition to transportation of material. Though the following measures should be addressed during the sub-project implementation:

- Dust shall be suppressed by ongoing water spraying and/or installing dust screen enclosure at site
- Vehicles transferring material to be properly covered.
- Work activities causing dust generation should be avoided during windy days.
- During interior installation, installing dust screen enclosure at site Demolition, debris shall be kept in controlled area and sprayed with water mist to reduce debris dust
- The surrounding environment shall be kept free of debris to minimize dust.
- Machinery emissions should be within the Palestinian acceptable standards and store construction materials in pre-identified storage areas. Cover friable materials during storage. Wet the network of unpaved roads on site. Regulation of speed to a suitable speed limit (20 km/h) for all vehicles entering/ passing through the project site and promptly repair vehicles with visible exhaust fume.
- There will be no excessive idling of construction vehicles at sites

### 6.2 Noise

Noise/vibration anticipated to be generated during construction works by operating heavy machinery, i.e., use of excavators, cranes, heavy trucks, and generators, or during work activities. Therefore:

- Schedule activities with high or continuous source of noise and vibration after the working hours of public facilities as example and define work hours for any similar activity in consultation with the public facilities and the affected persons.
- Proper selection of access route and a restriction on the time for transportation of the work materials in consultation with the stakeholders.
- Properly maintained and serviced vehicles
- Traffic regulation signs and traffic calming measures



- Shutting down equipment/machinery when it is not directly in use

### 6.3 Generated Non-Hazardous Waste

Waste management plan should be prepared by contractor during the pre-construction phase of the sub-project and approved by the municipality and MDLF to implement it during the project- life cycle. The plan will be prepared for sub-project which has substantial impact of waste management. For sub-project with low-moderate impact, proper mitigation measures will be incorporated in the site specific- ESMP.

The waste management plan will assure safe management of wastes during the project-life cycle. There are two essential prerequisites to ensure that the plan is implemented – sufficient staff and financial resources. The plan covers all waste life cycle, i.e from generation, storage, collection, transportation and finally safe treatment or disposal. It is anticipated that solid waste will comprise of paper, wood, plastic, scrap metals, and glass. The overall volume is expected to be moderate.

**Generation:** Solid waste generated during construction mainly consists of municipal and construction and demolition debris/wastes shall be stored in a separate container. Waste should be separated from hazardous waste. In addition, as some waste can be reused, then segregation of waste should be carried out. For example, wood wastes will be given to factories that re-shape them and make them usable for fireplaces for residential purposes

**Collection:** Solid waste will be collected by contractor in coordination with local Joint Service Council for the approved landfill

**Disposal:** collected waste should be disposed in the closest six operational landfills existing in Palestine described in annex 3.

A waste management procedure will be revised to be aligned with the Palestinian National solid waste management strategy.

### 6.4 Generated Hazardous Waste

**Hazardous Wastes:** Sub-project activities are anticipated to generate hazardous wastes like comprise of fuel, oils, lubricants, hydraulic/insulating fluids and batteries, tires, metal drums and empty chemical containers, PV panels, scrap metals, plastic, batteries, metal drums, old meters and glass. Mitigation measures will be implemented proportional to the anticipated risk of hazardous wastes generation; hazardous wastes management plan will be prepared in compliance with Basel Convention and EQA requirements for sub-projects with substantial risk of hazardous wastes generation. The plan will be prepared by the contractor during pre-construction phase and approved by the municipality and MDLF. proper mitigation measures related to hazardous wastes will be incorporated in the ESMP for sub-projects with moderate risk of hazardous wastes generation.



According to article 12 of the Palestinian Environmental Law, Law7, the law forbids any one from handling (manufacturing, storing, distributing, using, treating, disposing) hazardous materials or waste except according to the regulations and instructions determined by the Ministry (EQA) in coordination with the competent parties. Therefore, it is essential to have a hazardous waste management plan that consists of the following:

- Any hazardous generated as a result of any activity during construction or by the end of the project life should be stored in separate containers. The containers should be labeled as “Hazardous waste”. Labelling system should be clear and well known to the public and workers to ensue general safety.
- Transportation of the hazardous waste container should be with special vehicle by special contractor. Before the start of transporting this hazardous waste, a form should be filled by the generator and transporter indicating the amount and type of hazardous waste.
- Trans- boundary of hazardous waste is not allowed unless a written permission is issued by EQA. The permission complies with Basel convention requirements.
- A hazardous waste record keeping should be created and checked by the environmental specialist from time to time to make sure that hazardous waste is well managed.
- Disposal of the PV panels and other hazardous waste will be according to EQA hazardous waste management regulations that meet Basel convention requirements.
- Existing technical facilities for treating and disposing of hazardous waste should be assigned before the start of the project.
- For emergency cases, all workers expected to be in contact with hazardous waste should be trained for safe handling of hazardous waste.
- All workers should be familiar with hazardous waste warning signs

**Electronic Wastes (E- waste):** E-waste is one of the hazardous wastes generated under MDP, component #02. Usually, MDLF build the capacity of the municipalities through procuring electrical and electronic equipment (EEE) which are include: network equipment, security equipment, data center equipment, operation equipment, electronic devices, printers, mobiles, TV...etc. In August, 2022, MDLF conducted a survey through selecting a representative sample of municipalities in WB&G to obtain information about how the municipalities manage and dispose e-waste as a result of the replacement of old equipment and of the end of life of equipment. Most of the municipalities agreed that there is a committee that inspects the e-waste annually to determine the e-waste that would be disposed. The municipalities store the e-waste in its stores and by the end of the year they issue a bid to dispose the e-waste through rewarding it to small factories that recycle them in a safe way.

E-waste management procedures shall be adopted during installation, operation and closure phases and will follow and comply with the ESS1 and ESS3 of the Environmental and Social Framework of the World Bank. This will cover electric and electronic waste that will be provided to the municipalities as mentioned



above to install or replace electronic equipment (computers, servers, cables, etc.) and the equipment end of life. The following presents the e-waste management procedures that will be adopted by Municipalities. **Annex (6)** provides further details about the e-waste management procedures

- Reduce hazardous e-waste generation by implementing stringent e-waste segregation to prevent the commingling of non-hazardous and hazardous e-waste.
- Reuse/ recycle products that can be reintroduced into the operational processes.
- Investigation of markets for recycling by other industrial processing operations located in the region.
- Establishing of formal tracking of e-waste generation and recycling rates.
- On-site or off-site treatment of the e-waste material to render it nonhazardous prior to final disposal.

## 6.5 Traffic Management

In order to carry out construction works, the Municipality may close or divert certain specified roads, either permanently or temporarily. The Contractor should arrange diversions for providing alternative routes for transportation and/or pedestrians.

After breaking up, closing or otherwise interfering with any street or footpath to which the public has access, the Contractor shall make such arrangements as may be reasonably necessary so as to cause as little interference with the traffic in that street or footpath during implementation of the construction works as shall be reasonably practicable. Wherever construction works interfere with existing public roads or other ways over which there is a public right of way for any traffic, the Contractor shall construct diversion ways wherever possible.

The Contractor shall provide, erect and maintain traffic signs, road markings, barriers and traffic control signals and other measures that may be necessary for ensuring traffic safety around construction sites.

The Contractor shall not commence any work that affects the public roads and highways until all traffic safety measures necessitated by the work are fully operational.

The Contractor moving solid waste materials shall take strict measures to minimize littering of roads by ensuring that vehicles are licensed and loaded in such a manner as to prevent falling off or spilling of construction materials and by sheeting the sides and tops of all vehicles carrying mud, sand, and other materials and debris. Construction materials should be brought from registered sources in the area and debris should be transferred to assigned places in landfills with documented confirmation.

## 6.6 Potential Interruption of Services

The Contractor shall properly safeguard all buildings, structures, works, services or installations from harm, disturbance or deterioration during the concession period. The Contractor shall take all necessary measures required for the support and protection of all buildings, structures, pipes, cables, sewers and other apparatus during the construction period, and to repair any damage occurs in coordination with concerned authorities.





## 6.7 Pollution Prevention

**Air Pollution:** Risk of air quality deterioration during construction and rehabilitation of the project, is mainly due dust generation during earthworks, construction in addition to transportation of material. Though the following measures should be addressed during the sub-project implementation:

- Dust shall be suppressed by ongoing water spraying and/or installing dust screen enclosure at site
- Vehicles transferring material to be properly covered.
- Work activities causing dust generation should be avoided during windy days.
- During interior installation, installing dust screen enclosure at site Demolition, debris shall be kept in controlled area and sprayed with water mist to reduce debris dust
- The surrounding environment shall be kept free of debris to minimize dust.
- Machinery emissions should be within the Palestinian acceptable standards and store construction materials in pre-identified storage areas. Cover friable materials during storage. Wet the network of unpaved roads on site. Regulation of speed to a suitable speed limit (20 km/h) for all vehicles entering/ passing through the project site and promptly repair vehicles with visible exhaust fume.
- There will be no excessive idling of construction vehicles at sites

**Noise and Dust Control:** The Contractor shall take all practicable measures to minimize nuisance from dust and noise from the rehabilitation sites. This includes:

- Respecting normal working hours in or close to residential areas;
- Maintaining equipment in a good working order to minimize extraneous noise from mechanical vibration, creaking and squeaking, as well as emissions or fumes from the machinery;
- Shutting down equipment when it is not directly in use.

Regarding Dust control, contractor is asked to provide a water tanker, and apply water spraying when required to minimize the impact of dust.

## 6.8 Cultural Heritage

### Chance Find Procedure

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 project components, chance finds procedures contain the following elements:

**PCR Definition:** The definition of PCRs 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. PCRs may be located in urban or rural settings, and may be above or below ground, or under water.

**Recognition:** A clause on chance finds should be included in general specifications section of the bidding document of sub-project.

**Chance Find Procedures:** In case of accident findings of any antiquities or PCRs that might occur during the implementation of the subproject, the contractor must notify ESO/MOE who will immediately liaise with appropriate officials from MoTA. According to the applicable Jordanian Heritage law No. 51 for the year 1966, Article 15 MOE must stop the contractor and notify MoTA within 3 days to take necessary actions.

In addition, the contractor should be familiar with the following “Chance Finds Procedures” in case accident chance find of any culturally valuable materials during excavation:

- Stop work immediately following the chance find of any possible archeological, historical, paleontological, or other cultural value; inform the ESO;
- Protect artifacts as well as possible using plastic covers; implement measures to stabilize the area, if necessary, to properly protect artifacts;
- Prevent and unauthorized access where finding occurred; and
- Restart construction works only upon the authorization of the relevant authorities.

## 6.9 Biodiversity Conservation

Project activities under component 1 are expected to have optional risk of cutting some trees associated to road expansion and construction of sub-projects. Project activities under component 3 are expected to be located in area of potential biodiversity value or cause impact on biodiversity. The ESMF identifies exclusion of activities that may generate significant impact on biodiversity conservation. Where further risk of biodiversity will be assessed under the site-specific ESIA/ESMPs where the mitigation hierarchy approach will be applied as needed. In addition, during project implementation; the Contractor shall avoid the loss of trees and damage to other vegetation wherever possible. Adverse effects on green cover within or in the vicinity of construction sites shall be minimized. The contractor will restore vegetative cover, where feasible.

## 6.10 GBV, SEA/SH Risks and Impacts

Based on the consultations with women’s groups, community representatives and past experience of the MDP projects, MDP-4 is assessed as low on GBV/SEA/SH risk. The Project will not require establishing labor camps or experience any labor influx or issues related to the presence of migrant workers. Most sub-project activities will be implemented employing small numbers of workers who will be employed locally. Supervision during construction will also managed easily and involve consultation with community



members. Hence, the risk of GBV/SEA/SH during construction and/or the spread of dangerous diseases to be spread out to the other workers and community is not expected. The GBV/SEA/SH risks will continue to be monitored during project implementation. The GBV/SHH complaint mechanism will also be available. In addition, all labor and staff will need to sign the Code of Conduct as a preventive measure for GBV/SEA/SH risk.

## 6.11 Labors Conditions & Employment

As detailed out in the Labor Management Procedure for the Project (a link to the LMP shall be provided once it is cleared and disclosed), and the standard procurement document (Section VII - Works Requirements), the contractor will prepare and implement the measures related to labor management described hereafter, but not limited to:

### **Occupational Health and Safety (OHS)**

All potential risks to project workers' health and safety will be identified by all parties who employs workers. Based on the anticipated OHS risk of the project; the contractors will need to implement the OHS action including measures identified in the ESMP or procurement conditions to the contractor to prepare and implement OHS plan to establish and maintain a safe working environment to prevent hazards to project workers, including workplaces, machinery, equipment, and processes under their control and sets out measures for emergency prevention and preparedness and response arrangements to emergency situations.

Additional measures to minimize the risk of workers exposure to COVID-19, where all workers, regardless of specific exposure risks, it is always a good practice to do the following:

- Frequently wash your hands with soap and water for at least 20 seconds. When soap and running water are unavailable, use an alcohol-based hand rub with at least 70% alcohol. Always wash hands that are visibly soiled.
- Avoid touching your eyes, nose, or mouth with unwashed hands.
- Practice good respiratory etiquette, including covering coughs and sneezes
- Avoid close contact with people who are sick.
- Stay home if sick.
- Recognize personal risk factors. According to the WHO, certain people, including older adults and those with underlying conditions such as heart or lung disease or diabetes, are at higher risk for developing more serious complications from COVID-19

In order to ensure workers' Health and Safety procedures, project workers will receive OHS training relevant to the sector of the project and based on the hazard risk assessment identified for the site. the training will cover the relevant aspects of OHS associated with daily work, including the ability to stop work without imminent danger and respond to emergency situations, Orientation on protection against COVID-19 at the beginning of the employment will also be provide. Records on the training and toolbox checks will be reported and kept on file. These records will include a description of the orientation, the number of hours of orientation provided, orientation attendance records, and results of evaluations.



### **Condition of Labor**

The Contractor shall pay rates of wages, and observe conditions of labor, which comply with all applicable laws. The Contractor shall inform the Contractor's Personnel about their liability to pay personal income taxes in the Employer's country in respect of such of their salaries, wages, allowances and any benefits as are subject to tax under the Laws of the country for the time being in force, and the Contractor shall perform such duties in regard to such deductions thereof as may be imposed on him by such Laws

In addition, provisions on restrictions to child labor and prevention of forced labor as well as commitment to non-discrimination and equal opportunities for employees and contractors and will be specified and shared with all new hires.

Project workers to be provided with information and documentation that is clear and understandable regarding their terms and conditions of employment including their rights related to hours of work, wages, overtime, compensation, and benefits. As well, Project workers to be paid on a regular basis

### **Contractor's Personnel Grievance Mechanism**

The Contractor shall have a grievance mechanism for Contractor's Personnel, to raise workplace concerns. The grievance mechanism shall be proportionate to the nature, scale, risks and impacts of the Contract. The mechanism shall address concerns promptly, using an understandable and transparent process that provides timely feedback to those concerned in a language they understand, without any retribution, and shall operate in an independent and objective manner.

The Contractor's Personnel shall be informed of the grievance mechanism at the time of engagement for the Contract, and the measures put in place to protect them against any reprisal for its use. Measures will be put in place to make the grievance mechanism easily accessible to all Contractor's Personnel.

The grievance mechanism shall not impede access to other judicial or administrative remedies that might be available, or substitute for grievance mechanisms provided through collective agreements.

The grievance mechanism may utilize existing grievance mechanisms, providing that they are properly designed and implemented, address concerns promptly, and are readily accessible to Contractor's Personnel. Existing grievance mechanisms may be supplemented as needed with Contract-specific arrangements.

### **Code of Conduct (CoC)**

The Code of Conduct will be prepared and used for all sub-projects. All engaged workers shall be explained/oriented and know the details of COC. The Code of Conduct shall be written in local language. CoC and provisions related to SEA/SH will be incorporated into the bidding documents. Code of Conducts is presented in Annex 8 as an example and can be edited to be appropriate with the nature of the sub-project activities and location. The CoC is to be signed by all project workers.

Information on the project's activities including GM will be disclosed to the project's affected parties. The types of methods that will be used to communicate this information to each of the stakeholder groups will vary according to the target audience. This may include announcement of the project activities during



consultation meetings with the targeted audience, announcement in the local mosques and on the municipalities Facebook pages. For stakeholders who live in remote areas such as the Bedouin communities, visits will be conducted to the targeted audience to inform them about the project activities and the GM and get their comments. Posters and leaflets will also be placed in the public space such as municipality boards, schools and clinics and MDLF website.

## 7. Environmental and Social Screening Process

### 7.1 Screening Process

MDLF will provide oversight of all E&S screening processes. The participating municipality will be responsible for the screening of all its respective activities. The screening will be based on the sub-project-specific E&S Screening Form (Annex 5).

All proposed sub-projects will be subjected to a screening process to be carried out by MDLF supported by E&S consultants at MDLF. The outcome of the screening will determine whether:

1. the activity is high risk and will be excluded (see below the exclusion criteria/negative list for high risk criteria activities),
2. site-specific ESIAs/ESMPs or other E&S instruments (e.g. LALP) are required for substantial or moderate sub-projects under component 1 and 3 (covering all project activities). ESIAs/ESMPs to be prepared by municipalities supported by the MDLF E&S consultants, the instruments selection will depend on the complexity of the subproject and proportionate E&S assessment of the sub-project,
3. Sub-projects of low to moderate Risk, in this case, incorporate potential mitigation measures into the design of the subprojects and Environmental and Social Checklist would be prepared based on the sectorial E&S checklists.

The screening report will further help to determine which ESF standards are applicable and which steps need to be taken and which provisions or procedures apply, as laid out in the ESMF. The process will also identify critical issues that might be relevant by the respective sub-project.

### 7.2 Exclusions

Sub-projects that contain significant to high environmental and social risk impacts will be excluded. These types of sub-projects would require a full ESIA. They would also require a RAP depending on the number of Project Affected Persons (PAPs) and resettlement impact anticipated. The project will avoid such sub-projects and include them in the exclusion list during screening. Examples include:

- a. Sub-projects have long term permanent and/or irreversible impacts (e.g., loss of major natural habitat or conversion of wetland), and impossible to avoid entirely due to the nature of the Project.
- b. Sub-projects with E&S impacts that are high in magnitude and/or in spatial extent (the geographical area or size of the population likely to be affected is large to very large)



- c. Sub-projects have significant adverse cumulative E&S impacts
- d. Sub-projects have significant adverse transboundary E&S impacts
- e. Sub-projects have a high probability of serious adverse effects to human health and/or the environment (e.g., due to accidents, toxic waste disposal, etc.);
- f. Sub-project includes any removal and resettlement of dwellings/ housing/ shelter
- g. Exclusion list of AFD group in foreign countries | [AFD - Agence Française de Développement](#).
- h. Large scale sub-projects with high environmental and social risks as identified under the Palestinian Environmental Policy:
  - Highways;
  - Regional roads;
  - Large scale wastewater treatment plants and wastewater trunks;
  - Large scale desalination plants;
  - Large scale power plants;
  - Landfills; and
  - Mega markets
  - Supply of exclusive and corrosive materials to be declined

All sub-projects will be screened against the Project exclusion criteria:

- Where any of the subproject or part of the sub-project activities fall under the exclusion criteria, the sub-project will be rejected. Municipalities will be given opportunity to revise the project scope, guided by MDLF recommendations to ensure the project applicability and feasibility if the high risk activity is excluded.
- Where the sub-project or/and the activities are of eligible nature, the sub-project will be environmentally and socially assessed.
- Any sub-projects that (i) its location is identified to be directly shelled or include rubble at the time of the sub-project identification, (ii) include earthworks activities. sites will be initially screened by the United Nations Mine Actions Services (UNMAS), UNMAS will provide the Explosive Remnant of War (ERW) Assessment Report<sup>9</sup> and the required actions prior proceeding with the environmental and social management tools.

For the Component 5: Contingent Emergency Response (CERC); the CERC won't finance any sub-projects or activities of high-risk and substantial risk. Once the CERC is activated, MDLF will update the project ESMF to reflect the activities to be financed under CERC component, an ineligible Subprojects under the CERC include activities of high and substantial risk rating including:

- Concerning significant conversion or degradation of critical natural habitats. Including, but not limited to, any activity within wildlife and forest reserves, national parks, conservation forests and sanctuaries.
- Damages cultural property, including but not limited to, any activities that affect the properties inscribed in the World Heritage List and:

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<sup>9</sup> ERW Template is for "UNMASS Official Use Only"



- Other archaeological and historical sites; and
- Religious monuments, structures and cemeteries.
- Requires involuntary acquisition of land, or the resettlement or compensation
- Requiring pesticides that fall in WHO classes IA, IB, or II.
- Affecting waters of riparian neighbors.
- Roads: New primary roads and highways.
- Irrigation: New irrigation and drainage schemes.
- Dams: Construction of any dams.
- Power: New power generating capacity of more than 10 MW.
- Oil and Gas: New exploration, production or distribution. Rehabilitation of production or distribution systems.
- Income Generating Activities: Activities involving the use of wood for fuel or as raw material from natural habitats. Activities involving the use of hazardous substances.

### 7.3 Documentation

The main responsibility for the preparation the screening form (Annex 5 to facilitate identification of relevant ESSs and due diligence action/instruments) and the subproject-specific E&S instruments will rest in MDLF.

The next steps, the E&S Consultants at MDLF will support the participating Municipality designated Engineer in preparing the ESMP/ESMP checklist document to address the sub-project identified risks.

ESIAs and ESMPs will be prepared in line with Indicative outline of ESMP (Annex 9), ESMP Checklist (Annex 10) and the ESCP requirements. Stakeholder consultation shall be conducted as part of the preparation of ESIA/ESMP and the feedback will be reflected in the design of the mitigation and monitoring measures.

The World Bank disclosure standards require that the ESMF report for the project is made available to project affected groups, local NGOs, and the public at large. The executive summary will be translated into the main local languages. Public disclosure of ESIA/ESMP document is also a required. The MDLF will make available copies of the ESMF and ESIAs/ESMPs at the MDLF website.

The ESMPs/ESIAs reports will be included as part of the bidding document and will be prepared and cleared prior initiating the bidding process. The instruments will be included in bidding documents, for potential civil works, as well as other WB standard EHS terms and conditions for procurement and any subproject-specific requirements. The bidding document shall ensure compliance with LMP, and Codes of conduct shall be required for contractors, subcontractors, primary suppliers, and their workers.

### 7.4 Review and Approval

MDLF E&S Specialist, supported by E&S consultants will prepare the E&S screening for each sub-project and will advise on the recommended E&S instruments to be prepared by the participating municipality. For low to moderate sub-projects, the ESMP/ESMP Checklist will be prepared by municipality, supported by E&S consultants, the ESMP/ESMP checklist will be reviewed and cleared by MDLF and disclosed by MDLF and on Municipality website/Facebook.



On the other hand, for subprojects that are screened of substantial E&S risk, the ESIA/ESMP will be prepared by municipalities, reviewed and cleared according to the clearance process that will be detailed in the Project Operation Manual (POM), where prior clearance the ESIA/ESMP will be disclosed on the MDLF, municipality website/Facebook.

## 7.5 Subproject Risk Levels

The screening process shall be conducted in accordance with the following steps:

The table below provides guidance to determine the rating of the environmental and social risks.

**Table 2: Rating Criteria to Assess the E&S Risk for Sub-Projects**

Parameter	Evaluation Description	Rating
<b>Spatial Influence</b>	Low: Within the project site	1
	Medium: Impact beyond site boundary; Local	2
	Substantial: Widespread impact beyond site boundary; Local	3
	High: Impact widespread far beyond site boundary; Regional/national	4
<b>Duration</b>	Low: Quickly reversible, less than project life, short term (0-2 years)	1
	Medium: Reversible overtime; medium term to life of project (2-4years)	2
	Substantial: of difficult reversibility overtime; medium term to life of project (4-6years)	3
	High: Beyond closure; permanent; irreplaceable or irretrievable commitment of resources	4
<b>Intensity</b>	Low: Minor deterioration, nuisance or irritation, minor change in species/habitat/diversity or resource or very little quality deterioration; very little improvement	1
	Medium: moderate deterioration, discomfort. Partial loss of habitat biodiversity/resource or slight or alternation, moderate improvement.	2
	Substantial: alteration or disturbance is significant	3





	High: habitat/diversity or resource, severe alteration or disturbance important processes; severe improvement	4
<b>Probability</b>	Low: Unlikely, low likelihood, No known risk or vulnerability to natural or induced hazards. Unlikely, low likelihood, Seldom No known risk or vulnerability to natural or induced hazards.	1
	Medium: Possible, distinct possibility, frequent Low to medium risk or vulnerability to natural or induced hazards.	2
	Substantial: Possible, distinct possibility, frequent substantial risk or vulnerability to natural or induced hazards.	3
	High: Definite (regardless of prevention measures), highly likely, continuous high risk or vulnerability to natural or induced hazards.	4
<b>Significance</b>	<p>Deduced from the summation of the ratings with the range defined as follows:</p> <p>Below 4 <b>low Risk</b>, (Risk is acceptable and can be managed easily by the Municipality)</p> <p>4-7 <b>Low to moderate</b>, (Risk can be managed, but need mitigation based on ESMP checklist)</p> <p>7-9 <b>Moderate Risk</b>, (Risk can be managed, but need further management (mitigation measures and monitoring plan)</p> <p>10-12 <b>Substantial Risk</b>, (risk can be managed, but need further detailed and comprehensive management of proposed mitigation measures, monitoring plans and other ESHS plans.</p> <p>13-16 <b>High Risk</b>, (screened of high, irreversible risk as identified in the Project exclusion criteria, and will be excluded at the pre-screening stage)</p>	

Table 3 below is a guidance to determine what action would be taken before proceeding to the next step based on the results.

**Table 3: Rating and classification of potential impacts of Sub-projects**

Sub-project of High Risk (Exclusion)	The sub-projects pre-screened to fall under the exclusion criteria will be excluded.
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For sub-projects with low risk	These types of subprojects would be labeled as ' <b>Sub-projects of low environmental and social risk.</b> Those sub-project will require no further action needed to proceed with the sub-project implementation.
Sub-projects of low to moderate Risk	These types of subprojects would be labeled as ' <b>Sub-projects of low to moderate environmental and social risk.</b> In this case, incorporate potential mitigation measures into the design of the subprojects would be integrated and Environmental and Social Checklist would be prepared based on the sectorial ESMP checklists.
Sub-projects of moderate risk	These types of subprojects would be labeled as ' <b>Sub-projects of moderate environmental and social risk.</b> In this case, incorporate potential mitigation measures into the design of the subprojects would be integrated and site-specific ESMP would be prepared based on the sectorial ESMP.
Sub-projects of substantial risk	These types of subprojects would be labeled as ' <b>subprojects of substantial environmental and social risk.</b> In this case, site-specific ESMP/ESIA would be prepared.

## 8. MANAGEMENT OF Environmental and Social RISKS AND IMPACTS

Based on the environmental and social screening results, the site-, the MDLF will recommend to the municipality the appropriate environmental and social management instrument/plans including but not limited to the following::

### 8.1 Environmental and Social Management Plans/Instruments

Environmental and social management plans is an instrument that details (a) the measures to be taken during the implementation and operation of a subproject to eliminate or offset adverse environmental and social impacts or to reduce them to acceptable levels; (b) the actions needed to implement these measures including project monitoring, reporting and supervision.

The following contents are recommended:

- Short description of the MDP-4;
- Description of Sub-project;
- Environmental and Social Legal Framework (Palestinian and ESMF);
- E&S screening results of the sub-project;
- A description of planned mitigation measures for identified risks, and how and when they will be implemented;
- ESMP matrix: the activities and anticipated impacts and impacts' significant are determined and mitigation measures are identified and summarized;
- Environmental and Social Liabilities of Contractors;
- Environmental and Social Grievance Mechanism;



- Monitoring responsibilities: the monitoring plan should identify what information will be collected, how, where, and how often. Identify the staff or organization that will carry out the mitigation and monitoring activities;
- Capacity Development: recommend specific, targeted orientation/training for project workers to ensure the implementation of ES requirements.

ESMP template and a generic sectorial Environmental and Social Management and Monitoring (ESMM) matrices are included in Annex 9.

## **8.2 ESMP Checklist**

For sub-projects of low to moderate risk rating, an ESMP checklist will be prepared, the checklist will include general description of the sub-project, and site description, applicable laws and regulations, stakeholder engagement, capacity development requirements, risk identification checklist, environmental and social mitigation measures, and an environmental and social monitoring plan. A generic ESMP Checklist is provided in annex 10.

## **8.3 Environmental and Social Impact Assessment**

Sub-projects of Substantial E&S risk will require an ESIA Term of Reference (TOR) drafting by MDLF for municipalities, the TOR will be in line with the indicative outline of ESIA under ESS1—Annex 1. Environmental and social assessment Section D. The TOR will be shared with the respective donors or clearance as identified in the POM.

## **8.4 The Land Acquisition and Livelihood Framework/Plans**

The Land Acquisition and Livelihood Framework (LALF) was prepared as a separate document for the project. The LALF sets out the policies, principles, institutional arrangements, schedules and indicative budgets that will take care of anticipated resettlements for various project components. The LALP was cleared by the Bank team and disclosed by MDLF on (23December 2022).

During project implementation and once the technical designs and locations of interventions are available, site-specific Land Acquisition and Livelihood Plans (LALPs), if required will be prepared, consulted on, cleared, disclosed and implemented prior to works commencement. The clearance process will be identified in the POM.

For full details please review the LALF available on MDLF's website (a link to the document shall be added once the document is disclosed).



## 8.5 Approval and Disclosures of the Sub-project Environmental and Social Instruments

The following approach of E&S management and review, clearance and disclosure will be followed by the MDLF and the related donor:

- The MDLF will have the responsibility of reviewing and assessing the environmental and social feasibility of the proposed sub-projects.
- MDLF will conduct Environmental and social assessment to identify risk and include the relevant mitigation measures and preparation of the E&S instruments.
- For subprojects with low or moderate E&S risks; Municipalities will prepare the ESMP, where MDLF E&S consultants will review the ESMP's and ensure incorporation of all mitigation measures prior to approve the ESMP and disclosed on the MDLF and the respective municipalities website/Facebook. Respective Financing Partners will review a sample of the ESMP's at the early stage of the project implementation, and periodically at support missions.
- For sub-projects with substantial E&S risk rating; the site-specific ESIA/ESMP will be prepared, reviewed and cleared from the related donor and disclosed. The review and clearance procedure will be defined in the Project Operational Manual (POM). In addition, MDLF will share the draft site-specific ESMP/ESIA with related authorities such as EQA to provide review and clearance of ESIA's. Once the E&S instrument is approved, the municipality and the MDLF will disclose it on their websites/Facebook pages.
- The MDLF team will also liaise with key stakeholders, including the recipient municipalities, and if required, with the EQA, for projects where required according to the Palestinian Environmental Strategy referring to mandates and requirements stated in the Palestinian Environmental Laws and Institutions section. Moreover, Palestinian Water Authority (PWA).

## 9. STAKEHOLDER ENGAGEMENT AND GRIEVANCE MECHANISM

### 9.1 Stakeholder Public Consultation

MDLF conducted a public consultation meeting on Nov 1, 2022. The workshop was held in the West Bank and Gaza via virtual connection. Seventy-five (75) participants representing municipalities in West Bank and Gaza Strip, ministries and public authorities, several NGOs working on women, youth, disabled people, consultants, Engineer's Association, Contractors Union, representative of institutions interested in climate change and, key representative of communities and beneficiary municipalities have participated in the consultation meeting. Supervision Engineers from (51) municipalities attended the meeting. Large and small municipalities, municipalities representing different governorates in the WB&G and municipalities using different GRM systems (i.e electronic, manual) were attending as well. In the consultation meeting, MDLF presented the Environmental and Social Management Framework (ESMF) that was updated to comply with WB ESF and other international standards. The presentation provided the participants with information related to the project activities, the E&S legal framework, highlighting the E&S standards that would be applied to the project, the E&S assessment process, The E&S instruments



and the contractor plans, E&S monitoring and supervision, grievance mechanism in addition to the liabilities. During the meeting, municipalities provided feedback and raised several concerns, especially in the capacity of the municipalities and contractors to comply with the E&S measures. Summary of public consultation session is enclosed in Annex 11. Within the COVID-19 public health emergency situation, the consultation meeting was conducted in compliance with the Bank's note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings". The note is attached in Annex (12). The updated ESMF shall be disclosed on MDLF website.

Detailed description of public consultation has been incorporated in the SEP.

## 9.2 Stakeholder Engagement Plan and Disclosure

To fulfill the requirements of ESS10, MDLF has prepared a Stakeholder Engagement Plan. The purpose of the Stakeholder Engagement Plan is to explain how Stakeholder Engagement will be carried out throughout the project life cycle and which methods will be used as part of the process; as well as to outline the responsibilities of MDLF in the implementation of stakeholder engagement activities.

The municipalities and the MDLF will disclose on their websites/Facebook page the project information and all key documentation, including ESMF, SEP, LMP, ESCP, and the site specific ESMP's to allow stakeholders to understand the risks and impacts of the project and subprojects, and potential opportunities. The information will be disclosed in local language, taking into account any specific needs of groups that may be differentially or disproportionately affected by the project or groups of the population with specific information needs (such as, disability, literacy, women, mobility, differences in language or accessibility). The MDLF will disclose all project information and documents on the following website: (<http://www.mdlf.ps>).

The disclosure should include information on: (i) stakeholder engagement process, highlighting the ways in which stakeholders can participate; (ii) time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported and; (iii) the process and means by which grievances can be raised and will be addressed. The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. Focus group meetings dedicated specifically to vulnerable groups identified for the sake of the project may also be envisaged as appropriate. As the MDLF will also ensure coordination of the project's communications strategy, covering all project components and stakeholders, MDLF will ensure that the views of vulnerable groups will be included in the project's communications strategy. For full details please review the Stakeholder Engagement Plan (SEP) available on MDLF's website.

MDLF social specialist will be responsible for the implementation of the public engagement activities in collaboration with municipalities.



## 9.3 Grievance Mechanism

### 9.3.1 Project Worker Grievance Mechanism

A grievance mechanism shall be provided for project workers include direct workers MDLF engineers and municipality supervision engineers assigned to the project and consultants); contracted workers engaged in construction (hired by contractors and subcontractors) and consultancy services (e.g. for preparation of E&S documents); and primary supply workers (i.e workers of suppliers who, on an ongoing basis, provide directly goods or materials essential for the core functions of the project). for each sub-project (and, where relevant, their organizations) to raise workplace concerns. Such workers will be informed of the grievance mechanism at the time of recruitment and the measures put in place to protect them against reprisal for its use. Measures will be put in place to make the grievance mechanism easily accessible to all such project workers.

MDLF has its internal grievance mechanism which is considered part of its manual. The grievance mechanism allows the employees to raise their complaints through a specific channel. All the new hired employees oriented about the system and the process of submitting, handling and closing the complaints.

The MDLF will require contractors/municipalities to conduct an orientation session for their workforce on the grievance mechanism prior to the start of civil works / activities.

Information about the existence of the grievance mechanism will be available to all project workers (direct and contracted) through using the existing municipal complaining system, and using new complaining channels where needed such as complaints box at the site to be checked regularly by supervision teams (Municipality, Consultant, MDLF) or direct mobile number to be published and responded by supervision team. Supervision Engineers and Social Consultants will monitor the contractors'/municipalities recording and resolution of grievances, and report these in the progress reports.

A GM manual was prepared for the project in January 2020, approved by the MoLG and disclosed on MDLF's website page. Municipalities were informed about the GM manual during the orientation workshops conducted by the MDLF team for Cycle 2 of MDP3. The project's GM manual was updated in October 2020 to include complaints' tools to minimize risk of exposure to COVID-19. The GM manual was also updated to receive special kind of complaints such as accepting GBV and Sexual Harassment related complaints and anonymous complaints based on the existed complaining system; channels and tools in the municipality. The updated GM system includes online tools for submitting complaints, and a grievance mechanism log will be adapted by the LGUs to include information on SEA/SH/GBV with a separate coding related to COVID-19 related grievances. Due to the high sensitivity of SEA/SH/GBV, the project's GM will ensure confidentiality and survivor- centered approach for SEA/SH grievances. The updated manual was discussed with the municipalities during the consultation session that was conducted in November 2020. The GM that was established for MDP-3 will be enhanced and used for this project.

Municipalities will manage complaints according to complaints manual that was shared by MDLF. The MDLF social consultants shall provide continuous on-job training to municipalities on the grievance procedures and ensure that municipalities have assigned a GM focal point. MDLF will monitor those complaints are dealt with properly and in accordance with the GM manual.



### 9.3.2 Complaints Related to GBV, SEA and SH

In line with the World Bank Good Practice Note at "Addressing Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works", published in 2020.<sup>10</sup> The World Bank has developed the Good Practice Note (GPN) to assist in identifying risks of SEA/SH – as opposed to all forms of GBV that can emerge in Investment Project Financing (IPV) involving major civil works contracts – and to advise Borrowers on how to best manage such risks. The GPN builds on World Bank experience, relevant international instruments, and good international industry practices, including those of other development partners. The GPN also aims to contribute to a growing knowledge base on the subject.

Both MDLF and Municipalities had adopted some actions to assess and address or respond on the complaints related to GBV, SEA and SH, which are:

#### 1. Assessing Risks:

During the preparation for this ESMF document, MDLF team reviewed the complaints received from similar projects implemented by the MDLF at West Bank and Gaza Strip, so this assisted in identifying the potential risks or problems that may be raised during the construction works. The results and findings confirmed that there wasn't any received complaint related to GVB, SEA or SH before in any previous project in MDP I, MDP II, and MDP III and this was because of the following reasons:

- All the families at West Bank and Gaza Strip still have the Arab clans' traditions and the accidents related to the SEA or SH are so rare and it happens in a very complicated situation.
- The cases related to GBV used to be responded to and solved by the local NGOs, who started to work widely in increasing the awareness about GBV, many women know where to go and they trust those NGOs.
- All the construction companies and contractor care about their reputation, so they do hard to monitor the workers.
- All the workers at West Bank and Gaza Strip are local workers, they do commit to the traditions and customs of West Bank and Gaza's families and they know the rules and laws of the families in case any SHE or SA accident happened.

#### 2. Establishment of mitigation, reporting and monitoring measures:

MDLF will ensure that the contractor and the supervision team comply to the following mitigation measures:

- Restrict the communication between workers and the surrounding local community.
- No camping for workers. Hence, there will be no Workers' influx.
- A code of conduct (annex 8) will be signed by all workers in the construction site.

#### 3. Project Respond Actions for GBV cases:

In case of receiving any complaint related to the GBV, SEA and SH, either using the GM channels or reported to the project staff during monitoring up activities, immediately this complaint is transferred to

<sup>10</sup><https://thedocs.worldbank.org/en/doc/741681582580194727-0290022020/original/ESFGoodPracticeNoteonGBVinMajorCivilWorksv2.pdf>



the responsible social expert at the MDLF, who deal with this complaint confidently and secretly, without reporting to the public. The complaint will be investigated only by the social specialist, and it will not be recorded at the official database of the municipality with the details, it will be mentioned as number and type of complaint, to keep on the privacy of this complaint. The GM system will provide the victim with special referral pathways in line with the guidebook of the national strategy against GBV in Palestine<sup>11</sup>.

After dealing with/ referring the GBV complaint and closing it. The social expert at MDLF shall request from the municipality to conduct a consultation with the community of the received complaint in order to avoid the recurrence of such complaints and problems in the future.

## **10. INSTITUTIONAL ARRANGEMENTS, RESPONSIBILITIES**

### **10.1 MDLF**

MDLF, which was established in 2005 to implement the PA's national development policies in the local government sector, will be responsible for the overall management of the Project. For component 1 and 3, MDLF will be responsible for all technical planning, financial management, procurement, social and environmental risk management, and communications with the World Bank. The Ministry of Finance (MoF) and (MoLG) will work with MDLF to coordinate policy reforms implemented under component 2.

MDLF shall maintain the already existing qualified staff, including one Environmental Specialist and one Social Specialist in the West Bank office and one Environmental Specialist and One Social Specialist in the Gaza office. The MDLF E&S specialists will be supported by nine independent environmental and social consultants (5 environmental consultants (4 in WB and 1 in Gaza) and 4 social consultants (3 in WB and 1 in Gaza)) who will be financed by MDP-4. These E&S staff and consultants at MDLF will assist participating municipalities in preparing the E&S instruments for the sub-projects along the project life cycle and ensuring compliance with E&S management requirements in accordance with ESF, and also build their capacity.

The MDLF Environmental and Social specialists will be responsible for implementing the ESCP, ESMF, LMP, SEP and LALF, including the E&S requirements in the bidding documents, and shall report directly to the director of the Technical Department. The E&S local consultants will report to the MDLF E&S Specialists. The MDLF will be responsible for monitoring the contractor's compliance with the environmental and social instruments during the project implementation. MDLF will be responsible for preparing and submitting to the relevant donor and the Bank a semiannual monitoring reports as described in Chapter 11.

### **10.2 Participating Municipalities**

The participating municipalities will be responsible for implementing the infrastructure projects under the MDLF's supervision and will be supported by the Local Technical Consultants (LTCs). During the design and

<sup>11</sup>

Chromeextension://efaidnbmnibpcjpcglclefindmkaj/http://www.miftah.org/Publications/Books/GuideViolenceAgainstWomenOrganizations.pdf





preparatory phase of sub-project, the participating municipality, through its engineers, whom will also be responsible for the E&S supervision supported by the E&S consultants at MDLF will prepare the required E&S instruments. The participating municipality with support from the MDLF E&S consultants is responsible for ensuring the contractors' compliance with the E&S requirements during the construction phase of the project.

The participating municipality will assign supervision engineer, who will be responsible for supervising the implementation of the sub-project E&S requirements including ESIA/ESMP, following up the GM according to the GM Manual, Stakeholder Engagement, and Labor Management Procedure. He/She will report to its municipality and will cooperate with MDLF environmental and social consultants/staff to conduct the daily E&S monitoring activities.

### **10.3 Contractors**

The contractor needs to include an ESHS and OHS Officer as part of the contractor team, that will be included in the bidding documents, according to terms and conditions proportionate to the E&S risk, Contractors will be responsible for implementing the ESHS requirements in the sub-project ESIA/ESMP including the environmental and social guidelines (Annex 13), contractor's commitment of environmental and social compliance, penalties, and penalties deduction methodology (Annex 14). The contractor shall also comply with the project LMP during the construction phase.

The contractors will be obliged to provide EHS monitoring reports to the participating municipality periodically, the duration will be included in the bidding documents. The results presented in the reports will be summarized in the Quarterly Progress Report from the municipality to the MDLF, and from the MDLF to the Bank.

## **11. Environmental and Social Monitoring and Reporting**

### **11.1 Regular Monitoring and Inspection for Compliance**

The goal of monitoring activities is to ensure that sub-projects activities compliance with the E&S management plans and procedures identified in the ESMF. As mentioned in the above section, MDLF is responsible for the overall E&S monitoring, supported by E&S consultants. The MDLF will also be responsible for responsible for monitoring the contractor's compliance with the environmental and social instruments during the project implementation.

MDLF will prepare and submit to the related donor and the World Bank semiannual monitoring reports on the environmental, social, health and safety (ESHS) and OHS performance of the Project, including but not limited to the implementation of the ESCP, status of preparation and implementation of E&S instruments required under the ESCP, stakeholder engagement activities, and functioning of the grievance mechanism(s).

The participating municipality through its supervision engineer, with support from the MDLF E&S consultants, is responsible for supervising the contractors' compliance including the E&S compliance with the E&S instruments, E&S supervision is expected to be conducted on a regular basis (at least once a week) checking and verifying the ESHS including OHS requirements during the construction phase of the project.



The supervision engineer at the participating municipality will report to municipality management. The results presented in the reports will be summarized in the Quarterly Progress Report from the municipality to the MDLF, and from the MDLF to the Bank.

Contractors will be responsible for implementing the ESHS and OHS requirements in the ESIA/ESMP and compliance with the project LMP during the construction phase including the environmental and social guidelines.

## 11.2 Incident and Accident Reporting

For any incident or accident related to the Project which has, or is likely to have, a significant adverse effect on the environment, the affected communities, the public or workers, including, inter alia, cases of sexual exploitation and abuse (SEA), sexual harassment (SH), and accidents that result in death, serious or multiple injury, road and traffic accidents, COVID 19 and other communicable diseases and civil works of different infrastructure projects, MDLF will notify the initial communication of any incident the World Bank and the related donor within 48 hours. Following the notification, MDLF will provide within 15 days a detailed investigation report outlining a root cause analysis (RCA) of the incident and related corrective actions to be undertaken.

The following steps and procedures for incident management and reporting will be employed for all types of incidents:

- (i) Initial communication;
- (ii) Classification: How serious;
- (iii) Notification: who? How? When
- (iv) Investigation: what happened? How? why?
- (v) Response: Corrective Actions? Preventive measures?
- (vi) Follow up: Is response complete? Was it effective? Lessons learned?

## 11.3 Environmental and Social Auditing and Post Review

MDLF will conduct an annual environmental and social audit for a representative sample of implemented sub-projects to be carried out by a specialized E&S Consultant.

A representative sample of sub-projects, to be agreed with the Bank and the respective donors, will cover the sub-projects of low and moderate risk classification, of various sectors, and implemented by municipalities of different capacities and sizes. MDLF will prepare TOR and share it with related donor and the World Bank for review and clearance. The related donor and the Bank will review the audit report, conduct post review under the regular project support supervision mission based on the progress reports and the audit findings.

Post review of the E&S process will be conducted during supervision missions, a sample of sub-projects to review will be selected priori, where MDLF will provide the E&S instruments and sample of the reporting.



## 11.4 Environmental and Social Liabilities of MDLF Contractors

The ESMF provides environmental and social instruments that must be included in the tender documents for works, so that potential bidders are aware of environmental and social performance standards expected from them and are able to reflect that in their bids. Further to environmental compliance section where breakdown for the cost of each mitigation measure noncompliance is detailed in this section and will be enclosed in bidding documents.

The ESMP include provisional environmental management guidelines; to be implemented also as per stated in Annex 13.

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.

Regarding labor influx: Following Palestine geography and size in addition to the political context, there is minimal presence of labor influx between governorates, and the only case of labor influx record is of Palestinian labor moving toward the Israeli market where no labor camps are known to exist.

Regarding Code of Conduct: The Code of Conduct (annex 8) is prepared and will be used for all sub-projects. The COC shall be explained/oriented and know the details of COC for each worker who will be requested to sign it.

The Code of Conduct shall be written in local language. Code of Conduct and provisions related to SEA/SH will be incorporated into the bidding documents.

Code of Conduct is presented in Annex 8 as an example and can be edited to be appropriate with the nature of the sub-project activities and location. The CoC is to be signed by workers.

Contractor should comply with COVID-19 measures during implementation of the sub-project. Annex (16) presents commitment letter on COVID 19 which should be signed and followed by the contractor. The letter will be enclosed in bidding documents.

Implementation of MDP program provide some short-term and fewer long-term job opportunities for local community, this information is cited from MDP I ESIA baseline section.

The environmental and social management of the construction works become essential parts of a works contract upon its conclusion and their implementation is mandatory for a contractor. The Municipality, as an owner of construction works, will be responsible for enforcing compliance of contractor with the terms of the contract, including adherence to the ESMF and the other environmental and social instruments of sub-project.

The following procedures prevail, in addition to the supervision engineer judgment:



- Deduction of environmental noncompliance will be added as a clause in the Bill of Quantities (BOQ) section, referring to annex in the bidding document detailing the deduction procedures;
- Environmental penalties shall be calculated as detailed in annex 17 and deduction are to be included in each submitted invoice. These penalties have been implemented under MDP-3 which were discussed and agreed with WB's procurement team;
- Mitigation measures in Environmental and Social Monitoring Matrices (ESMM) annexed to sectoral ESMP is the reference for environmental notes and penalties;
- Each impact depicted in the ESMM if not properly mitigated to be counted an environmental/social note;
- For minor infringements and social complaints, an incident which causes temporary but reversible damage, the contractor will be given environmental and social note/ stop and alert to remedy the problem and to restore the environment. If reviewing the action by the Municipality Engineer showed that restoration is done satisfactorily no further actions will be taken;
- For social notes: the municipality engineer will stop and alert the contractor to remedy the social impact, the municipality engineer will follow the issue until solved. If contractor didn't comply to remediation request, stop will be considered under no excused delay;
- If the contractor hasn't remedied the environmental impact during this given time, the Municipality Engineer/supervisor engineer in cooperation with Local Technical Consultant will:
  - Stop the work and give the contractor an environmental and social note correlated to financial penalty according to the non-complied mitigation measure depicted in the bidding document and the following procedures for National Competitive Bids and Shopping Bidding Documents;
  - The Municipality engineer after the given time frame is to review the action, if engineer sees that restoration is done satisfactorily no further actions will be taken, otherwise and if Contractor hasn't remedied the situation within 1 day any additional days of stopping work will be considered no excused delay;
  - When municipality engineer issues an environmental/social note, it might depict one or more environmental penalty; and
  - If repeating the noncompliance to ESMF penalties approached (3-5) % of the contract value, the Municipality Engineer will raise the formal recorded environmental and social notes and the deduction history to MDLF in order to tack a legal action. Considering that bidding document include environmental penalty in the BOQ, the ESMP and deduction procedures in annexes and referred to in particular conditions.

Environmental and social note and procedures of deduction for national competitive bids and shopping bidding documents form has been presented in Annex (17).

## 12. CAPACITY BUILDING AND TRAINING PLAN

MDP-4 will be MDLF's first project under the World Bank's ESF. Qualified E&S personnel in MDLF's West Bank and Gaza offices have led Project preparation. With the support of a group of independent



environmental and social consultants, this E&S team will assist municipalities in ensuring compliance with E&S risk management requirements (according to ESF) and build their capacity. MDLF E&S staff has benefitted from World Bank ESF training held in May and June 2022, and the Bank's E&S team will continue to provide further capacity-building support, as required, during project implementation.

During MDP-3 implementation, the E&S safeguards capacity of municipalities was developed through formal training, orientation sessions, and on-job training, and included preparation of ESMPs and compliance with E&S safeguards. According to MDLF's assessment of municipalities' capacity (annex 2), understanding and capacity to implement E&S safeguards requirements vary across municipalities. However, the municipalities have limited knowledge of the ESF, so capacity enhancement will be required.

Under the Project, MDLF will continue engaging their E&S staff and consultants – 2 environmental specialists and 2 social specialists currently employed to support MDP-3 implementation in both West Bank and Gaza offices, and 4 environmental and 4 social consultants – to support municipalities during sub-project preparation and implementation. MDLF will also organize ESF capacity-building activities at the early stage of project implementation to build the capacity of MDLF E&S staff, consultants and technical teams, and the municipalities so that sub-projects are implemented in compliance with ESF requirements.

Based on the assessment of the existing capacity of MDLF and the different parties/stakeholders engaged in the project implementation, the following capacity development and training plan is prepared.



**Table 8 Capacity development and training plan**

Objectives	Issues for engagement	Method of engagement	Stakeholders/target staff	Responsible person	Time frame	Budget in Euro <sup>12</sup>
Institutional Strengthening	Capacity Development	Training	Project staff / Municipality	MDLF/ E&S Consultants	Biannually	Incl. in staff costs
1) Orientation on the ESF, E&S assessment process, Preparation of E&S instruments, Supervision the implementation of the E&S measures			Local Technical Consultants, MDLF Engineers, Supervision Engineers	MDLF	Throughout project implementation	20,000
2) Implementation, monitoring and reporting of ES instruments	E&S risk mitigation	meetings field visits GEMS Tool	Contractors, subcontractors, operators, primary suppliers, workers	Municipality/ supervision Engineer (E&S monitoring)	Throughout project implementation	20,000
Training for Project workers on OHS including emergency response and preparedness	OHS risk management	Focus Groups, site visits and interviews	Contractors/E&S staff	MDLF LTC	prior to construction works	

<sup>12</sup> Details are provided in Table 9



3) Capacity Building for beneficiaries (Participating Municipalities)		Meetings/workshops On job training	Municipalities	MDLF/ E&S Consultants		60,000
4) LMP	Labor risks and working conditions	Meetings Field visits	Contractors, subcontractors, primary suppliers, workers	Municipality		8,000
5) GBV/SEA/SH	GBV/SEA/SH risks	Meetings	Communities, contractors, subcontractors, primary suppliers, workers	MDLF/E&S Consultants		
6) Stakeholder engagement	SEP	Meetings	MDLF/Municipality/Contractors	MDLF/ E&S Consultants	Prior to Commencement of subprojects	20,000
7) Enhance awareness about GM	GM	Plenary discussion with Q&A	Municipality/Contractors	MDLF/ E&S Consultants	Monthly	



### 13. ESMF COST IMPLICATION AND SCHEDULE

Table 4 presents a tentative implementation schedule for the actions of ESMF. The actions are listed as per the major project activities. The cost implication of the ESMF and the fees are listed in the last column.

ESMF and Monitoring Cost Estimate: The cost associated with implementing the ESMF and monitoring of environmental and social safeguards, further to introducing capacity building for municipalities to reach for self-management minimum capacities is accommodated by the project and estimated at Euro 780,000.

The project will finance as part of the MDLF's management fee the remuneration of the four E&S specialists and the eight E&S consultants. The cost of design and implementation of mitigation measures will be financed from the grants issued to the municipalities for implementing the sub-projects.

As per practice, the estimated to cost of implementing the E&s requirement will vary between 3-5% of the project cost estimate, the BOQ summary that projects activities cost shall cover the E&S measures relevant to the activity.

The cost of supervision and monitoring the ESMF as well as the proposed training programs addressed to municipal staff and eligible contractors will be part of MDLF management fees to MDP.

The costs associated with implementing post construction measures will be financed through the annual municipal budgets for operations and maintenance of assets and infrastructure.

During the supervision missions, the donor's team will review at random a sample of municipal budgets and confirm that such budgets include specific line items for post project mitigation measures.

**Table 4: ESMF Cost Estimate**

Activity <sup>13</sup>	Quantity	Unit Rate (Euro)	By Whom	Total (Euro)	Notes
1) Local Technical Consultants, MDLF Engineers, individual Consultants, Municipality	1	2,000	MDLF	2,000	

<sup>13</sup>**NOTE:** The above budget is exclusively devoted to environmental and social monitoring. All Items will be part of the MDLF's budget; part of Item 2 might be part of the TORs for the Local Technical Consulting firms (**LTC**) who will be contracted by the MDLF for the implementation stage of the project. The cost of design and implementation of mitigation measures will be financed from the grants issued to the municipalities and not from the above budget. It is estimated that such costs would be on average around 3-5% of the municipal grants.





Activity <sup>13</sup>	Quantity	Unit Rate (Euro)	By Whom	Total (Euro)	Notes
supervision Engineers					
2) Implementation, monitoring and reporting of ES instruments. Training for Project workers on OHS including emergency response and preparedness	1	10,000 Euro on Cycle 1 10,000 Euro on Cycle 1	MDLF	20,000	
3) Capacity Building for beneficiaries (Participating Municipalities)	1	30,000 Euro on Cycle 1 30,000 Euro on cycle 2	MDLF LTC	60,000	In addition to regular training for low- capacity municipalities, training based on training need assessment will be conducted
4) LMP, GBV/SEA/SH	1	8,000	MDLF LTC	8,000	
5) Stakeholder engagement. Enhance awareness about GM	5	5,000	MDLF LTC	20,000	
6) E&S Audits for selected sample <sup>14</sup>	4	10,000	LTC	40,000	Part of technical audit conducted at the end of MDP-4

<sup>14</sup> Environmental and Social Audit cost is part of Technical Audit conducted at end of MDP Phase covering 2 cycles.



Activity <sup>13</sup>	Quantity	Unit Rate (Euro)	By Whom	Total (Euro)	Notes
7) Assessment of Municipalities' Capacity to manage the MDP environmental and social management	2	10,000	IC <sup>15</sup> /MDLF	20,000	Will be part of municipal capacity assessment
8) Environmental and social management cost under the scope of the LTC contract	Cycle I (four clusters) Cycle II (four clusters)	50,000	LTC	200,000 <sup>16</sup>	Part of LTC contract that is financed under component 4
9) Environmental and social management cost under individual consultants	Cycle I (four clusters) Cycle II (four clusters)	60,000	Consultants	600,000 <sup>17</sup>	
8) Operation Expense for following Environmental and social measures for all cycle stages		5,000	MDLF	5,000	
9) Miscellaneous		5,000	MDLF	5,000	
10) UXO Assessment	-	N/A	UNMASS/ Municipalities	-	Estimate and Financing will be agreed upon in the POM
<b>Total</b>				<b>780,000</b>	

<sup>15</sup> Individual Consultant

<sup>16</sup> To be covered from different source

<sup>17</sup> This cost will be covered from different sources.



## 14. ANNEXES



## Annex 0: List of Municipalities Distributed in West Bank and Gaza

No	Mun. Name	Governorate
1	Al Tayybeh	Ramallah & Albireh
2	Al Masdar	Deir Albalah
3	Al Newe'emeh	Jericho
4	Atara	Ramallah & Albireh
5	Sabastya	Nablus
6	Um Al Naser	North Gaza
7	Zeita	Tulkarm
8	Jayyus	Qalqilia
9	Wadi Gaza	Gaza
10	Al Zahra	Gaza
11	Abwein	Ramallah & Albireh
12	Deir Istia	Salfit
13	Deir Ballut	Salfit
14	Bruqin	Salfit
15	Kefel Hares	Salfit
16	Az Zababedah	Jenin
17	Turmosayya	Ramallah & Albireh
18	Qarawat Bani Hassan	Salfit
19	Beit Sureik	Jerusalem
20	Kufor Tholoth	Qalqilia
21	Beit Anan	Jerusalem
22	Kafr Al Labad	Tulkarm
23	Baqa Al Sharqeyya	Tulkarm
24	Al Oja	Jericho
25	Al Mazra'a Ash Sharqeyya	Ramallah & Albireh
26	Birzeit	Ramallah & Albireh
27	Kufor Al Deek	Salfit
28	Ne'lin	Ramallah & Albireh
29	Wadi Al Salqa	Deir Albalah
30	Al Zawyeh	Salfit
31	Bir Nabala	Jerusalem
32	Beit Leed	Tulkarm
33	Sinjel	Ramallah & Albireh
34	Deir Debwan	Ramallah & Albireh
35	Janata	Bethlehem



36	West Bani Zeid	Ramallah & Albireh
37	Al Fokhari	Khan Younis
38	Howwara	Nablus
39	Borqin	Jenin
40	Seelet Ad Daher	Jenin
41	As Sawahreh Ash Sharqiyya	Jerusalem
42	Hableh	Qalqilia
43	Abasan Al Jadeeda	Khan Younis
44	Silwad	Ramallah & Albireh
45	Allar	Tulkarm
46	Jammaein	Nablus
47	Za'tara	Bethlehem
48	Al Naser	Rafah
49	Qatanna	Jerusalem
50	Al Moghraqa	Gaza
51	Aqqaba	Tubas
52	Bal'aa	Tulkarm
53	Kharas	Hebron
54	Bedu	Jerusalem
55	Maithalun	Jenin
56	Qabalan	Nablus
57	Anabta	Tulkarm
58	Kufor Ra'ie	Jenin
59	Aseera Ash Shamaliyya	Nablus
60	Beit Liqia	Ramallah & Albireh
61	Azzun	Qalqilia
62	Bedia	Salfit
63	Beit Awwa	Hebron
64	Aqraba	Nablus
65	Deir Al Ghosoun	Tulkarm
66	Qaffin	Tulkarm
67	Jaba'a	Jenin
68	Salfit	Salfit
69	Ash Shoyukh	Hebron
70	Taqu'a	Bethlehem
71	Atteel	Tulkarm
72	Beta	Nablus
73	Khaza'aa	Khan Younis
74	Seelet Al Hartheyya	Jenin
75	Ad Doha	Bethlehem



76	A I Khader	Bethlehem
77	Arraba	Jenin
78	Beit Foreek	Nablus
79	Taffuh	Hebron
80	Al Shokeh	Rafah
81	Al Ubeidiyya	Bethlehem
82	Abu Dees	Jerusalem
83	Tammun	Tubas
84	Beit Ula	Hebron
85	Beit Fajjar	Bethlehem
86	Beit Jala	Bethlehem
87	Anata	Jerusalem
88	Beit Sahur	Bethlehem
89	Surif	Hebron
90	Beit Ummar	Hebron
91	Ya'bad	Jenin
92	Tarqumia	Hebron
93	Tubas	Tubas
94	Al Yamun	Jenin
95	Al Zawayda	Deir Albalah
96	Al Eizariyya	Jerusalem
97	Se'ier	Hebron
98	Jericho	Jericho
99	Abasan Al Kabira	Khan Younis
100	Idna	Hebron
101	Qabatya	Jenin
102	AL Samu'e	Hebron
103	Beitunia	Ramallah & Albireh
104	Al Qarara	Khan Younis
105	Bani N'eim	Hebron
106	Al Ram	Jerusalem
107	Halhul	Hebron
108	Al Maghazi	Deir Albalah
109	Bethlehem	Bethlehem
110	Ramallah	Ramallah & Albireh
111	Dura	Hebron
112	AdDaheriyya	Hebron
113	Bani Sheila	Khan Younis
114	Al Braij	Deir Albalah
115	Beit Hanun	North Gaza



116	Al Bireh	Ramallah & Albireh
117	Jenin	Jenin
118	Qalqilia	Qalqilia
119	Yatta	Hebron
120	Tulkarem	Tulkarm
121	Deir Al Balah	Deir Albalah
122	Beit Lahia	North Gaza
123	An Nseirat	Deir Albalah
124	Rafah	Rafah
125	Jabalia	North Gaza
126	Nablus	Nablus
127	Khan Yunis	Khan Younis
128	Hebron	Hebron
129	Gaza	Gaza
130	Al-Kafriyyat	Tulkarm
131	Marj Bin amer	Jenin
132	Nuba	Hebron
133	Sorda - Abo Qash	Ramallah & Albireh
134	Kofor Dan	Jenin
135	Al- Karmel	Hebron
136	Qusra	Nablus
137	Ajja	Jenin
138	Barta'a	Jenin
139	Kofor Aqab	Jerusalem
140	Bateer	Bethlehem
141	Hizma	Jerusalem
142	Kobar	Ramallah & Albireh
143	Nahalin	Bethlehem
144	Beit Haneena	Jerusalem
145	Deir Samit	Hebron
146	Rawabi	Ramallah & Albireh
147	Beit Kahil	Hebron
148	Beit Oor Al-Tahta	Ramallah & Albireh
149	Al-Mizra'a Al-qibliia	Ramallah & Albireh
150	Alz'ayyem	Jerusalem
151	Surra	Nablus
152	Al-Ramadeen	Hebron
153	Beit Iksa	Jerusalem
154	Al-Jeeb	Jerusalem
155	Al-Jdeira	Jerusalem



<b>156</b>	AL-Qbeebea	Jerusalem
<b>157</b>	Hindaza & Braid'a	Bethlehem
<b>158</b>	Sayda	Tulkarm
<b>159</b>	Khallet Al-Mayya	Hebron





## Annex 1: MDP3 Progress of Environmental and Social Safeguards Implementation

The Project safeguards implementation progress is as follows:

### **MDPIII Cycle 1**

MDP III Cycle I has been accomplished; implementing 151 sub-projects in West Bank and 227 sub-projects in Gaza Strip distributed over roads, public facilities, water/wastewater, electricity, solid waste and supplies projects. The following table shows the number of projects per each sector in West Bank and Gaza Strip.

Category	West Bank	Gaza Strip
Roads	108	92
Public Facilities	16	22
Water/Wastewater	9	23
Energy	6	14
Solid Waste	4	72
Supplies	8	4

According to the Environmental and social screening of these projects, 133 sub-projects in West Bank and 99 in Gaza Strip were classified under category B, where minor environmental impact with low to high risk is expected. An ESMP for each sub-project was prepared by the municipality with MDLF support. On the other hand, 18 sub-projects in West Bank and 102 in Gaza Strip fall under category C. The remaining subprojects fall under category B-C (Waste collection and Transport Sub-projects).

In the social screening, one of the sub-projects triggered the involuntary resettlement in West Bank, whereas two sub-projects triggered the involuntary resettlement policy in Gaza Strip.

MDPIII Cycle 1 complies with the safeguard requirements. The subprojects are mainly of Category B or C of the environmental assessment and have low or moderate environmental and social (E&S) risks.

During construction, the ESMF and ESMP's identified possible environmental and social impacts. The environmental risks include dust generation, noise and air pollution, traffic and road safety, community and workers' health and safety, and access to assets and livelihood activities. Social risks include the possibility of requiring land acquisition for a few subprojects. The risk of Pest Management related to the supply of Pest Control materials to the Health Departments of the municipalities for activities under Components 1 and 5 was rated moderate, as the implementation of activities related to provision and usage of pest control related material comply with the requirements depicted in Annex 4.

### **MDPIII Cycle II**

- MDPIII Cycle II, 230 sub-projects in West Bank and 285 sub-projects in Gaza Strip distributed over roads, public facilities, water/wastewater, electricity, solid waste and supplies projects. Responding to COVID-19, It was agreed to allow list of sub-projects to be financed under MDPIII-CII in West Bank and Gaza Strip such as the waste collection sub-projects (in West Bank), Waste dumping fees, and Disinfection Materials.



- The list of MDPIII-CII sub-projects includes 8 and 14 waste collection sub-projects in West Bank and Gaza Strip consequently, and 28 and 16 sub-projects of paying the fees of waste collection and dumping in West Bank and Gaza Strip consequently. While there is no pest control or supply of disinfection materials in West Bank, there are 3 pest control sub-projects and 12 supply of disinfection materials sub-projects in Gaza Strip.
- Environmental and social screening of these projects result in 140 sub-project of category B in West Bank and 110 in Gaza Strip where minor environmental impact with low to moderate risk is expected and ESMP for each sub-project has been prepared by the municipality under MDLF support. The sub-project level ESMPs were updated in accordance with safeguards requirement to ensure that compliance with WHO guidelines on workers' health and safety during the pandemic, the use of PPEs, social distancing, training workers on PPEs and provision to health insurance and access to health system in response to COVID-19.
- On the other hand, 82 sub-project falls under category C in West Bank and 161 in Gaza Strip, and the remaining fall under category B-C (Waste collection and Transport Sub-projects), where OHS measures to ensure compliance with WHO guidelines on workers' health and safety was included.
- MDLF ensured consultations are carried out with Project affected people (PAP) and required documentation of such consultations are prepared.

#### **MDP III – Component 5: Additional Financing for Gaza**

- Component 5, scaling-up of the project's support to Gaza municipalities to enable them to expand local services provision through labor-intensive O&M and municipal capital investment activities. The scale-up would thus finance operation and maintenance activities, infrastructure projects (roads, water and wastewater, solid waste management, parks and open space development, public markets, landscaping of roads) and non-infrastructure projects (tax and fees mapping, archiving of municipal records, solar energy, inventory of municipal assets, public awareness campaigns, enhance the grievance mechanism)
- 324 subprojects had been environmentally and socially screened. The results indicated that 78 sub-projects fall under category B where minor environmental impact with low to moderate risk is expected and ESMP for each sub-project has been prepared by the municipality under MDLF support.
- On the other hand, 210 sub-project falls under category C, and the remaining fall under category B-C (Waste collection and Transport Sub-projects).
- Environmental and Social Management Plans have been updated to be compatible with Pandemic COVID-19 procedures focusing on some specific issues related to health and safety of workers (provision of PPE and sanitizers, insurance coverage, code of conduct, a place for rest, and orientation about the health and safety measures at site).
- MDLF updated public consultation procedures according to COVID-19 situation and ensured consultation are carried out with Project affected people (PAP) and required documentation of such consultations are prepared

#### **MDP III – Component 6: Additional Financing for COVID-19**

- Component 6 has been financed as a response to COVID-19 to support the municipalities in West Bank and Gaza based on the fact that municipalities are in the forefront to tackle the diverse impact of the pandemic which were addressed quantitatively and qualitatively by MDLF and MOLG.
- An orientation has been conducted in West Bank and Gaza to raise awareness and provide a guidance for the municipalities considering the environmental and social safeguards, (Environmental and social impact assessments, the eligible safeguards list, how to use the



environmental and social management Framework (ESMF), how to properly manage sub-project environmentally and socially, how to implement health and safety measures during construction and operation, how to receive and solve complaints, and how to report cases.

- Component 6 will provide financial support to municipalities to maintain local services provision through labor-intensive O&M and local infrastructure development activities as well as professionals (Back office) within municipalities. In addition to support the maintenance and continuity of service provision and support the municipalities to cover part of their non-wages recurrent expenditures.
- Environmental and social screening of these projects result in 189 sub-project of category B in West Bank and 213 in Gaza Strip where minor environmental impact with low to moderate risk is expected and ESMP for each sub-project has been prepared by the municipality under MDLF support.
- On the other hand, 419 sub-project falls under category C in West Bank and 323 in Gaza Strip, and the remaining fall under category B-C (Waste collection and Transport Sub-projects).
- Environmental and Social Commitment Letter has been signed from the municipalities side to commit to comply with ESHS measures inserted in the ESMP during project implementation.
- All workers had orientation session at the first week of work to know their tasks, content of the Code of Conduct COC, health and safety measures at the site, and complaints channels.
- MDLF ensured consultations are carried out with Project affected people (PAP) and required documentation of such consultations are prepared



## Annex 2 -Section A: Environmental and Social Capacity Assessment of Municipalities

### Environmental and Social Capacity Assessment Procedures

MDLF is the legal entity to manage the Municipal Development Project (MDP), however self-environmental and social management will be piloted to municipalities that pass the minimum requirements of environmental and social capacity assessment. **Capacity Assessment** baseline: the assessment will be conducted for municipalities of Rank B++ and above that **had passed the minimum financial self-management requirements**.

The minimum requirements are to pass up to (75%) of assessment requirements, with condition of presence of full-time daily supervision engineer. The assessment questions are expected to include the following:

- Presence of full-time engineer to daily supervise the sub-project, with the experience to fully manage environmental and social considerations;
- Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially;
- Presence of a dedicated safety engineer who monitors environmental impacts;
- The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria;
- Presence of a written Occupational Safety and Health (OSH) policy for its staff;
- Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.;
- Presence of functioning (documented) system to keep track of municipality-funded sub-projects;
- Presence of a functioning and documented system to keep track of site visits during construction;
- Presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects;
- Provide evidence of a demonstrated track record for good compliance in environmental impact management;
- Presence of complaints mechanism, which is well-known to all citizens; and
- Provide evidence that the municipality have a written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint.

### **Risk Assessment**

The following table depicts the risk of transferring responsibilities to municipalities:

Stage	Risk	Risk Level	Mitigation
Environmental and Social Screening	None of the municipalities has previous experience in conducting environmental and social screening	High	Train municipal engineers on environmental and social safeguards, environmental and social screening, and assessment



Stage	Risk	Risk Level	Mitigation
	None of the municipalities engineers has the experience in environmental screening		for B ++ and above municipalities  Responsibility might be forwarded to municipalities that answer that they have the capacity and experience and system to conducting screening
ESMP verification	Municipality are to review the site specific instruments and inserting these instruments into the bidding documents	Low	Municipalities already have been doing this under MDLF supervision.
Environmental and social management	Potential noncompliance to ESMP guidance during construction, municipality engineer are not daily supervising the works, municipality engineer are not considering environmental management during construction. Presence of unsolved complaints, potential presence of social safeguards triggering	Medium	Daily supervision is one condition to receive self-management  In cases where complaints raised to MDLF regarding municipal noncompliance, auditing revealed noncompliance, incidents of triggering social safeguard will be added as clauses to return MDLF higher supervision.

Assessment will be conducted post to Financial Assessment, and prior each cycle of MDP. Environmental capacity application form is attached in Annex A. Evaluation process is detailed in Annex B.

In order to MDLF properly assess the applications, the following documents are the minimum required to support municipality ranking:

Criteria	Minimum required Supporting Document
Presence of full-time engineer to daily supervise the sub-project, with the experience to fully manage environmental and social considerations	CV is acceptable, presence in the municipality organizational structure, full time employment



Criteria	Minimum required Supporting Document
Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially	CV is acceptable, presence in the municipality organizational structure, full/part time employment
Presence of a dedicated safety engineer who monitors environmental impacts	CV is acceptable, presence in the municipality organizational structure, full/part time employment
The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria	Environmental Screening Forms used by municipality  Record of environmental and socially screened and assessed projects
Presence of a written Occupational Safety and Health (OSH) policy for its staff	Municipality OSH Policy Document
Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.	Environmental management of construction procedures  minimum 2 samples of environmental management during construction stage of municipality project
Presence of functioning (documented) system to keep track of municipality-funded sub-projects	Budget with projects history in line
Presence of a functioning and documented system to keep track of site visits during construction	Visit Log form  site visit report form  sample of visiting log for one project



Criteria	Minimum required Supporting Document
	sample of site visit report for the same logged project
Presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects	Sample of municipality bidding document form including the environmental management clauses
Provide evidence of a demonstrated track record for good compliance in environmental impact management	Samples of environmental management tracking during construction stage of minimum 2 municipality projects
Presence of complaints mechanism, which is well-known to all citizens	The written system procedures
Provide evidence that the municipality have a written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint	Sample of complaints of infrastructure projects complying to the written procedures

If any of the supporting documents are not submitted with application or municipality to verify during assessment period, related criterion will be considered not achieved.

Following to assessment results and risk assessment, the municipalities would be given partial environmental management responsibility:

- (However, in cases where potential triggering of social safeguards (Involuntary Resettlement Policy) the sub-project environmental management will be given back to MDLF in order to minimize risk.
- **(75% and above Rank)**

Those municipalities fulfilling the minimum requirements (75%) are eligible to supervise the sub-project environmentally and socially without environmental and social management support provided from MDLF. Further to fully responsible of reporting to MDLF the environmental and social management status, action taken, notes, penalties, complaints, etc on monthly basis.



Municipality shall provide evidence of presence of daily supervision team with proper logging of engineering and environmental management reporting.

For sectorial projects, municipality shall provide evidence of different engineering capacities availability in addition to environmental with environmental management capability

MDLF will conduct quarter monitoring and auditing for these municipalities to ensure compliance to minimum requirement, compliance to environmental and social safeguards. In cases of compliance with minor deviation, MDLF will assess support needed and assist municipality to correct deviation. In cases of noncompliance to safety measures, mitigation measures or safeguards; municipality will be responsible on correcting the deviation and higher supervision will be returned to MDLF. Furthermore, MDLF will assist those municipalities in raising specific capacities correlated to their assessment output.

Incases, where potential triggering of social safeguards (Involuntary Resettlement Policy) the sub-project environmental management will be given back to MDLF in order to minimize risk.

- **(Less than 75%)**

Municipalities that fail to fulfil the minimum requirements will be supported during the cycle in order to assist them to raise specific capacity needs based on their assessment results. Training assessment need will be verified after assessing the capacity assessment results.

Though environmental management of these projects is according to MDP Operational Manual, ESMF and LALPF. Municipality regular responsibilities depicted in these reference documents applies.

### **Capacity Assessment and Development**

The TOR for the Local Technical Consultant (LTC) will include capacity building for engineers in environmental construction management, environmental safeguard and environmental management in addition to other criteria listed in the capacity assessment application. LTC will receive the assessment results for each municipality, where the capacity development that can be raised with current municipality capacity is not limited to the following:

1. Raise the knowledge of the full-time engineer to daily supervise the sub-project to encounter managing environmental and social considerations;
  2. Raise awareness of environmental safeguards, raise awareness and educate them of environmental screening process according to MDLF and EQA procedures.
  3. Raise awareness and enforce presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.;
  4. Raise awareness and enforce presence of a functioning and documented system to keep track of site visits during construction;
  5. Raise awareness of presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects;
  6. Enforce and raise awareness of presence of well demonstrated track record for good compliance in environmental impact management;
  7. Raise awareness and enforce presence of presence of well documented, written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint.
-





However, criteria also include management systems, regulations and procedures that municipality need to inherit environmental management into their management system and solely their awareness of its presence can be highlighted:

1. Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially;
2. Presence of a dedicated safety engineer who monitors environmental impacts;
3. The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria;
4. Presence of Environmental Engineer capable of conducting environmental screening
5. Presence of a written Occupational Safety and Health (OSH) policy for its staff;
6. Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.;
7. Presence of functioning (documented) system to keep track of municipality-funded sub-projects;
8. Presence of a functioning and documented system to keep track of site visits during construction;
9. Presence of complaints mechanism, which is well-known to all citizens

Might municipalities encouraged and made aware of provide evidence of the above-mentioned systems presence in order to gain the self-management

Municipalities will be asked to verify receiving capacity development by LTC, other than the LTC capacity development reporting that shall be conducted quarterly.

On the other hand, capacity building for municipalities of lower ranks will be conducted based on what is being stated in the ESMF. Where the Local Technical Consultant TOR will include capacity building for engineers in environmental construction management, environmental safeguard, where training to include but not limited to:

- An orientation session on the preparation and use of the appraisal mitigation forms.
- An orientation session on the monitoring of the implementation environmental and social guidelines, mitigation measures and contractor liability, Safety measures for construction works and safety measured for construction workers.
- A training on the environmental and social safeguards, screening, and environmental management
- A training on complaints mechanism. On LALPF and prior to project implementation, all municipalities will receive training on the LALPF to be ready to undertake consultations with affected people on the LALPF and potential follow up Action Plan.



## Annex A: Environmental Capacity Assessment Application Form

This application is to be filled by Municipalities that passed the MDPIII Financial Assessment and willing to solely manage the MDPIII Cycle 1 project on their own.

**Municipality:**

**Municipality Rank:**

**Municipality Contact Person:**

**Email:**

**Phone/Cell:**

**Date of Submission**

#	Criteria	Please Answer Yes/ No and provide document
1	Presence of full-time engineer to daily supervise the sub-project, with the experience to fully manage environmental and social considerations	
2	Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially	
3	Presence of a dedicated safety engineer who monitors environmental impacts	
4	The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria	
5	Presence of a written Occupational Safety and Health (OSH) policy for its staff	
6	Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.	
7	Presence of functioning (documented) system to keep track of municipality-funded sub-projects	



#	Criteria	Please Answer Yes/ No and provide document
8	Presence of a functioning and documented system to keep track of site visits during construction	
9	Presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects	
10	Provide evidence of a demonstrated track record for good compliance in environmental impact management	
11	Presence of a complaints mechanism, which is well-known to all citizens	
12	Provide evidence that the municipality have a written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint	

Municipality to Fill space with (Yes) or (No) and are to attach evidence (available documents system regulations, etc)

Supporting documents:

Criteria	Minimum required Supporting Document	Document Check
Presence of full-time engineer to daily supervise the sub-project, with the experience to fully manage environmental and social considerations	CV is acceptable, presence in the municipality organizational structure, full time employment	
Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially	CV is acceptable, presence in the municipality organizational structure, full/part time employment	



Criteria	Minimum required Supporting Document	Document Check
Presence of a dedicated safety engineer who monitors environmental impacts	CV is acceptable, presence in the municipality organizational structure, full/part time employment	
The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria	Environmental Screening Forms used by municipality  Record of environmental and socially screened and assessed projects	
Presence of a written Occupational Safety and Health (OSH) policy for its staff	Municipality OSH Policy Document	
Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc.	Environmental management of construction procedures  minimum 2 samples of environmental management during construction stage of municipality project	
Presence of functioning (documented) system to keep track of municipality-funded sub-projects	Budget with projects history in line	
Presence of a functioning and documented system to keep track of site visits during construction	Visit Log form site visit report form sample of visiting log for one project	



Criteria	Minimum required Supporting Document	Document Check
	sample of site visit report for the same logged project	
Presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects	Sample of municipality bidding document form including the environmental management clauses	
Provide evidence of a demonstrated track record for good compliance in environmental impact management	Samples of environmental management tracking during construction stage of minimum 2 municipality projects	
Presence of a complaints mechanism, which is well-known to all citizens	The written system procedures	
Provide evidence that the municipality have a written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint	Sample of complaints of infrastructure projects complying to the written procedures	



## Annex B: Evaluation Sheet

Assessment is divided into three Categories:

1. Partial supervision when municipality achieve (75%)
2. MDLF Supervision when municipality fails to achieve minimum (75%)

In Excel, Yes is identified (1) , No as (0)

Total is 12 Judgement shall be upon presence of the right documentation provided by the municipality for each criteria.

#	Criteria	Please Answer Yes/ No and provide document
1	Presence of full-time engineer to daily supervise the sub-project, with the experience to fully manage environmental and social considerations	1
2	Presence of a supervision engineer for each sub-project sector, with the experience in managing projects environmentally and socially	1
3	Presence of a dedicated safety engineer who monitors environmental impacts	1
4	The municipality has a functioning and documented system to screen sub-projects for environmental impact assessment, according to Environmental Quality Authority (EQA) criteria	1
5	Presence of a written Occupational Safety and Health (OSH) policy for its staff	1
6	Presence of a (documented) functioning system to protect pedestrians, citizens, from construction-related noise, dust, potholes, equipment, etc	1
7	Presence of functioning (documented) system to keep track of municipality-funded sub-projects	1
8	Presence of a functioning and documented system to keep track of site visits during construction	1
9	Presence of a clause, or clauses, which provide legally binding environmental management guidelines in municipality-funded projects	1



10	Provide evidence of a demonstrated track record for good compliance in environmental impact management	1
11	Presence of complaints mechanism, which is well-known to all citizens	1
12	Provide evidence that the municipality have a written tracking system for complaints which follows a complaint from being registered, to being addressed (how, when, and by whom), to being recorded as closed as a complaint	1
	If 75% only if (1,3,5)	9



## ANNEX 2 -Section B: The Environmental and Social Performance in MDP III CII



# صندوق تطوير وإقراض الهيئات المحلية Municipal Development & Lending Fund

ASSESSMENT REPORT

THE ENVIRONMENTAL AND SOCIAL PERFORMANCE IN MDPIII CII

August, 2022

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## INTRODUCTION

This report presents the assessment of the Environmental and Social Performance, and the perceptions of the Municipalities and local community in West Bank and Gaza Strip regarding to the MDPIII CII program. Hence, MDPIII CII have targeted all municipalities and provided municipalities with a combination of TA and annual performance-based grants for priority sub-projects that would improve municipal service delivery

The environmental and social assessment of the municipalities has been carried out in August, 2022 and targeted a representative sample of Municipalities (112 out of 159) in West Bank and Gaza. Specific criteria had been identified in selection of municipalities. Among others, Municipalities size, its classification, its geographical location, its population, its needs and capacities. In addition, the assessment considered the experience of the environmental and social individual consultants who assigned by MDLF to support municipalities in preparation and implementation the ES instruments.

Moreover, additional assessment had been carried out to assess local community satisfaction on MDPIII CII projects. The assessment had been conducted in July, 2022. It targeted a representative sample of beneficiaries (10 municipalities) from local communities distributed in West bank and Gaza with a total of 150 households (15 household in each municipality).

## SUMMARY OF MDPIII CII PROJECTS

Sound environmental and social management was recorded during construction stage, noting that screening and ESMP preparation were fully managed by MDLF. However, sometimes, the Municipalities' engineers in general showed lack of proper capabilities in preparation of the ESMP, though sectorial ESMPs were reintroduced in MDPIII. Furthermore, the environmental penalties showed good impact when applied on ground. However, presence of daily supervision from municipality side affected its implementation, MDPIII provide amendment to simplify the process.

- **West Bank:** Under MDPIII Cycle II; 230 sub-projects distributed over roads, public facilities, water/wastewater, electricity, solid waste and supplies projects. Environmental screening



showed that 140 sub-project falls under Category (B) of environmental assessment, 82 falls under category (C), and 8 falls under category (B-C). In the social screening, none of the projects triggered the involuntary resettlement, or the PCR OPs.

- **Gaza Strip:** Under MDPIII Cycle II, 285 sub-projects distributed over roads, public facilities, water/wastewater, electricity, solid waste and supplies projects. Environmental screening showed that 110 sub-project falls under Category B of environmental assessment, 161 falls under category C, and 14 falls under category (B-C). In the social screening, none of the projects triggered the involuntary resettlement, or the PCR OPs.

Six Environmental and Social Individual Consultants in West Bank and two in Gaza Strip (Total 8 ES consultants) were assigned to assist MDLF in managing the Environmental and Social safeguards in MDPIII CII. The role of the consultants was not only to supervise the construction activities, but go broader starting from supporting the municipalities to prepare ESMPs for their sub-projects and completing the Environmental and Social screening in a good manner, as well to support them in reflecting the ESMP outputs on the design of the sub-projects, and to merge all of the ES requirements in the bidding documents.

## ENVIRONMENTAL AND SOCIAL ASSESSMENT METHODS AND TOOLS

The assessment of the Environmental and Social Performance was conducted by using different tools as the following:

**Survey for Municipalities (distributed questionnaire):** The MDLF surveyed 112 Municipalities (87 in West Bank, and 25 in Gaza Strip) from the whole 16 governorates in Palestine in term of its environmental and social capacities.

**Assessment Sheet for MDLF Consultants:** The assessment sheet was filled by 8 individual ES consultants who worked with MDLF on MDPIII CII. The sheet aims at assessing the ES capacities of the municipalities in Palestine.

**Household Survey:** The survey targeted 10 random households from the vacancy of MDPIII CII sub-projects in West Bank and Gaza Strip to collect the perceptions and satisfaction of the local communities.

## ENVIRONMENTAL AND SOCIAL ASSESSMENT OF THE MUNICIPALITIES

### MUNICIPALITIES E&S SURVEY

The following presents indicators in Table (1) were extracted from the analysis of the collected data through the Municipalities survey.

Table 1. Assessment of the Municipalities' Environmental and Social Performance

Indicators	Analytical Graphs
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<p><b>Availability of Environmental Officer in the municipality:</b> Only 29.5% of Municipalities have an environmental officer; Two third of them have also additional supportive staff for managing the ES issues. Whereas 70.5% of the municipalities don't have a specific environmental officer, and instead the ES tasks are assigned to other staff such as the municipality Engineer or the Engineering Department.</p>	<p style="text-align: center;"><b>Do you have specialized officer for the ES Requirements?</b></p> <table border="1"><tr><td>Yes</td><td>0</td></tr><tr><td>No</td><td>0</td></tr></table>	Yes	0	No	0		
Yes	0						
No	0						
<p><b>Capacity Building - Training from MDLF or its consultants During the implementation of MDPIII:</b></p> <p>MDLF and its consultants targeted all of Municipalities in a specialised ES training during the MDPIII CII, but 48% of Municipalities said they still need additional ES training.</p> <p>In another hand, 100% of the municipalities in West Bank and Gaza Strip informed that MDLF staff and MDLF consultants assisted their municipalities to address the Environmental and Social Issues of their sub-projects.</p>	<p style="text-align: center;"><b>#REF!</b></p> <table border="1"><tr><td>Yes</td><td>0</td></tr><tr><td>No</td><td>0</td></tr></table> <p style="text-align: center;"><b>MDLF ASSISTANCE FOR MUNICIPALITIES TO ADDRESS THE ES ISSUES?</b></p> <table border="1"><tr><td>Assisted</td><td>100%</td></tr></table>	Yes	0	No	0	Assisted	100%
Yes	0						
No	0						
Assisted	100%						
<p><b>Environmental and Social Management Plan (ESMP):</b></p> <p>83% of the municipalities confirm their understanding of the ESMP concept and its importance in dealing with the environmental and social risks and impacts. 76% of the municipalities know the content and sections of the ESMP, whereas only 55% of the municipalities said they have the capacities and ability to prepare site specific ESMP.</p>	<p style="text-align: center;"><b>Do you have a full understanding of the ESMP Concept?</b></p> <table border="1"><tr><td>Yes</td><td>87.00%</td></tr><tr><td>No</td><td>13.00%</td></tr></table>	Yes	87.00%	No	13.00%		
Yes	87.00%						
No	13.00%						



**The ability to evaluate ES Risks and impacts:** 86% of the municipalities believe that they have the ability to evaluate the ES risks and impacts and expect them.

90.5% of the municipalities classified their sub-projects as low risk sub-projects, whereas 9.5% classified their sub-projects as medium risk sub-projects. No sub-projects were evaluated as high-risk sub-projects.

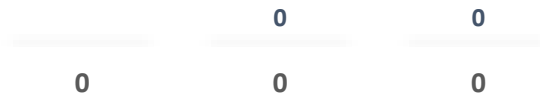
95% of the municipalities confirm their compliance; they implement the ES measures at the site as per the ESMP. 100% of municipalities believe that they comply with the OHS measures at the site.

Municipalities informed that no incidents were registered and no injuries were recorded in the MDLF projects.

### Do you have the knowledge of how to evaluate the ES risks and impacts at any site?



### Overall ES Risk of your projects in MDPIII CII



**Review and understanding of the MDLF Grievance Redress Mechanism Manual (GRM Manual):** Only 45% of the municipalities reviewed the GRM Manual and have a full understanding of its objectives and procedures.

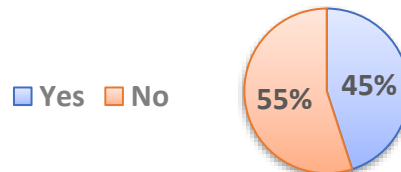
Hence, 82% of municipalities informed that they have complaining channels for beneficiaries of the MDLF projects.

None of municipalities received Gender Based Complaints related to MDLF sub-projects.

### Do you have complaining channels for the MDLF projects?



### Review and understanding of the GRM Manual



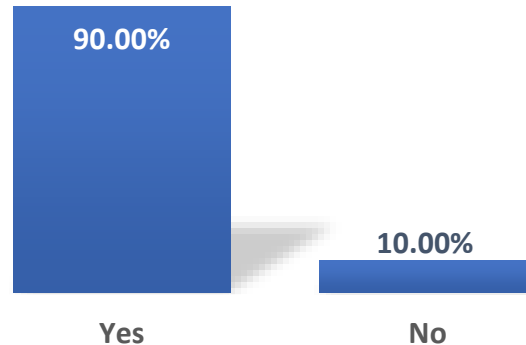


**Stakeholder Engagement Plan (SEP) and Public Consultation:** 90% of the municipalities confirm that they have (SEP) in their municipalities.

8% of municipalities don't believe in conducting public consultation meetings during the different stages of the project; some of them believe that discussion in the consultation meeting is usually go to other issues not related to the project, meanwhile others believe that people are not thinking of the ES issues and they don't have experience in discussing such issues, but all of ES issues are studied in details during the project design.

100% of the municipalities informed that they have SDiP, and all of them confirm that they prepare the SDiP on the basis of consultation with the stakeholders and the local community, as well all of them confirm that they select their sub-projects from the SDiP for MDLF financing projects.

### Having SEP in the municipality?



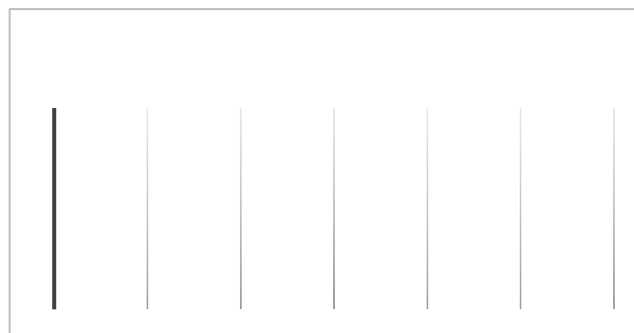
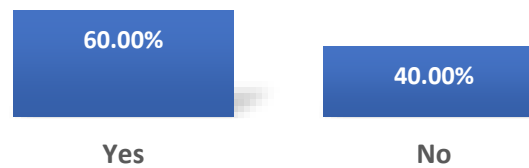
100% consultation with people.

100 % of selected projects are from SDiP.

**Land Acquisition and Livelihood Framework (LALAPF):** 60% of the municipalities have a full understanding of the (LALAPF) and its content and objectives, whereas the remaining are expected that they know the procedure from MDLF and consultants.

47% of municipalities informed that they signed agreements with concerned people in at least one of their sub-projects; 100% of them confirmed that they signed the agreements after consultation with the concerned people and without any pressure.

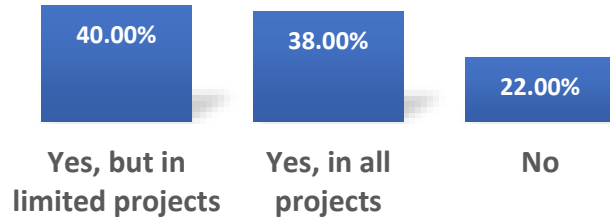
### Realization of the LALAPF procedures and its content





**Climate Change:** 40% of the municipalities informed that they take into consideration the climate change issues during the design of all of their sub-projects, whereas 38% of municipalities informed that they took into consideration the climate change considerations just in some specific projects. The remaining 22% are not taking into consideration the climate change in their projects' design.

### Do you take into consideration the Climate Change Issues during the design of your projects?



## MDLF E&S CONSULTANTS ASSESSMENT SHEET

The following presented indicators were extracted from the analysis of the collected data through the Consultants sheet. It is additional tool to validate the municipalities responses. The analysis is achieved for 144 municipalities in West Bank and Gaza Strip.

### Regarding to the Environmental Consultants feedback:

- **67%** of the municipalities are able to expect the environmental risks and impacts during the screening stage.
- Although most of municipalities are familiar with the ESMP content and know its concept and purpose, but only **30%** of the municipalities have a good understanding of the concept of the ESMP, and capable to prepare site specific ESMP by themselves, whereas the remaining of municipalities are still need assistance from MDLF and consultants in different levels.
- **63%** of the municipalities are able to monitor the compliance with the environmental and social measures.
- Regarding to the ability of municipalities to respond to the Environmental requirements; **31%** of municipalities have low ability, **56%** have medium ability, and only **13%** have high ability.

### Regarding to the Social Consultants feedback:

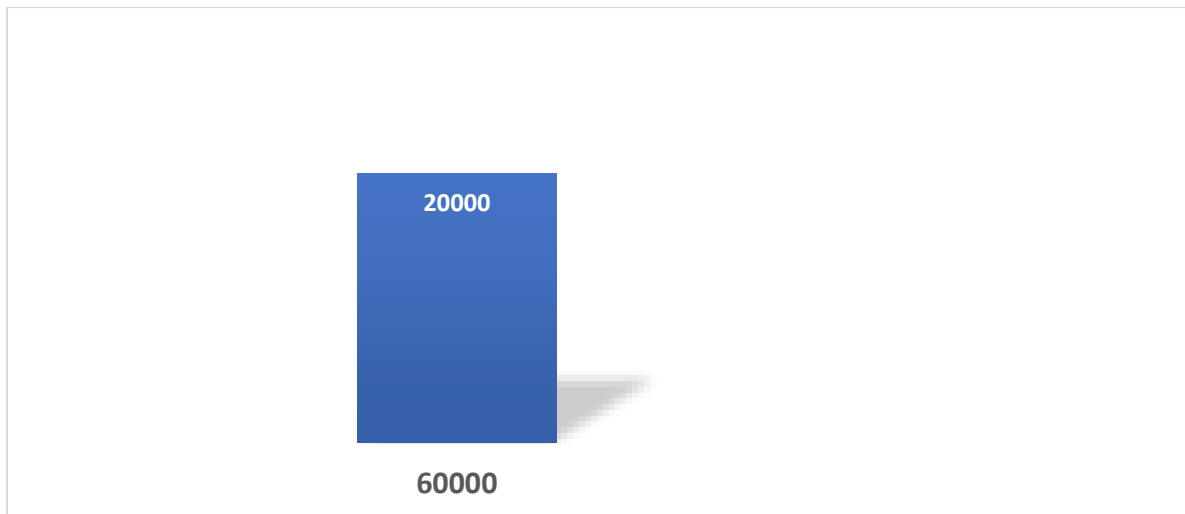
- Regarding to the effectiveness of the complaining system at the municipalities; **19%** of the municipalities have a high-quality system, **46%** have a medium quality system, and **35%** are still have low quality system.
- Regarding to the realization and understanding of the LALAPF requirements, **35%** of the municipalities have a high realization of the procedures, **24%** have medium understanding, and only **41%** don't have a full realization of the LALAPF procedures.
- Regarding to the communication strategy, **26%** of the municipalities have high quality communication strategy, **52%** have a medium quality communication strategy, and only **22%** have low quality communications with the stakeholders and the community.
- Regarding to the ability of municipalities to respond to the social requirements; **37%** of municipalities have high ability, **37%** have medium ability, and only **16%** have low ability.



## LOCAL COMMUNITY PERCEPTIONS AND SATISFACTION

MDLF surveyed 150 random households in 10 locations (sub-projects) to obtain their perceptions and satisfaction about the implementation of MDPIII CII projects. The 10 sub-projects were selected according to different criteria in term of the type (70% roads, 20% public facilities, and 10% Energy), size (large, medium, and small municipalities), and also gender criteria (59% men, 41 women). The following some of the obtained results:

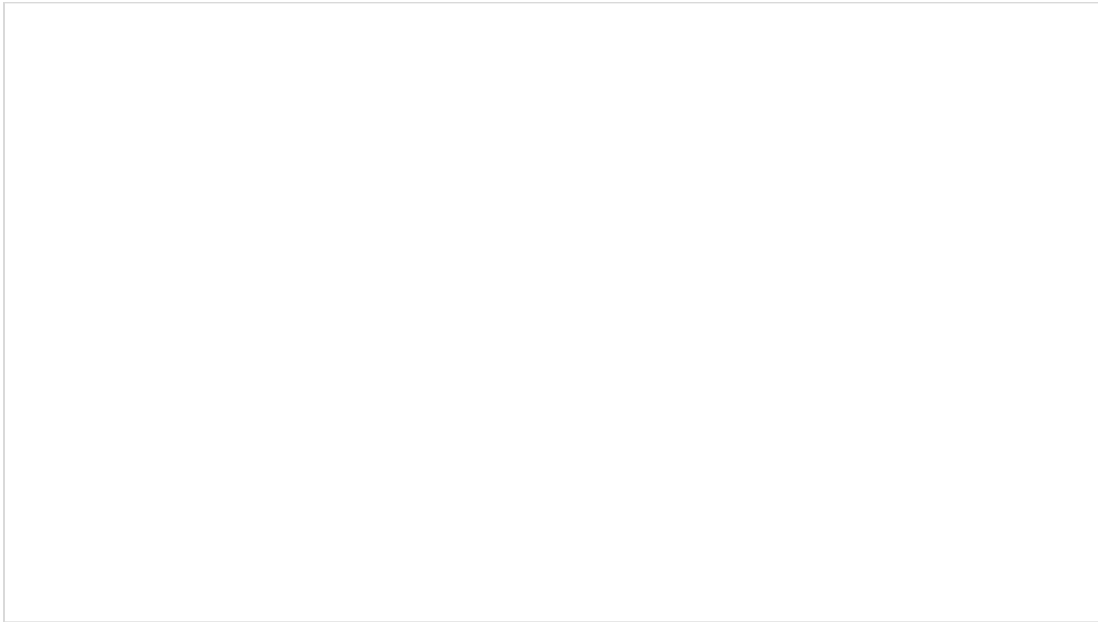
- A. Participation of the local community in selecting the projects: 86% of targeted sample agree or fully agree that there was a consultation with people and local community during the project selection.



- B. Consultation with the local community about the environmental and social risks and impacts at early stages (before the implementation): 88% of the targeted sample agree or fully agree that there was a consultation with people at early stage.



- C. Participation of Women in the consultation meetings: 58% of the targeted sample agree or fully agree that there was a participation of women in the consultation sessions.







D. Other indicators as the following:

- Taking the ES issues during the project selection and implementation: 75% of the targeted group agree or fully agree that the ES issues and measures were taken into consideration.
  - Good accessibility to houses and shops during implementation: 79% of the targeted group agree or fully agree that there was no problems or damage regarding to access to houses or impacts on the livelihood sources.
  - Knowledge about the project details and duration: 87% of the targeted group agree or fully agree that they know about the details of the project and its duration before the project implementation.
  - Satisfaction with the methodology of LALAPF: 71% of the targeted group agree or fully agree that they are satisfied with the LALAPF procedures including the consultation, and signing the agreements.
  - Compliance with the ES measures: 73% of the targeted group agree or fully agree that the contractor and the municipality deal with the ES impacts (e.g. dust, wastewater leakage ...etc) in a good way during the project implementation.
  - Improvements of the citizen's quality of life: 95% of the targeted group agree or fully agree that the project improved the infrastructure and the quality of their life after implementation.
  - Trust of the Municipality: 60% of the targeted group agree or fully agree that they increased their trust in the municipal council after the project implementation.
  - Satisfaction of people: 95% of the targeted group agree or fully agree that they are satisfied about the project implementation and the final result.
-



### Annex 3: Environmental and Social Baseline

The New project MDP-4 will target all municipalities in West Bank and Gaza Strip and will provide municipalities with a combination of TA and annual performance-based grants for priority sub-projects that would improve municipal service delivery. Palestine consists of 16 governorates (11 in West Bank and 5 in Gaza Strip). The total population living in West Bank and Gaza Strip is 5.164 million (PCBS, 2021) over an area of about 6,000 km<sup>2</sup> (West Bank: 5,655 km<sup>2</sup>, Gaza Strip 365 km<sup>2</sup>).

**West Bank:** West Bank is divided into three administrative divisions (Areas A, B and C). In Area A (18% of the West Bank), which includes the major Palestinian cities (with the exception of part of Hebron city named H2, which is excluded from Area A), Palestinians have full civil and security control. In Area B (22% of the West Bank), which includes Palestinian rural settlements, Palestinians have civil and security responsibilities, with Israel retaining an “overriding responsibility” for the security of Israelis and counter-terrorism efforts. Area C (60% of the West Bank), which includes Israeli settlements and most vacant territory, remains under full Israeli control.

**Gaza Strip:** Gaza Strip is a Palestinian enclave on the eastern coast of the Mediterranean Sea. Gaza Strip is 41 kilometers long, from 6 to 12 kilometers wide. In 2012, the United Nations Country Team (UNCT) in Palestine warned that the Gaza Strip might not be a “liveable place” by 2020; as of 2020, Gaza had suffered shortages of water, medicine and power, a situation exacerbated by the COVID19 crisis.

This baseline conditions have been generated based on the desk review of a previous local and national studies. Baseline condition has been described in light of the two categories:

- a. **Description of the Environmental Baseline** (includes both Physical Environment and Biological Environment); and
- b. **Description of the Social and Economic Baseline** (includes Socio-economic and Cultural Environment).

#### Physical Aspects

##### Topography

Despite its small geographical area, Palestine is characterized by a great variation in topography and altitude, especially in the West Bank where the variation ranges between 1,020 m above sea level to 420 m below sea level.

The West Bank is divided into four major geomorphological areas; Central Highlands, Semi-coastal region, Eastern Slopes region, and the Jordan Valley; the four (4) targeted Urban areas of West Bank are located within the Central Highlands. The mountainous area of the West Bank serves as the main rainfall collection and replenishment zone for the groundwater aquifers. Many drainage and valley systems are spread in and amongst these aforementioned areas.

Gaza Strip topographical area is characterized by, elongated ridges and depressions, dry streambeds and shifting sand dunes. The ridges and depression generally extend in a NNESSW direction, parallel to the



coastline. They are narrow and consist primarily of sandstone (Kurkar). The ridges and depressions show considerable vertical relief, in some places up to 60 m. Surface elevations of individual ridges range between 20 m and 90 m AMSL. Two high ridges appear on the topography map in the southern Gaza strip. The highest areas are found in eastern parts of Khan Younis Governorate. The lowest areas are in the west, and along the border between Gaza and Deir Albalah governorates (Wadi Gaza).

## **Geology**

The geology of Palestine consists of the following formations (from older to recent):

### **Cretaceous**

- Cenomanian is characterized by dolomite, chalk, dolomitic limestone at Lower Cenomanian and limestone with clay beds at Middle Cenomanian.
- The Albian consists of limestones (hard cryst., massive with marls, with clay beds) and sandstones.
- Basalts of Lower Cretaceous are located at the ENE of Tubas
- Turonian consists of lithographic stone fine grained limestone (“meleke”)
- The Upper Cretaceous (Senonian) formations consist of bituminous limestone, chert and hard chalk

### **Tertiary**

- The Eocene is formed by chalk, limestone and chert. Late Eocene to Miocene is characterized by marl, limestone, sandstone and conglomerate.
  - Quaternary: Pleistocene and recent sediments.
  - Pleistocene deposits consist of sandstones, conglomerates dark sand with little clay.
  - Recent deposits consist of alluvium red clay loam mainly at the North and Central and sandy loam at the South.
-

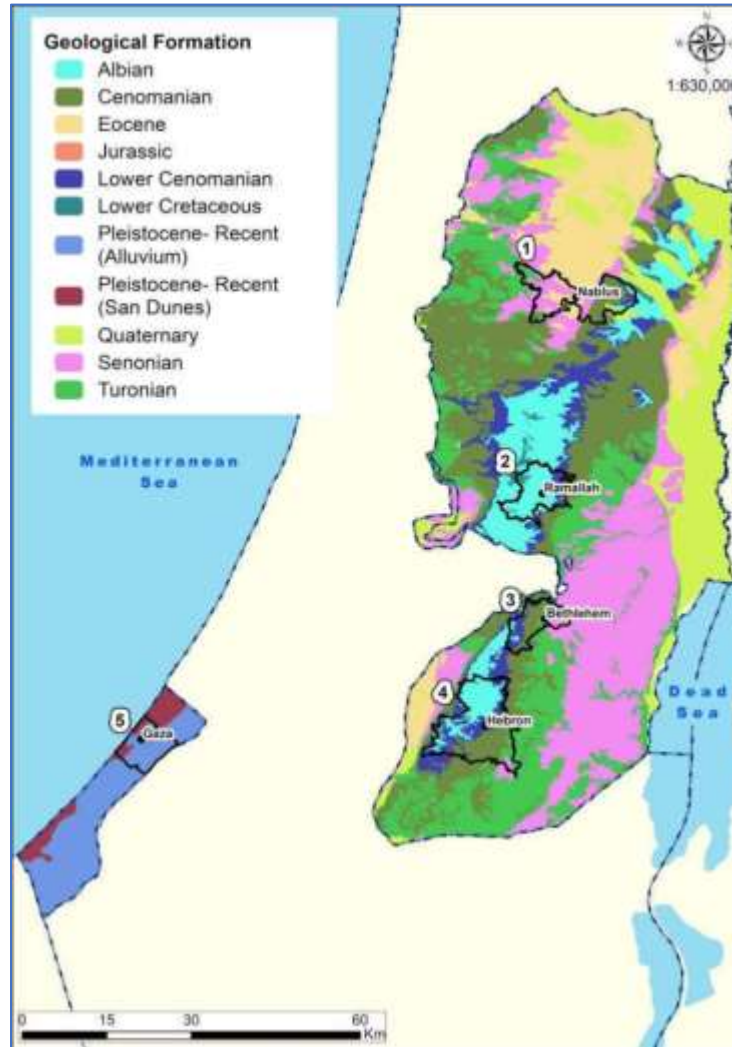


Figure 3: Geological Map of Palestine

## Surface Water

Surface water resources in Palestine consist of the Jordan River and mostly ephemeral wadis flowing towards the Mediterranean, the Jordan Valley and the Dead Sea.

**Valleys:** Palestine experiences a range of rainfall intensities. In the event of high rainfall intensity, most of the rain and water flows into wadis and valleys and from there either to the Mediterranean or the Dead Sea. The West Bank contains 10 to 15 major streams that either drain toward the Mediterranean Sea in the west or the Dead Sea/Jordan River system in the east. In the Gaza Strip, the major wadis originate east of the border where Israel is blocking the natural flow for irrigation purposes. This makes the wadis dry except in years of heavy rainfall.

In the absence of sufficient wastewater infrastructure and limited number of wastewater treatment plants in the West Bank to deal with the generated wastewater, Wadis in many cases are converted to wastewater streams, polluting the surrounding environment; leaching contaminants into groundwater, and increasing the health risks of waterborne diseases. For Example:



- Hebron Stream (Wadi Al Samen), which flows towards the Beer Sheva Valley and contributes to the Besor Stream (Besor Nar catchment), has become a polluted wastewater channel. Nearby communities suffer badly from polluted water, odour, flies and mosquitoes.
- Nablus Stream (Wadi Al Zomar), which flows in a westward direction, has become a wastewater channel for Nablus, while in the downstream section it also serves as a wastewater channel for Tulkarem. Flows containing wastewater from both sources debouch into the Alexander Stream to the west of the Green Line (Alexander Zeimar catchment).
- Other major wastewater streams include: (Wadi Suriq near Ramallah (Salman Catchment), Wadi Al-Bathan (Faria Catchment) and Wadi Al-Zuhur (Qana Catchment) near Nablus, and Wadi Beit Jala (Soreq Al Sarar Catchment) near Bethlehem).

With respect to surface water harvesting and collection, the potential for water harvesting of valley water is limited due to weak financial possibilities and lack of technical and engineering expertise in this area and also the control of land and water resources; however, a limited number of small dams have been established, as summarized in Table 5. These dams have faced some technical problems and need to be repaired.

There is a limited number of impoundments near villages where surface water is collected for agricultural, drinking and sanitary purposes. In Gaza, because the topography is flat and land is scarce, the scope for storing and using any remaining surface water is very limited. In response to the growing water shortages, concerted efforts were made to harvest and collect surface water, mainly in cisterns with capacities of 80–100 mcm. It is estimated that the annual water collected is in the range of 3 to 4 mcm, most of it used for the supplementary irrigation of fruit trees, in particular olives.

It should be noted that some of the partially treated wastewater from Palestinian towns and villages and untreated wastewater streams flow into Israel and is treated or partially treated in Israeli treatment plants (Bethlehem and Beit Jala at the Soreq plant, Tulkarem and Nablus at the Yad Hannah plant, and Qalqiliya at the Drom Sharon Mizrachi plant) and thereafter reused in the Israel's agricultural sector. The cost associated with this treatment is charged to the PWA and deducted annually by Israel from Palestinian tax revenues. The Palestinian Authority reports that Israeli settlements discharge 40 mcm per year of untreated wastewater into wadis.

**Table 5: Water Harvesting Facilities in West Bank**

	Description	Location	Storage Capacity (m <sup>3</sup> )	Amount Used (m <sup>3</sup> )
1	Al- Oja Dam	Jericho Area	750,000	Not used until now
2	Al- Fara'a Dam	Nablus Area	35,000	Not used until now
3	Beit Al- Rush Dam	Hebron Area	200,000	Not used until now
4	Bani Naim Dam	Hebron Area	220,000	220,000
5	Rain Water Pond in Arraba	Jenin	76,000	76,000
6	Small Agricultural Ponds	-	2,000,000	2,000,000
			3,281,000	2,296,000

**Coastal Water:** The coastline of the Gaza strip forms only a small section of a larger concave system (a 'litoral cell') that extends from Alexandria to the Bay of Haifa. Within this concave SE corner of the



Mediterranean, the relatively short 42 km Gaza coastline is almost straight. The length of Gaza Urban Area's coastline is about 8.5 km; 21,2% of the total coastline in Gaza Strip.

## Groundwater

Groundwater is considered the main source of fresh water for the Palestinians in the West Bank and Gaza Strip. The system is classified into four groundwater basins: three major basins in West Bank (Western, North Eastern and Eastern), comprising the Mountain Aquifer and the only source of water in the Gaza Strip, the Coastal Aquifer.

In their majority, the dominant geology types per Urban Area in the West Bank have high recharge rates. In geology types with low recharge rate, water level decline is more likely, thus making these areas less preferable for agricultural uses. In Gaza Urban Area the geology types are of unknown recharge rate.

Although groundwater quality in the West Bank is generally acceptable, localized high concentrations of nitrates and chlorides have been identified. Elevated nitrate concentrations in the groundwater and spring water of the West Bank are of increasing concern. 9% and 7% of samples in 2007 and 2009, respectively, contain nitrate concentrations above the Maximum Allowable Concentration of 50 mg/L of Palestinian and WHO guidelines. Highest values were recorded in Ramallah (293 mg/L) and Nablus (130 mg/L). The areas with the most elevated nitrate concentrations are areas characterized by heavy agricultural activities. Other anthropogenic influences are from nitrogen fertilizers, pesticides, manure and animal farms. However, nitrate contamination in populated areas, where no agricultural activities exist, is attributed to leaking septic and sewer systems.



Figure 4: Recharge Rate in Palestine



In Gaza Strip, the principle sources of groundwater pollution are poorly treated or raw sewage and the lateral inflow of saline groundwater and seawater. The majority of Gaza households are connected to a sewage network, but as most treatment plants are currently not or only partly functional, only small amounts of sewage are treated. As a result, wastewater is discharged into wastewater lagoons, wadis, open cesspits or directly into the Mediterranean Sea. The intensive use of agricultural pesticides, along with the inflow of sewage into the aquifer, has resulted in high concentrations of nitrate in groundwater in Gaza Strip. As a consequence, over 90% of the total groundwater volume in Gaza is unfit for domestic use according to internationally accepted guidelines.

The actual concentration of nitrate varies from 50 mg/L in non-residential areas (southeast of Rafah) to more than 300 mg/L in parts of Gaza that are still served by cesspits, such as Khan Younis. Only small parts of the aquifer in Northern Gaza and west of Khan Younis have waters with a chloride concentration of less than 250 mg/L. Chloride concentrations in the aquifer vary between 500 and 1,500 mg/L, while along the coastline the concentration of chloride exceeds 2,000 mg/L.

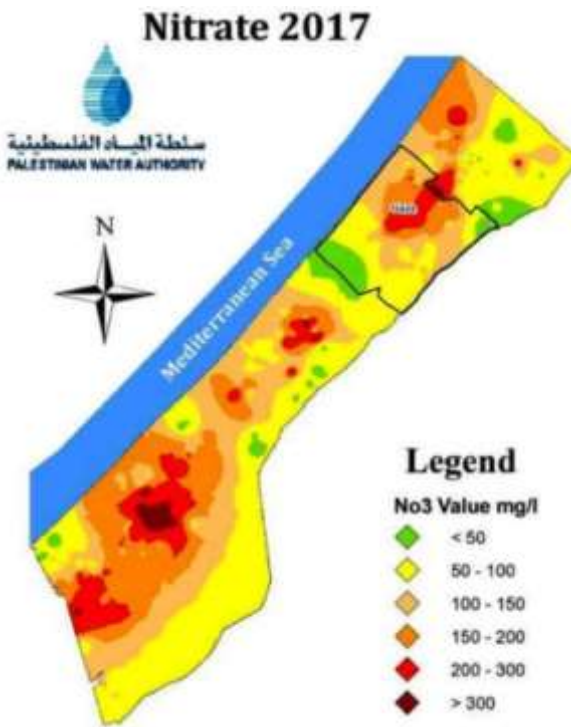


Figure 5: NO3 Contour Map 2017

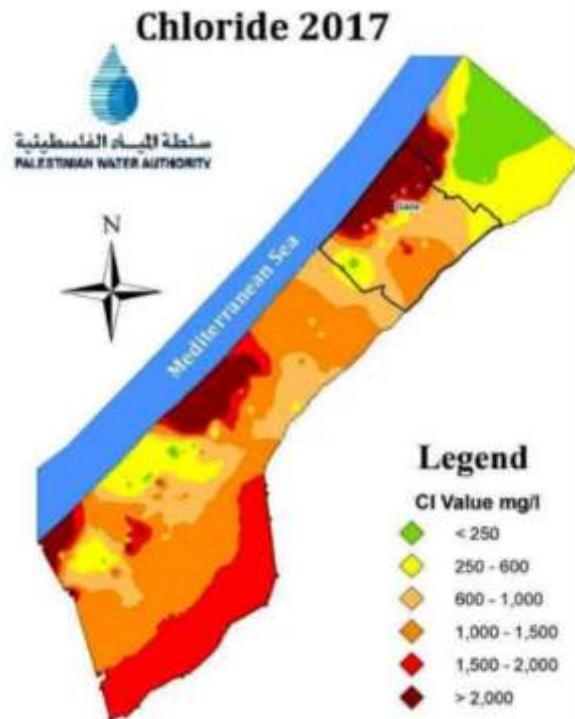


Figure 6: Chloride Contour Map 2017

Palestinian abstractions in the West Bank have been in the range 113 MCM – 138 MCM, or about 17- 20% of the “estimated potential” from Article 40 of the Oslo Agreement of West Bank aquifers, which is 679 MCM/year. The estimated recharge is 620-887 MCM per year.



In

Gaza Strip, the Coastal Aquifer's annual abstraction rate ranges from 160-200 MCM, which exceeds the recharge rate (55 MCM) and the sustainable use rate based on its recharge rate (50- 60 MCM), leading to a severe deterioration of aquifer. Some 40 % of the annual replenishment of the Coastal Aquifer is assured by local rainfall, while irrigation, leakage from deficient distribution networks and wastewater contribute to around 60 % of its replenishment.

The annual abstraction from wells and springs in West Bank and Gaza for years 2010-2018 is presented in more detail in Figure 4.2.5-14 below. Annual abstraction from wells for Gaza is rather stable, showing a slight increase of 3% in years 2010-2018; this is not the case in West Bank, where annual abstraction from wells in 2018 was approximately 35% higher compared to 2010. Overall, in years 2010-2018 there is an increase of approximately 12% regarding abstraction from wells in Palestine. Annual discharge from springs in West Bank shows a slight decrease of approximately 5% in years 2010-2018. Based on the available primary data, for year 2018, in West Bank 79% of water was abstracted from wells, and the remaining 21% was abstracted from springs.

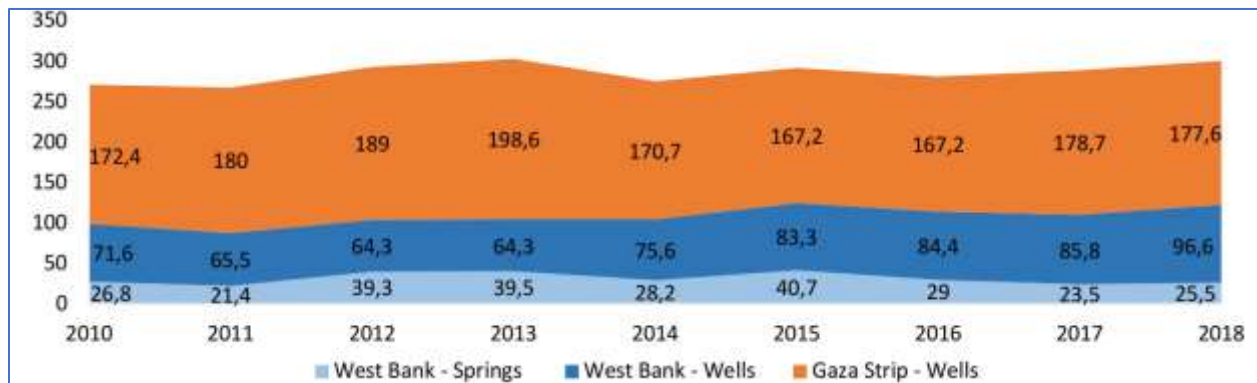


Figure 7: Annual Abstraction from Wells And Springs In West Bank And Gaza, 2010 – 2018 (Unit: Million M<sup>3</sup>)

According to recent data, in Palestine, half of water abstractions from wells are used for agricultural purposes and the remaining are used for domestic purposes. In West Bank approximately 41% of water abstraction from wells is used for agriculture and the remaining 59% is used for domestic purposes; in Gaza Strip, approximately 55% of water abstraction from wells is used for agricultural purposes and the remaining 45% is used for domestic purposes.

## Metrological Conditions

**Humidity:** varies from 50 to 70%. The Gaza Strip has the highest annual mean relative humidity at 69 % and Jericho (Jordan Valley) has the lowest at 52 %, decreasing from winter to summer.

**Temperature:** The average temperatures range between 25°C in summer to 13°C in winter. The highest temperatures are found in Jericho and the Jordan Valley, increasing from north to south and are inversely related to altitude, with the highest temperatures being found in the area of the Dead Sea. The Gaza Strip is located in a transitional zone between the arid desert climate of the Sinai Peninsula and the temperate and semi-humid Mediterranean climate along the coast.

**Precipitation:** The rainy season occurs during the winter starting mid-October until May. Snow and hail have been known to occur in highland areas of the West Bank. Average annual rainfall in the West Bank and the Gaza Strip is recorded at 535 mm and 359 mm respectively.





**Wind speed:** The highest wind speeds are observed during the winter period and the prevailing wind direction is westerly for both Gaza and West Bank. In general, the wind speeds for Gaza are the highest closest to the sea, while more inland lower wind speeds are found. Over the elevated terrain of the central part of West Bank the highest wind speeds are calculated.

## Greenhouse Gas Inventory

Palestine is highly vulnerable to the adverse impacts of climate change but responsible for less than 0.01% of global emissions. Palestine's per capita emissions were 0.8 tCO<sub>2</sub>e in 2011, substantially less than the global average of 6.73 tCO<sub>2</sub>e per capita at that time<sup>18</sup>. According to the Greenhouse Gas Inventory for 2017 by sector, the energy sector contributes 71% – the largest share to the total CO<sub>2</sub> emissions – followed by waste (19%) and then agriculture, forestry and other land use sectors (10%). Figure 8 shows the overall emission trends from 2006-2018 in Palestine. There has been a steady increase in GHG emissions between 2006 and 2018 and a 65% increase in total over this time period.



Figure 8: Overall GHG Emissions by Year (1000 Tons CO<sub>2</sub> Eq.)

According to PCBS data (2017), the energy and waste sectors are the main drivers of that increase as the emissions from the Agriculture, Forestry and Other Land Use (AFOLU) sector decrease over time. The use of fuel for road transportation in the energy sector is responsible for driving the increase of CO<sub>2</sub> while activity in the waste sector (including waste disposal and wastewater treatment) is responsible for driving the increase of CH<sub>4</sub>.

## Dust, Smoke and Smell

According to PCBS data (2018), Table 6 presents the households that were exposed to dust, smoke and smell within the Governorates.

Table 6: Percentage of Households Exposed to Dust, Smoke and Smell By Region, 2018

Percentage of Households Exposed to	West Bank	Gaza Strip
Dust	12.7 %	15.3 %

<sup>18</sup> NDC 2021



Smoke	8.3 %	12.5 %
Smell	17.5 %	27.8 %

According to recent data<sup>71</sup> during 2015, households exposed to dust, smoke and smell sometimes or very often considered the following as the most important sources;

- 66.8% of households considered unpaved roads as the main source of dust;
- 55.9% of households considered waste-burning in landfills or dumpsites (see section 4.2.7.4 below) as the main source of smoke;
- 44.5% of households considered wastewater as the main source of smells, while 35.8% considered agricultural waste as the most important source of smells.

## Noise

According to PCBS data (2018), Table 7 presents households exposed to noise within the Governorates in 2018.

**Table 7: Percentage of Households Exposed to Noise by Region, 2018**

Percentage of Households Exposed to	West Bank	Gaza Strip
Noise	25.1 %	41.2 %

According to the same data, 55.6% of households in Palestine exposed to noise sometimes or very often considered traffic to be the main source of noise and 20.6% of households blamed other sources such as overcrowding.

## Land Use and Urban Planning

LGU masterplan boundaries do not cover the full land area of the LGUs in the West Bank. This is because the majority of proposed municipal and Village Council expansions partially include Area C. Most require coordination and approval from the Israeli Civil Administration, and LGUs wait years for approval to expand. Implementation of regional planning, which could govern the lands outside of LGU masterplans is weak.

Because Palestinians have, in effect, been prevented from using a large proportion of the West Bank (Area C), they use the remaining available land areas intensively. In Areas A and B, rapid urbanization has led to construction over areas of fertile land. From 1992-2015 the percentage of area under cultivation decreased by 12%. Green spaces remain minimal, due in part to urban expansion.

Approximately 20% of the total area of Palestine is used for agricultural purposes (1.2 million dunums). 90% of agricultural lands is located in the West Bank, while only 10% is located in the Gaza Strip. The total area of agricultural land currently used by Palestinians doesn't exceed half of the Palestinian agricultural land area available for cultivation, while the remaining areas are distributed to lands that can be cultivated



but are not used for such purposes, or lands that need rehabilitation, lands that cannot be rehabilitated (often used for grazing of ruminants), lands used for industrial and urban expansion, as well as areas confiscated by the Israeli authorities for settlement expansion, building the separation wall and the construction of bypass roads.

**Public Open Spaces:** The rapid urbanization and population growth in West Bank and Gaza Strip have impacted negatively on the availability and quality of public spaces within Palestinian cities. The planning regulations in Palestine have not been successful in facilitating the provision of public spaces in Palestinian cities, because most consideration is given to building design, elevation, heights, setbacks and parking, with little focus on the design and integration of urban public space. Furthermore, no planning policies are currently mainstreamed within the Palestinian spatial-planning systems. A second major challenge to the development of public open spaces in Palestine is land ownerships.

The majority of land parcels in cities are privately owned, making it very difficult to extract land for public space usage. Nevertheless, a few municipal efforts to utilize lands owned by the municipality have succeeded in creating public open spaces in the neighborhoods of their cities, and they have come in the form of small parks and gardens. Although the number of these initiatives is still small, they have succeeded to meet some of the respective communities' basic needs for public spaces.

According to recent data, there are some green and open spaces in Gaza city such as Barcelona Park, Al Shujaya Park, and Al Jundi in Al Rimal. The total area of the green spaces is about 270,430 m<sup>2</sup> in addition to the Sea beach which is a popular destination for most of Gaza's people. However, the city still needs a number of parks to serve population and to provide a fair geographical distribution of these open spaces. Seven sports clubs also are located in Gaza City, such as Gaza Sport Club and Sadaka club in the center of the city.

## Roads and Transportation

The road transport sector represents the backbone of Palestinian transportation; all types of movements – people/ goods, private/ public, systematic/ occasional – occur along the existing road network both in West Bank and Gaza Strip where no other modes of transport are supplied.

The current road network is far from adequate in terms of responding to the accessibility and mobility needs of Palestinian society. A general lack of resources for land acquisition and infrastructure upgrades has resulted in outdated road networks and transport modalities, the absence of major infrastructure interventions (i.e. building of tunnels, bridges, bypass roads, ring roads etc.) and the absence of sustainable mobility solutions (i.e. city buses, trams, cycling routes, jh79oetc.). The current Palestinian road network is composed of:

- Main Roads;
- Regional (arterial) Roads, and;
- Local Roads (Paved and Unpaved Roads).

The public transport services in West Bank and Gaza Strip are perceived as poor; public transportation infrastructure is poor. The public transport system in the West Bank consists primarily of bus services, shared-taxis, and cab taxis, whereas shared-taxi is the most used and common mode. All public transit modes are privately owned and operated. The ratio of vehicles to inhabitants for inter-city transport is only 1.5/1,000 citizens; within cities, the ratio is 2.2/1,000 citizens.



## Solid Waste Management

Palestinians from West Bank and Gaza generated about 1.59 million tons or nearly 4,356 tons/day in 2018. Average production per capita is about 0.9 kg/day. Most of municipal waste (94%) is collected by municipalities, the UNRWA (in refugee camps especially) and JSCs. The JSCs collect about 65% of the municipal waste; the remaining waste is taken care off by the previously mentioned service providers and the private sector.

Disposal methods are mainly landfilling and dumping (random or controlled). It is estimated that about 30-35% of municipal waste is illegally dumped and 65-70% is disposed in one of the six operational landfills existing in Palestine. These landfills face the risk of over-capacity in the short term, due to land restrictions, low primary separation and an increase trend in waste quantities. The use of solid waste transfer stations (TS – a place where solid waste is temporarily deposited and often separated to be later transferred to the final disposal site) is a relatively new approach in the OPT. There are currently 12 operational Palestinian TS (11 in West Bank; 1 in Gaza Strip) and 3 newly constructed (in WB and GS). These TS have a good potential for waste segregation and recycling activities, thus helping to reduce the amount of waste finally disposed in landfills; however, their use is still underdeveloped.

Cost recovery is a real issue for the municipalities in the OPT. Despite the fact that there are national guidelines for tariff, cost, and fee collection, there is no unied application in the fee collection system and this has consequences on the long-term capacities of municipalities and JSCs to maintain a satisfying service to the Palestinians. Another characteristic of the solid waste management in the OPT is that most of the large projects, like landl rehabilitation or composting pilot projects for example, are dependent on external funding for capital cost investment.

The main composition of municipal waste is organic (about 50%), followed by plastic (17% in average) in progression and paper/cardboard (11%). Despite this large portion of biodegradables and recyclables, only a small fraction is collected for reuse (about 3%), among which about 1% is recycled. Moreover, the only materials currently recycled in the OPT (i.e. processed waste into secondary raw material to be reused) are organic waste, some plastics and some cardboard. The others, like metals, are collected and sent abroad. The Palestinian market in materials' reuse/recycling is characterised by its small size, informality and fluctuation. The great majority of pilot projects implemented in the last 10 years focused on composting mainly, as well as some plastic and paper/carboard recycling. There is a recent growing interest for E-waste, due to the negative ecological consequences and health problems its treatment and disposal provoke in the areas concerned.

Special waste (industrial, construction and demolition, health-care waste, e-waste...), is difficult to estimate in its totality. Some of it is mixed with municipal waste and some is collected and treated separately, like health-care waste. Construction and demolition waste and tires for example are disposed in separated places; E-waste refuse is either recycled, illegally burnt or disposed in landfills; health-care waste treated or non-treated ends up in landfills usually. There are, for the moment, no clear instructions, data and information about most types of hazardous wastes.

## Energy

**Energy demand and consumption:** Electricity accounts for 29.8% of Palestinian energy consumption, which is dominated by the residential sector (60 %), indicating the importance of concentrating energy efficiency measures in the residential sector. The industrial sector consumes only 13 % of electricity, though industrial demand for electricity has increased by almost 400% since 2010.

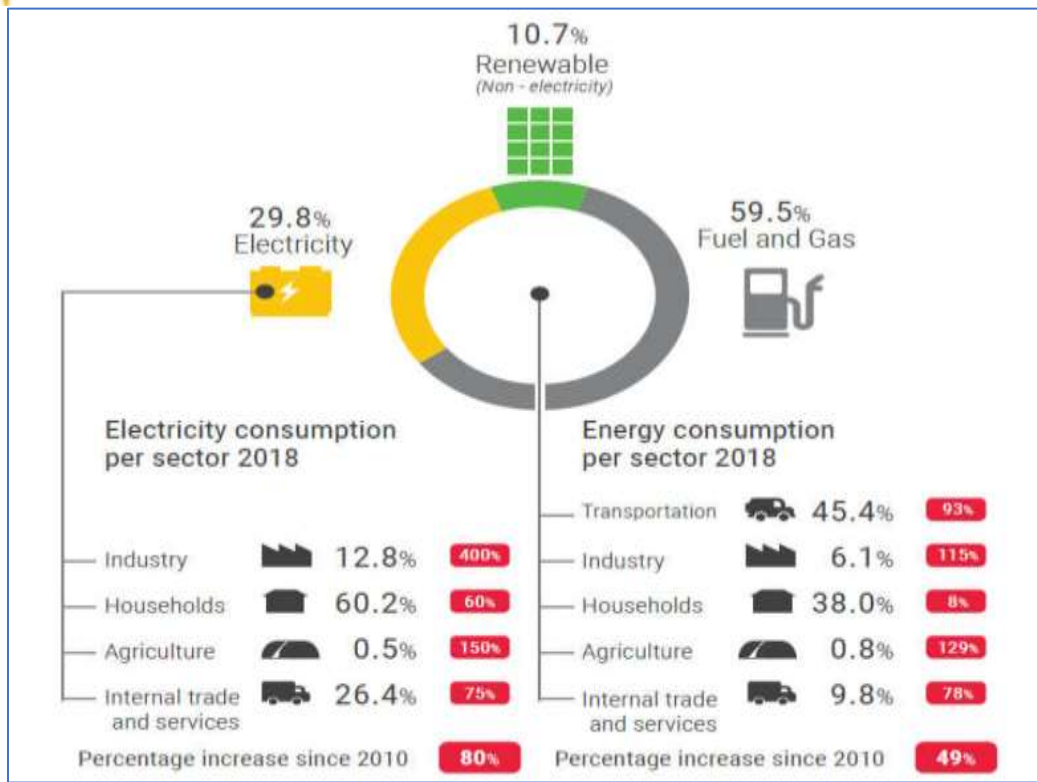


Figure 9: Energy Mix in Palestine, 2020

**Energy Supply System:** The West Bank and Gaza are highly dependent on energy imports from neighboring countries. The majority (94%) is imported from the Israeli Electric Corporation, and much smaller amounts from Egypt and Jordan. The Israeli and Palestinian electricity sectors are closely intertwined.

Gaza imports power from Egypt to the Gaza Strip during a limited number of hours per day. This restricted service is frequently interrupted due to lack of maintenance of the lines and security concerns in the Sinai Peninsula. In addition, the electricity supplied is of poor quality, with voltage and frequency deviations causing damage to sensitive electronic equipment, such as magnetic resonance imaging machines at hospitals.

The only large-scale generation capacity in Palestine is the Gaza Power Plant, only producing around half of its total capacity (producing around 60 MW of its full 140 MW capacity), due to severe damages caused by rounds of hostilities between Israel and Hamas. Electricity produced by the Palestine Electric Company in the Gaza Strip is generated using imported diesel. The Palestine Electric Company generates approximately 4.1% of Palestine's total energy.

As of 2018, over 80% of the total electricity supply in West Bank has been consolidated into five distribution companies (DISCOs); the remaining 20% of the total electricity supply in West Bank is distributed by 150 municipalities and village councils. Electricity distribution services in Gaza are provided by one distribution company, GEDCO.



**Renewable power Generation:** Renewable energy sources constitute about 10.7% of the total energy sources in 2020/2025; solar energy is one of the significant renewable resources in the Palestine. There is substantial potential for solar electricity in the West Bank, particularly in Area C; a vast solar potential of over 3,000 MW estimated is estimated in Area C, which would be suitable for both PV and CSP technologies. Nevertheless, the significant political challenges associated with securing Israeli approval for construction in Area C cast some doubt over the possibility of developing this resource. By contrast, extreme land constraints in the Gaza strip limit the available solar potential to 160 MW of rooftop solar. However, even this limited solar capacity could play a vital role in increasing energy security and acting as an electricity safety net.

## Climate Change

The Environment Quality Authority (EQA) prepared in 2016 the “Initial National Communication Report to the United Nations Framework Convention on Climate Change (UNFCCC).” The report refers to areas in which West Bank and Gaza strip are highly vulnerable. The following presentation includes areas in which the adaptive capacity relates to LGU tasks:

- The risk of coastal erosion, aggravated by removal of sand from coastal dunes and the removal of rocks for construction; LGU adaptive capacity: preservation of dunes and coastal rocky areas.
- The risk of energy shortages; LGU adaptive capacity renewable energy production, energy efficiency and encouraging green-building concepts.
- Health risks and the risk of additional burden for women related to shortages in water supply, flooding, pollution and reduced female employment in Gaza; LGU adaptive capacity: improved water supply, sanitation and solid waste management and inclusion of female labor force in environmental projects.
- Destruction risks for the cultural heritage; LGU adaptive capacity: preservation and restoration of cultural heritage sites; enhanced urban plans and prevention of construction along wadis to prevent flooding of cultural heritage sites.
- The risk of floods, heat waves and droughts impacting on urban infrastructure; LGU adaptive capacity: better urban and regional planning; encourage green buildings and water harvesting, improved solid waste services, proper management of hazardous waste, urban drainage systems.
- The National Adaptation Plan (NAP) accords scores to different adaptation measures, but cautions that the priority of adaptation options cannot be compared between the West Bank and the Gaza Strip or between sectors.

**Table 8: LGU Related Adaptation Measures of the NAP**

Risk	Adaptation measure	Area	Ranking
Coastal erosion	Construction of detached break waters	Gaza	66
Energy supply	Solar electricity (large scale)	WB, Gaza	76



	Energy efficiency	WB, Gaza	75
<b>Diseases related to water and sanitation</b>	Water and sanitation monitoring	WB, Gaza	66
<b>Condition of cultural heritage / tourism</b>	Flood management schemes	WB	61
<b>Urbanization</b>	Green buildings	WB / Gaza	70 / 60
	Rehabilitation of resilient road infrastructure	WB, Gaza	61
<b>Waste management</b>	Improving waste collection	WB / Gaza	61 / 65
	Reduce, re-use, recycle	WB, Gaza	56
<b>Water supply</b>	Control of leakage	WB	65
<b>Flood management</b>	Improve storm water systems and drainage	WB / Gaza	40 / 51

MOLG sees the importance of resilience to higher peak temperatures (appropriate shading of public buildings, green areas with drought resistant trees), and to peak rain events (including of stormwater drainage considerations in urban plans and in detailed road projects, retention of stormwater also for greening, retaining walls). The climate footprint of Palestine is rather modest and energy efficiency projects and renewable energy investments have been part of past and ongoing MDP programs. There is a general commitment of municipalities for further renewable energy investments, because it is perceived as a cost-efficient solution with a potential of more independence from Israeli electricity production.

In conclusion, the climate change will be integrated to the new program as follows:

- Integration within the new SDIP exercise that will be conducted from July until December 2022. The exercise will be done across all municipalities with more focus on the environmental pillar throughout the diagnostic analysis. The outputs will be embedded within the prioritized projects highlighting the climate change adaptation accordingly. To do so, the SDIP methodology was revised



to

integrate the climate change through coordinated efforts of the national SDIP committee comprising “MOLG, MDLF and the GIZ” as well as the EQA.

- Integration of climate change as a competitive window by targeting a number of municipalities to be selected through a well-defined criterion. The priorities will be based on the ongoing vulnerability assessments/studies/plans and will be subject to technical, financial, social and environmental scoring. These initiatives will be quick wins focusing on climate change to be implemented in a number of municipalities.
  - Piloting the vulnerability assessment on small scale. It is worth noting that a well-prepared climate change risk adaptation investment may allow to establish a project pipeline attracting additional green funds in a later stage. The outputs of the assessment will be integrated into the SDIPs while doing the annual update.
  - The climate change adaptation will get the benefit from the resilience component under the current MDP3 where the environmental pillar is one of the risk hazards to be assessed. Adjustment of the classification of investments will be done to have a clear overview on all investments reducing climate change risk (or improving risk resilience to other risks). It is worth mentioning that the climate change resilience will benefit from the infrastructure resilience standard that will be developed by end of 2022 under the same assignment.
  - Integration of the climate change as a capacity building package by providing insight training on its elements, risks and impacts. The training on planning and investment programming is an important prerequisite for later investment funding.
  - Most importantly, the planning for resilience and climate change will be mainstreamed into the current planning processes at the municipal level which is the key for institutionalizing the CC adaptation at the local level.
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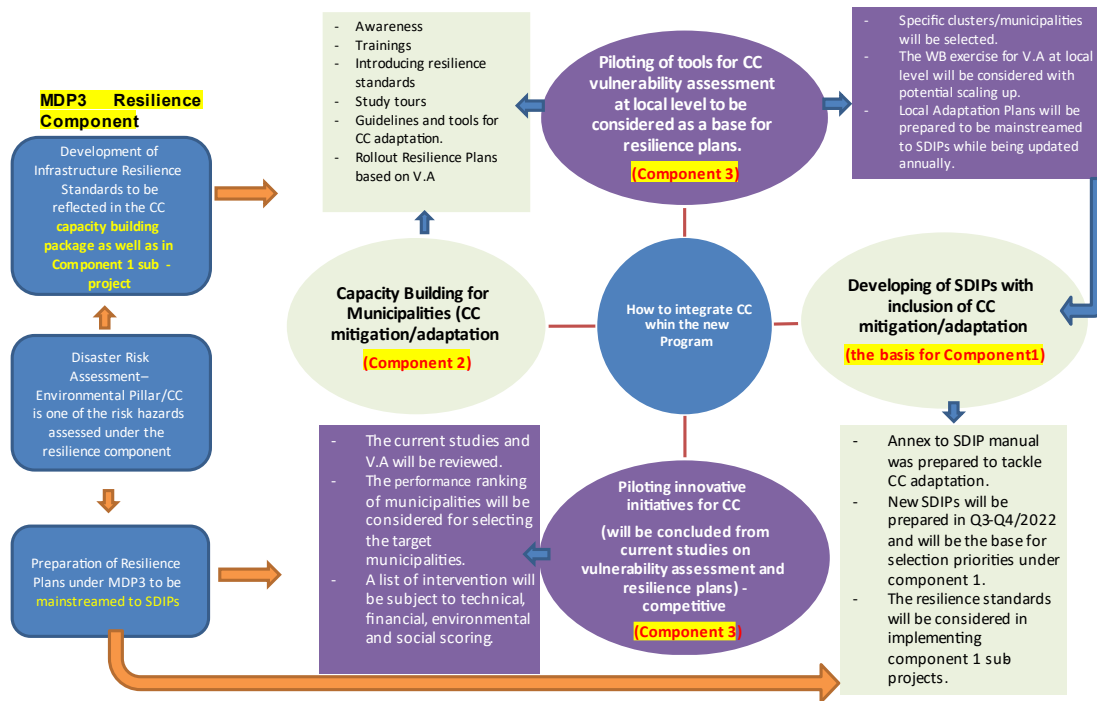


Figure 10: Illustration How the CC Will Be Integrated to The MDP-4

Given that the climate change is a crosscutting topic that could be intervened along the projects as per its sector; The following are some of interventions recommendations as per sector:

- **Road infrastructures (Stormwater, water, wastewater):** More focus on matching urban-drainage systems to the changing demands of heavy precipitation/flash flood periods.
- **Public Gardens/Greening:** Use of natural local construction materials, in addition to increasing the green footprint through planting local and drought tolerant trees and plants. As well preserving trees in the different sub-projects / ensure planting of trees instead of uprooted trees.
- **Waste collection and transfer:** the MDP Project preconditions dumping of waste in sanitary and controlled landfills and not to open random dumpsites for approving waste collection and waste transfer sub-projects. In addition, the project recommends municipalities to assess the potential implementation of sorting at source. For recycling and composting the sub-project would be advised to be implemented within an operating Transfer Station or Sanitary Landfill; considering technical and economic feasibility. However integrated solid waste management approach is preferred to ensure sustainability. The environmental approval from EQA will be required for the construction of a recycling and composting facilities. For smaller scale facilities; site-specific ESMP will be prepared.
- **Wastewater collection systems:** MDP Project preconditions imposed on municipalities excludes sub-projects if the proposed system is not connected to a WWTP.
- **Buildings/Public Facilities:** Green buildings reduce climate sensitivity and provide many benefits, including increased return on investment; reduced energy, operating, and maintenance costs. MDLF can encourage municipalities to use energy efficient lightings, more isolation materials,



efficient design of the building to minimize reliance on air conditioning, or heating, use of solar water heaters, solar PV systems. Hence, most of public facilities at MDP are not separated buildings but most likely are building additional floor which means following the same of previous design features of the original building with limited changes, but the municipality will be requested to verify the design of even extension of buildings.

- **Energy:** Use of renewable energy and energy efficiency such as installing energy efficient lighting systems for public lighting and installing PV systems to overcome energy shortage and reduce conventional energies use.

## Biological Data

There are approximately 51,000 living species in Palestine, constituting approximately 3% of global biodiversity. There are more than 30,850 animal species, as presented in Table 9

**Table 9: Fauna Species in Palestine**

Fauna Species	Birds	Mammals	Amphibians	Reptiles	Fish	Invertebrates	Total
Number	373	92	7	81	297	30,000	30,850

Of the 1,938 wild plant species in Palestine, 102 (5.3%) are classified as endangered species and constitute the 'red list'. These species belong to 83 genera and 39 plant families. Palestine has 54 endemic plants that do not exist in any other part of the world.

Based on the International Union for Conservation of Nature global guidelines, criteria and Red List publications, there are 24 fauna species in Palestine listed as globally threatened. There are no plant species recorded on the International Union for Conservation of Nature Red List. Palestine is rich in biodiversity including more than 50 sites identified as key biodiversity areas. These sites were included in the National Spatial Plan for protection from any change or land use.

**Important Bird Areas (IBAs):** Four sites in Palestine (Ein Al-Fashkha, Jericho, Jerusalem (east), and Jerusalem wilderness) are recognized by Birdlife International (BI) in 2015 as Important Bird Areas (IBAs) using a set of internationally agreed criteria, based on the presence of species at sites and their population sizes.

**Important Plant Areas (IPAs):** A total of nine IPAs have been identified in Palestine. Four have been confirmed and described as internationally important sites while the remainder requires further investigation.

**Protected areas (Nature Reserves):** According to the National Spatial Plan prepared by the MoLG, the total area of nature reserves covers 51,157 hectares and 9% of the West Bank. As mentioned in the Palestinian Presidential Decree of January 2010, nature conservation is the only land use that is allowed in nature reserves.

## Socio-Economic Baseline

### Population



The total population lives in West Bank and Gaza Strip is 5.164 million (PCBS, 2021). The Palestinian Central Bureau of Statistics (PCBS 2015) has formulated a single baseline central projection of the Palestinian population within Palestine to 2020 and extended to 2050. Low and high population growth projections were developed for Gaza and West Bank, based on the lowest and highest population growth rates from the Palestinian governorates within each of the regions. The low and high population growth rates are 1.8% and 3.4% respectively in West Bank, and 3.1% and 4.0% in Gaza, and the sum of these two projections give a range of between 10.7 and 16.3 million people living in Palestine in 2050 (equivalent to 2.3% and 3.6% annual growth).

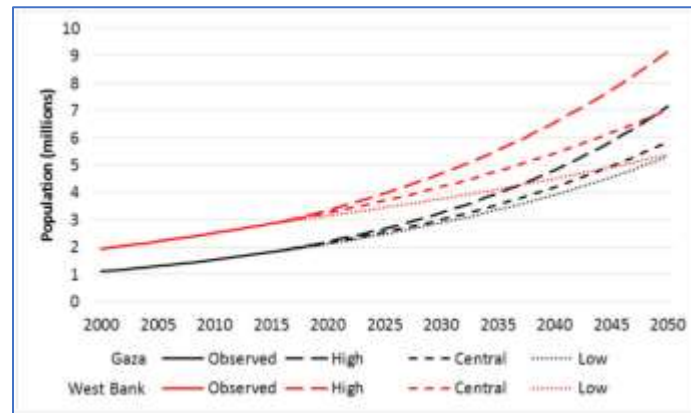


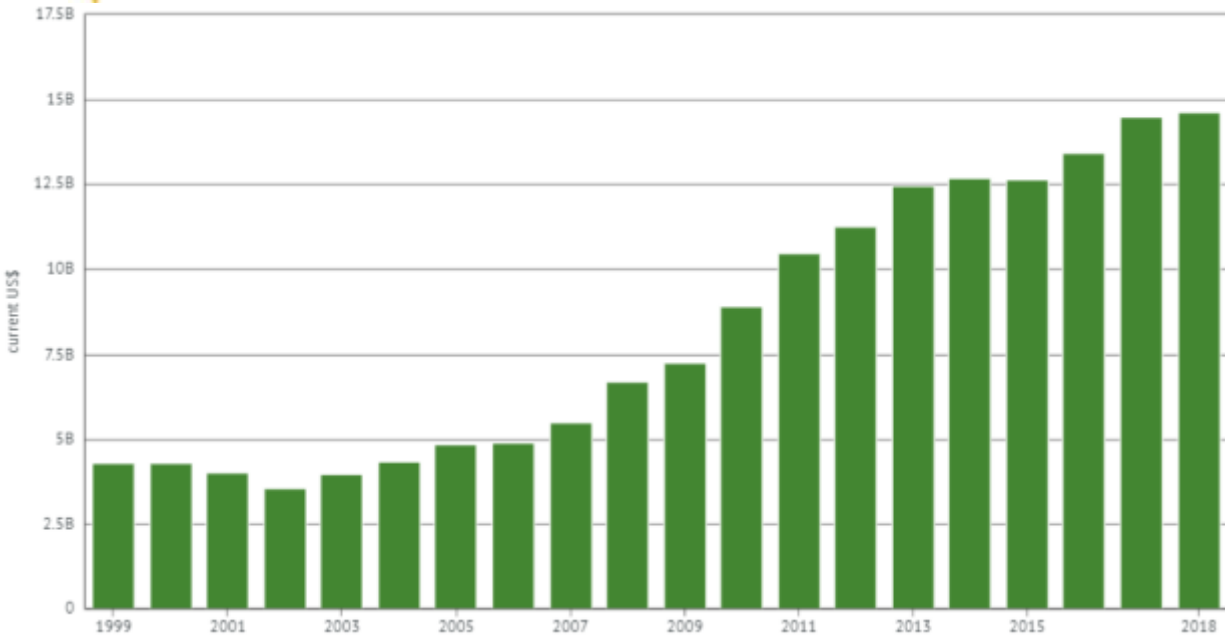
Figure 11: High, Central and Low Population Projections For Gaza And West Bank, To 2050

Population is very young in all targeted urban areas. Approximately 60% of population is under 30 years of age in Nablus, Ramallah & Al Bireh and Bethlehem Urban Areas; this percentage reaches approximately 70% for Hebron and Gaza Urban Areas. Children under 15 are approximately 30% of the total population in Nablus, Ramallah & Al Bireh and Bethlehem Urban Areas; this percentage reaches approximately 40% for Hebron and Gaza Urban Areas.

There is an even distribution of male and female population; slightly over 50% for males and slightly under 50% for females. Hebron Urban Area is the only exception, where 51.3% of population is male and 48.7% is female.

## Gross Domestic Product (GDP)

According to Knoema data; GDP (current US\$) of Palestine increased from 4,271 million current US\$ in 1999 to 14,615 million current US\$ in 2018 growing at an average annual rate of 7.03%. Based on recent reports, and taking into account Covid-19 outbreak, the economy in Palestine is projected to contract by about 7.6%-11.2% in 2020 and recovery is expected in 2021.



**Figure 12: Gross Domestic Product (GDP) In Palestine, 1999-2018**

The structure of the Palestinian economy has substantially deteriorated since the 1990s. The manufacturing sector has largely stagnated and its share in GDP has been in decline during the past 10 years, dropping from 16 % in 2010 to around 13 % in 2019. The share of the agriculture sector has also dropped in the recent years contributing 6.9 % to GDP in 2019. In the past two decades, most growth occurred in the various retail and service sectors, which account for more than half of the GDP in Palestine.

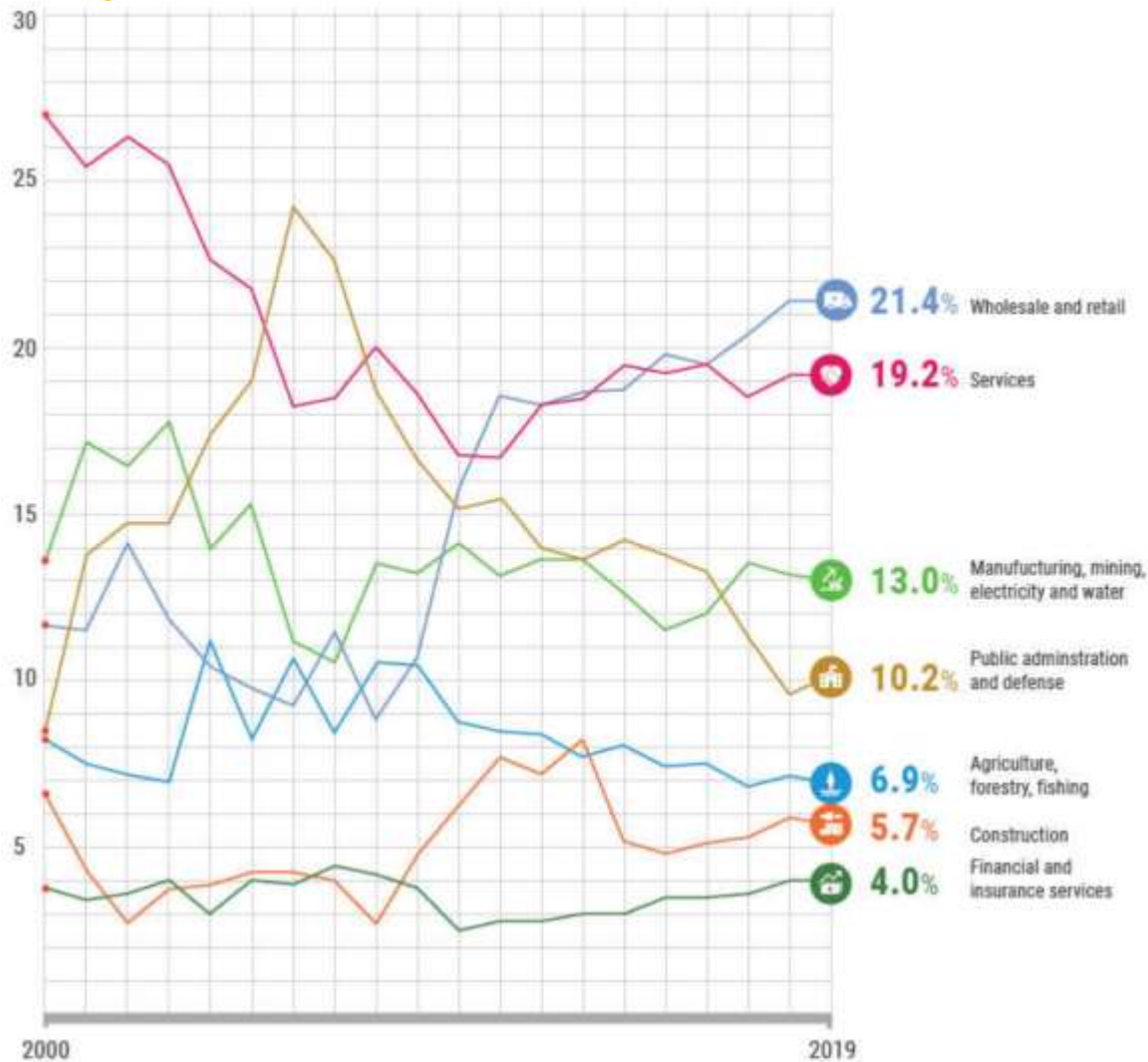


Figure 13: GDP By Sector, 2000-2019

## Employment

In 2018, 35.1% of employed individuals in Palestine worked in the services sector, while 21.7% worked in commerce, hotels and restaurants. In the same year (2018), according to place of work, 60.1% of employed individuals were employed in the West Bank, 26.6% were employed in Gaza Strip while 13.3% were employed in Israel and Israeli settlements.

The unemployment rate in Palestine is very high. It reached 30.8 % in 2018, 2.4 % higher than 2017. The increase is due to a strong jump in Gaza where 52 % of those in the labor force were unemployed in 2018. Unemployment amongst Gaza's youth exceeded 67 %. In the West Bank, unemployment has stagnated at around 18-19 % over recent years.

## Wages

According to ILO, in both West Bank and Gaza, weak bargaining power among labourers, low levels of output and competitiveness in productive sectors, and a large supply of unemployed are key factors that have been exerting downward pressure on wages, and thereby weakening the quality of employment.



While nominal average wages in Palestine have increased in recent years (by 48.1 % over the period 2004–2016), growth rates between the West Bank and Gaza exhibit significant disparities.

Daily wages in Gaza grew only by 4.2 %, from 59.2 Israeli shekels (ILS) to 61.7 ILS per day over the period 2004–2016. In comparison, during the same period, the average daily wage in the West Bank grew by 56.9 % (from 81.6 to 128 ILS per day), reflecting the relatively more competitive labour market. Recent growth in wages in the West Bank has been mainly driven by increased employment levels in Israel and the settlements and the significantly higher average wages Palestinian workers receive there. Employment in Israel and the settlements has historically provided higher remuneration for workers than both the private and public sectors within Palestine. In 2016, labourers working in Israel and the settlements received an average of 218 ILS per day, more than 3.5 times the average wage in Gaza and more than 1.7 times the average wage in the West Bank.

With the minimum wage in Palestine set at 1,450 ILS per month, the minimum wage compliance is not an issue. However, a considerable number of workers in the Palestine earn well below the statutory minimum wage. It was estimated that a total of 126,500 private sector workers (41,600 in the West Bank and 84,900 in Gaza), representing 34 % of the total labour force employed in the private sector (12.7 % in the West Bank and 73.1 % in Gaza), are paid less than the statutory minimum.

## Poverty

Over the period 2011-2017, poverty, measured using the national poverty line 279 increased by 3.4 % in the Palestine, from 25.8% to 29.2%. However, trends in the West Bank and Gaza regions diverged sharply. The proportion of the population living below the poverty line in the West Bank declined by 3.9 %, from 17.8 % to 13.9 %. Poverty in Gaza rose by 14.2 %, from 38.8% to 53 %.<sup>280</sup> This divergence in poverty trends at the regional level widened the gap in living standards between West Bank and Gaza Strip. While the average household in the West Bank had slightly higher living standards in 2017 than in 2011, this improvement remained fragile to a worsening political outlook; and the precipitous decline in living standards in Gaza was accompanied by an alarming fall in access to essential public services like water and electricity.

## Gender

Despite the increment of female participation ratio in the labour force compared to previous years, still the gap remains large since male participation was almost 4 times more than female participation ratio during 2017.

Analysis of wage data reveals significant gender pay disparities across economic sectors of activity. Women, on average, earn 73 % of men's daily wage (83.3 ILS for women compared with 114.1 ILS for men). In the manufacturing sector gender-based wage disparities are even larger, with women earning slightly over half (52 %) of what men earn (96.7 ILS for men compared with 50.5 ILS for women).

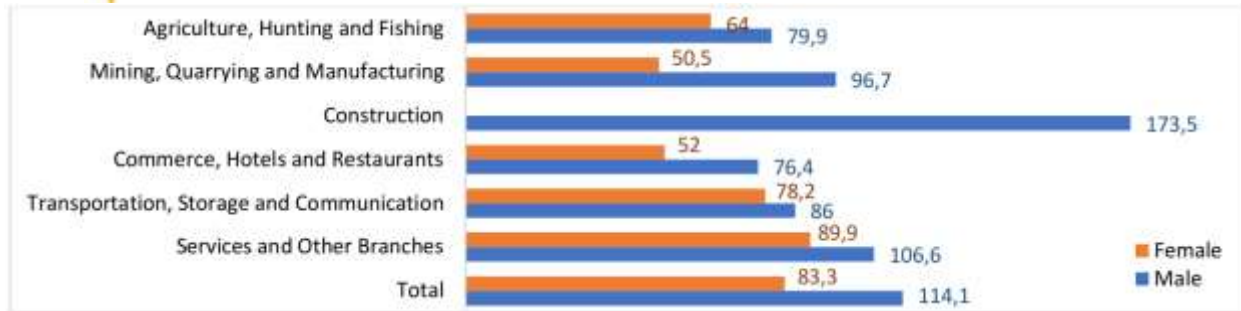


Figure 14: Average Daily Wage (ILS) In the Palestine by Economic Sector of Activity and Gender, 2016

**Gender-based Violence:** According to recent data, gender-based Violence (GBV) includes intimate partner violence, forced and/or early marriage, physical assault, resource denial, psychological abuse, honour killings, sexual assault and rape. In 2019, 27.2% of women in Palestine who had “ever been married” (22.2% in the West Bank and 35.2% in Gaza) were exposed to GBV. Among these women, only 1.4% sought support outside the home.

### Persons with Disabilities

Persons with disabilities in Palestine face geographical, institutional and attitudinal barriers that hinder the enjoyment of their rights. Most disabilities are mobility-related, and the absence of infrastructure adaptations to support persons with disabilities impairs their ability to engage with their community. Persons with disabilities are more likely than the general population to experience violations of their rights, poor physical and mental health conditions, poverty, and social isolation. The majority of disabled people do not work. Women with disabilities are more likely to face discrimination than other women, or men with disabilities. Public transportation and the majority of schools and offices are not adapted for easy access by persons with disabilities. More often than not, homes of persons with disabilities are not adapted for their convenience. This puts near-unsurmountable barriers in the path to their leading active and productive lives.

According to the PCBS Census data (2017), about 1.8% of the Palestinian population in Governorates are disabled.

### Cultural Heritage:

Cultural heritage in Palestine was, and still is, a very sensitive, ideologically and politically tainted issue. This is because heritage research in Palestine has been intricately tied to the region’s historical development since 1850. This diversity also stems from the topographical diversity in a relatively narrow geographic area, wherein several cultures thrived, among them the coastal plains, the mountains, the Jordan Valley, and the desert cultures. Although most Palestinian regions had experienced the same historic events, each was distinct because of the way man interacted with his environment.

In addition to its many major religious and historic sites, like Al-Aqsa Mosque, the Dome of the Rock, the Church of the Holy Sepulcher, the Church of Nativity, and the Ibrahimi Mosque, Palestine also has many archeologically and historically significant sites, like Roman amphitheatres and Byzantine churches, which are spread across all regions of Palestine, as well as Umayyad-era palaces (e.g., Hisham Palace in Jericho, Dar al-Imara in Jerusalem), Ayyubied and Mamluk schools, zawiyas, and a rich heritage left behind by the Ottoman period.



In addition to its various archaeological sites, Palestine has many historic centers such as the old towns of Jerusalem, Hebron, Nablus, Bethlehem, and Gaza. Many Palestinian villages with their beautiful rural sittings and architecture significantly add to the diversity and richness of the heritage. The desert monasteries located on the eastern slopes as well as the holy shrines (maqamat) scattered all across the rural areas are other types of architecture in Palestine.





## Annex 4: Applicability of the World Bank Environmental and Social Standards \*in the MDP-4

- **ESS1: Assessment and Management of Environmental and Social Risks and Impacts:**

The environmental impacts related to the construction and operation and maintenance of sub-projects in different infrastructure sectors are expected to include dust and noise emissions, interruptions to public services and infrastructure, road and traffic safety risk, and non-hazardous waste generation. Pollution and health risk related to improper hazardous waste management may result from leakage from supplied oil and fuel, e-waste material from the end of life of computers, improper discharge of treated and untreated wastewater to receiving bodies. OHS risks related to civil works, waste collection, maintenance activities, and unexploded ordinances (UXO) during excavation at previously shelled sites in the Gaza Strip. The emission of dust, bio-aerosols, odors, and vehicle exhaust due to waste collection and transportation activities, noise, and vibration from the operation of waste processing equipment. The supply of equipment and vehicles is limited and not expected to have adverse impact on energy and resources efficiency. Key social issues under ESS1 are related to inequitable distribution or potential exclusion of marginalized groups from project benefits; lack of meaningful engagement and consultation particularly with women, youth and vulnerable categories such as women headed households, persons with disabilities, the poor, people living in Area C, ARAs and rural/remote locations, communities more susceptible to climate change etc. All impacts and risks can be addressed through relevant instruments (including but not limited to the ESMF, site-specific Environmental and Social Impact Assessments and Environmental and Social Management Plans (ESIAs/ESMPs), Stakeholder Engagement Plan (SEP)) to ensure that they are eliminated/reduced to acceptable levels. While the eligible sector is identified, the sub-projects, exact locations, and design details are not yet identified. Under MDP-3, MDLF had prepared an ESMF for sub-projects whose locations have not been identified by project appraisal, and this ESMF for MDP3 has been updated (and will be used for MDP-4. The ESMF specifies the rules and procedures for Environmental and Social Assessment of the proposed sub-projects, including guidelines for environmental and social screening identifying screening the impacts on biodiversity and physical cultural heritage, the United Nations Mine Action Service (UNMAS) unexploded ordinances (UXO) pre-screening and clearance for relevant Projects in Gaza Strip. The ESMF provide templates for ESIAs and detailed and simplified ESMPs, actions to address OHS risks related to construction works including risks related to COVID 19, resource efficiency and pollution prevention and management measures through the project lifecycle consistent with WBG EHSs and GIIP,. The ESMF/ ESIAs/ ESMPs include an assessment of potential GBV/SEA/SH risks, and preventive measures, proportionate to the level of risks, will be developed and implemented. Additionally, the ESMF identifies the necessary ESF capacity building activities for the MDLF, MoLG and the municipalities. Based on the environmental and social screening results, site-specific ESF instruments will be identified. The subproject specific E&S simple mitigation measures (i.e for procurement of Goods except pesticides), or simplified ESMP or ESIA/ESMPs shall be prepared by MDLF. The related donor will review and cleared the sub-projects with environmental and social risk of substantial. the documents will be publicly disclosed. The ESIA/ESMPs will be included in the respective bidding document packages for each sub-project.

- **ESS2: Labor and Working Conditions:**

The project activities involves direct workers (MDLF consultants who will be hired to support management and implementation of the project)); contracted workers engaged in construction (hired by contractors



and

subcontractors) and consultancy services (e.g. for preparation of E&S documents); and primary supply workers (i.e workers of suppliers who, on an ongoing basis, provide directly goods or materials essential for the core functions of the project). The Project will not involve community workers. An assessment of project workers is included in the Project Labor Management Procedures (LMP) and further assessment will be done during the preparation of site-specific ESAs/ESMPs/E&S Management Checklists.

Large labor camps are not anticipated for the project. The project involves a range of civil work activities such as for construction/rehabilitation of roads, sidewalks, public facilities (e.g. buildings, parks etc.), water, wastewater, drainage and electricity networks, solid waste management infrastructure, and installation of solar photovoltaic equipment (rooftop or field) etc. across the West Bank and Gaza. Therefore, there are labor management issues such as (but not limited to) OHS, working terms and conditions, equal opportunity, and SEA/SH. Risk of forced labor related to primary supply workers is anticipated for solar energy sub-projects when photovoltaic (PV) panels are considered essential for the specific sub-project component (without which the sub-project or component will not be viable). Risks of child labor are not anticipated under the project.

Workers' GM, in accordance with the requirements of ESS2, will also be established by MDLF and municipalities for direct and any contracted workers engaged by them, and by contractors for construction workers.

MDLF has prepared project LMP and this will be reviewed and cleared by the related donor and disclosed by appraisal. The LMP covers the assessment of potential labor related risks; an overview of labor regulations, policies and procedures; an assessment of and a plan to prevent GBV/SEA and SH proportionate to the level of risk; assessment of occupational health and safety, contract terms and conditions; working age regulations; details of the workers' GM; and other requirements of ESS2.

Site-specific labor management requirements will be prepared as part of site-specific ESAs/ESMPs/E&S Management Checklists and will be available before the commencement of work at any of the sites. The works contracts will include specific provisions for OHS measures, prevention of child labor and GBV/SEA, Code of Conduct (CoC) in local language, availability of the workers' GM, and working conditions, following the general following the general World Bank Guidelines on Environmental Health and Safety (EHS Guidelines) and the more specific sector relevant Occupational Health and Safety guidelines relevant to the sectors guidelines.

The MDLF will develop and implement a CoC for their direct and contracted project workers. The MDLF will also request municipalities, contractors and primary suppliers to implement the CoC for their workers in line with the LMP and will ensure that all workers understand and sign the CoC at the time of employment /engagement in the Project. LMP requirements will be incorporated into the procurement documents of contractors and suppliers. Suppliers will be monitored to ensure compliance with the LMP provisions in their respective contracts.

Finally, in addition to the program workers identified above, some MDLF and/or municipality staff may also work in connection (full-time or part-time) with the project without being formally transferred to the project. Labor conditions as per as ESS2 will not apply to such workers, and they will remain subject to the terms and conditions of their employment with MDLF or the municipality, except for OHS, provisions of



ESS2 related to protection in the work force (i.e. regarding child labor, minimum age and forced labor), and the provisions for SEA/SH (signing of CoC).

- **ESS3: Resource Efficiency and Pollution Prevention and Management**

The ESMF addresses the potential risks and impacts associated with sub-projects construction include pollution risk related to the hazardous and non-hazardous waste generation and improper management including construction waste, oil, fuel, e-waste, and battery waste associated with solar PV. As well as pollution resulted from waste collection and transportation activities, the construction and operation of slurry management. These risks and mitigation measures required for each waste category will be further elaborated in site-specific ESIA/ESMPs, adapting the mitigation hierarchy, and following the WBG Environmental, Health and Safety Guidelines and Good International Industry Practices (GIIP).

The procurement of equipment and vehicles under the project will not be expected to increase energy demand, energy efficient and resources efficiency specifications risk shall be addressed in the technical specifications for the relevant activities

- **ESS4: Community Health and Safety**

The scope of work of the MDP-4 program indicates the possibility of damage or adverse impacts on the local communities including but not limited to inconvenience of local community e.g. insecurity of residents and pedestrians, noise and dust emissions, waste accumulation affects e.g. odors, cut of existing services such as water distribution networks / electricity, disruption of traffic movement ...etc.

The safety of communities living and working in areas where civil works will be conducted under Components 1 and 3, will be assessed and measures to mitigate any identified construction related risks will be included in the site-specific ESIA/ESMPs. Wherever construction activities require route detours, safety measures to minimize the impact of construction activities and any related increase in traffic on nearby communities and road users, and measure to ensure road and traffic safety and prevent potential road accidents will be put in place and enforced in accordance with acceptable norms and as per the World Bank's EHS guidelines. Additional community health and safety risks are related to the transmission of COVID-19 (during any future surge in infections) and potential exposure to communicable diseases from project workers; and risks associated with potential SEA/SH. MDLF will prepare (as part of the project ESMF) and implement Community Health and Safety Management measures that will include measures to minimize community exposure to communicable diseases; and provisions (e.g. workers' codes of conduct, effective monitoring, regular training and awareness raising for workers and communities) to prevent and respond to SEA/SH or GBV proportionate to the level of risk. The project GM will include special tools for handling and addressing GBV/SEA/SH cases, including strengthening referral pathways within the GM.

Hence, all of the required measures will be formulated in the different projects' plans such as the ESMP, Safety Plan, Traffic Plan, Waste Management Plan ...etc; these mitigation measures aim at avoiding any damaging for the existing infrastructure or private properties.

Complaining channels shall also be available for any potential inquiries or complaints from the local communities.

- **ESS5: Land Acquisition, Restrictions on Land Use and Involuntary Resettlement**



No

large-scale private land acquisition or physical resettlement is anticipated under the project. However, there may be potential risks (under Components 1) associated with some small-scale private land taking for the expansion of ROW, if required, for rehabilitation and maintenance of water networks, and construction and rehabilitation of roads. Similarly, while activities including construction and rehabilitation of public facilities (e.g. schools, clinics, public centers, solid waste facilities etc.) are generally implemented on public land, some private land taking may be needed in cases where public land is not available. Final determination of land needs will be done during project preparation. There is also a potential risk of temporary restriction to land use and consequent negative impacts during construction on small enterprises (e.g. shops, kiosks) particularly in commercial areas. Under MDP-3, municipalities met small-scale private land needs for some sub-projects (e.g. Surif Rehabilitation of internal roads, Bureij development and paving of Al Salah Street in Gaza) through Voluntary Land Donation (VLD) or willing-buyer/willing-seller agreements. In such cases, it was ensured that the World Bank specifications for VLD (e.g. for eligibility, consultation and grievance redress, documentation etc.) and requirements for willing-buyer/willing seller agreements were met. These cases did not involve any physical resettlement or livelihood impacts. Measures to address land and livelihood impacts (in accordance with OP.4.12), including the procedures for VLD and willing buyer/willing-seller cases, were included in the MDP-3 Land Acquisition and Livelihood Policy Framework (LALPF). Under MDP-4 municipalities, in collaboration (as required) with MDLF, MoLG and the PLA, the municipalities will be responsible for requisite private land taking including through land acquisition, VLD or willing-buyer/willing-seller arrangements. The MDP-3 LALPF was updated, in accordance with the requirements of MDP-4 and ESS5 and used as a Land Acquisition and Livelihood Framework (LALF) for MDP-4.

The LALF has been consulted on, and will be reviewed and cleared by the donors and publicly disclosed by project appraisal During project implementation and once the technical designs and locations of interventions are available, site-specific LALPs (if required) will be prepared, consulted on, reviewed and cleared by the related donor, and publicly disclosed. LALPs will be implemented before commencement of construction and a commitment to prepare and implement LALFs during project implementation will be included in the project ESCP.

The LALF comes to ensure that the MDPIII-funded development and infrastructure projects will take into consideration the social and economic circumstances of the local communities. Moreover, it provides procedures that will ensure the economic stability and the fair compensation of the individuals who are affected by the projects (PAPs), particularly the marginalized groups.

Equally important, LALF outlines a group of major principles which include the respect of private property and only expropriating it for the public interest, the communities' right to development, minimizing the negative impacts of the implemented sub-projects, and preventing the demolition of shelters or the relocation of their residents. Furthermore, the LALF clearly states that sub-projects must not be implemented where legal disputes exist, emphasizes on the importance of participatory planning and implementation of projects, and ensures the compensation of individuals who are affected by the subprojects in accordance with the legal procedures.

The LALF also outlines community participation methods during the preparation of sub-projects and LALPs to ensure proper and documented discussions with the local communities and the affected individuals



- **ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources**

The project activities under Component 1 are anticipated to be implemented within the urban and semi-urban areas identified in the town masterplan that are not expected to have biodiversity conservation value but is expected to have potential risk of cutting of some trees associated to road expansion and construction sub-projects. The climate mitigation and adaptation activities under Component 3 are expected to be located in areas of potential biodiversity value or cause impact on biodiversity. The ESMF identifies exclusion of activities that may generate significant impact on biodiversity conservation. Where further risk of biodiversity will be assessed under the site-specific ESIA/ESMPs where the mitigation hierarchy approach will be applied as needed.

- **ESS7: Indigenous Peoples/Sub-Saharan African Historically Underserved Traditional Local Communities**

Not Applicable

- **ESS8: Cultural Heritage**

This standard includes Physical Cultural Resources i.e. any movable or immovable objects, sites, and structures that have archaeological, paleontological, historical, architectural, religious, aesthetic, or other cultural significance.

They may be located in urban or rural settings, and may be above or below ground, or under water. Their cultural significance may be at the local, provincial or national level, or within the international community.

Given the national scope of the project activities, while the towns/cities masterplans identify the location of the physical cultural resource designated by the Ministry of Antiques and Tourism, the masterplans do not identify uncovered resources and nontangible resources. The screening process under ESMF excludes any sub-project that will include rehabilitation of Cultural Heritage resources, and any activity that may cause significant impacts on tangible or intangible cultural heritage resources. Furthermore, the ESMF document provide the Chance Find approach as a mitigation measure for potential findings, where the Chance Find Procedures will be part of the specific ESIA/ESMP, and the E&S Management Checklists for all sub-project works contracts that involve excavation, movement of earth, flooding, or changes to the physical environment activities.

The ESMF document identify the Chance Find approach as a mitigation measure for potential findings, where the Chance Find Procedures will be part of the specific ESIA/ESMP, and simplified ESMPs for all sub-project works contracts that involve excavation, movement of earth, flooding, or changes to the physical environment activities. Where in case of accidental findings of any antiquities or Cultural Heritage items that might occur during the implementation of the sub-projects, the contractor must notify MDLF and the municipality immediately.

According to the applicable Jordanian Heritage law No. 51 for the year 1966, Article 15; MDLF must stop the contractor and notify the related Authority (Ministry of and Antiquities, or MoTA) within 3 days to take the necessary actions.

- **ESS9: Financial Intermediaries**



Not  
Applicable

- **ESS10: Stakeholder Engagement and Information Disclosure**

A SEP was prepared for MDP-4, and MDLF will draw on the stakeholder engagement experience under MDP III for this purpose. The SEP will include a comprehensive identification of various categories of stakeholders and a methodology for information sharing and disclosure and for ongoing consultation with all stakeholders, including marginalized groups, to ensure that all stakeholders are engaged throughout the project. The SEP also includes details of the project GM. A GM was established for MDPIII and a GM manual was prepared and approved in 2020, and municipalities were informed about the GM during orientation workshops conducted by MDLF. The GM also ensured that all complaints are recorded, addressed and the resolution is reported to complainants. The complaints manual was also updated to include complaint filing measures for potential GBV/SEA/SH related complaints. The SEP was prepared, consulted on, cleared and publicly disclosed on December 15, 2022. The SEP will be a 'living' document and hence, may be updated periodically during project implementation. The ESCP will include the condition for updating the SEP, as required, during project implementation. Finally, stakeholder consultation meetings will be conducted in line with the national restrictions regarding public gatherings for COVID-19 (as and if these are in place) and the World Bank's guidance note on "Public Consultations and Stakeholder Engagement in World Bank-supported operations when there are constraints on conducting public meetings".

## Annex 5: Environmental and Social Screening of Sub-project Form

### Environmental & Social Screening Form

#### SECTION 1: ACTIVITY OUTLINE

Component	
Sub-component	
Sub-project Name	
Location Governorate/City	
Beneficiary of Sub-project/Municipality	
Financed Activities by the Project	
Expected Start Date and Expected Duration of Project Implementation Phase	



Environmental Specialist:	
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## SECTION 2: SCREENING PROCESS

Objective of the Screening Process	
ESMF Risk Classification and Project Applicable ESSs per the ESMF	
Date and Day of Screening	
Description of Screened Site Location	
Coordinates of Site Location/s	"INSERT MAP IN ANNEX"

## SECTION 3: PROJECT & ACTIVITY DESCRIPTION

Project Brief	
Activity Description	

## SECTION 4: SUBPROJECT ELEGIBILITY SCREENING

Exclusion List	Yes	No
a. Does the scope of work include large scale sub-projects with high environmental and social risks such as Highways; Regional roads; Large scale wastewater treatment plants; Large scale desalination plants; Large scale power plants; Landfills; Mega markets; or Supply of exclusive and corrosive materials?		
b. Does the Sub-project have long term permanent and/or irreversible impacts (e.g., loss of major natural habitat or conversion of wetland), and impossible to avoid entirely due to the nature of the Project?		



<p>c. Does the Sub-project have E&amp;S impacts or cumulative impacts that are high in magnitude and/or in spatial extent (the geographical area or size of the population likely to be affected is large to very large)?</p> <p>d. Does the Sub-project have significant adverse transboundary E&amp;S impacts?</p> <p>e. Does the Sub-project have a high probability of serious adverse effects to human health and/or the environment (e.g., due to accidents, toxic waste disposal, etc.)?</p> <p>f. Does the sub-project includes any removal and resettlement of dwellings/ housing/ shelter</p> <p>g. Does the sub-project located under exclusion list of AFD group in foreign countries</p> <p>h. Exclusion list of AFD group in foreign countries   AFD - Agence Française de Développement</p>		
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Check with the exclusion list for the CERC component in case of activation as described in chapter 7.

### Recommendations:

If the answer to any of the questions above is yes, the subproject should be excluded from financing.

- If all the answers are no, proceed with the subproject Environmental and Social Screening below and list the appropriate E&S mitigation measures/ instruments.
- Optional Questions for Gaza Strip

Pre-Screening for Gaza Strip Only – UXO Risk			
Has the site been directly shelled?	Yes	No	
If the answer is No, please answer the following questions			
What is the scale of Damage?	Low	Moderate	Severe
Please define the damage:			
Have UNMASS screened the site?	Yes	No	
If the answer is Yes, please attached UNMASS Assessment Report	Yes	No	
Please approach UNMASS to conduct the UXO Assessment and include the UNMASS Assessment Report			
Please identify the time frame required for UXO assessment			

-





## SECTION5: ENVIRONMENTAL AND SOCIAL SCREENING

Recreate the table below for both (i) construction (ii) operation phases.

POTENTIAL ENVIRONMENTAL / SOCIAL RISKS	Yes	No	If answer is “yes”: Due diligence/Action	Recommended Mitigation Measures
<b>ESS1: Assessment and Management of Environmental and Social Risks and Impacts</b>				
Does the subproject involve civil works including new construction, expansion, upgrading or rehabilitation?			ESIA/ESMP SEP	
Are there any anticipated potential impacts and risks to the physical environment, including water resources, atmospheric emissions, noise, solid waste, or ecological degradation?			ESIA/ESMP SEP	
Is there a risk of capturing project benefits by certain parties? Or diversion of financed activities benefits?			SEP GRM	
Is there a risk of lack of monitoring of financed activities due to remoteness of location?			SEP GRM	
Is there a likelihood that the activities would have inequitable or discriminatory adverse impacts on affected populations? Or to exclude individuals or groups? Including vulnerable and marginalized groups?			SEP GRM	
Does the subproject management have the institutional environmental and social capacity to manage and implement the E&S risks and mitigation measures?			ESIA/ESMP	
<b>ESS2: Labor Rights and Working Conditions</b>				
Does the subproject involve recruitment of workers including direct, contracted, primary supply, and/or community workers?			LMP SEP	
Does the subproject have potential GBV/SEA/SH risks? Are the financed activities expected to be sensitive to such risks?			LMP ESIA/ESMP GRM	



POTENTIAL ENVIRONMENTAL / SOCIAL RISKS	Yes	No	If answer is “yes”: Due diligence/Action	Recommended Mitigation Measures
Is there a risk that any employment resulting from the execution of the financed activities will be biased towards marginalized and vulnerable groups (e.g., women, people with disability)			ESIA/ESMP LMP SEP	
Is there a risk of unfair recruitment process if the financed activities will require recruitment activities?			LMP GRM	
<b>ESS3: Resource Efficiency and Pollution Prevention and Management</b>				
Is the subproject expected to be associated with generation of e-waste?			E-WMP	
Is the subproject expected to be associated with generation of substantial quantities of construction/demolition waste?			ESIA/ESMP	
Is the subproject expected to entail the use/generation of hazardous chemical material/waste?			ESIA/ESMP	
Is the subproject expected to generate dust/noise/vibrations/nuisance?			ESIA/ESMP	
<b>ESS4: Community Health and Safety</b>				
Are the financed activities expected to carry discriminatory or adverse negative impacts on vulnerable and marginalized groups			ESIA/ESMP SEP	
Are the financed activities expected to include measures to facilitate the access of vulnerable or disadvantaged persons to the benefits of the project? (examples: transportation, strategic location that is reachable by the stakeholders, facility and meeting hall equipment, ramps, and others)			ESIA/ESMP SEP	
Do the financed activities carry any high or substantial risks of causing incidents to the population and neighboring communities?			ESIA/ESMP	
Is there a risk of increasing the probability / creating GBV potential impacts due to the execution of financed activities?			ESIA/ESMP GRM LMP	
Does the subproject have the potential to upset community dynamics? (impacts on community culture, roles, religious beliefs,			SEP GRM	



<b>POTENTIAL ENVIRONMENTAL / SOCIAL RISKS</b>	<b>Yes</b>	<b>No</b>	<b>If answer is “yes”: Due diligence/Action</b>	<b>Recommended Mitigation Measures</b>
and social structure. For example: introducing information that could contradict with the local society’s beliefs or religion)				
Will the financed activities present hazards to community members on the sub-project site?			<b>ESIA/ESMP</b>	
Will the financed activities pose traffic and road safety hazards?			<b>Traffic and Road Safety Plan/ incorporated in ESIA/ESMP</b>	
Has the site been directly shelled or include rubble at the time of the sub-project identification?			<b>ESIA/ESMP</b>	
<b>ESS5: Land Acquisition, Restrictions on Land Use, and Involuntary Resettlement</b>				
Will the Project require land acquisition, resettlement?			<b>SEP LALP</b>	
Will the project cause impacts on livelihood that cause loss of income of the affected persons (temporarily or permanently loss of crops, fruits, trees ...etc.)			<b>SEP LALP</b>	
<b>ESS6: Biodiversity Conservation and Sustainable Management of Living Natural Resources</b>				
Will the sub-project impact sensitive or protected areas?			<b>ESIA/ESMP</b>	
Is there a risk that the sub-project will result in (i) changes to landscapes and habitat (ii) habitat fragmentation (iii) increased water consumption (iv) contamination of natural habitats?			<b>ESIA/ESMP</b>	
Is there a risk that the financed activities will result in any impacts on biodiversity or natural resources?			<b>ESIA/ESMP</b>	
<b>ESS8: Cultural Heritage</b>				
Will the subproject be located in or close to a site of natural or cultural value or social heritage of local communities?			<b>ESIA/ESMP</b>	
Is the subproject site known to have the potential for the presence of cultural and natural heritage remains?			<b>ESIA/ESMP</b>	



POTENTIAL ENVIRONMENTAL / SOCIAL RISKS	Yes	No	If answer is "yes": Due diligence/Action	Recommended Mitigation Measures
<b>ESS10: Stakeholder Engagement and Information Disclosure</b>				
Is there a risk that the activity fails to incorporate measures to allow meaningful, effective and informed consultation of stakeholders, such as community engagement activities?			SEP	
Has there been previous cases of exclusion of persons with disabilities or other marginalized related to the project's implementation? groups (women, children, ethnic minorities, elderly) in the area?			SEP	
Are women likely to participate in decision-making processes regarding the activity?			SEP	
Is there a risk that exclusion of beneficiaries will lead to grievances?			SEP GRM	
Does the subproject have a GRM in place, to which all workers have access, designed to respond quickly and effectively?			SEP	



## SECTION 6: SUMMARY OF THE SCREENING PROCESS

	E&S Screening	Results and Recommendations		
	Relevant ESSs for this subproject	List ESSs		
Phase (Construction/Operations)	Summary of Critical Risks and Impacts identified	Risk / Impact	Individual Risk/ Impact Rating (low, moderate, substantial, High)	Summary of Mitigation Measures
	1.			
	2.			
	3.			
	4.			
	5.			

Additional Assessment Requirements	
Screening Result	Summary of Screening Result Justification
1. No further E&S assessment required	e.g. "Low risk sub-project"
2. No further E&S assessment required but could require E&S mitigation measures clauses and checklist, or a simple ESMP depending on technical recommendation	e.g. "Low to Moderate risk sub-project"
3. Detailed ESMP	e.g. "Moderate risk sub-project."
4. Detailed ESMP/ESIA	e.g., "substantial risk sub-project."
Is this activity excluded under the Project	Yes / No

## SECTION 7: E&S CLAUSES AND CHECKLIST FOR INCLUSION IN BIDDING DOCUMENTS

List of management plans and E&S instruments: \_\_\_\_\_

E&S Screening Conducted by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_

MDLF Officer: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_/\_\_\_/\_\_\_\_\_



## Annex 6: E-Waste Management Procedures

E-waste poses a significant threat on the human health. This may include birth defects, infant mortality, blood diseases, malfunctioning of organs and immune system anomalies (ILO report, 2012).

On the other hand, there are evidences that the improper treatment of this waste has a negative impact on the environment and the public health of both the workers exposed and population living nearby. Different types of e-waste bring different degrees of damages. For example, the treatment of electric cables, that does not have an intrinsic hazardous character (except for cables containing heavy metals), has a primary damage on human health (due to the dioxins released during the uncontrolled combustion of the coating rubber) and a secondary damage on the environment. Regarding the impacts on the environment, e-waste treatment produces leachates, particle matters, ashes and effluents that contribute to the loss of agriculture land fertility, the pollution of soils, of surface waters, of the air and, on the long term, of ground waters. Considering that the sector brings a non-negligible financial resource to local residents, there is an urgent need to adopt flexible methods to ensure, as much as possible, the separation between the hazardous and non-hazardous components and to apply modern and safe treatment processes.

E-waste management procedures shall be adopted during installation, operation and closure phases and will follow and comply with the ESS1 and ESS3 of the Environmental and Social Framework of the World Bank. This will cover electrical waste that will be provided to the municipalities to install or replace electrical equipment (computers, servers, cables, etc.) and the equipment end of life. MDLF and Municipalities should establish and adopt e-waste management measures that will be prepared to describe the waste management related issues to project activities and specify the best way to address these issues. Among the proposed procedures for e-waste management pl:

- Defining e-waste sources during all project phases including planning, siting, and equipment upgrades, in order to identify e-waste generation, pollution prevention opportunities, and necessary treatment, storage, and disposal infrastructure;
- Substituting raw materials or parts with less hazardous or toxic materials, or with those where processing generates a lower e-waste volume;
- Reducing/ minimizing hazardous e-waste generation by implementing e-waste segregation to prevent the commingling of non-hazardous and hazardous e-waste from be managed;
- Reuse/recycling of products that can be reintroduced into the operational processes;
- Investigation of markets for recycling by other industrial processing operations, located in the region;
- Establishing formal tracking of e-waste generation and recycling rates;
- On-site or off-site chemical, or physical treatment of the e-waste material to render it nonhazardous prior to final disposal;
- Treatment or disposal at permitted facilities specially designed to receive the e-waste;
- Hazardous e-waste should be properly stored to prevent or control accidental releases to air, soil, and water resources;
- Conducting periodic inspections of e-waste storage areas;
- All e-waste containers, designated for off-site transportation, should be secured and labeled with the contents and associated hazards;
- The result of the public consultations shall be included in the e-waste management procedures for all project activities



## Annex 7: MDLF Organizational Structure

The MDLF is an independent semi-governmental organization with by-laws, operation manuals and regular reporting schedule (annual and semi-annual reports, and quarterly financial reports). It was established through a Ministerial Decree in October 2005, which was amended in August 2007, and has the mandate to provide direct development assistance to LGUs by providing them with transparent, rules-based and efficient financing for the implementation of national policies and programs in the local government sector as articulated by the MoLG.

The MDLF is governed by its Law that was issued by the Palestinian President on 10th November 2016. The Law renamed the Municipal Development and Lending Fund to Local Governments Developments and Lending Fund, but the acronym “MDLF” was maintained since it became a well-known “trademark” for the fund.

The Law extended the MDLF’s mandate to cover village councils in addition to municipalities. It reinforced the MDLF as a legal personality with administrative and financial independence and entitled to exercise all actions necessary to achieve its objectives. The fund is affiliated with the Council of Ministers in accordance with the provisions of this law. Overall, the current legal status of the MDLF sufficient for it to implement the proposed programs.

MDLF’s capacity lies in its long experience in project implementation and its evolution from a Project Implementation Unit into an independent national institution. Under a first multi-donor intervention, the separate steering committees and the Project Implementation Unit, which were established by different donors to implement local government projects, were gradually brought under the “Joint Project Coordination Unit” and the joint project steering committee evolved into the MDLF Board. With the establishment of the MDLF in 2005, several donors (World Bank, Germany (KfW and GIZ), France, Sweden, EU, Belgium, Switzerland, Denmark and Netherlands) began to coordinate their efforts and use the same institutional systems (financial management, procurement, fund allocation criteria, joint progress reports etc.). It has, therefore, developed robust implementation and monitoring procedures (for example, use of the World Bank procurement guidelines) and has effectively demonstrated that it has the capacity to implement donor funded programmes. It has managed about 650 million USD of donors’ funds since its establishment.

The work of MDLF is governed by a set of operational manuals that are approved by all donors and utilized for their financed projects. The operational manuals include technical topics, capacity building, procurement, financial, grant allocation mechanism as well as monitoring and evaluation.

The organizational structure of the MDLF has been appraised and found to be appropriate for the implementation of the proposed programs. The MDLF has attracted and retained well qualified staff for the senior management, middle management and project management level. In total, the MDLF employs 55 persons including 23 engineers and 4 key staff of qualified environmental and social specialists in both West Bank and Gaza to ensure sound environmental and social management incorporation in project management.

The MDLF is organized in the following departments:

Strategic Planning and External Relations Department

Technical Department



Financial and Administration Department

Institutional and Technical Assistant Department

Contract Management and Procurement Department

Internal Audit Department

Environmental and Social Specialists (2) Environmental Specialist and (2) Social Specialists

MDLF runs its services from headquarters in Ramallah (43 employees), in addition to MDLF office in Gaza (12 employees). As environmental and social management is considered a major component for MDP project management, the MDLF Technical Department has a qualified core team including environmental and social specialists who follow the implementation of the environmental and social considerations stated in ESMF, provide the continuity of the understanding of the Palestinian laws and policies, the World Bank and other donors.

Since its establishment, the MDLF portfolio of programs and projects includes several development partners, including the Palestinian National Authority along with the Agence Française de Développement (AFD), the Danish Government, the Swedish International Development Cooperation Agency (SIDA), the World Bank (WB), the German Development Bank (KfW), the German Technical Cooperation (GIZ), the Belgium Government, The European Union (EU), the Swiss Agency for Development and Cooperation (SDC), and the International Cooperation Agency of the Association of Netherlands Municipalities (VNG).

MDLF programs and projects could be categorized around the following support schemes: (i) Development support which intends to enhance the institutional capacity of municipalities in West Bank and Gaza for more accountable and sustainable service delivery; (ii) Emergency support especially that related to infrastructure rehabilitation, and job creation in Gaza Strip; (iii) Institutional Development and TA support that goes in parallel with the infrastructure investments.

MDP sets the ground work for municipal development and this is the overarching program, furthermore the MDLF implements other projects and programs the Local Governance and Service Improvement Project (LGSIP), Local Government Reform and Development Program (LGRDP), Area C, etc. Projects implemented through the MDP will be supervised by Municipalities or by JSCs for Planning and Development and managed by MDLF.





## ANNEX 8: Code of Conduct for Workers

### Code of Conduct to be signed by each worker

#### مدونة قواعد السلوك واخلاقيات العمل (نسخة خاصة بالعمالين)

##### مقدمة

يأتي الاهتمام بمواثيق سلوك وأخلاقيات العمل والتشغيل كأحد مداخل تطوير الاداء للعمالين واصحاب العمل. إن إعداد مدونة قواعد السلوك وأخلاقيات العمل من شأنه تعزيز قيم والممارسات الايجابية في العمل، وتعد مدونة السلوك إطاراً عاماً يجب على العاملین في المشروع التقيد به والعمل بمقتضاه، فهي مدونة تلقي الضوء على المعايير والاخلاق 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، ليقراها 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 مسئولين اجتماعياً 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:** الإيثار 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 للعمال ، 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 على أسرار العمل وأدواته، ويعتبر مسؤولاً عن الأدوات التي في عهده وعليه الحفاظ عليها، وفي حالة وجود ظرف خارج عن ارادته او قوة قاهرة، فان 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 او لفظي لأي من العاملین 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 او 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 على 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، ويجب أن يوقع العقد من قبل صاحب العمل والعمال بحيث يحتفظ العامل بنسخة أصلية من العقد.
- على صاحب العمل أن يلتزم بالتأمين على جميع عماله عن إصابات العمل لدى 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 المشتكية.
- يجب توفير الحماية للنساء وتهيئة أماكن آمنة 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، واهتمامتهم/هن واحتياجاتهم/هن.
- الالتزام بتوفير خدمات ومرافق صحية مواءمة لاستخدامات ذوي الاعاقة الحركية في مواقع العمل.

#### القسم الرابع : الصحة والسلامة المهنية

- على العامل التقيد بتطبيق شروط 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 إلى اقرب مركز للعلاج.
- الإلتزام باجراءات ومتطلبات السلامة والصحة العامة المتعلقة بكوفيد 19 بما فيها التباعد الجسدي واللبس الواقي وكل ما ينص عليه البروتوكول الصحي.

ختم البلدية

توقيع العامل



## Annex 9: Environmental and Social Management Plan (ESMP) Template

Where an environmental and social management plan is prepared as part of the environmental and social assessment, it will include the following:

### Introduction

Environmental and social management plan (ESMP) is an instrument that details set of mitigation, monitoring, and institutional measures to be taken during implementation and operation of a project to eliminate adverse environmental and social risks and impacts, offset them, or reduce them to acceptable levels. The ESMP also includes the measures and actions needed to implement these measures. The MoH will (a) identify the set of responses to potentially adverse impacts; (b) determine requirements for ensuring that those responses are made effectively and in a timely manner; and (c) describe the means for meeting those requirements. The ESMP includes the following components:

### Introduction

An overview of the project and the proponent including information such as: i) project name and general description; ii) background; iii) objectives of the ESMP.

### Policy and Legal Framework

Brief outline relevant policies, guidelines and laws that apply to the project and the approvals that need to be obtained from different government agencies

### Project description and Justification

Brief description of the development proposal including project location and footprint (including maps), summary of key design features, resource requirements and source, predicted type and quantify of waste outputs, work force size and accommodation, and implementation schedule

Brief justification including benefits accruing to the local area, and project relevance in light of local or national needs

### Description of the project area

A brief description of the environmental, socio-economic and cultural characteristics relevant to the project and its area of influence

### Consultation and Information Dissemination

A summary of consultation and information dissemination activities during the ESMP process and including general issues raised, and responses to those issues;

### Impact Assessment and Mitigation Measures

The ESMP identifies measures and actions in accordance with the mitigation hierarchy that reduce potentially adverse environmental and social impacts to acceptable levels. The plan will include compensatory measures, if applicable. Specifically, the ESMP:



- a) identifies and summarizes all anticipated adverse environmental and social impacts;
- b) describes—with technical details—each mitigation measure, including the type of impact to which it relates and the conditions under which it is required;
- c) estimates any potential environmental and social impacts of these measures; and
- d) takes into account, and is consistent with, other mitigation plans required for the project.

#### **Environmental Mitigation Plan**

Activity	Potential Environmental Impact	Proposed Mitigation Measures	Responsibility for Implementation of Mitigation Measures	Period for Implementation of Mitigation Measures	Mitigation Measures Implementation Costs (and who bears it)
Construction phase					
1					
2					
Operational Phase					
1					
2					
Decommissioning phase (if applies)					
1					
2					

#### **Monitoring**

The ESMP identifies monitoring objectives and specifies the type of monitoring, with linkages to the impacts assessed in the environmental and social assessment and the mitigation measures described in the ESMP. Specifically, the monitoring section of the ESMP provides (a) a specific description, and technical details, of monitoring measures, including the parameters to be measured, methods to be used, frequency of measurements, limits (where appropriate), and definition of thresholds that will signal the need for corrective actions; and (b) monitoring and reporting procedures to (i) ensure early detection of conditions that necessitate particular mitigation measures, and (ii) furnish information on the progress and results of mitigation.

#### **Monitoring Plan**



<i>What parameter is to be monitored?</i>	<i>Where is the parameter to be monitored?</i>	<i>How is the parameter to be monitored?</i>	<i>When is the parameter to be monitored (time and frequency)?</i>	<i>Who monitors the parameter (responsibility)?</i>	<i>Cost of monitoring the parameter (and who bears it)</i>
Construction phase					
1					
2					
Operational Phase (and decommissioning if applies)					
1					
2					

### **Institutional Arrangements, Capacity Development and Training**

The ESMP provides a specific description of institutional arrangements, identifying which party is responsible for carrying out the mitigation and monitoring measures (e.g., for operation, supervision, enforcement, monitoring of implementation, remedial action, financing, reporting, and staff training). An E&S Supervision Engineer to be assigned for implementing, monitoring and reporting to the ES specialists at the MDLF the environmental and social requirements as per the environmental and social instruments.

### **Implementation Schedule and Cost Estimates**

For all three aspects (mitigation, monitoring, and capacity development), the ESMP provides (a) an implementation schedule for measures that must be carried out as part of the project, showing phasing and coordination with overall project implementation plans; and (b) the capital and recurrent cost estimates and sources of funds for implementing the ESMP. These figures are also integrated into the total project cost tables.



**(Environmental & Social Management & Monitoring Matrices (To be coupled with ESMP Checklist/ ESMPs) Per Project Sector)**

**ESMP Checklist Section C**

**Table 1: Environmental and Social Management and Monitoring Plan during Construction and Operation of Roads Sub-projects**

Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
Construction	Dust generated by construction activities.	Monitor the excavations. Applying (spraying) water where possible. Avoid work during windy days. Covering the transportation trucks;	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Noise	Proper activity scheduling working hours and days.  Monitoring and maintaining equipment in a good working from mechanical vibration, creaking and squeaking.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		Shutting down equipment when it is not directly in use.  Avoid using high noise machinery.			
	Increasing the concentration of pollutants and noise.	Proper scheduling and working hours and of any risky activities.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Increase the risk of accidents during construction.	Traffic regulation signs and Traffic calming measures.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
		Use signs to control speed limit.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
		Provision of adequate notification procedures for any road closures	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
		Ensure placing proper road and safety signs, and proper coordination with local authorities and police where needed	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
		Ensure proper traffic and safety plan is prepared for implementation (if requested)	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	The risk of COVID-19	<p>Contractor/Municipality should commit to the Ministry of Health/WHO guidelines regarding to Covid-19 Epidemic Disease including but not limited to:</p> <ul style="list-style-type: none"><li>• Social distancing between workers.</li><li>• Provision of full PPE for workers including face mask.</li><li>• Hand sanitizers should be available and accessible for workers and site attendees.</li><li>• Orientation for workers about how to deal with different issues during the emergency situation under COVID 19.</li><li>• Sick workers or workers who has the COVID 19 symptoms should follow the MoH instructions including isolation in the quarantine place for specific number of days, knowing that MoH is responsible to provide the required medical care.</li></ul>	Contractor and Municipality	Municipality and Supervision Engineer	MDLF / Consultant





Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Access restriction to household entrance	<ul style="list-style-type: none"><li>• Provide safe access for any facility on road and facility along the work area road to ensure no socioeconomic impact.</li><li>• The contractor shall find alternative street if possible, and divide the construction streets to sections, to avoid shutting off all rehabilitation streets.</li><li>• Contractor shall share the construction program with municipality, residents and shops.</li><li>• Ensure provide at least on safe passage for entrances to each house.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Non-Hazardous and hazardous waste management	<ul style="list-style-type: none"><li>▪ Based on the provisions of ESS3 of the WB the contractor should follow the waste management procedures (Hazardous and Nonhazardous) including handling, storage, transport and disposal to authorized landfill taking into consideration workers health and safety measures, and measures to minimize exposure to COVID-19.</li></ul> <p><b>Non-Hazardous Solid Waste:</b></p> <ul style="list-style-type: none"><li>▪ Domestic solid waste is collected into closed containers or bins</li><li>▪ works solid waste is properly collected at designated area</li><li>▪ Concrete washout shouldn't be poured on</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>roadsides or in the public sewer</p> <ul style="list-style-type: none"><li>Records of solid and domestic waste disposed of from site and evidence of proper disposal at landfills will be available (municipal receipt)</li></ul> <p><b>Hazardous Waste (solid and liquid)</b></p> <ul style="list-style-type: none"><li>Hazardous materials are properly labeled</li><li>Workers inducted regarding the proper handling and safe disposal of hazardous</li><li>material will be available and in accordance with Material Safety Data Sheet (MSDS)</li><li>Hazardous material and waste are collected temporarily at designated areas that are properly isolated and contained to minimize and control potential spillage.</li><li>Instructions for prohibition of changing oil and filters at site are in place</li><li>Waste will be disposed to authorized site at the end of working period, Records of proper hazardous waste disposal and via authorized contractor are available.</li><li>Evidence of workers induction regarding the proper handling and disposal of hazardous material will be available and in accordance with Material Safety Data Sheet (MSDS) Old PV panels will be safely handled, and stored in containers until disposed to an EQA approved site</li></ul> <p><b>Domestic Wastewater:</b></p>			



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		Designated restrooms for workers are available			
	Land Use (Property Rights)	<p>Avoid any use of private land during construction as any impact on land required LALAP, except of presence of legal document between contractor and citizen to use the land for short time.</p> <p>Contractor shall not use any land around street for any purpose</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Health and Safety Risks	<p>Ensure all workers are following health and safety measures, Insure all workers are trained in trained in term of OHS measures,</p> <p>Workers commitment to OHS (vests, gloves, mask HD wearing apparel, Safety Shoes, helmet and others. It is the responsibility of the Municipality to provide the PPE and not the worker.</p> <p>Municipality is not allowed to employ workers under the age of 18.</p> <p>All workers should be covered by a valid insurance.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Labors Conditions at the workplace	<p>Contractor/Municipality is not allowed to employ workers under the age of 18. All workers should be covered by a valid insurance and Health care.</p> <p>Workers should be provided with proper PPE's and trained on using them. Code of conduct should be oriented for workers.</p> <p>Complaints channels should be available for workers.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Any other potential of accidental environmental and social impact	Mitigation measure requested by municipality engineer pursuing to ESMP and guidelines to contractors for road projects	Municipalities/contractor	Municipality and Supervision Engineer	MDLF & Consultant
	Loss of aesthetic features due to illegal dumps.	Monitor the using of safety measures. Cleaning and removal of wastes or deposits to landfills or designated areas.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
		Dump at proper and approved sites.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Potential accidental break of water, wastewater, telecommunication, electricity or other utilities service	<p>Survey of existing facilities during the design.</p> <p>The contractor consults relevant utilities, agencies or companies to survey lines locations and to speed up repair of any broken line during construct.</p> <p>Contractor should maintain any of properties/water/wastewater pipes which were harmed due to construction works immediately. The contractor is required to store spare parts for maintenance in the construction site for quick action.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
Operation	Due to obstruction, traffic concentration will be transferred to other streets causing traffic congestions.	Monitor the use of traffic signs, safety measures and tools.	Municipality	Municipality and Supervision Engineer	MDLF
	Noise generation during construction activities.	<ul style="list-style-type: none"><li>Construction management of working hours</li><li>Proper maintained and serviced vehicles.</li></ul>	Municipality	Municipality and Supervision Engineer	MDLF
	Potential uncover and damage of archaeological remains.	<p>Additional survey for potential sites</p> <p>Monitoring of site excavation.</p>	Municipality	Municipality and Supervision Engineer	MDLF/ MoAT



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Side soil and erosion.	Check the slope and compaction of the shoulder, proper curbstone to prevent erosion, construct retaining wall in certain places.	Municipality	Municipality and Supervision Engineer	MDLF
	Uprooting of trees.	A void cutting trees if it does not make a real obstacle. Some trees may be trimmed.  Planting new trees.	Municipality	Municipality and Supervision Engineer	MDLF
	Long-term traffic increase.	Traffic signs to reduce the traffic (one-way sign) and traffic calming signs.	Municipality	Municipality and Supervision Engineer	- Municipality
	Increase the risk of accidents.	Traffic regulation signs and traffic calming measures.	Municipality	Municipality	- Municipality
	Cumulative increase in dust and gas emissions because of more traffic movement.	Control the traffic speed. Maintain vegetation cover. Regular checks of vehicle.	Municipality		Municipality -
	Maintenance of new assets (roads and associated wastewater and storm drainage networks)	Prepare an annual maintenance plan as well as setting an allocation for the necessary financial resources in the annual budget.	Municipality	MoLG	- Municipality
	Loss of aesthetic due to the increase in the built up area around the new road	Proper design of landscaping for the area and around the road which may include some plantation activities.	Municipality	Municipality	Municipality



**Table 2: Environmental and Social Management and Monitoring Plan during Construction and Operation of water/wastewater Sub-projects**

Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
Construction	Increasing the concentration of pollutants, noise and odor	Proper scheduling and monitor of any risky activities.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Dust generated by construction activities.	Monitor the excavations. Applying (spraying) water where possible. Avoid work during windy days. Covering the transportation trucks;	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Increase the risk of disease	Monitor the using of safety measures and tools.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Access restriction to household entrance	Provide safe access for any facility on road	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Loss of aesthetic features due to illegal dumps.	Proper plans for disposing off broken pipes, manholes and other waste to be included in the contract documents.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Non-Hazardous and hazardous waste management.	<ul style="list-style-type: none"><li>Based on the provisions of ESS3 of the WB the contractor should follow the waste management procedures (Hazardous and Nonhazardous) including handling, storage, transport</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>and disposal to authorized landfill taking into consideration workers health and safety measures, and measures to minimize exposure to COVID-19.</p> <p><b>Non-Hazardous Solid Waste:</b></p> <ul style="list-style-type: none"><li>▪ Domestic solid waste is collected into closed containers or bins</li><li>▪ works solid waste is properly collected at designated area</li><li>▪ Concrete washout shouldn't be poured on roadsides or in the public sewer</li><li>▪ Records of solid and domestic waste disposed of from site and evidence of proper disposal at landfills will be available (municipal receipt)</li></ul> <p><b>Hazardous Waste (solid and liquid)</b></p> <ul style="list-style-type: none"><li>▪ Hazardous materials are properly labeled</li><li>▪ Workers inducted regarding the proper handling and safe disposal of hazardous</li><li>▪ material will be available and in accordance with Material Safety Data Sheet (MSDS)</li><li>▪ Hazardous material and waste are collected temporarily at designated areas that are properly isolated and contained to minimize and control potential spillage.</li><li>▪ Instructions for prohibition of changing oil and filters at site are in place</li><li>▪ Waste will be disposed to authorized site at the end of working period, Records of proper hazardous waste</li></ul>			





Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>disposal and via authorized contractor are available.</p> <ul style="list-style-type: none"><li>Evidence of workers induction regarding the proper handling and disposal of hazardous material will be available and in accordance with Material Safety Data Sheet (MSDS) Old PV panels will be safely handled, and stored in containers until disposed to an EQA approved site</li></ul> <p><b>Domestic Wastewater:</b></p> <ul style="list-style-type: none"><li>Designated restrooms for workers are available.</li></ul>			
	Potential risk of accidents due to excavation for manholes and trenches.	<p>Provide warning signs, safety instruction, closure of open trenches and manholes , excavation and backfilling scheduling.</p> <p>Ensure excavation is properly closed</p> <p>Ensure that deep excavation sides (depth more than 1.2 m) are supported/protected by metallic protection as per Technical Specifications.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Health and Safety Risks	<p>Ensure all workers are following health and safety measures, Workers commitment to OHS (vests, gloves, mask HD wearing apparel, Safety Shoes, helmet and others. It is the responsibility of the Municipality to provide the PPE and not the worker.</p> <p>Municipality is not allowed to employ workers under the age of 18.</p> <p>All workers should be covered by a valid insurance.</p> <p>Ensure all workers are trained in term of OHS measures</p> <p>Municipality should commit to the Ministry of Health guidelines regarding to Covid-19 Epidemic.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Labors Conditions at the workplace	<p>Contractor/Municipality is not allowed to employ workers under the age of 18.</p> <p>All workers should be covered by a valid insurance and Health care.</p> <p>Workers should be provided with proper PPE's and trained on using them.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>Code of conduct should be oriented for workers.</p> <p>Complaints channels should be available for workers.</p>			
	The risk of COVID-19	<p>Contractor/Municipality should commit to the Ministry of Health/WHO guidelines regarding to Covid-19 Epidemic Disease including but not limited to:</p> <ul style="list-style-type: none"><li>- Social distancing between workers.</li><li>- Provision of full PPE for workers including face mask.</li><li>- Hand sanitizers should be available and accessible for workers and site attendees.</li><li>- Orientation for workers about how to deal with different issues during the emergency situation under COVID 19.</li><li>- Sick workers or workers who has the COVID 19 symptoms should follow the MoH instructions including isolation in the quarantine place for specific</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF / Consultant



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		number of days, knowing that MoH is responsible to provide the required medical care.			
	Potential accidental break of other utility lines.	<ul style="list-style-type: none"><li>Survey of existing facilities during the design, monitor the excavation, an immediate repair if happened.</li><li>Municipality should maintain any of properties/water/wastewater pipes which were harmed due to construction works immediately. The contractor is required to store spare parts for maintenance in the construction site for quick action.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Risk of water contamination through distribution system in case of breaks.	<ul style="list-style-type: none"><li>Survey of existing facilities during the design, monitor the excavation and immediate repair if happened, check disposal plans.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Localized disturbance of surrounding areas	<ul style="list-style-type: none"><li>Proper construction management and reshape the site conditions to its origin.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Dust and vehicular emissions during construction.	Well maintained and serviced vehicles <ul style="list-style-type: none"><li>Dust suppressants, watering the site, and proper transporting and stockpile of construction material.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Odor emissions	<ul style="list-style-type: none"><li>Avoid removal of any old pipe unless otherwise is completely empty;</li><li>Transfer the removed old pipes to the landfill immediately;</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Disturbance due to construction debris and disposal.	<ul style="list-style-type: none"><li>Proper and safe handling, transporting, and dumping of waste material including fencing and public.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Land Use (Property Rights)	<ul style="list-style-type: none"><li>Avoid any use of private land if there are no verifiable documents for land donation</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Any other potential of accidental environmental and social impact	Mitigation measure requested by municipality engineer pursuing to ESMP and guidelines to contractors for road projects	Municipalities/contractor	Municipality and Supervision Engineer	MDLF & Consultant
Operation	Regular maintenance of networks	Monitor the clogging or breakage in the network and respond immediately to maintain it. Ensure that disposal of wastewater is done properly.	Municipality	Municipality	Municipality
	Possible increase in water consumption.	Implement proper tariff structure, public education awareness programs for water conservation.	Municipality	Municipality	Municipality/ PWA



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Increase sewage inflow in the main sewer line and to treatment plant or collection area.	Upgrade the associated system mains if found under capacity (design stage).	Municipality	Municipality	Municipality
	Potential increase in water pollution	Water Quality Monitoring Program	Municipality	Municipality	Municipality

**Table 3: Environmental and Social Management and Monitoring Plan during Construction and Operation of Public facilities Sub-projects**

Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
Construction	Dust generated by construction activities.	Monitor the excavations. Applying (spraying) water where possible. Avoid work during windy days.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Increase the risk of accidents.	Proper scheduling of any risky activities. Traffic signs to ensure proper routing and distribution of traffic. Closure of work site and limit access to verified personnel only Ensure all workers are following health and safety measures.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>Ensure excavation is properly closed Ensure that deep excavation sides (depth more than 1.2 m) are supported/protected by metallic protection as per Technical specifications.</p> <p>Workers commitment to OHS (vests, gloves, mask HD wearing apparel, Safety Shoes, helmet and others. It is the responsibility of the Municipality to provide the PPE and not the worker.</p> <p>Municipality is not allowed to employ workers under the age of 18.</p> <p>All workers should be covered by a valid insurance.</p> <p>Ensure all workers are trained in term of OHS measures</p>			
	Labors Conditions at the workplace	<p>Contractor/Municipality is not allowed to employ workers under the age of 18.</p> <p>All workers should be covered by a valid insurance and Health care.</p> <p>Workers should be provided with proper PPE's and trained on using them.</p>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		<p>Code of conduct should be oriented for workers.</p> <p>Complaints channels should be available for workers.</p>			
	The risk of COVID-19	<p>Contractor/Municipality should commit to the Ministry of Health/WHO guidelines regarding to Covid-19 Epidemic Disease including but not limited to:</p> <ul style="list-style-type: none"><li>- Social distancing between workers.</li><li>- Provision of full PPE for workers including face mask.</li><li>- Hand sanitizers should be available and accessible for workers and site attendees.</li><li>- Orientation for workers about how to deal with different issues during the emergency situation under COVID 19.</li><li>- Sick workers or workers who has the COVID 19 symptoms should follow the MoH instructions including isolation in the quarantine place for specific number of days, knowing that MoH is responsible to provide the required medical care.</li></ul>	Contractor and Municipality	Municipality and Supervision Engineer	MDLF / Consultant





Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Construction waste generated and left in site.	Clear site management plans and dumping at proper and approved sites	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Improper disposal of generated waste.	Ensure that the facilities are connected to either wastewater network and if not available to a septic tank that is regularly maintained.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Noise generation during construction activities	<ul style="list-style-type: none"><li>▪ Identification of such activities and appraisal methods to reduce noise.</li><li>▪ Construction management of working hours.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Localized disturbance of surrounding areas	<ul style="list-style-type: none"><li>▪ Proper construction management and reshape the site conditions to its origin.</li><li>▪ Check drivers' credentials.</li></ul>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Localized disturbance of traffic and accidents risks	Warning signs, protection of excavation sites, providing detours and coordination with traffic department.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Loss of vegetation	Design of landscaping around the facility may include planting of some vegetation Gaza and West Bank.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Potential uncover and damage of archaeological remains	Additional survey for potential sites Monitoring of site excavation.	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Traffic increasing around the service buildings	Project management and beneficiaries and stakeholders	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Land Use (Property Rights)	Avoid any use of private land if there are no verifiable documents for land donation	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Loss of aesthetic due to the increase in built-up area	Design of landscaping around the facility may include planting of some vegetation and trees	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Any other potential of accidental environmental and social impact	Mitigation measure requested by municipality engineer pursuing to ESMP and guidelines to contractors for road projects	Municipalities/contractor	Municipality and Supervision Engineer	MDLF & Consultant
Operation	Loss of aesthetic due to the increase in built-up areas.	Design of landscaping around the facility.	Consultant	Municipality	- - Municipality
	Noise around the facility by traffic movement.	Traffic regulation signs and traffic calming measures.	Consultant	Municipality	- - Municipality
	Improper disposal and pile up of construction wastes	Cleaning and removal of wastes to landfills or designated areas.	Contractor	Municipality and Supervision Engineer	- - Municipality



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Medical Waste generated from operating the health facilities	Separation and disposal of the Medical Waste per the local regulations and international standards.	Operator of facility	Municipality and Ministry of Health	Ministry of Health+ Municipality
	Inadequate functioning of the wastewater collection system.	Ensure systematic maintenance of the network/septic tanks.	Municipal Maintenance Department	Municipality	- Municipality
	Improper functioning of the solid waste collection activities	<ul style="list-style-type: none"><li>▪ ensure proper collection of solid waste from schools.</li><li>▪ provide enough waste disposal cans.</li><li>▪ enhance solid waste recycling among students.</li></ul>	Municipality	Municipality	Municipality

**Table 4: Environmental and Social Management and Monitoring Plan during Construction and Operation of Electricity/Energy Sub-projects**

Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
Construction	Risks during maintenance activities (electric shocks, fallen objects, cutting wires).	Maintenance activities should be carried out in off-peak periods.	Municipalities/contractor	Municipality and Supervision Engineer	Municipality



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Electricity cut off due to maintenance activities.	Follow safety measures and conditions.	Municipalities/contractor	Municipality and Supervision Engineer	Municipality
	The risk of COVID-19	<p>Contractor/Municipality should commit to the Ministry of Health/WHO guidelines regarding to Covid-19 Epidemic Disease including but not limited to:</p> <ol style="list-style-type: none"><li>2. Social distancing between workers.</li><li>3. Provision of full PPE for workers including face mask.</li><li>4. Hand sanitizers should be available and accessible for workers and site attendees.</li><li>5. Orientation for workers about how to deal with different issues during the emergency situation under COVID 19.</li><li>6. Sick workers or workers who has the COVID 19 symptoms should follow the MoH instructions including isolation in the quarantine place for specific number of days, knowing that MoH is responsible to provide the required medical care.</li></ol>	Municipalities/contractor	Municipality and Supervision Engineer	MDLF / Consultant



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Labors Conditions at the workplace	Contractor/Municipality is not allowed to employ workers under the age of 18. All workers should be covered by a valid insurance and Health care. Workers should be provided with proper PPE's and trained on using them. Code of conduct should be oriented for workers.  Complaints channels should be available for workers.  Ensure all workers are trained in term of OHS measures	Municipalities/contractor	Municipality and Supervision Engineer	MDLF
	Any other potential of accidental environmental and social impact	Mitigation measure requested by municipality engineer pursuing to ESMP and guidelines to contractors for road projects	Municipalities/contractor	Municipality and Supervision Engineer	MDLF & Consultant
Operation	Electricity poles hinder the movement and traffic.	Relocate electricity poles.	Municipality	Municipality and Supervision Engineer	Municipality
		Routine checks to installed poles	Municipality	Municipality and Supervision Engineer	Municipality



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
	Cables are close to houses and facilities and might risk rise	The cables, which are very close to houses, should be replaced and insulated.	Municipality	Municipality	Municipality
	Risk of accidents (electric shocks, fallen objects, cutting wires)	Ensure personnel are following health and safety procedures during supplying and installation, refer to Annex 18.  Close work area	Municipalities/contractor	Municipality and Supervision Engineer	Municipality
	The risk of COVID-19	•	Municipalities/contractor	Municipality and Supervision Engineer	MDLF / Consultant
	Labors Conditions at the workplace	Contractor/Municipality is not allowed to employ workers under the age of 18.  All workers should be covered by a valid insurance and Health care.  Workers should be provided with proper PPE's and trained on using them.  Ensure all workers are trained in term of OHS measures	Municipalities/contractor	Municipality and Supervision Engineer	MDLF



Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
		Code of conduct should be oriented for workers.  Complaints channels should be available for workers.			
	Electricity cut off	Ensure informing personnel with time of cut off	Municipalities/contractor	Municipality and Supervision Engineer	Municipality
	Any other potential of accidental environmental and social impact	Mitigation measure requested by municipality engineer pursuing to ESMP and guidelines to contractors for road projects	Municipalities/contractor	Municipality and Supervision Engineer	MDLF & Consultant

**Table 5: Environmental and Social Management and Monitoring Plan for Uncovered Historical and Cultural Heritage Assets**

Phase	Impact	Mitigation Measure	Operation / Responsibility	Supervision	Monitoring
<b>Project Implementation</b>	finding of cultural, heritage, or archeological assets.	Stop construction activities. Immediately notify MOTA	Municipalities/contractor	MOTA & LTC	MDLF



		Apply chance find procedure			
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## Annex 10: Environmental and Social Management Checklist Template

The ESMP Checklist is composed of four parts:

- A. General Project and Site Information
- B. Safeguards Information / Safeguards Screening Findings
- C. Mitigation Measures
- D. Monitoring Plan

### **Part A: General Project and Site Information**

#### SITE DESCRIPTION

Name of site

Describe site location

Attachment: Site map  Y  No

Who owns the land?

Description of geographic, physical, biological, geological, hydrographic and socio-economic context

Locations and distance for material sourcing, especially aggregates, water, stones?

#### LEGISLATION

Identify national & local legislation & permits that apply to project activity if any

#### PUBLIC CONSULTATIONS

Identify when / where the public consultation process took place

#### INSTITUTIONAL CAPACITY BUILDING

Will there be any capacity building?

N or  Y if Yes, Attachment 2 includes the capacity building program

### **Part B: Safeguards Information**



This part includes Environmental and social screening that implemented for sub-project.

	E&S Screening	Results and Recommendations		
	Relevant ESSs for this subproject	List ESSs		
Phase (Construction/Operations)	Summary of Critical Risks and Impacts identified	Risk / Impact	Individual Risk/ Impact Rating (low, moderate, substantial, High)	Summary of Mitigation Measures
	1.			
	2.			
	3.			
	4.			
	5.			

Optional Questions for Gaza Strip

Pre-Screening for Gaza Strip Only – UXO Risk			
Has the site been directly shelled?	Yes	No	
If the answer is No, please answer the following questions			
What is the scale of Damage?	Low	Moderate	Severe
Please define the damage:			
Have UNMASS screened the site?	Yes	No	
If the answer is Yes, Is the site clear from UXO? (Please attach UNMASS Assessment Report)	Yes	No	
If no, please identify the timeframe UNMASS will clear the site. No works shall be commenced prior clearing the site.			
Please approach UNMASS to conduct the UXO Assessment and include the UNMASS Assessment and Clearance Report			
Does the site include uncleaned mixed rubble (mixed with equipment's, vehicles, Batteries, PV cells, solid waste, e-waste, medical waste, wastewater?)	Yes	No	
If yes, please include UNMASS Report, and Ask Contractor to prepare Hazardous Waste Management Plan			

E&S CLAUSES AND CHECKLIST FOR INCLUSION IN BIDDING DOCUMENTS

List of management plans and E&S instruments: \_\_\_\_\_

E&S Screening Conducted by: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_



MDLF Officer: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

**Part C: Mitigation measures**

Summarize environmental and social mitigation measures

**Part D: Environmental and Social Management Monitoring Plan**

See below matrices and select the one relevant to the sector and include the site-specific requirements

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## ANNEX 11: Summary of Public Consultation Meeting

MDP 4

Public Consultation Meeting

01 November, 2022

### 1. Workshop Data

Day/Date	Tuesday 01 November, 2022								
Time	09:00 – 14:00								
Venue	West Bank..... Red Crescent Al-Bireh Gaza..... Light House Gaza City						via zoom + 14 online participants.		
Subject of Consultation	Discussion of Guidelines under the new Municipal Development Program (MDP4)								
Participants (75) <sup>1</sup>	LGUs	Ministries				Consult.	Contr. Union	Eng. Assoc.	Others <sup>2</sup>
		MoLG	MoL	MoH	EQA				
West Bank	31								
Gaza	20	3	1	1	1	4	1	1	12
MDLF	Moderator	Hazem Kawasmi, Operations Manager							
	In Participation of	Naim Nobani, Mutaz Muhaisen, Lina Lahlabat, Nancy Al-Masri, Amal Sabawi In addition to MDLF area engineers and support staff.							

### 2. Summary of Public Consultation & Main Highlights

MDLF conducted a public consultation meeting on 1<sup>st</sup> of Nov. 2022. The workshop was held in the West Bank and Gaza via virtual connection. Seventy-five (75) participants representing municipalities in West Bank and Gaza Strip, ministries and public authorities, several NGOs working on women, youth, disabled people, consultants, Engineer's Association, Contractors Union, and representative of institutions interested in climate change had been participated. Supervision Engineers from (51) municipalities attended the meeting. Large, medium and small municipalities, municipalities representing different governorates in the WB&G and municipalities using different GRM systems (i.e electronic, manual) were attending. In the consultation meeting, MDLF presented the Environmental and Social Management Framework (ESMF) that was updated to comply with WB ESF and other international standards. This was followed by open discussion to enable the participants raise their inquiries and concerns.

**Municipalities expressed their concerns with the high number of environmental and social requirements, recommendations and complexity of details, which exhausted their engineers and staff.**

The meeting agenda was divided into two sections as the following:

- Presentation: Environmental and Social Management Framework

Physical and virtual presentation had been presented to provide the participant with an overview on the MDP IV project; its objective, components and timeframe. It also provided all of the updated environmental and social measures that should be taken into consideration as per the Environmental and Social Framework, the presented issues:

- E&S Legal Framework; an overview of the national laws related to the E&S aspects as well as the environmental and social framework had been presented. Brief description was provided on the environmental and social standards that will be applied to the project.
- E&S Assessment of the project; the procedure that will be used as well as the assessment form were presented to the participants highlighting the new standards and the anticipated E&S risks and impacts.

<sup>1</sup> Excluding MDLF staff.

<sup>2</sup> Including civil society organizations.



- E&S instruments that will be prepared as a result of the E&S screening process were presented as well as the other contractor plans such as the OHS, the WMP...etc. MDLF highlighted the main issues related to labor working conditions, and the responsibility of implementation, supervision and monitoring the ESHS aspects.
- Stakeholder engagement disclosure of documents, and public consultation had been presented. An overview was provided based on the ESS10 requirements
- Grievance mechanism had been presented; Complaints channels, documentation, uptake, process, close the complaint, and reporting of complaints.
- Climate change Responses: How to adopt sub-projects as a response to climate change, as well not to contribute to the climate change.



Presentation Cover Page

#### - Discussion Session

The discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. Participants questions and comments are illustrated in the following points:

- 1) Contractors' capacity to be considered, referring the apparent higher requirements that could overburden the contractors. It was indicated that a separate budget should be allocated to enable the contractor to comply with the ESF requirements. MDLF will hold a workshop to inform the contractors about the environmental and social framework and the environmental and social clauses that are included in the standard procurement document.
- 2) It was noted that the new categorization of projects needs further explanation in order to differentiate differences from previous guidelines.
- 3) LGUs requested to improve their capacities in term of the E&S measures as per the ESF. MDLF will conduct workshop for municipalities in West Bank and Gaza to build their capacity in this regard.
- 4) LGUs requested to consider financial implications of E&S measures in projects' budgets. This will take from the original budget of the project to be implemented.
- 5) PCU and LGUs raised their concerns on the need to appoint a dedicated environmental specialist for projects with significant E&S impacts, due to the lack of capacity in the professional market.



Annex 1: Photos

Workshop Banner & Moderators



Participants (West Bank & Gaza)







Annex 4: Detailed List of Attendees



صندوق تطوير وإقراض الهيئات المحلية  
Municipal Development & Lending Fund

ورشة عمل تحديث الأطر البيئي والاجتماعي المرحلة الرابعة  
جمعية الهلال الأحمر الفلسطيني  
الثلاثاء 2022/11/1

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صندوق تطوير وإقراض الهيئات المحلية  
 Municipal Development & Lending Fund

**ورشة عمل تحديث الإطار البيئي والاجتماعي المرحلة الرابعة**  
**جمعية الهلال الأحمر الفلسطيني**  
**الثلاثاء 2022/11/1**

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صندوق تطوير وإقراض الهيئات المحلية  
Municipal Development & Lending Fund

ورشة عمل تحديث الإطار الهيكلي والاجتماعي المرحلة الرابعة  
جمعية الهلال الأحمر الفلسطيني  
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ورشة عمل  
تحديث الإطار البيئي والاجتماعي لإنتاج تطوير البلديات - المرحلة الثانية  
Updating the Environmental and Social Management Framework (ESMF) - MDP 4  
1 نوفمبر 2022

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Updating the Environmental and Social Management Framework (ESMF) - MDF 4  
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## Annex 12: Technical Note: 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:

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- 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.

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## **Annex 13: Environmental Management Guidelines for Contractors**

### **Purpose**

The purpose of these environmental management guidelines for contractors is to define minimum standards of construction practice acceptable to the MDLF.

### **Roads**

In order to carry out the rehabilitation works, it may be necessary to close or divert certain specified roads, either permanently or temporarily during the construction period. The contractor should arrange diversions for providing alternative route for transport and/or pedestrians.

After breaking up, closing or otherwise interfering with any street or footpath to which the public has access, the Contractor shall make such arrangements as may be reasonably necessary so as to cause as little interference with the traffic in that street or footpath during construction of the rehabilitation works as shall be reasonably practicable.

Wherever the rehabilitation works interfere with existing public or private roads or other ways over which there is a public or private right of way for any traffic, the Contractor shall construct diversion ways wherever possible.

### **Movement of Trucks and Construction Machinery**

The Contractor moving solid or liquid construction materials and waste shall take strict measures to minimize littering of roads by ensuring that vehicles are loaded in such a manner as to prevent falling off or spilling of construction materials and by sheeting the sides and tops of all vehicles carrying mud, sand, other materials and debris.

### **Traffic Safety Measures**

The Contractor shall provide, erect and maintain such traffic signs, road markings, barriers and traffic control signals and such other measures as may be necessary for ensuring traffic safety around the rehabilitation site. The Contractor shall not commence any work that affects the public motor roads and highways until all traffic safety measures necessitated by the work are fully operational.

### **Access across the Construction Site and to Frontages**

In carrying out the rehabilitation works, the Contractor shall take all reasonable precautions to prevent or reduce any disturbance or inconvenience to the owners, tenants or occupiers of the

adjacent properties, and to the public generally. The Contractor shall maintain any existing right of way across the whole or part of the rehabilitation site and public and private access to adjoining frontages in a safe condition and to a standard not less than that pertaining at the commencement of the contract. If required, the Contractor shall provide acceptable alternative means of passage or access to the satisfaction of the persons affected.

### **Protection of the Existing Installations**

---



The

Contractor shall properly safeguard all buildings, structures, works, services or installations from harm, disturbance or deterioration during the concession period. The Contractor shall take all necessary measures required for the support and protection of all buildings, structures, pipes, cables, sewers and other apparatus during the concession period, and to repair any damage occurs in coordination with Municipality and concerned authorities.

### **Noise and Dust Control**

The Contractor shall take all practicable measures to minimize nuisance from dust and noise from the rehabilitation sites. This includes:

- Respecting normal working hours in or close to residential areas;
- Maintaining equipment in a good working order to minimize extraneous noise from mechanical vibration, creaking and squeaking, as well as emissions or fumes from the machinery;
- Shutting down equipment when it is not directly in use.

Regarding Dust control, contractor is asked to provide a water tanker, and apply water spraying when required to minimize the impact of dust.

### **Waste Disposal**

The Contractor must agree with the municipality about arrangements for construction waste disposal. The municipality shall designate a dumping site or landfill for the disposal of solid waste.

### **Protection of Trees and Other Vegetation**

The Contractor shall avoid loss of trees and damage to other vegetation wherever possible. Adverse effects on green cover within or in the vicinity of the rehabilitation site shall be minimized.

### **Clearance of Rehabilitation Site on Completion**

The Contractor shall clear up all working areas both within and outside the rehabilitation site and accesses as work proceeds and when no longer required for the carrying out of the Rehabilitation works. All surplus soil and materials, sheds, offices and temporary fencing shall be removed, post holes filled and the surface of the ground restored as near as practicable to its original condition.

### **Site Construction Safety and Insurance**

Further to enforcing the compliance of environmental management, contractors are responsible on providing insurance for construction labors, staff attending to the construction site, citizens for each sub-project, the insurance requirements and clauses are stated in the bidding documents complying to the labor law.

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## **ANNEX 14: Contractor's Commitment of Environmental and Social Compliance and Penalties**

*[Contractor's name and address on letterhead]*

I hereby acknowledge that I have read and understood the requirements of the ESMP attached to the Bidding Document.

Furthermore, I acknowledge that any costs for meeting the conditions and requirements of the ESMP or other requirements expressed in the Bill of Quantities are included in the Bid Price.

If awarded the Contract, I will appoint Mr. ----- to ensure that Environmental and social conditions are met and complied with and to receive all environmental and social notes on behalf of contractor.

---



## ANNEX 15: Template of Environmental and Social Monitoring Site Visit Report

*(To be filled by environmental and social MDLF consultant)*

Site visit date:
Sit visit No:
Environmental/Social Consultant:

<b><u>General Information of the sub-project:</u></b>
Sub-project Name:
Municipality:
Sub-project start date:
Sub-project completion date:
Health insurance start date:
Health insurance completion date:
No. of complaints <sup>19</sup> :
No. of workers during the site visit:
No. of equipment in operation during the site visit:
Storage Facility at site:

<b><u>Compliance to ESMP and other ESHS plans:</u></b>				
	Yes	No	Not applicable	Correction action in case of non-compliance recorded
All workers have been oriented on the following: sub-project scope of work				

<sup>19</sup> Complaints to be recorded using the complaints form inserted in Annex 19





<b>Their rights, contracts contents, annual and sick leaves...etc.</b>				
<b>Code of conduct content</b>				
<b>Occupational health and safety measures</b>				
<b>Grievance mechanism channels</b>				
<b>All workers have been provided with PPEs and safety tools on free charge</b>				
<b>All workers have been provided with COVID-19 precautions tool</b>				
<b>First aid box, toilet, clean drinking water, workers rest, telephone number of complaints are available at site</b>				
<b>Sign include telephone numbers of police, hospital, civil defense is available at site</b>				
<b>Contractor shares the work plan with surrounding communities and affected parties prior starting the work</b>				
<b>Dust control</b>				
<b>Site housekeeping</b>				
<b>Transfer of solid wastes to legal landfill</b>				
<b>Worker's commitment to wear PPEs</b>				



<b>Worker's commitment to COVID-19 precautions measures</b>				
<b>Protection of all excavated/open areas as per technical specifications</b>				
<b>Safe scaffolding system at site</b>				
<b>Proper safety measures of working at height</b>				
<b>Rehabilitation of any damaged underground infrastructure or service utilities</b>				
<b>Informing the citizens about the work program prior 24 hrs of work in particular if any service utility will be cut off</b>				
<b>Proper sheeting of trucks and transportation equipment transfer materials to construction site</b>				
<b>Safe access to citizens houses, shops and other properties</b>				
<b>Using of safety and traffic warning and directional signs at site</b>				
<b>Alternative roads with presence of directional signs in case road closed due to construction activities</b>				
<b>Proper safety measures had been considered in case works are</b>				



implemented close to schools, university, hospital, health centers.				
Archeological or historical places had been recorded during excavation works				
Applicability of chance find procedure				
Application of traffic management plan (if any) Ex. Splitting Road to more than one section to avoid traffic congestion				
Application of waste management plan (if any)				
Impacts on trees or green areas close or and in project site				
Impact on private properties and lands close or and in project site				
Recording of accidents at site and in case it is occurred how the contractor deal with				

**Additional Notes by Environmental and Social Consultants:**

**Explanatory Photos:**



## ANNEX 16: COVID-19 Commitment Letter (should be signed and followed the contractor)

### تعهد المقاول 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 والإجتماعية للمشروع، وأن عدم الإمتثال لأي من هذه الإجراءات يستوجب الإنذار البيئي كما هو موضح في خطة الإدارة البيئية والإجتماعية 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 إنتقال 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، صحون... 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.

التاريخ -----

التوقيع -----

اسم المقاول -----



## ANNEX 17: Environmental and Social Note and Deduction Methodology

<b>Date/ hour:</b>
Project Name:
Municipality:
Site Location:
Contractor:
Municipality Supervision Engineer:
Contractor representative at site:
Local Technical Consultant:

Environmental and Social Site Instructions
1.
2.
3.
4.
5.

**Signature/ Municipality Supervision Engineer**

**Received by: .....**

Copy to:

- MDLF: project coordinator + Environmental Officer
  - Municipality
-



### Deduction Methodology:

#### Procedures for National Competitive Bids and Shopping Bidding Documents:

As mentioned above, environmental and social notes might contain one or more environmental penalty applicable for deduction.

- For social notes: stop and alert the contractor to remedy the action;
- For environmental notes: refer to the ESMP for the note to verify how many notes illustrated in the note;
- Deduction rate starts with 0.1% of contract value; and
- Deduction rate increase by 0.05% of the contract amount after each fifth note.

#### For National Competitive Bids:

**Table 10: ESMP Compliance Penalty for National Competitive Bids**

ESMP Compliance Penalty		
No	Environmental and Social Note	Penalty
1	1	Stop and alert
2	2+3+4+5+6	Stop and deduct 0.1% of the contract amount for each mitigation measure in the environmental note. Minimum amount of deduction is 150 Euro
3	7+8+9+10+11	Stop and deduct 0.15% of the contract amount for each mitigation measure in the environmental note Minimum amount of deduction is 225 Euro
3+1	Next five notes	Each 5 notes + deduction would be: $N = \text{percentage of deduction of } (N-1) + (0.5 * \text{percentage of deduction of } (N-1))$ For example: Stop /Deduct 0.1%+0.05(0.1%) of the contract amount for each mitigation measure in the environmental note. Minimum amount of deduction is 300 Euro
5	Note +1	If penalty rate approach 5% of contract cost it is recommended to stop work and send official request to MDLF of the proposed action according to bidding documents and procurement manual

Deduction is to be calculated by the Municipality Engineer and to be reviewed by the LTC Engineer where he is to consider the environmental Note (N), and the deduction for N.

Deduction for N= [percentage of deduction of (N-1) + (0.5\* percentage of deduction of (N-1))] \* contract Amount.



If

Penalties Rate approach 5% of Contract cost its recommended to stop work, and send official request to MDLF of the proposed action according to bidding documents and procurement manual.

Municipality can decide if a mitigation measure has a significant impact and might municipality require setting its noncompliance penalty rate based on its significance.

#### **For Shopping Bidding Documents:**

- For social notes: stop and alert the contractor to remedy the action;
- For environmental notes: refer to the ESMP for the note to verify how many notes illustrated in the note;
- Deduction rate starts with 0.1% of contract value; and
- Deduction rate increase by 0.05% of the contract amount after each fifth note.

Table 11: ESMP Compliance Penalty for Shopping Bid

<b>ESMP Compliance Penalty</b>		
<b>No</b>	<b>Environmental and Social Note</b>	<b>Penalty</b>
1	1	Stop and alert
2	2+3+4+5+6	Stop and deduct 0.1% of the contract amount for each mitigation measure in the environmental note. Minimum amount of deduction is 40 Euro
3	7+8+9+10+11	Stop and deduct 0.15% of the contract amount for each mitigation measure in the environmental note Minimum amount of deduction is 60 Euro
3+1	Next five notes	Each 5 notes + deduction would be: $N = \text{percentage of deduction of } (N-1) + (0.5 * \text{percentage of deduction of } (N-1))$ For example: Stop /Deduct 0.1%+0.05(0.1%) of the contract amount for each mitigation measure in the environmental note. Minimum amount of deduction is 80 Euro
5	Note +1	If penalty rate approach 3% of contract cost it is recommended to stop work and send official request to MDLF of the proposed action according to bidding documents and procurement manual

Deduction is to be calculated by the Municipality Engineer and to be reviewed by the LTC Engineer where he is to consider the environmental Note (N), and the deduction for N.

Deduction for N= [percentage of deduction of (N-1) + (0.5\* percentage of deduction of (N-1))\* contract Amount.

If Penalties Rate approach 3% of Contract cost its recommended to stop work, and send official request to MDLF of the proposed action according to bidding documents and procurement manual.



Municipality can decide if a mitigation measure has a significant impact and might municipality require setting its noncompliance penalty rate based on its significance.

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## ANNEX 18: Health and Safety Issues in PV System Installation and Operation of Solar Photovoltaic Project

*(These measures can be included in the bidding document)*

### Safety issues during installation of PV systems:

The project of minimal environmental and social direct impact, however, still installation of the system is combined with potential risk of accidents during transportation, installation or testing the system without obeying to Health and safety regulations for the workers and visitors safety; though the following are the requirements for safety measure :

- Contractor/ supplier is responsible on providing all safety measures during transporting, installing, inspecting and testing each part of the PV system.
- Contractor/Supplier is responsible of the safety of all workers and visitors to the project site.
- Contractor /supplier is responsible in applying all Health and Safety measures according to the Palestinian regulations.
- Workers are to wear vests, gloves, HD wearing apparel, etc, or as per required according to the site conditions.
- Contractor is to minimize access to the project site during construction.
- Contractor to provide First aid kit, further to fire protection.

Furthermore, for workers dealing with Solar PV on site:

- Completely cover all modules with an opaque material during installation to prevent electricity from being generated
  - Solar modules produce electrical energy when exposed to sunlight. DC voltages may exceed 30V on a single exposed module, this voltage may be dangerous for human body.
  - Use appropriate safety equipment (insulated tools, insulating gloves, etc) approved for use on electrical installations.
  - Observe the instructions and safety precautions for all other components used in the system, including wiring and cables, connectors, DC-breakers, mounting hardware, inverters, etc.
  - Use only equipment, connectors, wiring and mounting hardware suitable for use in a photovoltaic system.
  - All exposed metal parts shall be grounded (equipment ground).
  - The equipment grounding conductor should be bare wire or green wire.
  - The equipment grounding conductor must be large enough to handle the highest current that could flow in the circuit.
  - Only connect modules with the same rated output current in series. If modules are connected in series, the total voltage is equal to the sum of the individual module voltages, this total voltage is very dangerous for human body.
  - Only connect modules or series combinations of modules with the same voltage in parallel. If modules are connected in parallel, the total current is equal to the sum of individual module or series combination currents.
-



- If an inverter is used to interconnect the PV system to a utility, it must disconnect automatically if the utility power goes off. If the inverter is operating in a stand- alone hybrid system, it may continue to supply power to the load.
- Sometimes it is necessary to troubleshoot a PV system that is not working correctly. Safety should be the main concern, both in planning before you go to the site and during the actual testing.

### **Safety issues during testing and operation of PV systems:**

Before testing any PV system, you should become familiar with the electrical configuration. How many modules make up a source circuit? What are the system voltages? Currents? How many circuits are there? Do over current devices exist? Where? How can the system be disconnected? What safety equipment is available.

### **When you get to the PV system site:**

- Remove jewelry.
  - Walk around the PV system and record any apparent hazards in the system logbook or a notebook. Take photographs of the system and any hazards
  - Locate the safety equipment ,fire extinguisher, etc .and check their condition.
  - Check the actual system configuration against the electrical schematics.
  - Locate and inspect all subsystems such as the inverter, and the load.
  - Determine if, how, and where the system is grounded. Check to see if the ac and dc grounds are common.
  - Locate and inspect all disconnect switches. Check any fuses. Determine if the switches are designed to interrupt both positive and negative conductors.
  - Disconnect the source circuits and measure all open-circuit voltage to verify the proper operation of the disconnect switch.
  - Measure the voltage from each conductor to ground, and from line to line.
  - Keep the work area clear of obstacles, particularly the area behind you.
  - Never disconnect a wire before measuring voltages.
  - Keep your hands dry and/or wear gloves.
  - Work with only one hand if possible.
  - Have your buddy stationed near the disconnect switches.
  - Once a wire is disconnected don't leave the end exposed--tape it or use a wire nut for temporary covering.
  - Reconnect the wires from one source circuit
-



## ANNEX 19: GM Manual & Complaint Form

*GM manual is endorsed by the Ministry of Local Government.*



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برنامج تطوير البلديات – المرحلة الثالثة

دليل شكاوى

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## مقدمة:

يتوقع خلال فترة تنفيذ المشروع ورود شكاوى من المواطنين تتعلق بالآثار الناجمة عن تنفيذ البلديات للمشاريع الممولة من المشروع وغيرها من الشكاوى. وحتى تتم معالجة الشكاوى حسب الأصول سيتم استقبال الشكاوى ومعالجتها من خلال البلديات المستفيدة من المشروع. ويقوم صندوق تطوير وإقراض الهيئات المحلية بدوره في متابعة متابعة ومعالجة الشكاوى في البلديات. حيث يشترط الصندوق من البلديات المستفيدة من المشروع العمل بنظام للشكاوى في البلدية وتوفير إجراءات للتظلم بناء على إجراءات الشكاوى المتبعة في البلدية، ويشمل ذلك الإفصاح عن إجراءات الشكاوى على صفحة الفيسبوك للبلدية و/أو ضمن نشرة البلدية بالإضافة إلى إصدار بيانات حول الشكاوى ونوعها ونسبة الشكاوى التي تم معالجتها. ومن أجل أن يكون تقديم الشكاوى فعالاً، لا بد من اتباع إجراءات إدارية واضحة وسلسة، بحيث تعمل على توفير الوقت والجهد الكافي، والانجاز الأمثل للشكاوى ابتداءً من استقبالها وانتهاءً بإنجازها وإغلاقها بشكل نهائي. وعليه فإن الإجراءات التالية توضح آلية تقديم الشكاوى مع ضرورة أن تقتزن الشكاوى بنماذج واضحة.

## تعريفات:

- **الشكاوى:** مستند خطي أو إلكتروني يقدم من المشتكي أو وكيله شأنه الإبلاغ عن تصرف أو سلوك خاطئ أو تقصير في أداء خدمة أو في طريقة تأديتها أو الامتناع عن أدائها أو اتخاذ إجراء كان من المفترض على رئيس الهيئة المحلية أو أحد موظفيها القيام به، أو بشأن أي شكل من أشكال التمييز أو مخالفة للتشريعات السارية.
- **مقدم الشكاوى:** هو كل شخص طبيعي أو وكيله أو وصيه أو وليه وكل شخص معنوي أو وكيله تقدم بشكاوى بشأن ضرراً قد لحق به بسبب تنفيذ إحدى مكونات المشروع أو اليات تنفيذه أو نتائجه.
- **جهة استقبال الشكاوى:** هي البلديات المستفيدة من مشروع تطوير البلديات ووحدة الشكاوى في وزارة الحكم المحلي.
- **المشروع:** هو مشروع تطوير البلديات في الضفة الغربية وقطاع غزة.
- **وحدة الشكاوى:** وحدة الشكاوى أو من يمثلها في وزارة الحكم المحلي
- **الإدارة العامة للشكاوى:** الإدارة العامة للشكاوى في مجلس الوزراء

## أجراءات استقبال ومعالجة الشكاوى:

تهدف الإجراءات التالية إلى تنظيم وتسهيل عملية استقبال ومعالجة الشكاوى المتعلقة بالمشروع أو مكوناته بهدف تطوير تقديم الخدمة الأفضل للمجتمع المحلي وتصويب أي ضرر يتعرض له المواطنون ضمن الإجراءات والأنظمة واللوائح المختلفة.

### 1- تقديم الشكاوى

- أ. يجب أن يكون موضوع الشكاوى متعلق بمكونات المشروع واليات تنفيذه، و/ أو أن يكون قد لحق بالمشتكي ضرراً نتج عن تنفيذ المشروع أو إحدى مكوناته.
- ب. يحق للمشتكي تقديم الشكاوى إلى إحدى الجهات المخولة لاستقبال شكاوى المشروع وهي:
  - الجهة المخولة لاستقبال الشكاوى في البلدية.
  - وحدة الشكاوى في وزارة الحكم المحلي أو إحدى مديرياتها.

### 2- طرق استقبال الشكاوى

- أ. يمكن للمشتكي التقدم بالشكاوى في البلدية من خلال:
  - الحضور الشخصي وتعبئة نموذج الشكاوى لدى الجهة المخولة لاستقبال الشكاوى في البلدية (مركز خدمات الجمهور، سكرتير البلدية، مهندس البلدية...) وذلك حسب الاجراء المعمول به في البلدية. ينصح في ظل تفشي العدوى بسبب وباء كورونا Covid-19 تقديم الشكاوى من خلال نافذة الشكاوى الالكترونية او من خلال الاتصال الهاتفي.
  - تقديم الشكاوى من خلال نافذة الشكاوى على الموقع الالكتروني للبلدية.
  - الاتصال على الرقم الهاتفي المخصص لتقديم الشكاوى.
- ب. كما يمكن للمشتكي تقديم الشكاوى إلى دائرة الشكاوى في وزارة الحكم المحلي من خلال:



- الحضور الشخصي الى مديرية الحكم المحلي التي تتبع لها البلدية. ينصح في ظل تفشي العدوى بسبب وباء كورونا Covid-19 تقديم الشكوى من خلال نافذة الشكاوى الالكترونية او من خلال الفاكس.
- الحضور الشخصي الى مقر وزارة الحكم المحلي وتعبئة نموذج الشكوى. ينصح في ظل تفشي العدوى بسبب وباء كورونا Covid-19 تقديم الشكوى من خلال نافذة الشكاوى الالكترونية او من خلال الفاكس.
- إرسال الشكوى الخطية عبر الفاكس الى وحدة الشكاوى على الرقم: 02-2401091
- عبر الموقع الالكتروني لوزارة الحكم المحلي على الرابط:  
<http://www.molg.pna.ps/Complain.aspx>

### 3. إجراءات تسجيل الشكوى:

- يقوم المشتكي بتعبئة النموذج المعتمد خطياً وتوقيعه أو النموذج المعتمد إلكترونياً متضمناً كافة بياناته. كما يمكن للمشتكي تقديم شكوى خطية وإرسالها من خلال الفاكس.
- يقوم المشتكي بإرفاق أية وثائق مؤيدة للشكوى إن وجدت.
- يقوم الموظف المختص باستقبال الشكاوى بالتأكد من صحة البيانات المقدمة ويقوم بتسليم المشتكي بطاقة مراجعة.
- تشمل بيانات تسجيل الشكوى:
  - اسم المشروع
  - رقم تسجيل الشكوى
  - تاريخ استلام الشكوى
  - اسم مقدم الشكوى
  - وصف لحديثيات الشكوى
  - مرفقات الشكوى
  - المراسلات التي تمت بخصوص الشكوى
- في حال رغبة المشتكي عدم الإبلاغ عن اسمه يتم تسجيل الشكوى وإبلاغ المشتكي بالاتصال بعد الفترة المحددة لمتابعة إجراءات حل الشكوى وللإطلاع على الحل.
- في حال كان موضوع الشكوى متعلق بالعنف القائم على النوع الاجتماعي او بالتحرش الجنسي، يتم التعامل مع الشكوى بسرية كاملة، وتحويل الشكوى للمعالجة بطرق خاصة ووضع إجراءات متفق عليها مسبقاً للتحقق من الشكوى.

### 4. قبول أو رفض الشكوى ومتابعتها:

- من أجل متابعة الشكاوى المتعلقة بالمشروع بشكل فعال وضمان عدم ضياع أي منها يتم تحويل جميع الشكاوى إلى مهندس المشروع المسؤول عن متابعة المشروع في البلدية المستفيدة.
- يقوم مهندس المشروع بالتحقق من صحة المعلومات والمستندات المرفقة مع الشكوى.
- الاستفسار من المشتكي عن أية معلومات إضافية حول الشكوى إن لزم الأمر.
- يقوم مهندس المشروع بإبلاغ الجهة المختصة بالتوصية بشأن قبول النظر بالشكوى أو رفضها حسب الفترة الزمنية المعمول بها في البلدية او المنصوص عليها في دليل خدمات مراكز الجمهور على ان لا تتجاوز فترة الرد ثلاثة أيام عمل من تاريخ تقديم الشكوى كحد أقصى.

### 5. إحالة الشكوى الى جهات الاختصاص:

- يقوم رئيس البلدية بتحويل الشكوى الى مهندس المشروع والدائرة المختصة في البلدية.
- تعمل الدائرة المختصة التي احيلت اليها الشكوى بمتابعة الشكوى والرد عليها خلال أسبوعين كحد أقصى من تاريخ قبولها خطياً او هاتفياً.
- تتم معالجة الشكوى بالتوافق مع الأدلة البيئية والاجتماعية (خطة الإدارة البيئية والاجتماعية للمشروع) المتبعة عند تنفيذ المشاريع الممولة من قبل البنك الدولي.
- في حال تقدم المشتكي بشكواه الى وحدة الشكاوى في وزارة الحكم المحلي أو احدى مديرياتها يتم عمل التالي:



- تقوم وحدة الشكاوى في وزارة الحكم المحلي أو المديرية المختصة بإحالة الشكاوى إلى رئيس البلدية للنظر بالشكاوى وتحويلها إلى الجهة المختصة لقبولها أو رفضها، ثم متابعتها والرد عليها خلال أسبوعين كحد أقصى من تاريخ قبولها.
- في حال عدم استلام الرد بعد مضي المدة المذكورة أعلاه، يتم إعادة المخاطبة برسالة تذكير للجهة المعنية وإخطارها بوجوب الرد خلال مدة أقصاها ثلاثة أيام من تاريخ استلام المخاطبة.
- تقوم وحدة الشكاوى بإعلام المشتكي خطياً أو إلكترونياً بالرد.

#### 6. الشكاوى المتعثرة

- في حال عدم استلام المشتكي الرد بعد استنفاذ المدد المنصوص عليها أعلاه، تعتبر الشكاوى متعثرة.
- تحال الشكاوى المتعثرة إلى الجهة المختصة لمتابعتها حسب الإجراءات المتبعة في الأدلة الفنية المعمول بها والمشار إليها سابقاً في هذا الدليل.

#### 7. حفظ الشكاوى

- تقوم الجهة المخولة باستقبال الشكاوى في البلدية بإدخال بيانات المشتكي ومحتوى الشكاوى وإجراءات متابعتها والرد عليها على النظام المحوسب المخصص لذلك وتوثيق نسخة منها في ملف المشروع.
- تقوم المديرية في حال استقبالها للشكاوى الخاصة بالمشروع بتحويلها إلى وحدة الشكاوى في وزارة الحكم المحلي والتي تقوم بإحالتها إلى الجهة المختصة في البلدية لحفظها في ملف المشروع.

#### 8. أليات إضافية لتقديم الشكاوى

- في حال عدم قبول المشتكي برد الشكاوى يتم اعلام المشتكي بإمكانية توجيه شكواه الى وزير الحكم المحلي بشكل مباشر.
- في حال عدم قبول المشتكي بالرد المقدم من قبل وزير الحكم المحلي يتم اعلام المشتكي بإمكانية توجيه شكواه الى الادارة العامة للشكاوى في الأمانة العامة لمجلس الوزراء أو الى أي جهة مختصة أخرى بما فيها محكمة البلديات.

#### 9. اغلاق الشكاوى:

تغلق الشكاوى في احدى الحالات التالية:

- بعد اعلام المشتكي بالرد وحل الشكاوى.
- طلب المشتكي اغلاق الشكاوى أو وقف متابعتها.
- إذا تم التوصل الى حل ودي للشكاوى.
- إذا اعتبرت الشكاوى كيدية.

#### 10. يتم رفع تقارير بالشكاوى على النحو الآتي:

- تقارير شهرية تعدها البلديات وترفعها لصندوق تطوير وإقراض الهيئات المحلية.
- تقارير حول الشكاوى ضمن التقارير النصفية للمشروع والتي يرفعها طاقم المشروع الى الجهات المانحة

#### ملاحق

#### الملحق رقم (1): نماذج مقترحة للشكاوى

من اجل تسهيل عملية تقديم الشكاوى ومعالجتها وتصنيفها والرد عليها، يتم اعتماد مجموعة من النماذج لهذا الغرض، ومن النماذج المقترحة:

- نموذج تقديم شكاوى: بحيث يتضمن هذا النموذج اسم المشروع وبيانات المشتكي تتمثل في اسم المشتكي ورقم هويته، مكان الإقامة وطريقة التواصل، أما الجزء الاخر يتعلق بالشكاوى نفسها، من خلال بيان موضوع الشكاوى، الجهة المقدم ضدها الشكاوى، بيان حيثيات ووقائع الشكاوى، بنود تتعلق بتكرار الشكاوى ام انها جديدة.



- نموذج بطاقة مراجعة للمشتكي، تتضمن اسم المشروع واسم المشتكي وعنوانه، موضوع الشكوى ورقمها وتاريخ تقديمها، وقت المراجعة حول الشكوى بالتاريخ، بالإضافة الى معلومات حول الشخص مستقبل الشكوى.
- نموذج استفسار عن معلومات اضافية: يمكن عمل نموذج استفسار يتعلق بموضوع الشكوى موجه من الجهة المختصة الى المشتكي، ويقوم المشتكي بالإجابة على الاستفسار.
- نموذج رد على الشكوى، بحيث يتضمن خطاب موجه من الموظف المختص الى المشتكي يحتوي على الرد النهائي بخصوص الشكوى.

الملحق رقم (2): الأدوار والمسؤوليات

- 1- دور وزارة الحكم المحلي ومديرياتها في استقبال ومتابعة الشكاوى
    - استقبال الشكاوى من المواطنين.
    - تسجيل الشكاوى وتحويلها الى رئيس البلدية لمتابعتها.
    - الرد على المشتكي.
    - ارسال نسخة من الشكاوى متضمنة الرد وأي اجراء إضافي تم اتخاذه الى البلدية لحفظه في ملف المشروع لدى البلدية.
  - 2- دور طاقم المشروع (طاقم الإشراف من البلدية) في عملية متابعة الشكاوى ذات العلاقة بالمشروع
    - التأكد من وصول الشكاوى للبلدية وتسجيلها حسب الأدلة والأنظمة.
    - المتابعة والرقابة على معالجة البلدية للشكاوى المقدمة ومدى رضى المواطن على الرد.
    - التأكد من متابعة ومعالجة الشكاوى ضمن الفترات الزمنية المنصوص عليها في هذا الدليل.
    - التأكد من توثيق نسخة عن الشكاوى في ملف المشروع.
- تضمن تقرير الشكاوى ضمن التقارير الشهرية والفصلية متضمنة جدول الشكاوى (GM)

ملاحظة: يكون هذا الدليل قابل للتعديل حسب المستجدات وطبيعة الشكاوى محل الدراسة وضمن حدود صلاحيات واختصاصات الجهة المختصة.



### Complaint Form

#### نموذج تقديم شكوى

البلدية:	مشروع:
التاريخ:	رقم الشكوى:

#### طلب تقديم شكوى

القسم الأول: حول المشتكي/ة

اسم مقدم/ة الشكوى:
هوية رقم:

القسم الثاني: حول الشكوى

موضوع الشكوى:

وقائع الشكوى:

الجهة المقدم بحقها الشكوى:

هل الشكوى منظورة أمام القضاء:	أ. نعم	ب. لا
هل تقدمت بشكوى في ذات الموضوع لجهة أخرى	أ. نعم	ب. لا
الجهة:.....	هل تلقيت رد:.....	تاريخ الرد:.....

القسم الثالث: مرفقات الشكوى (وثائق ومستندات)





أقر وأصرح انا مقدم/ة الشكوى ..... بأن المعلومات والبيانات والمرفقات الواردة أعلاه هي معلومات وبيانات ومرفقات صحيحة وحقيقية والتزم واتعهد بتحمل كامل المسؤولية القانونية فيما لو تبين خلاف ذلك في أي وقت من الأوقات أو إذا تبين أن الشكوى المقدمة من قبلي كيدية.

وعليه أوقع

توقيع و/أو بصمة مقدم/ة الشكوى: ..... تاريخ تقديم الشكوى: / /

القسم الرابع: (خاص لاستخدام مسؤول الشكاوى)

التوصية حول الشكوى:

في حال رفض الشكوى، مبررات رفض الشكوى:

.....  
.....  
.....

..... مسؤول مراجعة الشكوي:

التاريخ:

التوقيع: