

SFG3332

HASHEMITE KINGDOM OF JORDAN

**MUNICIPAL SERVICES AND SOCIAL RESILIENCE PROJECT
(MSSRP)**

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

March 30, 2017

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ACRONYMS

ARAP	Abbreviated Resettlement Action Plan
BMPs	Best Management Practices
CBOs	Community-based Organizations
CITES	Convention on International Trade in Endangered Species
CSOs	Community Based Organizations
CVDB	Community and Villages Development Bank
EA	Environmental Assessment
EC	European Commission
EHS	Environmental Health and Safety guidelines
EIA	Environmental Impact Assessment
EMP	Environmental Management Plan
EPL	Environmental Protection Law
ESMF	Environmental and Social Management Framework
GAM	Greater Amman Municipality
HIES	Household Income and Expenditure Survey
HKoJ	Hashemite Kingdom of Jordan
JESSRP	Jordan Municipal Services and Social Resilience Project
IPM	Integrated Pest Management
ISC	Inter-Sectoral Committee
KPIs	Key Performance Indicators
LDU	Local Development Units
M&E	Monitoring and Evaluation
MOA	Ministry of Agriculture
MOE	Ministry of Environment
MOH	Ministry of Health
MOMA	Ministry of Municipal Affairs
MOPIC	Ministry of Planning and International Cooperation
MOTA	Ministry of Tourism and Antiquities
MOI	Ministry of Interior
MOU	Memorandum of Understanding
MWI	Ministry of Water and Irrigation
MSSRP	Municipal Services and Social Resilience Project
MST	Municipal Services Team
NGOs	Non-Governmental Organizations
OM	Operations Manual
OP	Operational Policy
PAD	Project Appraisal Document
PCR	Physical and Cultural Resources
PIF	Project Information Form
PMP	Pest Management Plan
PMU	Project Management Unit
RAPs	Resettlement Action Plans
RLDP	Regional and Local Development Project
ROW	Right of Way
RPF	Resettlement Policy Framework
SC	Steering Committee

TEGs	Technical Environmental Guidelines
TORs	Terms of References
TRC	Technical Review Committee
UNDP	United Nations Development Program
VCNA	Vector Control Needs Assessment
WB	World Bank
WHO	World Health Organization
YWC	Yarmouk Water Company

EXECUTIVE SUMMARY

1. The latest Jordan census records of 2016 indicate that Jordan is currently hosting nearly 1.3 million Syrian refugees, 80 percent of whom live in host communities. This number represents about 13 percent of Jordan's population. During the first two years of the Syrian refugee crisis, the international community's response focused almost exclusively on providing humanitarian assistance to the refugees, including to those who fled to Jordan. As the numbers of Syrian Refugees infiltrating host communities in Jordan gradually increased, this increase significantly strained the country's systems and structures, adding pressure on basic service delivery in water, sanitation, electricity, solid waste management, and overstretching health and education systems. Gradually, the impact of the crisis on municipal infrastructure deepened, and the socioeconomic impact across Jordan and in particular within host communities worsened.
2. The deepening of the Syrian crisis required an approach that recognized the protracted nature of the crisis and sought to address its impact on the development prospects of the country. The longevity of the crisis will likely translate into mounting costs and ever-increasing challenges to the social and economic fabric of the country. One such challenge is related to mitigating social tensions and fostering social cohesion between refugees and host communities in non-camp, urban contexts. In response, The GOJ took the lead in preparing annual rolling Jordan Response Plans (JRP) which identified the country's humanitarian and medium-term resilience needs in an integrated fashion. The JRP serve as a platform for coordinating donor support to the country's response plan to the crisis. Concurrently, the international community started shifting away from short-term assistance towards building resilience of host communities and mitigating the socio-economic impact on the country's population.
3. The objective of the MSSRP will be to Support Jordanian municipalities affected by the influx of Syrian refugees in delivering services and employment opportunities for Jordanians and Syrians
4. **Project Components:** The proposed AF will maintain the Parent Project's two main components: (i) Municipal Grants; and (ii) Institutional Development and Project Management.

Component 1: Municipal Grants and Projects Based Grants

5. Municipal grants will be provided annually for a total of 21 municipalities. While the focus under the (ESSRP) was on the provision of timely delivery of services as an emergency response, the proposed project will place higher emphasis on sustainability, responsiveness, and efficiency of services in a way that promotes longer-term resilience and mitigates risks to social cohesion at local levels. This will be achieved by: i) focusing on more inclusive community consultations to ensure that investments better reflect community needs and priorities; ii) emphasizing that investments made through sub-projects are aligned with municipality's strategic planning over the medium-term; iii) ensuring predictability of funding to allow for better planning that takes into account the cost of operating and maintaining procured assets; and, iv) encouraging municipalities to use labor-intensive techniques for public works to support the generation of jobs for Syrian refugees and Jordanians.
6. Under the component, an attempt will be made to strengthen the processes of planning, implementing and monitoring the proposed investments/subprojects. The project will provide the municipalities with an opportunity to work on their medium term strategy linked with investment plans. This will ensure that the proposed investments are aligned with municipality's medium-to-long term vision that takes into account current challenges, such as expansion and highly strained services, as well as potential for city growth and planned development.

7. ***An Innovation Fund (IF) will be introduced under Component 1.*** The IF will finance demand-driven projects that may be multi-year and involve inter-municipality collaboration. IF projects shall adhere to the following set of principles: (i) *robust and inclusive participatory consultations and planning*, (ii) provide *innovative solutions to local challenges* faced by communities, and (iii) *contribute directly to the Project's outcomes*. The IF will also encourage municipalities to (iv) *leverage resources and expertise by partnering with CBOs, NGOs, and private sector* in promoting improved services and employment opportunities for Syrians and Jordanians. Municipalities will furthermore be encouraged to consider project ideas that have surfaced through other donor-financed engagements including the USAID-funded CITIES Project and other similar consultative planning initiatives supported by the EU and International NGOs.

Component 2 – Institutional Support and Project Management

8. Activities under this component will include: i) institutional strengthening with experts' support ii) capacity building and trainings iii) technical assistance. Under institutional strengthening, local experts will be hired to support and strengthen the oversight and monitoring capacity of the PMU and CVDB while providing implementation support to PMs. PMs will also benefit from customized technical assistance and training to improve the quality and efficiency of their services, focusing on the following key aspects: i) improved strategic and financial planning, ii) improved accountability vis-à-vis the communities through the use of citizen outreach and engagement tools, iii) targeting youth and women through inclusive practices and projects in order to strengthen social cohesion between Syrians and Jordanians. Finally, this Component will finance contracts with other organizations for supporting implementation, including contracts with experts in labor-based works investments and youth and third party monitoring.

Jordan has an environment protection law (EPL) no. 52/2006, which is implemented through its Environmental Impact Assessment (EIA) regulations no. 37/2006 and its five annexes. These require that all projects to conduct an EIA and prepare an EIA report prior to construction. The approval of an EIA is a pre-requisite for any subsequent licenses or permits by any or all other relevant authorities that may be required prior to construction. The Ministry of Environment (MoEnv), through its Department of Licensing and Guidance (which also includes the EIA section) arranges for screening, control and follow up on the EIA process and its implementation. As per the EIA law, all development projects, regardless of EIA classification, must adhere to the air emission, water, wastewater reuse; industrial and municipal discharge Jordanian standards.

This document presents an Environmental and Social Management Framework (ESMF) for the Jordan Municipal Services and Social Resilience project (MSSRP). The ESMF ensures that the project activities are compliant with the relevant requirements of national policies, regulations and legislations as well as the World Bank relevant Operational Policies and Procedures (OPs). The objective of this ESMF is to provide an environmental and social management framework for the design and implementation of the MSSRP and provides a practical processing tool during project formulation, design, planning, implementation, and monitoring to ensure that environment and social aspects are duly considered. The ESMF describes the steps involved in identifying and mitigating the potential environmental and social impacts of proposed investments, summarizes institutional arrangements for the implementation of mitigation measures, the monitoring arrangements, and the capacity building needs for effective implementation of recommendations outlined in the document.

The ESMF entails an Environmental and Social Screening process which allows subprojects to be classified according to their potential impacts and appropriate mitigation/rehabilitation measures required, according to the World Bank Operational Policy 4.01 on Environmental Assessment. The initial safeguards screening form (see Annex 5) for all proposed civil works subproject level activities is catered to assess for the application of the Bank Operational Policies on physical cultural resources and involuntary land acquisition and resettlement. While the Project is expected to only operate on public/state lands, the screening will assist in risk management, especially related to the presence of squatter or other encumbrances on state lands. The screening form also caters for “chance finds” relating to the Physical and Cultural Resources Policy of the Bank. The initial screening form will not screen for the possible application of OP 4.04 Natural Habitats, OP 4.10 Indigenous Peoples, OP 4.36 Forests, OP 4.37 Safety of Dams, OP 7.50 Projects on International Waterways, or OP 7.60 Projects in Disputed Areas. Sub-project locations are all within existing municipal jurisdictions; these jurisdictions are highly-urbanized areas and natural habitats, forests, dams, etc. do not exist within the geographical range of possible sub-project locations.

The screening of subproject will result in the prospective subproject being determined as one of the below general modes of safeguards management:

- a. Important impact (Category "A" according to the World Bank (WB) and Category “1” according to the Government of Jordan). This class of projects will be excluded from financing as ineligible project;
- b. Above-average impact (new construction and/or expansion onto new site), This corresponds to World Bank category “B” and Category “2” according to Government of Jordan, a site-specific EMP will be developed, and the tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses;
- c. Average impact (civil-work rehabilitation on existing site), this corresponds to World Bank Category “B” and Category “2” according to Jordan Government, the relevant Technical Environmental Guidelines (TEG) will be selected and applied and a simplified “EMP” will be developed, and the tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses;
- d. Negligible or absent impact (Category "C" according to the WB and Category “3” according to the Government of Jordan): no impact assessment is required;
- e. Goods-only procurement of everything except pesticides/rodenticides, in which adherence with a goods-specific TEG is required;
- f. Procurement of chemicals (pesticides/rodenticides) for chemical control, will be excluded from financing as ineligible project;
- g. Any site-specific civil works ((b.) or (c.) above) which at the time of design or construction engages OP 4.12 Involuntary Resettlement, in which case both the process for (b.) or (c.) plus the Resettlement Policy Framework (RPF) will be applied.

Eligible activities at the subproject level are not anticipated to trigger World Bank Operational Policy OP 4.12, which covers impacts mainly related to the relocation of households or communities; acquisition of private owned lands (temporarily or otherwise); adverse impacts on livelihoods including those that may

occur through restriction of access to resources. It is anticipated that that subproject level activities will be carried out on public/state owned lands. However, the Project has prepared an RPF to address unexpected issues that might arise even in the context of state owned lands (i.e., presence of squatters or other encumbrances). This RPF will serve as a precautionary measure in the unlikely situation that squatters and/or encumbrances are found on government land used for the Project. In such events, RAPs will be prepared to address any adverse impacts that may arise as per OP 4.12. For JESSRP, the RPF is prepared as a separate document.

An inter-ministerial Steering Committee (SC) provides strategic direction, overall coordination, and oversight at the national level. It is headed by the implementing agency, the Ministry of Municipal Affairs (MOMA), and include key ministries and agencies such as Ministry of Planning and International Cooperation (MOPIC), Ministry of Interior (MOI), Ministry of Water and Irrigation (MWI). MOMA is responsible for overall Project coordination, management and reporting, and for implementing Subcomponent 2B. This includes project monitoring, financial management (FM), audits, safeguards compliance according to the ESMF provisions, and reporting to the Government and donors.

During project preparation phase, the positive list of eligible projects (table1) was identified in consultation with municipalities and local communities and compiled by an identification-phase consultant. In addition, in-depth meetings and/or focus groups discussion were conducted with the elected municipal members and technical staff to confirm the initial list of eligible projects. Public consultation was carried out by the Ministry of Municipal Affairs's PMU on March 9, 2017 to inform stakeholders of the project's launch and to ensure adequate information was made available to the communities regarding the specifics of the project including the types of activities expected to be financed. Over 170 persons from beneficiary communities participated in the consultations sessions including women's organizations, youth and sports clubs, civil society organizations (CSOs), farmers and academics. In subsequent years, consultations will continue to be held with communities to inform them of the Project's activities and to identify priority investments to be financed under the MSSRP.

The beneficiary communities contribute to the selection of priority activities during the implementation phase through participatory processes, inclusive of women, youth and groups that are considered vulnerable. Local social organizations (NGOs, CBOs, charities, etc.) will be expected to facilitate the process. The local communities have also been consulted throughout project implementation and are able to track progress and results through the publication and dissemination of relevant project information. During the EMP and RAP preparation process for sub-projects, the grantee municipalities consult with project-affected groups and local nongovernmental organizations (NGOs) about the Project's environmental and social aspects and takes their views into account. For meaningful consultations between the grantee and project-affected groups, the grantee provides and discloses relevant material (e.g. the ESMF and the RPF) in a timely manner and in a form and language that are understandable to the affected groups. In addition, the grantee consults with such groups throughout project implementation as necessary to address safeguards-related issues that affect them.

The cost associated with implementing the EMP is accommodated by the project and estimated at around US\$309,000. The project will recruit a Gender Specialist that will be working with the Project Management Unit and two field-based Inclusion and Gender Specialists and two field based Supervision Engineers (whose TOR include social and environmental compliance tasks, respectively). The ESMF cost also includes the full-time CVDB staff member who supervises MSSRP due diligence. The project will finance training workshops addressed to CVDB and municipal operation staff and eligible contractors. Finally, it will finance public awareness campaigns at each of the municipalities to ensure public knowledge of the project objectives, description and what activities will be launched in their communities. Moreover, the supervision consultants and the contractors will share the project implementation plans including any specific actions that will take place during construction. This includes

vehicular traffic detour plans, temporary interruption of water and electricity supplies, etc. Note that all of the consultant and staff costs below are estimates in order not to disclose any individual salary information.

CHAPTER ONE: INTRODUCTION

1.1 Introduction and Objective of the ESMF

This document presents an Environmental and Social Management Framework (ESMF) for the proposed Jordan Municipal Services and Social Resilience project (MSSRP). The project is financed by several partners' organizations including the World Bank. The objective of this ESMF is to provide an environmental and social management process for the design and implementation of the MSSRP and provides a practical tool during project formulation, design, planning implementation and monitoring to ensure that environmental and social aspects are duly considered in the planning and implementation process. It describes the steps involved in identifying and mitigating the potential environmental and social impacts of proposed investments and ensures that all relevant institutional capacity building and trainings needs are established for effective implementation of recommendations outlined in the ESMF.

The ESMF details agreed policies, guidelines and procedures to be integrated into project implementation and assists the achievement of the compliance with applicable Jordanian laws and regulations and relevant World Bank policies environment and social development safeguard policies and triggers. At present, the details of the subprojects of the components are not yet in place. Therefore, ESMF is the appropriate safeguard instrument to be prepared. The ESMF entails an Environmental and Social Screening process which allows subprojects to be classified according to their potential impacts and appropriate mitigation/rehabilitation measures required. The ESMF summarizes institutional arrangements for the implementation of mitigation measures, the monitoring arrangements, including monitoring indicators, capacity building needs as well as cost estimates.

1.2 Project Background

The latest Jordan census records of 2016 indicate that Jordan is currently hosting nearly 1.3 million Syrian refugees, 80 percent of whom live in host communities. As the numbers of Syrian Refugees infiltrating host communities in Jordan gradually increased, this increase significantly strained the country's systems and structures, adding pressure on basic service delivery in water, sanitation, electricity, solid waste management, and overstressing health and education systems. Gradually, the impact of the crisis on municipal infrastructure deepened, and the socioeconomic impact across Jordan and in particular within host communities worsened. In response, The GOJ took the lead in preparing annual rolling Jordan Response Plans (JRPs) which identified the country's humanitarian and medium-term resilience needs in an integrated fashion. The JRPs serve as a platform for coordinating donor support to the country's response plan to the crisis. Concurrently, the international community started shifting away from short-term assistance towards building resilience of host communities and mitigating the socio-economic impact on the country's population.

1.3 Project Description

The Hashemite Kingdom of Jordan has received a Grant from multiple donors, including from the World Bank, to finance the activities of the Jordan Municipal Services and Social Resilience Project (MSSRP). The project aims to promote broader crisis resilience through support to participating municipalities to provide additional services based on local needs, the strengthening of community resilience through local economic development and community engagement, and the strengthening of institutional resilience to crises through development of emergency preparedness systems.

Project Development Objective: The objective of the MSSRP will be to *Support Jordanian municipalities affected by the influx of Syrian refugees in delivering services and employment opportunities for Jordanians and Syrians*

MSSRP Components

The project consists of two components: (i) municipal grants for service delivery; and (ii) institutional development and project management, as described below:

Component 1: Municipal Grants

Project Components: The proposed AF will maintain the Parent Project's two main components: (i) Municipal Grants; and (ii) Institutional Development and Project Management.

Component 1: Municipal Grants and Projects Based Grants

Municipal grants will be provided annually for a total of 21 municipalities. While the focus under the (ESSRP) was on the provision of timely delivery of services as an emergency response, the proposed project will place higher emphasis on sustainability, responsiveness, and efficiency of services in a way that promotes longer-term resilience and mitigates risks to social cohesion at local levels. This will be achieved by: i) focusing on more inclusive community consultations to ensure that investments better reflect community needs and priorities; ii) emphasizing that investments made through sub-projects are aligned with municipality's strategic planning over the medium-term; iii) ensuring predictability of funding to allow for better planning that takes into account the cost of operating and maintaining procured assets; and, iv) encouraging municipalities to use labor-intensive techniques for public works to support the generation of jobs for Syrian refugees and Jordanians. See Table (1) for a List of Eligible Expenditures, to be reviewed over the lifespan of project implementation.

Given the amount of funding that the 14 PMs under ESSRP have already received over the past three years, their allocations under MSSRP, will be set at a reduced per capita amount and the focus will be on maintaining viable levels of service delivery and adequate operation and maintenance of capital investments financed under the ESSRP. The reduced allocation will be calculated based on a base allocation of US\$ 250,000 and a per capita amount of US\$ 19 per Syrian for a total allocation of US\$ 12 million for the first year of the MSSRP.¹ The allocations will be further reduced in subsequent years with a view to gradually reduce external assistance and have municipalities better manage their own resources over the course of the project. To maximize the efficiency of investments amongst municipalities that have benefited from the ESSRP, the renewal of their eligibility for second and third year grants would be conditioned upon achieving a certain minimum percentage of commitments.

For newly included municipalities (7), it is proposed that the Project will allocate in the first year a total of US\$ 4 million to be distributed based on a base allocation of US\$ 250,000 and a per capita allocation of US\$ 47 per Syrian. The new municipalities will receive higher per capita municipal grants commensurate with their needs to rapidly improve their highly stressed local services. In the same vein, new municipalities would benefit from more flexibility in prioritizing their investments.

¹ This per capita amount is considerably lower than the ESSRP US 65 average given the inclusion in the Census data of all Syrians, , irrespective of their refugee status, and the reduction in the overall funding envelope to municipalities who have already benefited from ESSRP grants.

Under the component, an attempt will be made to strengthen the processes of planning, implementing and monitoring the proposed investments/subprojects. The project will provide the municipalities with an opportunity to work on their medium term strategy linked with investment plans. This will ensure that the proposed investments are aligned with municipality's medium-to-long term vision that takes into account current challenges, such as expansion and highly strained services, as well as potential for city growth and planned development.

Municipal investments plans will be presented to the communities during community consultations and the proposed interventions will be prioritized with the communities. The emphasis will be on inclusive community consultations, where women, youth, refugees and other marginalized groups are well represented and their voices are heard. The project will also encourage and implement tools for citizen engagement and beneficiary feedback in selected municipalities. The municipalities will be encouraged to include management plans to ensure quality and monitoring of service delivery as well as operating and maintenance plans to ensure sustainability of investments. In addition, municipalities will be encouraged to apply labor intensive techniques in the proposed activities and investments. The process for selection of municipal investments to be financed by the Project, including guidelines on the consultation process and appraisal criteria, will be detailed in the Project Operational Manual.

An Innovation Fund (IF) will be introduced under Component 1. The IF will finance demand-driven projects that may be multi-year and involve inter-municipality collaboration. IF projects shall adhere to the following set of principles: (i) *robust and inclusive participatory consultations and planning*, (ii) *provide innovative solutions to local challenges* faced by communities, and (iii) *contribute directly to the Project's outcomes*. The IF will also encourage municipalities to (iv) *leverage resources and expertise by partnering with CBOs, NGOs, and private sector* in promoting improved services and employment opportunities for Syrians and Jordanians. Municipalities will furthermore be encouraged to consider project ideas that have surfaced through other donor-financed engagements including the USAID-funded CITIES Project and other similar consultative planning initiatives supported by the EU and International NGOs.

Innovation Fund processes and procedures. Two IF cycles are foreseen, in year 1 and year 2 of MSSRP implementation, respectively. The IF cycle would have a two-step prioritization and selection process. Both steps would involve that projects will be prioritized and selected based on the following criteria: (i) *higher focus on women, youth, and marginalized populations as direct beneficiaries*; (ii) *higher labor content (labor intensive works)*; (iii) *employment generation potential for Syrians and Jordanians*; (iv) *established partnerships with private sectors, NGOs, etc.*; (v) *inter-municipal cooperation*; and, (v) *ensured mechanisms for citizen engagement and grievance redress*. The total allocation under the Innovation Fund will be \$11m, provided in two rounds conducted in year 1 and year 2 of the MSSRP with an average size of the grant amounting to \$250,000.

Component 2 – Institutional Support and Project

Activities under this component will include: i) institutional strengthening with experts' support ii) capacity building and trainings iii) technical assistance. Under institutional strengthening, local experts will be hired, to support and strengthen the oversight and monitoring capacity of the PMU and CVDB while providing implementation support to PMs. PMs will also benefit from customized technical assistance and training to improve the quality and efficiency of their services, focusing on the following

key aspects: i) improved strategic and financial planning, ii) improved accountability vis-à-vis the communities through the use of citizen outreach and engagement tools, iii) targeting youth and women through inclusive practices and projects in order to strengthen social cohesion between Syrians and Jordanians. Finally, this Component will finance contracts with other organizations for supporting implementation, including contracts with experts in labor-based works investments and youth and third party monitoring.

Project management support helps MOMA, the Community and Villages Development Bank (CVDB), and other relevant national and sub-national agencies, including governorates, coordinate, manage and oversee Project implementation. It finances *inter alia* implementation support, fiduciary and safeguards oversight and management, preparation and dissemination of the Project OM, Project related communication activities, workshops, trainings, and various studies and surveys related to project monitoring and evaluation.

1.4 Methodology and Consultation

The ESSRP project team from the Ministry of Municipal Affairs- MoMA and the Cities and Villages Development Bank-CVDB conducted a robust one- day public consultations session on March 9, 2017. The consultations were attended by representatives from the following twenty municipalities to be included under the new Municipal Services and Social Resilience Project- MSSRP project. : Irbid, New Ramtha, Greater Mafraq, Al Sarhan, Sahel Horan, Al Wasateyeh, Greater Ajloun, Ma'an, Za'atari & Mansheyeh, Zarqa, New Hosha, Sabha & Dafyaneh, Sahab, Adhleil, Greater Madaba, Azraq, Um Al Jmal, Al Jneid, West Irbid, and Deir Abi Sa'id. More than 200 participants participated including Mmayors, municipal council members, municipal LDUs (Local Development Units), women, youth, private sector and Syrian refugees. Representatives of the participating donors were also present (Canada, UK, Denmark, Netherlands, and USAID) as well as the International Labor Organization (ILO) to present the concept of labor intensive works method which would be implemented under the new MSSRP.

Objective of Public Consultation Meeting:

The objective of the consultations was to inform stakeholders of the project's launch and to ensure adequate information was made available to the communities regarding the specifics of the project including the types of activities expected to be financed. These consultations sought to ensure the greatest representation of a wide range of potentially affected stakeholders, including project beneficiaries, thus great attention was given to the mode of advertising these consultations.

Presentations on MSSRP:

Several presentations were delivered by the PMU of ESSRP project, participating donors, World Bank, ILO, and the municipality of Sahab.

The attending municipalities were given the opportunity during the second part of the session to provide their feedback on project's design and offer their views on community level concerns and interests. They also presented their lessons learned from ESSRP implementation and recommendations for the future.

The consultations findings were that communities were very satisfied about ESSRP supported interventions and that they are highly supportive of the new MSSRP. They also appreciated the opportunity to present their feedback on the project as well as lessons learned from ESSRP implementation. They expressed the need to continue supporting municipalities to address the negative impacts of the crisis on public services but that the focus should shift now to improving living conditions for the people in host communities through job creation and income generating projects. Syrian refugees invited to the workshop were also given equal opportunity to present their views on the project and their relationship with the municipalities in their localities.

The main topics raised by the participating municipalities and replied by the project's management:

- New municipalities recommended that new municipalities should benefit from the experience of old municipalities included under ESSRP and lessons learned from the implementation period. The ESSRP management replied that Knowledge transfer sessions were organized during ESSRP implementation and would also be organized after the kick-off of MSSRP project;
- More developmental and income generating projects: Almost all present municipalities requested that the new phase focus on developmental and income generating projects to create jobs and improve people's livelihood. The ESSRP project manager confirmed that this is the main objective of the MSSRP. Other municipalities expressed other views regarding developmental and investment projects, such as the importance of allocating project funds to cover land acquisition and expropriation if needed, capacity building of municipalities to manage developmental project, and sustainability.
- Some municipalities requested the provision of training programs and the establishment of training centers to provide training for certain audiences: municipal staff, women and youth. Training of youth to enhance their employability was raised by several municipalities' officials; others stressed the importance of retaining the selected municipalities for the life of the project. The ESSRP Project Manager confirmed that this issue has been accounted for in project's design and that all participating municipalities will remain in the project for its entire implementation duration;
- More coordination: as a lesson learned/ challenge faced during ESSRP implementation, the majority of participating municipalities stressed the importance of enhancing coordination and collaboration between the different public institutions (water and electricity); donors; MoMA and UNHCR (requested by the municipality of Azraq especially for job opportunities at the Azraq refugee camp; and MoMA and MoPIC for projects' financing.

CHAPTER TWO: POLICY, REGULATORY AND INSTITUTIONAL FRAMEWORK

2.1 Environmental Regulations

The Ministry of Environment (MoEnv) was established in 2003 as Jordan's lead institution for environmental management, with one of its responsibilities to coordinate national efforts to protect the environment. Jordan has an extensive web of laws and regulations pertaining to environmental protection and management. The following regulations have been initially identified to discuss within the framework of the legal requirements for the project and accordingly the ESIA study.

Law of Environmental Protection, No. 52 of 2006, went into effect Oct. 16, 2006: The provisions under this Law include the requirement to protect the environment and all of its elements; the requirement to set policies for the protection of the environment and the preparation of plans for such policies; the requirement to monitor elements of the environment; the requirement to set principles for the handling of harmful substances; approval for the establishment of natural reserves, national parks, and their management and supervision; the requirement to issue environmental emergency plans; and the monitoring and inspection of projects and facilities to ensure that they are in compliance with Jordanian standard specifications. As per the law, MoEnv is responsible for setting Jordan's environmental protection policy, monitoring activities, coordinating national efforts for environmental protection, and preparing environmental contingency plans.

- Article 7 of the law assigns the MoEnv with the environmental monitoring and inspection responsibilities, and grants its employees the right to enter any facility for inspection needs;
- Articles 8, 9, and 10 relate to the marine environment;
- Article 13 sets the requirements for conducting Environmental Impact Assessment for projects;
- An Environmental Protection Fund was established under articles 16 and 17 and sets fees for violation of its provision, terms for delegation of authority, and the operation of environmental non-governmental organizations in Jordan. Finally, it lists the regulations that should be issued in accordance to the law.

Of the required 12 regulations set by law; the following regulations have already been issued: marine and coastal environment; environment protection from pollution in emergency cases; air protection; nature reserves and national parks; management, transport and handling of harmful and hazardous substances; management of solid wastes; environmental impact assessment; and soil protection.

Many other agencies retain their environmental responsibilities and structures. Environmental sections and departments are present in a number of institutions such as the Ministry of Water and Irrigation, Water Authority of Jordan, and Ministry of Health, among others.

Institutions that do not have dedicated environmental departments often resort to naming environmental focal points whose responsibilities often include liaising with institutions on issues that pertain to both their respective agencies' mandate and the environment.

Furthermore, Article 23 mandates MoEnv to issue a number of bylaws which include natural reserves and national parks. To date, the following by-laws have been issued:

- EIA regulation No. 37 for the year 2005;
- Noise Level Control Regulation for the year 2003;
- Hazardous Waste Management and Handling Regulation for the year 2003;
- Regulation for the Control of the Use of Ozone Depleting Materials for the year 2003;
- Regulation for the Management, Transport and Handling of dangerous and Hazardous Materials number 24 for the year 2005;
- Public Health Law (No. 54, 2002);

- Water Authority Law (No. 18, 1988) and related standards;
- Regulations for protection of birds and wildlife and roles covering their hunting (No. 113, 1973);
- The Antiquities Law (No. 21, 1988);
- Civil Defense Law (No. 18, 1999);
- Traffic Law No. 47, 2001;
- Labor Law;
- Penalty Law (No. 16, 1960);
- Ministry of Agriculture Law (No. 44, 2002);
- Natural Resources Authority Laws 2002;
- Jordanian Standards for Air Pollution (JS 1189/2006);
- Handling and discharge of used oil by-law of 2003;
- Natural Reserves and national parks by-law (No, 29, 2005); and
- Soil protection by-law (No.25, 2005)

2.2 Jordanian Environmental Impact Assessment Policy

Environmental Impact Assessment (EIA) is a key tool to ensure that decisions taken at the legislative and regulatory level are actually executed and built into the design and implementation of development projects.

The legal basis for EIA is established in the environment protection law (EPL) no. 52/2006. It is implemented through its EIA regulations no. 37/2006 and its five annexes. These require that the project proponent hire a national consulting firm to conduct the EIA and prepare an EIA report. It also assigns full authority to the MoEnv through its Department of Licensing and Guidance (which also includes the EIA section) to arrange for screening, control and follow up on the EIA process and its implementation. The approval of an EIA is a pre-requisite for any subsequent license or permit by any or all other relevant authorities that may be required prior to construction. All development projects, regardless of EIA classification, must adhere to the air emission, water, wastewater reuse; industrial and municipal discharge Jordanian standards.

As part of the Operations Manual, a "negative list" is included in the subproject's appraisal which excludes certain activities such as: those universally excluded by donors (weapons, illegal activities, casinos, etc...), in addition to those affecting natural habitats, forests, endangered species, forced relocation of populations, dams, watercourses, use or purchase of pesticides, and activities in the disputed areas. The negative list includes activities not eligible for financing under the according to Jordanian regulations is as follows:

- Production or activities involving harmful or exploitative forms of forced labor / harmful child labor;
- Production or trade in any product or activity deemed illegal under host country laws or regulations or international conventions and agreements;
- Production or trade in weapons and munitions;
- Gambling, casinos and equivalent enterprises;
- Trade in wildlife or wildlife products regulated under CITES;
- Production or trade in radioactive materials;
- Production or trade in or use of un-bonded asbestos fibers;
- Production or trade in wood or other forestry products from unmanaged forests;
- Production or trade in products containing PCBs;

- Production, trade, storage, or transport of significant volumes of hazardous chemicals, or commercial scale usage of hazardous chemicals;
- Production or trade in pharmaceuticals subject to international phase outs or bans;
- Production or trade in pesticides / herbicides subject to international phase outs or bans (see MSSRP Pest Management Plan for more details);
- Production or trade in ozone depleting substances subject to international phase out;
- Production or activities that impinge on the lands owned, or claimed under adjudication, by indigenous peoples, without full documented consent of such people.

The Municipality as local executing agency must consult and refer to several Jordanian governmental institutions, regulatory authorities as well as other stakeholders from public & private sector several times during the clearance process to ensure environmental compliance; others must be approached prior to construction to take permissions. Approval for construction plans, etc. A summary of responsibilities of relevant governmental authorities is outlined in the following Table:

Table 2.1: Summary of Responsibilities and Institutional Roles of Some Relevant Regulatory Agencies

Authority	Responsibility
Ministry of Environment	<ul style="list-style-type: none"> • Permitting prior to operation (EIA report is required). • Inspection during operation.
Ministry of Labor	<ul style="list-style-type: none"> • Permitting prior to operation (after the occupational health and safety measures are considered). • Inspection during operation.
Ministry of Health	<ul style="list-style-type: none"> • Inspection during operation.
Water Authority	<ul style="list-style-type: none"> • Permitting prior to construction (identification of intersection with water piping distribution system). • Supplying water needs for the project.
Department of Antiquities	<ul style="list-style-type: none"> • Permitting in case of existence of Archaeological remains.
Ministry of Transport	<ul style="list-style-type: none"> • Responsible for Setting accidents' prevention measures and developing them under the international requirements
Ministry of Energy and Mineral Resources	<ul style="list-style-type: none"> • Supplying electricity needs for the project.
Civil Defense	<ul style="list-style-type: none"> • Approval for construction plans. • Permitting prior to operation.
Ministry of Housing and Public Works	<ul style="list-style-type: none"> • Permitting prior to construction.
Ministry of Industry and Trade	<ul style="list-style-type: none"> • Permitting prior to construction.
Public Security Directorate	<ul style="list-style-type: none"> • Permitting prior to construction. • Permitting during operation

Department of Land and Survey	<ul style="list-style-type: none"> • Permitting prior to construction.
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The ESMF ensures that the project activities are compliant with the relevant requirements of national policies, regulations and legislations.

Table 2.2 summarizes the Jordanian EIA Procedures which are followed for any project proposal/application:

Table 2.2: Jordanian EIA Procedures and Steps

Jordanian EIA Procedures and Steps	
Stage	Activity
Initial Filing and Screening	<ul style="list-style-type: none"> • The Project Proponent completes a Project Information Form (PIF) for the intended project and submits it to the Ministry of Environment for screening; • An Inter-ministerial Central Licensing Committee reviews the PIF, and after conducting site surveys determines if the project is classified as: • A Category I project; for which a full EIA/EMP report is required • A Category II project, for which an initial EIA/EMP is required • Category III for which no environment analysis is required • The decision is publicly displayed for 2 weeks.
Scoping	<ul style="list-style-type: none"> • The Ministry issues legally binding guidance on the Scope of the Assessment • Proponent prepares a TOR for the EIA/EMP, after a mandatory public consultation. • An Inter-Ministerial Technical Review Committee (TRC) reviews and approves the TOR.

2.3 World Bank Safeguard Policies

This Project includes small-scale investments in eligible municipalities selected based on the positive list and pre-approved selection criteria (table1). They include construction and rehabilitation of basic municipal infrastructure and services and municipal assets that provide services while generating revenue streams (e.g. vegetable markets, bus/transport terminals, small-scale manufacturing areas, tourism facilities, etc.). During the implementation process, some negative environmental impacts which are easily mitigated may occur due to the implementation of the rehabilitation and maintenance sub-projects. As a result, this Project is rated a category “B” in accordance with World Bank Operational Policy 4.01 (January 1998).

The locations and details of the subprojects to be financed under the MSSRP are not known yet. It is, anticipated that subprojects activities will have some negative environmental impacts which will need to be managed. The Operational Policies of the World Bank which have been triggered are detailed in the table below. The ESMF is therefore a precautionary measure and details steps to be undertaken for each specific category of investment through preparation of subproject specific environmental and social management plans.

Table 2.3: World Bank Safeguard Policies and their Applicability to the MSSRP

Yes	If applicable, how might it apply
[x]	<p><i>Environmental Assessment (OP/BP/GP 4.01)</i></p> <p>The project is classified as an environmental Category B requiring partial assessment. The proposed scope of sub-projects will largely result in positive environmental impacts, and the minor, site-specific impacts mainly from small-scale works can be mitigated with integration of appropriate measures and implementation of common sense good practice measures.</p>
[]	<p><i>Natural Habitats (OP/BP 4.04)</i></p> <p>N/A</p>
[]	<p><i>Pest Management (OP 4.09)</i></p> <p>This policy is not triggered as subprojects' proposals that includes the purchase or use of pesticides or pesticides equipment would be excluded from financing as ineligible project.</p>
[]	<p><i>Physical Cultural Property (OP 4.11)</i></p> <p>The policy is not triggered, as the proposed scope of sub-projects is not expected to impact any known physical cultural resources. Contracts for civil works involving excavations normally incorporate procedures for dealing with situations in which buried physical cultural resources (PCR) are unexpectedly encountered Furthermore if any chance finds are encountered during implementation, the government's national procedures will be applicable and the national procedures for archaeological chance finds will be followed during implementation. Chance find procedures are aptly captured in Annex 2.</p>
[x]	<p><i>Involuntary Resettlement (OP/BP 4.12)</i></p> <p>Eligible sub-projects are not expected to trigger this policy, which refers to activities that will result in involuntary resettlement of people or economic activities or land acquisition. For screening, a positive and negative list and eligibility criteria have been developed which will be integrated by a set of specific questions related to safeguards. Any sub-project which may have potential impacts on land acquisition or resettlement will have to adhere to the Resettlement Policy Framework (RFP) prepared for the project, and which is a subject of another document.</p>
[]	<p><i>Indigenous Peoples (OP 4.10)</i></p> <p>N/A Project activities should not negatively affect Indigenous Peoples (or marginalized people in the society).</p>
[]	<p><i>Forests (OP/BP 4.36)</i></p> <p>N/A</p>
[]	<p><i>Safety of Dams (OP/BP 4.37)</i></p> <p>N/A</p>

[]	<i>Projects in disputed areas (OP/BP/GP 7.60)</i> N/A
[]	<i>Project on International Waterways (OP/BP/GP 7.50)</i> N/A

2.4 Comparison of World Bank Safeguard Policies and Environmental Policies of Jordan

The project review and approval process outlined above methodology is commonly reproduced in similar forms in the Levant. In Jordan, for example, the national regulations define a list of projects that must do a comprehensive Environment and Social Impact Assessment (ESIA). In addition, through the screening processes, unlisted projects could be asked to conduct an ESIA if they prove to have significant negative environmental impacts. Further, the Jordanian regulations divide the projects into three categories that correspond roughly to the three categories of the World Bank.

Many features of the Jordanian EA system are compatible with the World Bank EA Policy (OP 4.01) as well as with the European Commission (EC) EIA Regulations no. 97/11. These features are: (i) screening; (ii) scoping; (iii) EIA report content; (iv) content of the Environment Management Plan; (v) provisions for appeal; and (vi) requirements for monitoring and evaluation. As per the EIA regulation no. 37/2005, the Technical Review Committee consists of the representatives of the following agencies: Ministries of Environment, Planning and International Cooperation (MOPIC), Municipal Affairs (MOMA), Health, Agriculture, Industry and Trade, Energy and Mineral Resources, Water and Irrigation (MoWI), Tourism and Antiquities (MoTA), and Public Works and Housing, in addition to representatives from NGO and academia.

2.5 Public Disclosure

The World Bank procedure requires a public disclosure of the ESMF prior to project appraisal, so as to ensure that all stakeholders, project affected persons, and the general community understand the project and its potential environmental and social impacts, and are able to give their feedback and raise their concerns. This enables the Appraisal Team to enhance the ESMF by incorporating the feedback received. The ESMF must be disclosed widely in-country and is also made publicly available on the WB's InfoShop.

For the purposes of ESMF consultation for this Project, Project-affected groups consulted included relevant departments in the Governorates and Municipalities (i.e planning, general cleaning, and engineering), sub-municipal representatives, and representatives of host communities.

2.6 Labor and Work Conditions

The World Bank Performance Standards recognizes that the pursuit of economic growth through employment creation and income generation should be accompanied by protection of the fundamental rights of workers. For any business, the workforce is a valuable asset, and a sound worker-management relationship is a key ingredient in the sustainability of a company. Failure to establish and foster a sound worker-management relationship can undermine worker commitment and retention, and can jeopardize a project. Conversely, through a constructive worker-management relationship, and by treating the workers

fairly and providing them with safe and healthy working conditions, clients may create tangible benefits, such as enhancement of the efficiency and productivity of their operations.

The requirements set out in this Performance Standard have been in part guided by a number of international conventions and instruments, including those of the International Labor Organization (ILO) and the United Nations (UN).

- (i) To promote the fair treatment, non-discrimination, and equal opportunity of workers.
- (ii) To establish, maintain, and improve the worker-management relationship.
- (iii) To promote compliance with national employment and labor laws.
- (iv) To protect workers, including vulnerable categories of workers such as children, migrant workers, workers engaged by third parties, and workers in the client's supply chain.
- (v) To promote safe and healthy working conditions, and the health of workers.
- (vi) To avoid the use of forced labor.

The client will identify migrant workers and ensure that they are engaged on substantially equivalent terms and conditions to non-migrant workers carrying out similar work. The client will not employ children in any manner that is economically exploitative, or is likely to be hazardous or to interfere with the child's education, or to be harmful to the child's health or physical, mental, spiritual, moral, or social development. The client will identify the presence of all persons under the age of 18. Where national laws have provisions for the employment of minors, the client will follow those laws applicable to the client. Children under the age of 18 will not be employed in hazardous work. All work of persons under the age of 18 will be subject to an appropriate risk assessment and regular monitoring of health, working conditions, and hours of work.

The World Bank Performance Standard on Labor and Work Condition is not triggered for this project, but its provisions are included in Annex 3 for reference or can be consulted on the web page at:

http://siteresources.worldbank.org/OPSMANUAL/Resources/OP4.03_PS2.pdf

The World Bank Environment, Health and Safety (EHS) guidelines can be consulted under: www.ifc.org/ehsguidelines

The Ministry of Environment (MoEnv) was established in 2003 as Jordan's lead institution for environmental management, with one of its responsibilities to coordinate national efforts to protect the environment. Jordan has an extensive web of laws and regulations pertaining to environmental protection and management. The following regulations have been initially identified to discuss within the framework of the legal requirements for the project and accordingly the ESIA study.

Law of Environmental Protection, No. 52 of 2006, went into effect Oct. 16, 2006: The provisions under this Law include the requirement to protect the environment and all of its elements; the requirement to set policies for the protection of the environment and the preparation of plans for such policies; the requirement to monitor elements of the environment; the requirement to set principles for the handling of harmful substances; approval for the establishment of natural reserves, national parks, and their management and supervision; the requirement to issue environmental emergency plans; and the monitoring and inspection of projects and facilities to ensure that they are in compliance with Jordanian standard specifications. As per the law, MoEnv is responsible for setting Jordan's environmental protection policy, monitoring activities, coordinating national efforts for environmental protection, and preparing environmental contingency plans.

- Article 7 of the law assigns the MoEnv with the environmental monitoring and inspection responsibilities, and grants its employees the right to enter any facility for inspection needs;
- Articles 8, 9, and 10 relate to the marine environment;
- Article 13 sets the requirements for conducting Environmental Impact Assessment for projects;
- An Environmental Protection Fund was established under articles 16 and 17 and sets fees for violation of its provision, terms for delegation of authority, and the operation of environmental non-governmental organizations in Jordan. Finally, it lists the regulations that should be issued in accordance to the law.

Of the required 12 regulations set by law; the following regulations have already been issued: marine and coastal environment; environment protection from pollution in emergency cases; air protection; nature reserves and national parks; management, transport and handling of harmful and hazardous substances; management of solid wastes; environmental impact assessment; and soil protection.

Many other agencies retain their environmental responsibilities and structures. Environmental sections and departments are present in a number of institutions such as the Ministry of Water and Irrigation, Water Authority of Jordan, and Ministry of Health, among others.

Institutions that do not have dedicated environmental departments often resort to naming environmental focal points whose responsibilities often include liaising with institutions on issues that pertain to both their respective agencies' mandate and the environment.

Furthermore, Article 23 mandates MoEnv to issue a number of bylaws which include natural reserves and national parks. To date, the following by-laws have been issued:

- EIA regulation No. 37 for the year 2005;
- Noise Level Control Regulation for the year 2003;
- Hazardous Waste Management and Handling Regulation for the year 2003;
- Regulation for the Control of the Use of Ozone Depleting Materials for the year 2003;
- Regulation for the Management, Transport and Handling of dangerous and Hazardous Materials number 24 for the year 2005;
- Public Health Law (No. 54, 2002);
- Water Authority Law (No. 18, 1988) and related standards;
- Regulations for protection of birds and wildlife and roles covering their hunting (No. 113, 1973);
- The Antiquities Law (No. 21, 1988);
- Civil Defense Law (No. 18, 1999);
- Traffic Law No. 47, 2001;
- Labor Law;
- Penalty Law (No. 16, 1960);
- Ministry of Agriculture Law (No. 44, 2002);
- Natural Resources Authority Laws 2002;
- Jordanian Standards for Air Pollution (JS 1189/2006);
- Handling and discharge of used oil by-law of 2003;
- Natural Reserves and national parks by-law (No, 29, 2005); and
- Soil protection by-law (No.25, 2005)

2.7 Institutional Framework

MOMA is the main implementing partner supported by CVDB which is responsible for all fiduciary aspects of the Project including the monitoring and reporting on financial management and procurement aspects of the Project and ensuring compliance with the Project's Safeguards policies. The Jordan Municipal Social Services and Resilience Project (MSSRP) is implemented according to the following project administrative structure and management:

An inter-ministerial Steering Committee (SC) provides strategic direction and exercise overall coordination and oversight at the national level. It is headed by the Secretary General, MOMA and includes key ministries and agencies such as Ministry of Planning and International Cooperation (MOPIC), MOI, MOMA, Ministry of Water and Irrigation (MWI) and CVDB. It also includes representatives of participating governorates and municipalities (on a rotating basis). MOMA, especially the Project Management Unit (PMU) functions as the Secretariat to the SC. It will meet at least once every six months.

MOMA is responsible for overall Project coordination, management and reporting, and for implementing Subcomponent 2B. A PMU within MOMA, comprising of a Project Director, two Deputy Directors (one each from MOMA and CVDB), a Monitoring and Evaluation Expert and support staff are responsible for day-to-day Project coordination, management and implementation oversight. This involves, *inter alia*: (i) providing support to the SC, planning and supervision of Project activities, coordination amongst institutional partners and donors, organizing annual joint missions, etc.; (ii) overall fiduciary oversight of the Project, including Project monitoring, financial management (FM), audits, safeguards compliance, etc.; (iii) Project reporting to the Government and donors, including the preparation and dissemination of Project progress reports; (iv) Project related information and communication activities; and (v) management and implementation of Subcomponent 2B, which involves building capacities for emergency preparedness and risk management systems in Jordan.

CVDB supports MOMA under a management contract and is responsible for providing (i) fiduciary support to the Project, including the preparation of withdrawal applications and other financial requests; (ii) procurement of works, goods and services for items that are beyond the procurement thresholds set for municipalities under the current regulations; (iii) FM and reporting; and (iv) procurement of annual audits for the entire Project, including expenses made under Component 2 and assurance audits of participating municipalities. CVDB assigns a nodal officer who acts as the Deputy Director of the PMU and reports to the Project Director on the above set of activities.

The **participating municipalities** are responsible for the identification and delivery of priority infrastructure and services to be financed through the Project, in close collaboration with the beneficiary communities. This involves (i) the identification of priority needs, the costing of alternative programs affordable within the financial envelope allocated through the Project, an arbitrage amongst the various alternatives, and the final consolidation of the priority list of eligible expenses; (ii) formulation of local economic development plans, working with governorate level LDUs; (iii) detailed programming of technical requirements, procurement of works, good, and services according to the current regulatory thresholds; and (iv) management of activities, including consultation with the communities and work supervision.

The **beneficiary communities** contribute to the selection of priority activities through participatory processes which are outlined in the Project OM (and its subsequent revisions) and which includes guidelines for ensuring participation of women, youth and groups that are considered vulnerable. Local social organizations (NGOs, CBOs, charities, etc.) are expected to facilitate the process. Selection criteria for these groups will also include whether they explicitly represent the interests of women and youth. The

local communities and organizations are also consulted throughout Project implementation and are able to track progress and results through the publication and dissemination of relevant Project information.

The municipalities are supported by the CVDB on the Project's screening criteria and applying them systematically. On the other hand, CVDB undertakes a review (both of the identified first 10% of priority sub-set of projects and as a mechanism for all subsequent demand-driven investments) to ensure that there is an accurate and unequivocal response to the preceding questions. Provision to conduct such social screening is included in the Project's Operational Manual with clear TORs for any required consultant services. In addition, the project team (PMU and the CVDB) conduct spot checks on prospective or actual sub-project sites to ensure quality.

CHAPTER THREE: ENVIRONMENTAL AND SOCIAL BASELINE

1. Environmental Assessment:

More than 80% of Jordan is arid and receives less than 200mm annual rainfall. The climate varies from dry sub-humid Mediterranean in the north-west of the country to desert conditions. The rainy season is between October and May with 80% of the annual rainfall occurring between December and March. The temperature ranges from 12 Celsius (with January as the coldest month) to about 38 Celsius during the summer months, which may range from mid-May to end of September.

The geology includes basement complex rocks, sandstones, limestones, chalks and various Pleistocene and Holocene deposits. Water resources consist of surface and ground water with reclaimed wastewater being used at an increasing scale for irrigation. Most of the soils are acidic with high carbonate content and low organic matter. Soils with good quality cover small parts of the country and have been altered.

Plant diversity in Jordan has declined dramatically and some have become extinct totally from the wild. This has been due to habitat encroachment by urban and agricultural development, deforestation, and deterioration of rangelands by over-grazing and soil erosion.

The project initially supported nine municipalities most affected by the Syrian refugee inflows in Irbid and Mafrq Governorates and is currently covering 16 municipalities in 10 Governorates around Jordan: Irbid, Mafrq, Ajloun, Balqa, Madaba, Amman, Zarqa, , Karak, Maan and Jerash with a total population of around 2 million people (Jordanian and Syrians). Most of these governorates are characterized by high unemployment rates and poverty (20 poverty pockets). According to the recent census (2015), about a third of residents are non- Jordanians which is putting huge strain on the country's limited resources and the vulnerable labor market.

Northern Jordan, more specifically the Irbid and Mafrq Governorates (most affected by the Syrian refugee influxes) has the second largest population in Jordan after Amman Governorate, and the highest population density in the country. Irbid Governorate is located in the far north west of Jordan in the Yarmouk River basin and Jordan Valley. Most of the governorate is part of the Hawran plateau, which covers northern Jordan, and south-west Syria. The governorate is bordered by Syria (the Golan Heights) from the north, the Jordan River from the west, Mafrq Governorate from the east, and Jerash, Ajloun and Balqa Governorates from the south. Irbid Governorate has the second largest population of all governorates, and the highest population density in the kingdom. Irbid City, the capital of the Governorates, has a population of more than 750,000. This population estimate includes more than 70,000 registered students in Irbid's 10 universities, community colleges and institutes, which also are a

main economic driver for the City and Governorate. Clothing, chemicals and electronics constitute the main exports for Irbid Governorate. Irbid is also one of the most productive Jordanian agricultural regions, especially in the production of citrus, olives, wheat and beehoney.

Mafrqa Governorate covers the north-east corner of Jordan, with a population of more than 300,000. It is the only governorate in Jordan that has borders with three countries: Iraq to the east, Syria to the north, and Saudi Arabia to the south. It is bordered by Irbid and Jerash governorates to the west, and by Zarqa governorate to the south. Mafrqa Governorate covers the second largest area in the kingdom, yet has the second smallest population density (after Ma'an). Agriculture forms a central element of the economy for Mafrqa Governorate, especially in the Houran Plateau in the western part of the province. Agricultural production in this area consists of apples, peaches, cabbage, onions, garlic, and lettuce. Additional economic drivers include one natural gas production field at Al-Reeshah, used entirely to produce electricity at a nearby generating station, as well as numerous military bases. The Zaatari refugee camp is located in Mafrqa Governorate, hosting up to 100,000 Syrian refugees.

Irbid and Mafrqa Governorates spread across Jordan's three main geographic, topographic, and climatic regions, each of which run the length of Jordan from the northern to southern border. From west to east, these are: (1) the Jordan Rift Valley; (2) the Highlands Region; and (3) the Badia and Desert Region.

Urban areas in these two Governorates have been impacted by increases in population specific to Syrian refugees which range from 20% to 133%. Impacts on the biophysical environment include: (a) increased population density in existing residential buildings; (b) new, rapid construction of new multi-unit residential buildings; (c) increased building density in existing residential areas, taking over few existing patches of open space used as children's play areas, sheep/goat pens, etc.; (d) increases in trash, both in and out of waste collection bins; (e) increases in roach and rodent populations; (f) crowded existing roads with increases in traffic jams; and (g) e.g. inability to extend urban utilities (sewerage, water supply, street lighting) to neighborhoods with rapid intensification of residential infrastructure. Integration of new populations into these cities and towns is fairly evenly distributed, with some neighborhoods bearing impacts more so than others. Deterioration of municipal services due to population influx is thus having a broad negative environmental impact in these cities and towns.

Impacts are also felt in the rural areas in these two Governorates. The agricultural sector – which accounts for about 4% of Jordan's GDP – has seen its costs of production rise significantly. Border communities in Jordan that had benefitted from government-subsidised seeds, fertilisers, pesticides and animal feed from Syria, or earned income by trading or smuggling Syrian agricultural inputs through informal trade networks, no longer benefit from these cross-border efficiencies. Shortages in inexpensive poultry products imported from Syria, the increased price of animal feed on the local market and a spike in animal-borne diseases due to strained border controls have caused the price of eggs to increase four-fold. Animal feed prices rose by 22-38% between 2009 and 2012, mostly due to increased transportation costs as a result of the change in the trading route from Tartous in Syria to the new ports of Aqaba and Haifa. Meanwhile, the illegal cross-border trade in Syrian livestock has pushed the price of sheep and goats down by half in some areas of the country. Competition between Syrian refugees and Jordanians in rural areas has depressed seasonal farm wages as low as JD150 (\$210) for 30 days of work.

Agricultural commodities that once travelled overland through Syria to markets in the Arabian Peninsula and Iraq, or were trans-shipped through the port of Latakia to Eastern European countries are now transported by sea through ports in Israel, Turkey or Egypt, or by air from Lebanon, at a much higher cost to producers. Concerns of an impending food supply shortage are also mounting as HKoJ copes with a

rising import bill due to increased demand from refugees and a decline in Syrian food imports of at least 50%.

As part of JESSRP, UNDP (and under their project “Mitigating the Impact of the Syrian Refugee Crisis on the Vulnerable Jordanian Host Communities”) conducted a special socio-economic household survey and a “Municipal Needs’ Assessment” on the impact of the Syrian crisis on Jordanian host communities in Irbid and Mafraq. The report, completed in early 2014 assessed the current socio-economic situation of Jordanian host communities in regard to the Syrian refugee influx and the crisis in Syria, versus the situation in 2010 Household Income and Expenditure Survey (HIES) Survey. The survey provided information to address the following issues:

- Change in employment status due to the Syrian refugee influx / crisis in Syria (loss of job, change of job), disaggregated by gender and age (youth/not youth)
- Change in income status (loss of income, change of income source, increased income)
- Change in household expenditures (source of change, general price inflation, specific price inflation)
- Change in water availability and source (water network / purchasing water)
- Change in accessibility and quality of other basic services (education, health, sanitation, solid waste management, municipal services)
- Priority needs
- Perception of the households towards the Syrian refugee presence.

In addition to the above, the survey adapted the 2010 HIES questions with relevance to the current situation of Jordanian households’ vis-à-vis the Syrian refugee crisis in the following sectors: Education, health, water and sanitation, solid waste management (SWM) and municipal services, and housing

The main recommendations of the report captured household assessment of priority needs between the various sectors mentioned above (by order of priority: 1. SWM, 2. Water, 3. Road infrastructure and maintenance and street lighting, 4. Sanitation, 5. Capacity building for local governments, and 6. Government services (education and healthcare) and the capacity strengthening needs for municipalities to improve service delivery.

2. Social Assessment:

The latest Jordan census records of 2016 indicate that Jordan is currently hosting nearly 1.3 million Syrian refugees, 80 percent of whom live in host communities. This number represents about 13 percent of Jordan’s population. During the first two years of the Syrian refugee crisis, the international community’s response focused almost exclusively on providing humanitarian assistance to the refugees, including to those who fled to Jordan. About 85 percent of Syrian refugees live in Jordanian communities, while 15 percent live in refugee camps. As the numbers of Syrian Refugees infiltrating host communities in Jordan gradually increased, this increase significantly strained the country’s systems and structures, adding pressure on basic service delivery in water, sanitation, electricity, solid waste management, and overstretching health and education systems. Gradually, the impact of the crisis on municipal infrastructure deepened, and the socioeconomic impact across Jordan and in particular within host communities worsened.

The Jordanian response to the influx of Syrian refugees has been varied. Tensions are higher in the northern governorates where the largest numbers of Syrians live than in the southern governorates that host few Syrians. Poverty is not evenly distributed – it is concentrated in the more densely populated regions of Amman, Irbid and Zarqa. A key factor behind the high levels of poverty is the low level of

employment, and the fact that many of the jobs that are created are low quality jobs. Poverty is also related to demographic variables, being more pronounced among households with many children. The deepening of the Syrian crisis required an approach that recognized the protracted nature of the crisis and sought to address its impact on the development prospects of the country. The longevity of the crisis will likely translate into mounting costs and ever-increasing challenges to the social and economic fabric of the country.

MSSRP therefore is a critical project for addressing some of the recurrent and pressing needs at the local level. After three years of implementation, the ESSRP is on track to achieve its intended objective, and most of the Project outcome indicators have already been achieved. As of today, and over its three years of implementation, a total of US\$ 60.2 million of grant proceeds have been transferred to the Project's local account representing 96 percent of donor contributions of US\$ 62.7 million. The Project is reaching a total population of 1.8 million including 250,000 refugees, thereby exceeding the original target for total beneficiaries of 790,000. Most targeted municipalities have been able to reach their pre-crisis per-capita investments in core municipal sectors, including in solid waste management, rehabilitation of roads and basic infrastructure and building or rehabilitation of community spaces including parks, community centers, soccer fields and knowledge centers. It is expected that implementation of the MSSRP to be similar to that of its first phase in terms of types of priority projects to be financed, screening and monitoring mechanisms implemented. In the scale up, the program will be strengthened particularly in the social dimensions and monitoring and evaluation through the addition of two Inclusion and Gender Specialists; one Public Awareness and Communications Specialist; and two field supervision engineers.

Eligible activities (socio-economic infrastructure) at the subproject level are not anticipated to trigger World Bank Operational Policy OP 4.12, which covers impacts mainly related to the relocation of households or communities; acquisition of private owned lands (temporarily or otherwise); adverse impacts on livelihoods including those that may occur through restriction of access to resources. It is anticipated that that sub-project level activities will largely be carried out on public/state owned lands. However, a Resettlement Policy Framework (RPF) has been prepared as a precautionary measure in the unlikely situation that squatters and/or encumbrances are found on government land used for the project or project circumstances result in unanticipated land take or livelihoods impacts and to support the project meet the Bank's OP 4.12 requirements should any adverse temporary and/or permanent land or livelihoods related impacts occur.

The project is in its third year of implementation and has not registered to date any major negative environmental or social safeguards impacts. The project anticipates only positive social impacts through community service delivery and other services. No adverse impacts such as relocation of households; adverse impacts on incomes/livelihoods/businesses; or any restriction of access to natural resources are being registered. Broader, contextual and political risks have neither been caused by the Program nor have contributed to the risks, however are considered substantial and may exacerbate other project-related risks. These include: the regional instability caused by the Syrian crisis, its weak labor economy, large migrant numbers (close to a third of the population), and social tensions amongst some of the host communities and Syrian refugees. Despite these risks, program benefits outweigh the costs and therefore the Program is deemed viable.

Land Acquisition and Resettlement Issues:

Land requirements, if any, are expected to be small scale in nature and subproject investments will be carried out primarily on municipally owned land (or other government owned land). While permanent or temporary land acquisition using the principle of eminent domain is not expected under this project, a *Resettlement Policy Framework* has been nonetheless prepared, as a precautionary measure to address

unanticipated impacts as per the principles of the Bank's policy on OP 4.12. In such an event, *Resettlement Action Plans* will be prepared to address any adverse impacts that may arise as per OP 4.12.

Land and Property Expropriation for the public interest projects in Jordan is carried out through established institutional and legal frameworks. Land acquisition is undertaken in accordance with Decree (12) of 1987 referred to as the Land Acquisition Law (LAL) and in accordance to its amendments. The LAL applies in all cases of land acquisition in the Kingdom of Jordan.

Article 3 and Article 9 of the Labor Acquisition Law (LAL) states the two main conditions under which land can be expropriated:

- No land can be taken away unless it is for public benefit and that there is fair and just compensation for any PAPs -Article 3 of the LAL; and
- The law requires direct negotiation between the purchasers or public benefit project and land owners until agreement is reached - Article 9 of LAL. In the event that agreement cannot be found between the two parties' cases are referred to the Primary Court that has jurisdiction in this area and to higher courts if necessary.

Potential for OP 4.12 Resettlement and Land Acquisition and OP 4.04 exist given that past experience indicates that some of the land acquisition in some municipalities may be community lands or state-owned lands. Lack of documentation for land ownership/ land transfer has been noted for a couple of cases for certain sub-projects due to weak due diligence when projects are presented for approval. This risk has been mitigated through the provision of appropriate documentation of landownership as part of sub-project screening process and providing related training to municipalities. No RAPs or ARAPs have been developed or executed.

Public Consultations Mechanisms:

Under the Bank's OP 4.12 Policy, the aim of public consultations are to: (i) encourage community participation, (ii) promote local ownership of project and resettlement activities, (iii) invite contributions and participation on the selection of project sites, and (iv) determine community willingness to contribute in-kind towards implementation and long-term maintenance of project facilities.

The ESSRP project team from the Ministry of Municipal Affairs- MoMA and the Cities and Villages Development Bank-CVDB conducted a robust one- day public consultations session on March 9, 2017 at the Landmark Hotel in Amman to which twenty municipalities to be included under the new Municipal Services and Social Resilience Project- MSSRP project (the new phase of the on-going Emergency Services and Social Resilience Project- ESSRP) were invited. These include old municipalities which are already under ESSRP and new ones. The invited municipalities were: Irbid, New Ramtha, Greater Mafrq, Al Sarhan, Sahel Horan, Al Wasateyeh, Greater Ajloun, Ma'an, Za'atari & Mansheyeh, Zarqa, New Hosha, Sabha & Dafyaneh, Sahab, Adhleil, Greater Madaba, Azraq, Um Al Jmal, Al Jneid, West Irbid, and Deir Abi Sa'id. More than 150 participants were invited from the different communities' segments including: Mayors, municipal council members, municipal LDUs (Local Development Units), women, youth, private sector and Syrian refugees. Representatives of the participating donors were also invited (Canada, UK, Denmark, Netherlands, and USAID) as well as the International Labor Organization (ILO) to present the concept of labor intensive works method which would be implemented under the new MSSRP.

The consultations findings were that communities were very satisfied with ESSRP supported interventions and that they are highly supportive of the new MSSRP. They also appreciated the opportunity to present their feedback on the project as well as lessons learned from ESSRP implementation. They expressed the need to continue supporting municipalities to address the negative impacts of the crisis on public services

but that the focus should shift now to improving living conditions for the people in host communities through job creation and income generating projects. Syrian refugees invited to the workshop were also given equal opportunity to present their views on the project and their relationship with the municipalities in their localities. Some of the key recommendations provided by participants included:

- New municipalities should benefit from the experience of old municipalities included under ESSRP and lessons learned from the implementation period
- More developmental and income generating projects: Almost all present municipalities requested that the new phase should focus on developmental and income generating projects to create jobs and improve people's livelihood
- Requests for provision of training programs and the establishment of training centers to provide training for certain audiences: municipal staff, women and youth
- Municipalities stressed the importance of retaining the selected municipalities for the life of the project.

The detailed consultation note can be referred in Annex 1.

Grievance Redress Mechanism (GRM):

The Project established a grievance redress mechanism (GRM) system in the 16 participating municipalities (PMs) to address complaints/grievances related to social issues that may arise. Any project related grievances will be referred to the project Grievances Redress Committee (GRC). The project GRC has been formed at national as well as municipal levels. The assigned Engineer at the municipality documents any grievances and proceedings through the "complaints log".

The affected persons can register their grievances with the Project Coordinator in the PMU at the central level and/or with the Executive Officer or Engineer at the municipality level. All cases are being registered, categorized and prioritized by the assigned Executive Officer or Engineer of the municipality and communicated to CVDB/PMU.

Complaints' logs are now established in all sixteen municipalities under the project. The concerned municipal staff has received several safeguards training and has gained good experience in documenting and handling complaints. The new municipalities will be required to follow a similar process and establish a GRC. New municipalities will learn from old municipalities on the process to establish a GRC and be responsive to citizen complaints.

CHAPTER FOUR: POTENTIAL ENVIRONMENTAL AND SOCIAL IMPACTS

1. Environmental Impacts:

The typical sub-projects to be financed by MSSRP are related to constructing and rehabilitating basic municipal infrastructure and services focus on developing municipal assets that maintain services while generating revenue streams (e.g. vegetable markets, bus/transport terminals, small-scale manufacturing areas, small and medium scale slaughter houses, tourism facilities, etc.). Other investments are in the area of developing municipal asset management strategies/plans together with methodologies for participatory planning, budgeting and implementation at local level. The potential impacts would be those associated with:

- (i) construction activities associated with rehabilitating streets and infrastructure (construction safety, noise, dust, waste material, and vehicular traffic);
- (ii) provision of sanitary and electricity services;
- (iii) construction of parking structure, and installation of street signing and lighting;
- (iv) landscaping and re-vegetation activities.

The potential adverse impacts would be restricted in scope and severity, such as:

- Dust, noise and odor due to demolition and new construction;
- Construction period impact on traffic congestion and accidents resulting from movement of construction vehicles;
- Risk for aesthetic and vegetation;
- Risk for inadequate handling of waste material during construction and operation;
- Risk for road accessibility and health;
- Disposal of solid and liquid waste generated from slaughter houses; and
- Risk for cultural heritage assets identified during “chance finds”.

The below detailed adverse impacts are specific to the following: water suction pumps, waste collection vehicles, as well as construction activities associated with parks, libraries, community centres, roads, cemeteries, etc.

Noise Level: The expected impact evaluation process suggests some medium to high negative impacts in relation to noise during the construction phase of water pumping station and pipe-laying operations as well as from the waste compactor, waste collection vehicles. There are standard public health and occupational safety measures and procedures to reduce noise impacts during the construction stage and operation of machinery & vehicles such as limiting working hours and working days (reduction of noise level dose), imposing maximum construction noise levels, etc.

The noise level outputs can be controlled by specifying a maximum noise level which the contractor will have to comply with under the contract terms including supply of hearing protective equipment according to Jordan’s labor law and occupational safety and health regulations.

The following mitigation measures are related to the noise issue: All equipment and vehicles shall be maintained in line with manufacturer's recommendations to meet relevant standards in terms of noise level, in addition, the vehicles and machines shall be used responsibly, e.g. machines shall not be left idling for long periods if they are not in use;

- All the construction works and activities shall be done during day time and during working days; night work curfews should be employed unless with official authority permission , and

- The construction activities which generate noise level of about 110 dB (A) or more shall be done after the school finish time if the distance between the noise source and the school is less than 1700 m.

Air Quality: The construction activities of pump station(s) and pipelines as well as the operation of machinery & vehicles will lead to medium negative impact on air quality on surrounding residents.

The following mitigation measures to reduce dust and other emissions are as follows:

- Dust resulting from some of the activities above such as the construction activities of a pumping station(s) and from the construction of water pipelines should be minimized by using water sprays to suppress, keep soil damp, and to reduce dust generation.
- During the construction phase, it is recommended to regularly monitor vehicular emissions and to conduct periodical maintenance of construction vehicles and machinery, in order to reduce their emissions to comply with the limits of the Jordanian dust emission standards (national) (JS 1140/2006) and World Bank international standards.
- During construction phase, it is recommended to regularly monitor the dust concentrations in the ambient air to control its levels to the limits of national standards (JS 1140/2006).

Construction Wastes, including Hazardous Waste Use and Disposal

The potential impacts specific to the generation of construction debris, including hazardous materials, are temporary and are expected to occur during the construction phase only. However, it is anticipated that there will be no detrimental negative impacts under this category as long as the construction contractor(s) adhere to best management practices. Small-scale construction and renovation activities should apply best management practices (BMP) to minimize soil erosion, dust, debris and solid generation, and to ensure proper disposal for debris and waste. Solid waste resource recovery and reuse demonstration is recommended where feasible, for example, source separation of solid waste into marketable recoverable products or source materials, such as aluminum cans, glass bottles, plastic, and white office papers.

The following mitigation measures related to construction wastes, including hazardous waste disposal, are as follows:

- All types of wastes resulting from construction and operation activities shall be managed in an environmentally safe manner and according to related regulations.
- All domestic solid wastes shall be collected in compatible closed containers and then transferred to the authorized waste disposal site with prior coordination with the relevant authorities, or the company shall contract a private company to manage this issue.
- Waste oils shall be collected and managed according to the regulations of Management and Handling of Used Oil issued by the MoEnv. Illegal dumping of any type of waste oils as well as burning of any type of waste is strictly forbidden.

- Excess solid waste (construction debris) resulting from construction activities shall be frequently disposed of to an authorized dumping area as regulated by and with the cooperation of municipalities.

Public Health and Occupational Safety: Some medium to high public safety impacts might arise. These impacts relate mainly to disruption of traffic and excavations during construction. Again, there are standard procedures for traffic management during construction, and for control and protection for excavations and trenches the contractor is required to comply to protect the safety of workers and the public:

- All sites would be provided with appropriate security fencing to minimize public safety risks during the construction and operational phases;
- During construction phase, it is important to coordinate with utility service providers (power lines, water lines, gas etc) and have a designated point of contact person for coordination requirements and have a representative available on site when utilities interruption is required;
- During construction activities, warning signs and warning lights near the residential areas shall be posted. In addition, safety fences shall be used near residential areas, schools and roads.
- No excavation soil or debris as well as building materials and water pipes shall be piled on the narrow roads in high densely populated areas.

2. Social Impacts:

The project anticipates positive social impacts through community service delivery and other services. No adverse impacts such as relocation of households; adverse impacts on incomes/livelihoods/businesses; or any restriction of access to natural resources are anticipated under this project. No permanent or temporary land acquisition using the principle of eminent domain is expected under this project. Land requirements, if any, are expected to be small scale in nature and subproject investments will be carried out only on municipally owned land (or other government owned land). In addition to sub project investments being carried out only on government land, the investments are expected to be flexible thus their siting will be flexible. A Resettlement Policy Framework has been updated, building on the ESSRP experience as a precautionary measure in the unlikely situation that squatters and/or encumbrances are found on government land used for the project. In such an event, Resettlement Action Plans will be prepared to address any adverse impacts that may arise as per OP 4.12.

The Project will place a premium on communication and outreach within the purview of the Project and PMs. Beneficiary perceptions about how humanitarian aid is delivered and to whom, and how government systems are seen as being associated with equitable support – issues of equity and gendered and generational inclusion, access, fairness of targeting and distribution, quality, appropriateness, and quantity – have been further developed in mitigation of risks to social cohesion.

Temporary Impacts

Potential construction period impacts or temporary impacts to residents, government facilities and businesses at the subproject areas of the participating municipalities and their corresponding mitigation measures are discussed below.

During construction, motorists and pedestrians on subproject areas would experience some delays and detouring. Some streets would be closed during construction and others would be subject to periodic lane closures. Further delays would occur as construction trucks and equipment use local streets. Similarly,

safety and security issues associated with the construction of the physical infrastructure under the Project could include potential disruption of traffic movements. Heavy vehicle movements, possible hazardous wastes excavation and transport, and construction site activity would also create potential safety concerns. However, economic activity generated by the proposed construction projects under the Project is anticipated to benefit the subproject areas and would also generate employment opportunity.

In order to minimize the temporary impacts, appropriate construction management practices should be in place to ensure the safety of construction workers, local employees, and residents during the construction activities. Fencing and lighting of construction and staging areas, recognized safety practices for the utilization of heavy equipment, and the movement of construction materials should be implemented to avoid accidents. During construction, the project contractor should be made responsible for job-site safety and security. Detours, lane markings, and truck entrance locations should be demarcated with prominent sign boards. The contractor would apprise police, fire, and other emergency response agencies of construction activities, detours, and road diversions throughout the construction process.

Social Screening and Categorization of Impacts on IR

Screening of subproject for assessing its potential involuntary resettlement impacts will be carried out by municipalities or the YWC during the project identification and prioritization process using the Social Screening Format given in an updated **Annex-8C**. Based on the screening data on the extent of likely impacts, the subproject safeguard requirements will be categorized as follows:

- a) **Significant (Category A)** – If as a result of the subproject, about 200 or more people may experience major impacts, that is, being physically displaced from housing, or losing 10% or more of their productive (income-generating) assets;
- b) **Not significant (Category B)** – If as a result of the subproject, fewer than 200 people will be physically displaced from housing or lose less than 10% of their productive (income-generating) assets. Resettlement plans are prepared commensurate to their impacts;
- c) **No resettlement effect (Category C)** – If the subproject does not require temporary or permanent land acquisition, and there are no impacts involving the loss of land, structures, crops and trees, businesses or income. No resettlement plan is required. This category also includes temporary but not significant impacts which will have to be mitigated as a part of construction management in consultation with the PAP by the Contractor (See section on contractors compliance provisions)

Any subprojects that may cause significant resettlement impacts (Category A) will require a full scale Social Impact Assessment (SIA) along with Environment Impact Assessment (EIA) and will require preparation and implementation of a comprehensive Resettlement Action Plan (RAP). The aim should be to avoid undertaking such projects in the first phase.

The screening and categorization of impact on involuntary resettlement will be initiated by the relevant staff of the municipality with additional support from the Social Safeguards Specialist. The social screening report will be prepared by the Social Development Officer/Engineer, reviewed by the Executive Officer of the Municipality and the Social Safeguards Specialist, before submission to PMU/CVDB for appraisal. The Social Safeguard Specialist will finally endorse the social screening and safeguard categorization of the proposed sub-project.

Project experience:

The project anticipates only positive social impacts through community service delivery and other services and has not registered any major negative environmental or social safeguards impacts. No adverse impacts such as relocation of households; adverse impacts on incomes/livelihoods/businesses; or

any restriction of access to natural resources are being registered. With regards to social safeguards performance to date, the project has effectively screened and excluded potential sub-projects which involve land acquisition and/or resettlement. Lack of documentation for land ownership/land transfer was noted in relation to a couple of sub-projects. However, the associated risk was mitigated through the provision of appropriate documentation of landownership as part of sub-project screening process and providing related training to municipalities. Initial compliance issues relating to sub-project screening documentation have been resolved. There are no major compliance gaps relating to environmental and social guidelines, and no compliance gaps which contribute to inability to meet the project PDO or IP. No RAPs or ARAPs have been developed or executed.

CHAPTER FIVE: ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK

5.1 *Safeguards Provisions Built into the Subproject Cycle*

Environmental appraisal is viewed as an integral part of the appraisal process of both the participating municipalities as well as the local MOMA staff. Environmental safeguards are built into the subproject cycle as follows:

- **Design phase:** The ESMF and RPF have been outlined in the Project Paper approved by the Hashemite Government of Jordan as well as by the MENA Vice President representing World Bank Board of Directors.
- **Subproject Appraisal phase 1:** There is an **initial subproject screening form** (Annex 5) which confirms if a possible subproject is eligible and gives further instructions as how to proceed;
- **Subproject Appraisal phase 2:** Once a project has been initially accepted, then a TEG and/or EMP form should be selected. Please find in Annex 6 a sample ToR for an EMP and in Annex 7 the TEGs.
- **Subproject Appraisal phase 3:** There should be a **site visit and interview** to confirm that the subproject has been appropriately categorized; to review technical aspects of the projects in terms of viability; to verify local commitment and capacity; and to verify if OP 4.12 is applicable. Furthermore, this **site visit and interview** will identify which impacts on the TEG/EMP template are applicable and to add any specific information in addition to the TEG/EMP template relevant for implementation of the subproject.
- **Subproject Approval:** Insure that all of the relevant information detailed above is documented in a subproject file, along with other technical criteria. Then subprojects will be funded according to consistency with MSSRP objectives. In some cases, approval may be delayed or denied if environmental and social safeguards recommendations have not been satisfactorily incorporated into subproject design.
- **Subproject Implementation:** Ensure that contracts are prepared with environmental and social safeguards clauses in order to ensure that these details have been incorporated into execution modalities.
- **Subproject Supervision:** Undertake site visits to ensure that TEG/EMPs and accompanying mitigation measures, as required by contracts, are being implemented as expected. Require changes to subproject design and/or implementation if unforeseen impacts occur. Keep documentation on site visit details in order to provide this information for monitoring.
- **Subproject Monitoring:** There should be at least one member of the community responsible for day-to-day monitoring. Monitoring will be conducted by either a MOMA or municipal engineering staff member.

Subproject Ex-post auditing: On a yearly basis, and ex-post fiduciary audit will be conducted on a subset of subprojects in order to identify systemic weakness in implementation, supervision, and monitoring, as well as any capacity issues which need additional support. This audit will also assess the eligible municipalities' capacity and performance and recommend areas that need further strengthening.

5.2 *Procedures for Environmental and Social Screening*

Environmental appraisal consists of two steps: Screening, and Environmental Assessment. All MSSRP prospective subprojects first go through a screening process. The screening involves (a) checking that the activity is permissible (as per the legal and regulatory requirements of the project) and, (b) determining

the level of environmental assessment that the prospective subproject requires based on the level of expected impacts.

The initial Subproject Intake form (see Annex 5) will result in three critical screening outcomes:

- (1) it will eliminate from consideration any prospective subproject which contains elements from the negative list;
- (2) it will determine the category for further assessment; and
- (3) it will determine which of the Technical Environmental Guidelines should be applied.

This same initial safeguards screening form (see Annex 5) for all proposed civil works subproject level activities assesses for, among other things, the application of the Bank Operational Policies on physical cultural resources and involuntary land acquisition and resettlement. For social safeguards, while the Project is expected to only operate on public/state lands, the screening will assist in risk management, especially related to the presence of squatter or other encumbrances on state lands. The screening form will also assist, for instance, in “chance finds”, i.e., relating to the Physical and Cultural Resources Policy of the Bank. This initial screening form (see Annex 5) will also identify whether the subproject relates to water supply and sewerage or to all other municipal services (which municipalities will contract out or implement directly).

The initial screening form (see Annex 5) also confirms the non-applicability of OP 4.04 Natural Habitats, OP 4.09 Pest Management, OP 4.10 Indigenous Peoples, OP 4.36 Forests, and OP 4.37 Safety of Dams. Sub-project locations are all within existing municipal jurisdictions; these jurisdictions are highly-urbanized areas and natural habitats, forests, dams, etc. do not exist within the geographical range of possible sub-project locations.

Eligible activities at the subproject level are not anticipated to trigger World Bank Operational Policy OP 4.12, which covers impacts mainly related to the relocation of households or communities; acquisition of private owned lands (temporarily or otherwise); adverse impacts on livelihoods including those that may occur through restriction of access to resources. It is anticipated that that subproject level activities will be carried out on public/state owned lands. However, the Project has prepared a RPF to address unexpected issues that might arise even in the context of state owned lands (i.e., presence of squatters or other encumbrances). This RPF will serve as a precautionary measure in the unlikely situation that squatters and/or encumbrances are found on government land used for the Project. In such events, RAPs will be prepared to address any adverse impacts that may arise as per OP 4.12.

For instance, a positive list and eligibility criteria (table1) will be integrated by a set of specific questions related to safeguards. The initial screening form (see Annex 5) includes the following questions:

- Will this subproject require the acquisition of private land (temporarily or permanently) for its development?
- Will restriction of access to natural resources (e.g. pasture, fishing locations and forests) occur for households and communities as a result of this subproject?
- Will this subproject result in the involuntary relocation of individuals, families, or businesses?
- Will this subproject result in the temporary or permanent loss of economic activities, like crops, fruit trees, businesses, household infrastructures (such as granaries, outside toilets and kitchens, etc.)?
- Will this subproject result in adverse impacts on individuals or entities encroaching on state lands?

With respect for screening for physical cultural resources, the initial screening form includes the following:

- Will this subproject involve significant excavations, demolition, movement of earth, flooding or other environmental changes?
- Will this subproject be located in, or in the vicinity of a place with spiritual or cultural meaning, has historic value, or might contain historical artifacts?

The completion of the initial Subproject Intake form will result in the prospective subproject being determined as one of these 7 modes of safeguards management:

- h. Important impact (Category "A" according to the WB and Category “1” according to the GOJ) or excluded activity under the negative list: project is excluded “(see Annex 5).
- i. Above-average impact (new construction and/or expansion onto new site), the relevant TEG will be selected and applied, a site-specific EMP will be developed, and the tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses;
- j. Average impact (civil-work rehabilitation on existing site), the relevant TEG will be selected and applied, and the tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses;
- k. Negligible or absent impact (Category "C" according to the WB and Category “3” according to the Government of Jordan): no impact assessment is required;
- l. Goods-only procurement of everything except pesticides/rodenticides, in which adherence with a goods-specific TEG is required;
- m. Procurement of chemicals (pesticides/rodenticides) for chemical control, will be excluded from financing as ineligible project;
- n. Any site-specific civil works ((b.) or (c.) above) which at the time of design or construction engages OP 4.12 Involuntary Resettlement, in which case the both the process for (b.) or (c.) plus the Resettlement Policy Framework (RPF) is applied.

For all activities for which detailed TEGs are not available, Generic TEGs will be used for the assessment. Any Municipal elected leader or technical staff should be able to fill out the Subproject Intake form. However, this form will need to be reviewed by either a local MOMA engineer, a municipal staff engineer, and/or a member of CVBD in order to be finalized and cleared.

If subproject screening form determines	Then the subproject ...
Large-scale civil work impacts (category A/1)	is not financed
Minor, reversible, site-specific impact (category B/2)	selects the appropriate TEG template
Goods-only non-chemical procurement	selects the appropriate “guidelines for use”
Involuntary taking of land or restriction of access	refers to RPF for guidance

During project implementation, individual municipal applications for funds would be reviewed and scored on the basis of screening criteria including economic/financial, social and environmental considerations.

For sub-projects with only goods procurement will be subject to guidelines of terms of use. These goods-only subprojects will not be screened further for environmental and social safeguards impacts.

Goods procurement: guidelines on terms of use
Garbage containers, waste compactors, tippers, loaders, pick-up trucks and other waste collection vehicles
Mobile water supply tasks, sewage tanks
Water supply pumps, starter panels, motors, cables, pipes, fittings, and valves, heavy vehicles and equipment, as well as water quality laboratory equipment

Initial subproject screening will be conducted by Governorate and Municipality supervisory engineers who have received initial Bank safeguards training, and the screening forms will be reviewed by CVDB environmental safeguards staff as per the initial safeguards screening methodology above.

Small-scale civil works (rehabilitation): mandatory application of Environmental and Social Screening tools and selection and use of relevant TEG from existing TEG templates
Rehabilitation of currently-existing parks, libraries, community centers, and cemeteries
Rehabilitation of currently-existing roads, sidewalks, street lamps, street signage, etc.
Rehabilitation and upgrading of currently-existing wells
Small-scale civil works (expansion and/or new construction): mandatory application of Environmental and Social Screening tools and required development and application of site-specific EMP; only to occur on currently-owned municipal lands
Cemetery expansion
Construction of new roads, parks, libraries, and or community centers
New household connections to existing water supply and/or sewerage networks
Selected water supply and/or sewerage rehabilitation measures.

5.3 *Procedures for Subproject Assessment and Development of EMPs*

There are subproject EMP templates (called Technical Environmental Guidelines, or TEGs) prepared as part of the ESMF for the following categories.

- Non pest-management related (e.g. solid waste, water supply, slaughterhouse, cemetery) related goods purchase and use;
- Small-scale road and/or lighting rehabilitation and/or new construction on existing right of way (ROW);
- Small-scale water supply or sewerage rehabilitation and/or new construction on existing ROW;
- Small-scale rehabilitation and maintenance work on existing public wells; and
- Small-scale civil works rehabilitation, extension, and/or new construction of municipal structures (e.g. libraries, parks, community centers, women and/or youth centers) on state lands.

These TEGs (See Annex 7) are accompanied by suggested mitigation measures and suggested standard clauses for contractors' contracts, to be made specific to the site by a Municipal and/or MOMA engineer trained in the use of subproject screening and TEG use. Similarly, the subproject supervision/monitoring form developed for the small scale rehabilitation works so as to record compliance with the TEG is attached in Annex 9. These will be completed by a Municipal and/or MOMA engineer trained in the application of these TEG monitoring forms.

CVDB environmental safeguards supervision will include quality assurance on TEG monitoring and reporting, field visits to selected subprojects, as well as inclusion in a yearly fiduciary audit, which will include post-review of a subset of subprojects with regards to design as well as implementation.

5.4 Implementation Arrangements

Implementation responsibility lies with the Ministry of Municipal Affairs supported by a MSSRP PMU comprising a Project Director, Deputy Director and a representative from CVDB, and a Monitoring and Evaluation Expert. The PMU is supported by support staff, as required. The safeguards instruments of ESMP and RPF are attached to the OM as stand-alone annexes.

CVDB is responsible for providing fiduciary support to the Project, including with regards to procurement, financial management, and environmental and social safeguard aspects. CVDB assigns a nodal officer who is a member of the PMU and will report to the Project Director on the above set of activities.

Subproject screening, EMP subproject finalization, and EMP monitoring are conducted by municipality-based supervisory engineers, including those staffing the municipality as well as MOMA field-based staff, to be supplemented by other municipality staff as needed. An environmental safeguards staff of the CVDB reviews the above documents for quality assurance, conducts ‘spot checks’, designs and conducts necessary training, and prepares monthly safeguards monitoring reports in a timely manner.

MOMA, the project implementing agency, ensures that the beneficiary municipalities adopt and implement the ESMF for screening of subprojects, and that WB funds will not be used towards the funding of any category ‘A’ type sub-projects or other projects included in a negative list (see Annex 5).

Component 2 is directly supported by the CVDB. The Team includes a social scientist and a full-time qualified environmental specialist, with both good understanding of the Bank’s social and environmental policies in their respective fields of expertise, as well as experience on the ground in monitoring and mitigating the anticipated social and environmental implications created by the implemented sub-projects. CVDB Social and Environment Specialists hired are responsible for reviewing, advising and reporting respectively on social and environmental issues in close collaboration with MOMA field-based staff throughout the project life. The Project further develops such capacity by financing additional safeguards training to MOMA and municipal operations staff. Furthermore, the CVDB safeguards staff aim at building further social and environment management capacities of local contractors through technical well-structured training.

Certain illustrative activities that are broadly defined under this MSSRP Project (such new parks and other community recreational spaces, new libraries, new women’s and/or youth centers, construction and/or expansion of cemeteries, construction of new roads and sidewalks, and well drilling, irrigation of street medians and landscaping for municipal sectors) require a site-specific Environmental Management Plan (EMP). The Conditions would be to implement environmentally sound design and practices use by the implementing body and their subcontractor(s) through an environmental assessment checklist, monitoring and evaluation (M&E), and best management practices (BMP) to minimize dust, soil erosion and debris and waste production; to properly dispose of debris and waste; and to minimize impacts to drainage and water bodies.

As with all World Bank-funded projects if new information becomes available that indicates that any of the proposed actions might be “major” and their effects “significant”, the municipality and/or MOMA shall make the World Bank aware of these actions and potential effects.

5.5 Monitoring Plan

Aiming at providing information about key environmental and social impacts of the project, and effectiveness of mitigation measures, the CVDB has formulated a “Safeguards Monitoring Note” to monitor safeguards implementation and compliance by participating municipalities. The plan serves also as a tool for monitoring and evaluating safeguards compliance with the ESMF. MOMA will include a section on safeguards compliance in each progress report which will be submitted to the SC and the WB, with input from CVDB, MWI and other regulatory agencies as needed.

Key objectives of the monitoring plan include:

- Enabling the municipalities and the World Bank to evaluate the success of mitigation as part of project supervision.
- Allowing corrective actions to be taken whenever needed.

The plan contains objectives of monitoring, and specific targets to achieve, as well as main elements of monitoring like parameters to be monitored, full description of methods and equipment to be used for monitoring, sampling locations, frequency of measurements, threshold limits (per national and international standards), corrective action procedures, personnel responsible for monitoring, reporting and communication procedures. See Annex 9 for the sub-project screening form for monitoring purposes.

Monitoring and procedures are set out in a way that:

- Early detection of conditions that necessitate particular mitigation measures is ensured
- Information on the progress and results of mitigation is furnished Prior to applying monitoring plan, A given construction contractor should have his plan approved by the MOE with a clearly delineated Key Performance Indicators (KPIs) to facilitate further evaluations.

Monitoring includes:

- Visual observations
- Selection of environmental and social parameters at specific locations;
- Sampling and regular testing of these parameters

Formulation and implementation of EMP plan are to be budgeted within a given contractor fee and clearly stated in the Terms of Reference. The project owner is entitled to evaluate outcomes of the monitoring plan on an annual basis through conducting an annual plan review. Monitoring will be undertaken at a number of levels. It will be undertaken at work sites under the direction and guidance of the environmental specialist of the CVDB who is responsible for reporting the monitoring to the World Bank.

5.6 Monitoring Indicators

The performance indicators below are monitored and reported on by the safeguards focal point in CVDB to monitor compliance on the ESMF:

- Subproject screening forms completed and cleared by CVDB safeguards officer as a percentage of total subprojects cleared for MSSRP funds;
- Subprojects with civil works content with completed and quality-cleared (by CVDB) construction-phase monitoring forms as a percentage of total subprojects with civil works content.

- Percentage of sub-projects evaluated as complying with environmental, safety and health requirements.
- Number of participants in safeguards-specific workshop sessions, to be reported specific to each municipality.
- Grievance redress system: (i) total number of grievances recorded per municipality; (ii) total number (and percentage) of grievances resolved; (iii) time frame within grievances were resolved.

5.7 Capacity Building and Training Plan

Several training opportunities were offered under the ESSRP to the staff of implementing agencies and municipal staff. Some of these trainings were offered by the MST and others by World Bank staff/consultants. Training offered covered the following topics: (i) overview of World Bank safeguard Operational Policies; (ii) overview of the JESSRP ESMF structure, including positive list of potential subprojects; (iii) exposure to and training on the use of the initial screening tool (see Annex 5), the subproject EMP templates and the cover sheet to tailor them to individual subprojects; (iv) exposure to and training on subproject EMP on-site monitoring form; and (v) resources to access in case of questions or in case of “complicated” subprojects.

MSSRP will use the arrangements and procedures established under ESSRP. MOMA as the Implementing Agency, has sound technical capacity and previous experience with implementing Bank projects such as ESSRP, and thus will be able to ensure compliance with safeguard policies. In addition, CVDB as fiduciary oversight, the Ministry of Environment and Ministry of Health both have overall regulatory oversight authorities in relation to environmental, social and, public health respectively. Local municipal contractors and municipalities executing component 1 will be subject to the oversight of these regulatory authorities. Municipalities have moderate prior experience implementing Bank projects and hence are not familiar with the requirements to comply with safeguard policies. Additional training and capacity strengthening will be provided during project mobilization and implementation as necessary by both the appointed project as well as existing engineering departments at the MOMA and large municipalities at both the PMU level (M&E specialist on Bank safeguard policies and on the requirements for monitoring and reporting), and by the implementing agency and contractors (engineering departments at the small municipalities (grant beneficiaries) and local contractors) and community level (specifically in the areas of small development activities, chance-finds procedures, etc.).

As mitigation measures must be taken into account in the project design and costs, the ESMF does not need a separate budget allocation. However, it is imperative that the training activities costs reflect the incremental effort necessary to fully implement the ESMF.

Table 5.1: Institutional Strengthening and Capacity Building Implementation Plan

The Institutional Strengthening and Training Plan				
Institutional Strengthening Activity	Position(s) (institutions)	Scheduling	Responsibilities	Cost Estimates
Understanding the WB ESMF and its various elements	Project Owner MOMA, municipalities, and CVDB	Throughout project implementation and operation	Project Owner	Included in ESMF Fee
Mitigation	Project Owner-MOMA municipalities, and CVDB;	Throughout project implementation and operation	Project Owner	Included in operating fee
	Cities and Villages Development Bank (CVDB)	Throughout project implementation and operation	CVDB fiduciary aspects of the Projects as further described in the Operations Manual	Included in service fee
	Grantees – (municipalities)	Throughout grant service period	Grantee	Included in amount granted
Monitoring	Project Owner-MOMA	Throughout project implementation and operation	Project Owner	According to funds allocated
	Ministry of Environ	Throughout project implementation and operation	Regulatory Authority responsible for Environmental Protection	Included within the grant agreement

	ment			
	CVDB-	Throughout project service period	Fiduciary	Included within the amount delegation of authority for fiduciary services
Training	Participants	Contents	Scheduling	Cost Estimates
<ul style="list-style-type: none"> Municipal needs consultation procedures- 	MOMA, participating municipalities staff and participating GOJ agencies	<ul style="list-style-type: none"> * On-the-job training workshops <ul style="list-style-type: none"> Participating municipalities will be responsible for the identification and delivery of priority infrastructure and services to be financed through the project, in close collaboration with the beneficiary communities 	<ul style="list-style-type: none"> * Preparing for a consultation session * Audience nomination (focus groups) * Consultation communication skills * Effective management of consultation output 	Conduction of scoping session and public disclosure session would cost~ 1,000 USD per <i>Trainee for the package listed above under Table 6</i>
* ESMF Implementation	MOMA Staff and participating municipalities	<ul style="list-style-type: none"> * Off-the-job training workshops for field workers of municipalities and local contractors *Municipal engineering staff training on the use of screening forms and EMP templates * Special training for engineering municipal staff on filling the supervision templates (inspection of construction forms) 	<ul style="list-style-type: none"> * Core value of implementing a ESMF * Key elements of ESMF and systematic approach to implementation * Regulatory framework and literature review * Identifying target groups and valued environmental and social components * Analyzing impacts and setting pollution prevention measures * Setting key elements of environmental and social management plans * Effective monitoring plan (approaches and fund resources) 	35,000 USD to 50,000 USD dependent upon number of trainees and venue

5.8 Consultation and Disclosure Requirements

During the EMP and RAP preparation process for sub-projects, the grantee consults project-affected groups and local nongovernmental organizations (NGOs) about the Project's environmental aspects and takes their views into account. The borrower initiates such consultations as early as possible. For meaningful consultations between the grantee and Project-affected groups, the grantee provides relevant material (e.g. the ESMF and the RPF) in a timely manner prior to consultation and in a form and language that are understandable and accessible to the groups being consulted. In addition, the grantee must consult with such groups throughout Project implementation as necessary to address safeguards-related issues that affect them. Provisions and specifics, including budgets, will be included in the relevant TORs and subsequent safeguards documents.

5.9 ESMF Cost Estimate

The cost associated with implementing the EMP is accommodated by the project and estimated at around US\$309,000. First, the project finances the cost of a supporting the CVDB to review of compliance with the ESMF. Secondly, the project finances a Gender Specialist to be based in the PMU, two field based Inclusion and Gender Specialists and two field based Supervision Engineers (whose TOR include social and environmental compliance tasks, respectively.). The ESMF cost also includes the full-time CVDB staff member who supervises MSSRP due diligence. Thirdly, the project finances training workshops addressed to CVDB and municipal operation staff and eligible contractors. Finally, it finances public awareness campaigns at each of the municipalities to ensure public knowledge of the project objectives, description and what activities will be launched in their communities. Moreover, the supervision consultants and the contractors share the project implementation plans including any specific actions that will take place during construction. This includes vehicular traffic detour plans, temporary interruption of water and electricity supplies, etc. Note that all of the consultant and staff costs below are estimates in order not to disclose any individual salary information.

Table 5.3: ESMF Implementation Cost Estimate Details

Activity	Quantity	Unit Rate in US\$	Total US\$
1. One Gender and Social Specialist as part of CVDB	1	2000/month	24,000
2. One Environmental Specialist as part of CVDB	1	2000/month	24,000
3. One Public Awareness and Communication Specialist	1	2000/month	24,000
4. Senior Gender Specialist	1	2500/month	30,000
5. Two Inclusion and Gender Specialists, as part of CVDB	2	2000/month	48,000
6.Two Supervision Engineers	2	2000/month	48,000
7.CVDB Full-Time Safeguards Preparation Supervision	1	2000/month	96,000
8.Capacity Building and Training for CVDB and municipal operations staff and contractors (workshops).	3	10,000	30,000
9.Costs associated with mitigation measures to be added to physical contracts	multiple	5% of contract value	TBD
10.Miscellaneous.		5,000/year	15,000
Total			309,000

ANNEXES

Annex 1: MSSRP Consultation Participants and Photographs

Annex 1-A: MSSRP Public Consultations Notes

Amman - March 9, 2017

Summary:

The ESSRP project team from the Ministry of Municipal Affairs- MoMA and the Cities and Villages Development Bank-CVDB conducted a robust one- day public consultations session on March 9, 2017 at the Landmark Hotel in Amman to which twenty municipalities to be included under the new Municipal Services and Social Resilience Project- MSSRP project (the new phase of the on-going Emergency Services and Social Resilience Project- ESSRP) were invited. These include old municipalities which are already under ESSRP and new ones. The invited municipalities were: Irbid, New Ramtha, Greater Mafrq, Al Sarhan, Sahel Horan, Al Wasateyeh, Greater Ajloun, Ma'an, Za'atari & Mansheyeh, Zarqa, New Hosha, Sabha & Dafyaneh, Sahab, Adhleil, Greater Madaba, Azraq, Um Al Jmal, Al Jneid, West Irbid, and Deir Abi Sa'id. More than 150 participants were invited from the different communities' segments including: Mayors, municipal council members, municipal LDUs (Local Development Units), women, youth, private sector and Syrian refugees. Representatives of the participating donors were also invited (Canada, UK, Denmark, Netherlands, and USAID) as well as the International Labor Organization (ILO) to present the concept of labor intensive works method which would be implemented under the new MSSRP.

Objective of Public Consultation Meeting

The objective of the consultations was to inform stakeholders of the project's launch and to ensure adequate information was made available to the communities regarding the specifics of the project including the types of activities expected to be financed. These consultations sought to ensure the greatest representation of a wide range of potentially affected stakeholders, including project beneficiaries, thus great attention was given to the mode of advertising these consultations.

Presentations on MSSRP

Several presentations were delivered by the PMU of ESSRP project, participating donors, World Bank, ILO, and the municipality of Sahab.

The DFID (UK) representative made a brief presentation on behalf of the participating donors in which he reiterated the importance of the support extended by the donors' community to Jordan to help the country face the impact of the Syrian crisis and the influxes of refugees. He also confirmed the commitment from the donor countries to continue assisting Jordanian host communities to enhance their living conditions during the new MSSRP through supporting job creation and income generating projects.

The PMU (Project Coordinator) presented the achievements of ESSRP so far, the challenges faced during implementation, disbursement to date and types of interventions carried out. He also presented the new MSSRP project, its objective, its main features (number of participating municipalities, project's Components, eligible list of interventions, etc.), and the main challenges for the new phase. The

presentation also focused on the importance of compliance with World Bank social and environmental safeguards requirements.

The World Bank representative (ESSRP Task Team Leader- TTL) made a speech which pointed out some specific issues of importance to be taken into account in the design of the new project and these were: gender and women empowerment for which the project will support financing initiatives such as day care centers for children to enable women to work. She also clarified new types of interventions that would be eligible for financing under the MSSRP which includes school classes' rehabilitation, parks and gardens, and other interventions which are requested by the local communities. The World Bank representative also clarified the relation of MSSRP to the Jordanian Response Plan (JRP) to the Syrian crisis and how it supports two main pillars of the JRP through supporting service delivery and local development in host communities. Therefore, she pointed out that more flexibility should be followed during project implementation to maximize the benefits for the concerned host communities. She finally reiterated the importance for the participating municipalities to comply with the project's social and environmental safeguards requirements and explained that specific forms would have to be filled out.

The International Labor Organization (ILO) also presented their project "Employment through Labor Intensive Infrastructure in Jordan- EIIP" which is funded by the KFW with the objective to enhance employability of young men and women in their localities. The project is being implemented in two Jordanian governorates most affected by the impact of Syrian refugee influxes: Irbid and Mafraq and promotes social cohesion and job creation for Jordanians and Syrians. The second part of presentation focused on explaining the concept of "labor intensive work method" and its different forms.

Finally, the Mayor of Sahab municipality delivered a speech on behalf of the participating municipalities in which he commended the participatory and effective collaboration between municipalities and the project's management in MoMA and CVDB. He also stated that Sahab is currently hosting around 35,000 Syrian refugees and that several interventions and services have been supported by ESSRP in the municipality which improved level of service delivery and hence the satisfaction of the public about the municipality's performance. He also pointed out that the enhanced level of services contributed to improve the trust between the municipality and the community. Nevertheless, the Mayor clarified that the municipality faced several challenges during ESSRP implementation but they overcome these challenges through partnership with local CBOs (Community- Based Organizations). The Mayor also talked about the points of strength of his municipality and its major achievements. The mayor also expressed his gratitude to the CVDB team who was always present and collaborative and contributed to project's success in his municipality.

Open dialogue:

The attending municipalities were given the opportunity during the second part of the session to provide their feedback on project's design and offer their views on community level concerns and interests. They also presented their lessons learned from ESSRP implementation and recommendations for the future.

The consultations findings were that communities were very satisfied about ESSRP supported interventions and that they are highly supportive of the new MSSRP. They also appreciated the opportunity to present their feedback on the project as well as lessons learned from ESSRP

implementation. They expressed the need to continue supporting municipalities to address the negative impacts of the crisis on public services but that the focus should shift now to improving living conditions for the people in host communities through job creation and income generating projects. Syrian refugees invited to the workshop were also given equal opportunity to present their views on the project and their relationship with the municipalities in their localities.

The main topics raised by the participating municipalities and replied by the project's management:

- One of the new municipalities (Al Wasateyeh) recommended that new municipalities should benefit from the experience of old municipalities included under ESSRP and lessons learned from the implementation period. The ESSRP management replied that Knowledge transfer sessions were organized during ESSRP implementation and would also be organized after the kick-off of MSSRP project;
- More developmental and income generating projects: Almost all present municipalities requested that the new phase should focus on developmental and income generating projects to create jobs and improve people's livelihood. The ESSRP project manager confirmed that this is the main objective of the MSSRP. Other municipalities expressed different views regarding developmental and investment projects, such as:
 - ✓ They requested to allow new hiring and recruitment to implement developmental projects
 - ✓ Municipalities aren't qualified to manage and operate developmental projects
 - ✓ Reduce or loosen up feasibility studies for developmental projects
 - ✓ Some municipalities raised the issue of need for land to develop and investment and income generating projects and thus the project should allocate a percentage of funds for land acquisition and expropriation. The Project team reconfirmed that the MSSRP wouldn't support such transactions
 - ✓ Projects' sustainability should be taken into account into the design
- Several municipalities requested the provision of training programs and the establishment of training centers to provide training for certain audiences: municipal staff, women and youth. Training of youth to enhance their employability was raised by several municipalities' officials;
- Za'atari and other municipalities pointed out the need to allow the purchase of equipment and furniture under the new MSSRP. The World Bank representative confirmed that the project could finance equipment and furniture but the procurement of these items should be well planned (how they will be managed and operated). She added that some municipalities already noted that the Audit Bureau- AB (the governmental auditing agency) sometimes blocks the purchase of equipment and furniture but things should be improved through dialogue between the AB and municipalities to come up with acceptable solutions for all parties;
- A couple of municipalities stressed the importance of retaining the selected municipalities for the life of the project. The ESSRP Project Manager confirmed that this issue has been accounted for in project's design and that all participating municipalities will remain in the project for its entire implementation duration;
- One of the old municipalities advised the present other municipalities that they should implement energy efficiency projects especially for street lighting to reduce their energy bill and promote energy saving schemes;

- Some other municipalities requested the enhancement of internal and external physical and technical supervision on projects as the Audit Bureau doesn't conduct physical/technical inspection (only at project commissioning);
- More coordination: as a lesson learned/ challenge faced during ESSRP implementation, the majority of participating municipalities stressed the importance of enhancing coordination and collaboration between:
 - ✓ the different public institutions (water and electricity)
 - ✓ donors themselves
 - ✓ MoMA and UNHCR (requested by the municipality of Azraq especially for job opportunities at the Azraq refugee camp)
 - ✓ MoMA and MoPIC for projects' financing
- Certain municipalities also underscored the importance to expedite and loosen up projects' approval by the technical committee at MoMA (reduce bureaucracy);
- An active debate took place between a professor from Yarmouk University (Irbid) and some of the present Mayors as they blamed Jordanian universities of not producing needed studies regarding the impact of the Syrian crisis on the country nor offered solutions on how to deal with its impact.

Main topics raised by Syrian refugees' representatives:

- All Syrian refugees who intervened during the consultations session commended the good and collaborative relationship with the municipalities in their localities and appreciated the fact that municipalities also include them in decision- making process for projects' selection as well as for level of offered services;
- Most of Syrian refugees requested creation of job opportunities for the refugees through the implementation of developmental projects;
- One of the Syrian refugees (an engineer) made a recommendation that all municipalities should have a list of the existing Syrian refugees and their qualifications to better match existing expertise and new job opportunities;
- One Syrian refugee woman demanded training certificates for Syrian refugees to enhance their employability;
- Another Syrian refugee woman demanded for micro and small projects for women and that any news projects should recruit the needed labor from the local area;
- A Syrian refugee from Ma'an demanded for more public spaces such as parks, playgrounds, etc. Parks and public spaces.
- More developmental projects to create jobs

The ESSRP Project Director thanked all present municipalities and confirmed that their feedback will be incorporated into project's design.

Annex 1-B: List of Participants in the Public Consultation

الرقم	الاسم	الجهة	اسم البلدية	الوظيفة	التليفون	البريد الالكتروني
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54	مفلح علي القضاء	بلدية عجلون	عجلون	مهندس		
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138	محمد علي القضاة	عجلون	عجلون	مدير البلدية	0777860861	
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140	احمد الشديفات	بلدية سحاب	سحاب	متطوع	0798665186	
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152	نادر علي	بلدية الزعتري	الزعتري	رجل اعمال	0772320605	
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1-C:

Annex
Photos
from



Consultations' Session





Annex 1-D: Sample Invitation

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Annex 1-E: Agenda

وزارة الشؤون البلدية / بنك تنمية المدن و القرى Ministry of Municipal Affairs/ CVDB مشروع خدمات الطوارئ و التكيف الاجتماعي Municipal Services and Social Resilience Project ورشة المشاورات 2017 2017 Consultation workshop		
Date : Thursday 09/03/2017	اليوم: الخميس 2017/03/09	
Location: landmark Hotel, Amman	المكان: فندق اللاند مارك / عمان	
الموضوع	Subject	الوقت time
كلمة الافتتاح: معالي وزير البلديات	Opining statement, Minister of Municipal Affairs	10:00 – 10:30
عرض ادارة المشروع	PMU presentation	10:30 – 11:00
كلمة البنك الدولي	Donor Statement	11:00 – 11:30
عرض منظمة العمل الدولية	ILO presentation	11:30 – 12:00
استراحة	Break	12:00 – 12:15
نقاش مفتوح	Open Discussion	12:15 – 02:00
غداء	Lunch	02:00 – 03:00

Annex 2: Chance Find Procedures

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

1. PCR Definition

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

2. Ownership

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

3. Recognition

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

4. Procedure upon Discovery

Suspension of Work

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

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

Demarcation of the Discovery Site

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

Non-Suspension of Work

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

Chance Find Report

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

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

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

Arrival and Actions of Cultural Authority

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

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

These actions should be taken within a specified period, for example, 7 days. The contractor may or may not be entitled to claim compensation for work suspension during this period. If the cultural authority fails to arrive within the stipulated period (for example, 24 hours), the Resident Engineer may have the authority to extend the period by a further stipulated time. If the cultural authority fails to arrive after the extension period, the Resident Engineer may have the authority to instruct the contractor to remove the PCR or undertake other mitigating measures and resume work. Such additional works can be charged to the contract. However, the contractor may not be entitled to claim compensation for work suspension during this period.

Further Suspension of Work

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

Annex 3: World Bank Performance Standard on Labor and Working Conditions

1. Performance Standard 2 recognizes that the pursuit of economic growth through employment creation and income generation should be accompanied by protection of the fundamental rights of workers. For any business, the workforce is a valuable asset, and a sound worker-management relationship is a key ingredient in the sustainability of a company. Failure to establish and foster a sound worker-management relationship can undermine worker commitment and retention, and can jeopardize a project. Conversely, through a constructive worker-management relationship, and by treating the workers fairly and providing them with safe and healthy working conditions, clients may create tangible benefits, such as enhancement of the efficiency and productivity of their operations.

2. The requirements set out in this Performance Standard have been in part guided by a number of international conventions and instruments, including those of the International Labour Organization (ILO) and the United Nations (UN).

- To promote the fair treatment, non-discrimination, and equal opportunity of workers.
- To establish, maintain, and improve the worker-management relationship.
- To promote compliance with national employment and labor laws.
- To protect workers, including vulnerable categories of workers such as children, migrant workers, workers engaged by third parties, and workers in the client's supply chain.
- To promote safe and healthy working conditions, and the health of workers.
- To avoid the use of forced labor.

Application

3. The applicability of this Performance Standard is established during the environmental and social risks and impacts identification process. The implementation of the actions necessary to meet the requirements of this Performance Standard is managed through the client's Environmental and Social Management System (ESMS), the elements of which are outlined in Performance Standard 1.

4. The scope of application of this Performance Standard depends on the type of employment relationship between the client and the worker. It applies to workers directly engaged by the client (direct workers), workers engaged through third parties to perform work related to core business processes of the project for a substantial duration (contracted workers), as well as workers engaged by the client's primary suppliers (supply chain workers).

Direct Workers

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

Contracted Workers

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

Supply Chain Workers

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

Requirements

Working Conditions and Management of Worker Relationship

Human Resources Policies and Procedures

8. The client will adopt and implement human resources policies and procedures appropriate to its size and workforce that set out its approach to managing workers consistent with the requirements of this Performance Standard and national law.

9. The client will provide workers with documented information that is clear and understandable, regarding their rights under national labor and employment law and any applicable collective agreements, including their rights related to hours of work, wages, overtime, compensation, and benefits upon beginning the working relationship and when any material changes occur.

Working Conditions and Terms of Employment

10. Where the client is a party to a collective bargaining agreement with a workers' organization, such agreement will be respected. Where such agreements do not exist, or do not address working conditions and terms of employment, the client will provide reasonable working conditions and terms of employment.

11. The client will identify migrant workers and ensure that they are engaged on substantially equivalent terms and conditions to non-migrant workers carrying out similar work.

12. Where accommodation services are provided to workers covered by the scope of this Performance Standard, the client will put in place and implement policies on the quality and management of the accommodation and provision of basic services. The accommodation services will be provided in a manner consistent with the principles of non-discrimination and equal opportunity. Workers' accommodation arrangements should not restrict workers' freedom of movement or of association.

Workers' Organizations

13. In countries where national law recognizes workers' rights to form and to join workers' organizations of their choosing without interference and to bargain collectively, the client will comply with national law. Where national law substantially restricts workers' organizations, the client will not restrict workers from developing alternative mechanisms to express their grievances and protect their rights regarding working conditions and terms of employment. The client should not seek to influence or control these mechanisms.

14. In either case described in paragraph 13 of this Performance Standard, and where national law is silent, the client will not discourage workers from electing worker representatives, forming or joining workers' organizations of their choosing, or from bargaining collectively, and will not discriminate or retaliate against workers who participate, or seek to participate, in such organizations and collective bargaining. The client will engage with such workers' representatives and workers' organizations, and provide them with information needed for meaningful negotiation in a timely manner. Workers' organizations are expected to fairly represent the workers in the workforce.

Non-Discrimination and Equal Opportunity

15. The client will not make employment decisions on the basis of personal characteristics unrelated to inherent job requirements. The client will base the employment relationship on the principle of equal opportunity and fair treatment, and will not discriminate with respect to any aspects of the employment relationship, such as recruitment and hiring, compensation (including wages and benefits), working conditions and terms of employment, access to training, job assignment, promotion, termination of employment or retirement, and disciplinary practices. The client will take measures to prevent and

address harassment, intimidation, and/or exploitation, especially in regard to women. The principles of non-discrimination apply to migrant workers.

16. In countries where national law provides for non-discrimination in employment, the client will comply with national law. When national laws are silent on non-discrimination in employment, the client will meet this Performance Standard. In circumstances where national law is inconsistent with this Performance Standard, the client is encouraged to carry out its operations consistent with the intent of paragraph 15 above without contravening applicable laws.

17. Special measures of protection or assistance to remedy past discrimination or selection for a particular job based on the inherent requirements of the job will not be deemed as discrimination, provided they are consistent with national law.

Retrenchment

18. Prior to implementing any collective dismissals, the client will carry out an analysis of alternatives to retrenchment. If the analysis does not identify viable alternatives to retrenchment, a retrenchment plan will be developed and implemented to reduce the adverse impacts of retrenchment on workers. The retrenchment plan will be based on the principle of non-discrimination and will reflect the client's consultation with workers, their organizations, and, where appropriate, the government, and comply with collective bargaining agreements if they exist. The client will comply with all legal and contractual requirements related to notification of public authorities, and provision of information to, and consultation with workers and their organizations.

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

Grievance Mechanism

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

Protecting the Work Force

Child Labor

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

Forced Labor

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

Occupational Health and Safety

23. The client will provide a safe and healthy work environment, taking into account inherent risks in its particular sector and specific classes of hazards in the client's work areas, including physical, chemical, biological, and radiological hazards, and specific threats to women. The client will take steps to prevent accidents, injury, and disease arising from, associated with, or occurring in the course of work by minimizing, as far as reasonably practicable, the causes of hazards. In a manner consistent with good international industry practice, as reflected in various internationally recognized sources including the World Bank Group Environmental, Health and Safety Guidelines, the client will address areas that include the (i) identification of potential hazards to workers, particularly those that may be life-threatening; (ii) provision of preventive and protective measures, including modification, substitution, or elimination of hazardous conditions or substances; (iii) training of workers; (iv) documentation and reporting of occupational accidents, diseases, and incidents; and (v) emergency prevention, preparedness, and response arrangements. For additional information related to emergency preparedness and response refer to Performance Standard 1.

Workers Engaged by Third Parties

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

25. The client will establish policies and procedures for managing and monitoring the performance of such third party employers in relation to the requirements of this Performance Standard. In addition, the client will use commercially reasonable efforts to incorporate these requirements in contractual agreements with such third party employers.

26. The client will ensure that contracted workers, covered in paragraphs 24–25 of this Performance Standard, have access to a grievance mechanism. In cases where the third party is not able to provide a grievance mechanism the client will extend its own grievance mechanism to serve workers engaged by the third party.

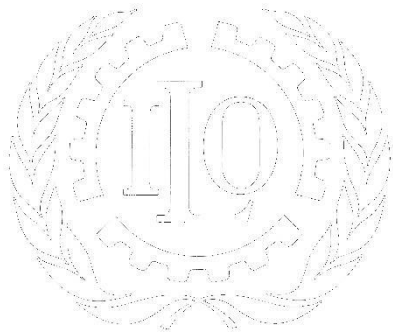
Supply Chain

27. Where there is a high risk of child labor or forced labor in the primary supply chain, the client will identify those risks consistent with paragraphs 21 and 22 above. If child labor or forced labor cases are identified, the client will take appropriate steps to remedy them. The client will monitor its primary supply chain on an ongoing basis in order to identify any significant changes in its supply chain and if new risks or incidents of child and/or forced labor are identified, the client will take appropriate steps to remedy them.

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

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

Annex 4: ILO: Employment Through Labour Intensive Infrastructure In Jordan



EIIP

**EMPLOYMENT THROUGH LABOUR INTENSIVE INFRASTRUCTURE
IN JORDAN**

EMPLOYMENT INTENSIVE INVESTMENT PROGRAMME

- EIIP promotes the use of local resources and employment intensive technologies, contributes to the creation of local employment and income, supports small contractors and strengthens the capacity of relevant national and local institutions.
- EIIP approaches combine local participation in planning with the utilization of locally available skills, appropriate technology, materials and work methods.
- EIIP enhances the employability of young men and women after having been provided vocational skills and entrepreneurship training.

ILO-EIIP IN JORDAN

- On behalf of the BMZ, KfW is supporting the ILO Employment Intensive Infrastructure Programmes in Jordan towards improving the lives of Syrian refugees and Jordanians by creating jobs while upgrading infrastructure.
- While investments and expanded trade may create jobs in the long term it is of crucial importance in the meantime to create decent jobs for both Syrian refugees and vulnerable local families in host communities to improve livelihoods and reduce tensions.
- ILO is implementing EIIP that link decent work with asset creation, service delivery and maintenance in the host communities.
- Concurrently beneficiaries of employment intensive programmes will develop skills to help them move on from the programme to sustainable livelihoods and facilitate their access to decent work.

ILO-EIIP IN JORDAN

- Main implementation partners
 - Ministry of Public Works and Housing
 - Ministry of Agriculture
 - Ministry of Education
 - Ministry of Labour
 - Irbid and Mafraq Governorates
- Improved rural infrastructure
- Syrians refugees and Jordanians have improved employability and access to the labour market

EIIP PROJECT JORDAN CORE INDICATORS

- Number of jobs created
- Number of workdays created
- Average length of a job
- Amount paid in local wages
- Labour intensity
- 50% Jordanians 50% Syrians
 - Minimum 10% women and 3% person with disability
- Infrastructure improved/maintained

WORK METHOD:

LABOUR-INTENSIVE WORK METHOD

Description	When to use
<p>Maximum use of labour with the aid of appropriate hand tools</p>	<ul style="list-style-type: none">• Mainly used where income generation and job creation are the principal, short-term objectives.• Quality of work and efficiency may be compromised in some situations. But in some cases efficiency can be obtained with proper planning and supervision.

WORK METHOD:

EQUIPMENT-INTENSIVE WORK METHOD

Description	When to use
Maximum use of equipment with operators and minimum use of labour only where needed	<ul style="list-style-type: none">• Mainly used where local labour cost is high and employment generation is not a priority.• Where urgency of completing the work is of priority.• For large scale infrastructure works and demand for high specification.

WORK METHOD:

LABOUR-BASED WORK METHOD

Description	When to use
Use of local labour, as predominant work force, supplemented with appropriate light equipment for specific tasks for reason of quality and cost without compromising quality of work	<ul style="list-style-type: none">• When employment, income-generation and local development is key objective.• Where there is abundance of unskilled labour and/or where access to equipment is an issue.• Where specific standards must be met and where quality, cost-effectiveness and efficiency are required.

WORK METHOD:

LOCAL RESOURCE-BASED WORK METHOD

Description	When to use
Flexible and optimum use of local labour, skills and materials as predominant resources, supplemented by appropriate light equipment for specific tasks to ensure cost-effectiveness without compromising quality of work	<ul style="list-style-type: none">• When employment, income-generation and local development is key objective.• Where there is abundance of unskilled labour, available of local material that can be used in the construction and/or where access to equipment and foreign currency is an issue.• Where specific standards must be met and where quality, cost-effectiveness and efficiency are required.

LABOUR LEGISLATIONS APPROPRIATE FOR TEMPORARY WORKERS

- Equality
- Freedom from forced labour
- Freedom of association
- Minimum age
- Minimum wages
- Protection of wages
- Safety and health
- Other employment conditions

Thank You

Annex 5: SCREENING CHECKLIST FOR ASSESSMENT OF ENVIRONMENT AND SOCIAL IMPACTS

Name of the /Municipality: _____

Governorate: _____

Subproject Name/Activity: _____

Sub-Project Representative and Contact Information:

I. Subproject Screening Part A

Does the subproject involve ...?	Y/N	Then ...
Solid waste collection equipment and services?		Apply TEG #1 (see Annex 7 of ESMF)
Water and sewerage portable equipment and services?		Apply TEG #2 (see Annex 7 of ESMF)
Maintenance and/or rehabilitation of public wells?		Apply TEG #3 and tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses (see Annexes 7 and 8 of ESMF)
Maintenance and/or rehabilitation of existing: * roads and sidewalks? * parks and/or community recreational spaces? * libraries? * community centers? * women's and youth centers? * cemeteries?		Apply TEG #4 and tender documents signed in accordance with Jordanian regulations and World Bank safeguards clauses (see Annexes 7 and 8 of ESMF)
New construction or footprint expansion of: * roads and sidewalks? * parks and/or community recreational spaces? * libraries? * community centers? * women's and youth centers?		Apply TEG #4 and tender documents signed in accordance with the Jordanian regulations and World Bank safeguards clauses (see Annexes 7 and 8 of ESMF) AND

* cemeteries? * other eligible constructions?		Design and apply a site-specific EMP (see Annex 6 of ESMF) that meets requirements of the Bank's policies and national regulations AND Proceed to Subproject Screening Part C below
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III. Subproject Screening Part B

In the case that any civil work involves any new construction on a current property or footprint expansion of a currently-existing public site, please answer the following questions:

Is it possible that this sub-project ...?	Y/N
Requires the acquisition of private land (temporarily or permanently) for its development?	
Restricts access to natural resources (e.g. pasture, fishing locations and forests) occur for households and communities as a result of this subproject?	
Results in the involuntary relocation of individuals, families, or businesses?	
Results in the temporary or permanent loss of economic activities, like crops, fruit trees, businesses, household infrastructures (such as granaries, outside toilets and kitchens, etc.)?	
Results in adverse impacts on individuals or entities encroaching on state lands?	

III. Subproject Screening Part C

In the case that any civil work involves any new construction on a current property or footprint expansion of a currently-existing public site, please answer the following questions ...

Is it possible that this sub-project ...?	Y/N
Involves significant excavations, demolition, movement of earth, flooding or other environmental changes?	
Is located in, or in the vicinity of, a place with spiritual or cultural meaning, has historic value, or might contain historical artefacts?	

If any of the above answers is “YES”, then refer to and apply Annex 2 of ESMF on Chance Find Procedures.

<u>Step 1: Assessed/prepared by:</u> Name: _____ Engineer Municipality Date: _____	<u>Step 2: Reviewed and corrected by</u> Name: _____ MST Safeguards Consultant/CVDB Date: _____
<u>Step 3: Approved by:</u> Name: _____ Mayor, Municipality Date: _____	<u>Step 4: Endorsed by:</u> Name: _____ MST Safeguard Specialist/CVDB Date: _____

Annex 6: Terms of Reference for EMP

The EMP should be formulated in such a way that it is easy to use. References within the plan should be clearly and readily identifiable. Also, the main text of the EMP needs to be kept as clear and concise as possible, with detailed information relegated to annexes. The EMP should identify linkages to other relevant plans relating to the project, such as plans dealing with resettlement or indigenous peoples issues. The following aspects should typically be addressed within EMPs.

Summary of impacts: The predicted adverse environmental and social impacts for which mitigation is required should be identified and briefly summarized.

Description of mitigation measures: The EMP identifies feasible and cost effective measures to reduce potentially significant adverse environmental and social impacts to acceptable levels. Each mitigation measure should be briefly described with reference to the impact to which it relates and the conditions under which it is required (for example, continuously or in the event of contingencies). These should be accompanied by, or referenced to, designs, equipment descriptions, and operating procedures which elaborate on the technical aspects of implementing the various measures. Where the mitigation measures may result in secondary impacts, their significance should be evaluated.

Description of monitoring program: Environmental performance monitoring should be designed to ensure that mitigation measures are implemented, have the intended result, and that remedial measures are undertaken if mitigation measures are inadequate or the impacts have been underestimated within the ESIA report. It should also assess compliance with national standards and World Bank Group requirements or guidelines.

The monitoring program should clearly indicate the linkages between impacts identified in the ESIA report, indicators to be measured, methods to be used, sampling locations, frequency of measurements, detection limits (where appropriate), and definition of thresholds that will signal the need for corrective actions, and so forth. Although not essential to have complete details of monitoring in the EMP, it should describe the means by which final monitoring arrangements will be agreed.

Institutional arrangements: Responsibilities for mitigation and monitoring should be clearly defined. The EMP should identify arrangements for coordination between the various actors responsible for mitigation.

The EMP table should look as follows (see next page):

Environmental Management Plan

A. Mitigation

<i>Project Activity</i>	<i>Potential Environmental and Social Impacts</i>	<i>Proposed Mitigation Measure(s)</i> <i>(Incl. legislation & regulations)</i>	<i>Institutional Responsibilities</i> <i>(Incl. enforcement & coordination)</i>	<i>Cost Estimates</i>	<i>Comments</i> <i>(e.g. secondary impacts)</i>
Pre-Construction Phase					
Construction Phase					
Operation and Maintenance Phase					

Environmental Management Plan

B. Monitoring

<i>Proposed Mitigation Measure</i>	<i>Parameters To be Monitored</i>	<i>Location</i>	<i>Measurements (Incl. methods & equipment)</i>	<i>Frequency of Measurement</i>	<i>Responsibilities (Incl. review and reporting)</i>	<i>Cost (equipment & individuals)</i>
Pre-Construction Phase						
Construction Phase						
Operation and Maintenance Phase						
Total Cost for all Phases						

Annex 7: Technical Environmental Guidelines

TEG #	Activity	Primary Impact	Assessment Level
1	Solid waste collection equipment and services	Proper technical support on management will lead to positive environmental impact	Low
2	Water and sewerage portable equipment and services		
3	Rehabilitation &/or maintenance of public wells	Environmental impacts can be mitigated with technical support and water quality testing	Medium
4	Construction of new roads and sidewalks, maintenance of existing roads and sidewalks	Environmental impacts can be mitigated with technical support for design and construction OP 4.12 screening questions must be applied. If any questions are positive, an ARAP or RAP must be drafted and applied	Medium/High Medium if rehabilitation with no OP 4.12 issues. High if any expansion of footprint and/or new construction Or if there are any OP 4.12 issues
	Parks and other community recreational spaces		
	Libraries		
	Community centers		
	Women's and youth centers		
	Construction and expansion of cemeteries		

Specific Technical Environmental Guideline (TEGs) for TEG1: Solid waste collection equipment and services

Possible Issues	Mitigation Measures	Details of support/supervision for implementation of mitigation measures
Unlicensed vehicles as municipality liability	Small transfer vehicles should be licensed per municipality or GoJ regulation	Vehicles have licenses
Improper driving and/or collection transfer	Solid waste vehicle drivers should be appropriately training and licensed	Drivers have appropriate and current licenses
Area operations shall not result in the generation of odors, litter, dust, leachate, or any other negative environmental impacts	Insufficient collection units so that solid waste is dumped outside of collection units	Photographic inspection of collection sites, especially before and after
Unrealistic daily routing of collection vehicles and estimates of weight to be picked up at each collection point	All waste collected at the collection unit or by the transfer vehicles shall be removed to a collection point by the end of each operating day	Municipality solid waste records
Lack of compliance with all applicable municipality and GoJ solid waste regulations	Operators of a small transfer vehicle need initial and refresher training	Appropriate training

Environmental Actions Agreement Form for TEG1 Solid waste collection equipment and services

Environmental Actions Agreement Form 1: Waste collection equipment and services
Specific activity or procurement items:
Assessed by: Title of Assessor: Date of Assessment:
<p>We propose to engage in the following specific activity:</p> <p>We have participated in the environmental assessment of this activity using the TEG #1:</p> <p>We have also received technical support from _____ in this assessment process.</p> <p>We agree to undertake the following actions in order to mitigate any negative environmental impacts:</p> <p><input type="checkbox"/> I/we agree to dump solid waste only in authorized areas</p> <p><input type="checkbox"/> I/we agree to drive according to municipal and/or commercial vehicular rules</p> <p><input type="checkbox"/> I/we agree to make use of proper protective equipment so as to avoid the spread of disease to oneself and/or others</p>
<p>Signature:</p> <p>Name:</p> <p>Title:</p> <p>Contact information of the Responsible Authority for this subproject (cell and/or work phone):</p>

**Specific Technical Environmental Guideline (TEGs) for TEG2:
Water delivery and/or sewerage collection equipment and services**

Possible Issues	Mitigation Measures	Details of support/supervision for implementation of mitigation measures
Unlicensed vehicles as municipality liability	Small transfer vehicles should be licensed per municipality or GoJ regulation	Vehicles have licenses
Improper driving and/or collection transfer	Water delivery and/or sewerage vehicle drivers should be appropriately training and licensed	Drivers have appropriate and current licenses
Lack of compliance with all applicable municipality and GoJ solid waste regulations	Operators of a small vehicles need initial and refresher training	Appropriate training

Specific to water delivery (in addition to the above)		
Contamination of source water	Regularly test water sample of existing drinking water source to ensure that it is safe	See Annex 3 for specific parameters
Spread of water borne diseases	Provide clean delivery lines and mechanisms of transfer Use personal protective equipment for operations	
Groundwater depletion	Implement YWC water conservation measures through Municipality public awareness programs	Coordination between relevant municipal departments and Yarmouk Water Company

Specific to sewerage collection (in addition to the above)		
Contamination of water source/ground water (sewerage)	Discharge waste water only at sites appropriately designated by Municipality and/or YWC	Driver records
Unrealistic daily routing of collection vehicles and estimates of mass to be picked up at each collection point	All sewerage collected at the collection unit or by the transfer vehicles shall be removed to a collection point by the end of each operating day	Municipality sewerage waste records

**Environmental Actions Agreement Form for TEG2:
Water delivery and/or sewerage collection equipment and services**

Environmental Actions Agreement Form 2A: Water delivery equipment and services
Specific activity or procurement items:
Assessed by: Title of Assessor: Date of Assessment:
We propose to engage in the following specific activity: We have participated in the environmental assessment of this activity using the TEG #2A: We have also received technical support from _____ in this assessment process. We agree to undertake the following actions in order to mitigate any negative environmental impacts: <input type="checkbox"/> I/we agree to deliver water to municipality-authorized locations, in municipality-authorized quantities <input type="checkbox"/> I/we agree to drive according to municipal and/or commercial vehicular rules <input type="checkbox"/> I/we agree to make use of proper protective equipment to avoid the spread of disease to oneself and/or others
Signature: Name: Title: Contact information of the Responsible Authority for this subproject (cell and/or work phone):

Environmental Actions Agreement Form 2B: Sewerage collection equipment and services
Specific activity or procurement items:
Assessed by: Title of Assessor: Date of Assessment:
We propose to engage in the following specific activity: We have participated in the environmental assessment of this activity using the TEG #2B: We have also received technical support from _____ in this assessment process. We agree to undertake the following actions in order to mitigate any negative environmental impacts: <input type="checkbox"/> I/we agree to dump sewerage only in authorized areas. This includes away from any water sources, communities, or active agricultural areas. <input type="checkbox"/> I/we agree to drive according to municipal and/or commercial vehicular rules <input type="checkbox"/> I/we agree to make use of proper protective equipment so as to avoid the spread of disease to oneself and/or others
Signature: Name: Title: Contact information of the Responsible Authority for this subproject (cell and/or work phone):

**Specific Technical Environmental Guideline (TEGs) for TEG3:
Rehabilitation and/or maintenance of public wells**

Possible Issues	Mitigation Measures	Details of support/supervision for implementation of mitigation measures
Depletion of unconfined aquifer and lowering of water table	<p>Adopt well recharge methods. Take technical support for design and construction of appropriate recharge structure, if possible</p> <p>Encourage and/or adopt practices that contribute to optimum water utilization and reduce water losses</p> <p>Encourage renovation of existing structures for cost-effectiveness</p>	<p>Training on water conservation measures</p> <p>Timely maintenance to reduce water losses</p>
Contamination of water sources / groundwater	<p>Test the water sample prior to design phase</p> <p>Ensure that the facility is away from any septic tanks and/or waste disposal sites</p>	<p>See Annex 3 for water quality parameters</p> <p>Correct scoping and design placement</p>
Breeding ground for water-borne vectors	<p>Provide a suitable cover over open wells</p> <p>Design and maintain so that there is no standing water around the well</p>	Sensitization and training of water well workers
Diesel pumps may pollute air and/or create sound pollution	<p>Do not use adulterated fuel</p> <p>Ensure that the pump is fixed properly to the base to avoid excessive vibration</p>	<p>Municipality regulation of diesel fuel</p> <p>Proper training</p>
Well may not be properly recorded	Before design and/or works, secure permit both for well site as well as for well rehabilitation/construction from responsible authority	<p>Coordination with Yarmouk Water Company</p> <p>Proper documentation and filing of well registration records</p>

**Environmental Actions Agreement Form for TEG3
Rehabilitation and/or maintenance of public wells**

Environmental Actions Agreement Form 3: Rehabilitation and/or maintenance of public wells
Specific activity or procurement items:
Assessed by: Title of Assessor: Date of Assessment:
<p>We propose to engage in the following specific activity:</p> <p>We have participated in the environmental assessment of this activity using the TEG #1:</p> <p>We have also received technical support from _____ in this assessment process.</p> <p>We agree to undertake the following actions in order to mitigate any negative environmental impacts:</p> <ul style="list-style-type: none"><input type="checkbox"/> I/we agree to adopt water-conservation measures specific to well water extraction<input type="checkbox"/> I/we agree to test and report water quality parameters as required by the relevant agency<input type="checkbox"/> I/we agree to reduce and/or eliminate standing water near this well or wells<input type="checkbox"/> I/we agree to use proper diesel fuel<input type="checkbox"/> I/we agree to conduct and keeps records of regular maintenance on the well and any related equipment<input type="checkbox"/> I/we agree to secure and keep on file proper documentation that the well is recorded with the relevant authorities
<p>Signature:</p> <p>Name:</p> <p>Title:</p> <p>Contact information of the Responsible Authority for this subproject (cell and/or work phone):</p>

**Specific Technical Environmental Guideline (TEGs) for TEG4:
Maintenance of existing public facilities, Construction of new public facilities**

Possible Issues	Mitigation Measures	Details of support/supervision for implementation of mitigation measures
Ensure that all construction is on public land with no encumbrances	Prepare a ARAP or RAP as detailed in the RPF	Apply OP 4.12 questionnaire
Lack of community information	Erect signage with details of project, cost of project, projected length of project, and contact details	Include in construction tender
Worker accidents	Apply Environmental Health, and Safety Guidelines (EHS) specific to construction	Supervisory engineer training of workers, enforcement and reporting
Changes in land use	Land use and design must be approved by qualified engineer	Coordination with relevant Municipality departments (engineering, traffic, etc.) to ensure that the design and supervision of construction is done by a qualified civil engineer and team
Air quality disruptions to community	See EHS Guidelines, with quantifiable monitoring for site-specific EMPs	
Noise disruptions to community	See EHS Guidelines, with with quantifiable monitoring for site-specific EMPs	
Loss of human life in accidents	Prepare adequate diversion signage for construction	
Obstructions in natural drainage systems	Proper survey and identification of natural drains should be done before starting the construction activity Provision of artificial drains should be made if natural drains are being diverted Runoff water should be diverted through appropriate channels	
Loss of vegetation during land preparation/construction	Municipal design for appropriate restoration	
Appropriate construction debris removal	Site-specific construction debris management and removal plan	
Install proper public lighting for safety	Construction plans should include electricity for safety as needed	
Lack of post-construction signage	Construction plans should include replacement and/or new signage for both traffic and addressing	

Environmental Actions Agreement Form for TEG4
Maintenance of existing public facilities, Construction of new public facilities

Environmental Actions Agreement Form 4: Maintenance of existing public facilities, Construction of new public facilities
Specific activity or procurement items:
Assessed by: Title of Assessor: Date of Assessment:
<p>We propose to engage in the following specific activity:</p> <p>We have participated in the environmental and social assessment of this activity using the TEG #4:</p> <p>We have also received technical support from _____ in this assessment process.</p> <p>We have completed the OP 4.12 questionnaire and it is attached as follows: Any sub-project which answers 'yes' to any of the following four questions would automatically be classified by CVDB as ineligible:</p> <ul style="list-style-type: none"> (a) Will the project require the acquisition of land (public or private, temporarily or permanently) for its development? Circle YES or NO (b) Will anyone be prevented from using economic resources (e.g. pasture, fishing locations, forests) to which they have had regular access? Circle YES or NO (c) Will the project result in the involuntary resettlement of individuals or families? Circle YES or NO (d) Will the project result in the temporary or permanent loss of economic activities, like crops, fruit trees, workshops, household infrastructures (such as granaries, outside toilets and kitchens, etc.)? Circle YES or NO <p>We agree to undertake the following actions in order to mitigate any negative environmental impacts:</p> <ul style="list-style-type: none"> <input type="checkbox"/> I/we agree to adhere to and enforce proper worker health and safety guidelines <input type="checkbox"/> I/we agree to keep the affected community informed through publically-visible signage <input type="checkbox"/> I/we agree to provide adequate diversion and protection to pedestrians and vehicles <input type="checkbox"/> I/we agree to provide for adequate water drainage <input type="checkbox"/> I/we agree to manage and dump construction debris as regulated by the Municipality <input type="checkbox"/> I/we agree to design and ensure that provisions are made for any outdoor or indoor lighting as needed for safety <input type="checkbox"/> I/we agree to design and ensure that provisions are made for the restoration of any trees or other ecology <input type="checkbox"/> I/we agree to design and ensure that provisions are made for appropriate traffic and addressing signage <input type="checkbox"/> If this is new construction, a site-specific EMP must be attached to this form.
Signature:
Name:
Title:
Contact information of the Responsible Authority for this subproject (cell and/or work phone):

Annex 8: Safeguards Procedures for Inclusion in the Technical Specifications of Contracts for Civil Works (Rehabilitation and New Construction)

I. General

1. The Contractor and his employees shall adhere to the mitigation measures set down and take all other measures required by the Engineer to prevent harm, and to minimize the impact of his operations on the environment.
2. The Contractor shall not be permitted to unnecessarily strip clear the right of way. The Contractor shall only clear the minimum width for construction and diversion roads should not be constructed alongside the existing road.
3. Remedial actions which cannot be effectively carried out during construction should be carried out on completion of each Section of the road (earthworks, pavement and drainage) and before issuance of the Taking Over Certificate:
 - (a) these sections should be landscaped and any necessary remedial works should be undertaken without delay, including grassing and reforestation;
 - (b) water courses should be cleared of debris and drains and culverts checked for clear flow paths; and
 - (c) borrow pits should be dressed as fish ponds, or drained and made safe, as agreed with the land owner.
4. The Contractor shall limit construction works to between 6 am and 7 pm if it is to be carried out in or near residential areas.
5. The Contractor shall avoid the use of heavy or noisy equipment in specified areas at night, or in sensitive areas such as near a hospital.
6. To prevent dust pollution during dry periods, the Contractor shall carry out regular watering of earth and gravel haul roads and shall cover material haulage trucks with tarpaulins to prevent spillage.
7. The Contractor may bring in to the Country any foreign personnel who are necessary for the execution of the Works to the extent allowed by applicable laws. The Contractor shall ensure that these personnel are provided with the required residence visas and work permits. The Employer will, if requested by the Contractor, use his best endeavors in a timely and expeditious manner to assist the Contractor in obtaining any local, state, national or government permission required for bringing in the Contractor's personnel.
9. The Contractor shall prepare and submit to the Engineer for acceptance and public disclosure a "Contractor's Environmental Management Plan" (CEMP) which provides a detailed explanation of how the Contractor will comply with the project's safeguards documents. This will include details for how ensuring effective supervision and labor management.

II. Transport

7. The Contractor shall use selected routes to the project site, as agreed with the Engineer, and appropriately sized vehicles suitable to the class of road, and shall restrict loads to prevent damage to roads and bridges used for transportation purposes. The Contractor shall be held responsible for any damage caused to the roads and bridges due to the transportation of excessive loads, and shall be required to repair such damage to the approval of the Engineer.

8. The Contractor shall not use any vehicles, either on or off road, with grossly excessive exhaust, noise emissions. In any built up areas, noise mufflers shall be installed and maintained in good condition on all motorized equipment under the control of the Contractor.

9. Adequate traffic control measures shall be maintained by the Contractor throughout the duration of the Contract and such measures shall be subject to prior approval of the Engineer.

III. Workforce

10. The Contractor should whenever possible locally recruit the majority of the workforce and shall provide appropriate training as necessary.

11. The Contractor shall install and maintain a temporary septic tank system for any residential labor camp and without causing pollution of nearby watercourses.

12. The Contractor shall establish a method and system for storing and disposing of all solid wastes generated by the labor camp and/or base camp.

13. The Contractor shall not allow the use of fuelwood for cooking or heating in any labor camp or base camp and provide alternate facilities using other fuels.

14. The Contractor shall ensure that site offices, depots, asphalt plants and workshops are located in appropriate areas as approved by the Engineer and not within 500 meters of existing residential settlements and not within 1,000 meters for asphalt plants.

15. The Contractor shall ensure that site offices, depots and particularly storage areas for diesel fuel and bitumen and asphalt plants are not located within 500 meters of watercourses, and are operated so that no pollutants enter watercourses, either overland or through groundwater seepage, especially during periods of rain. This will require lubricants to be recycled and a ditch to be constructed around the area with an approved settling pond/oil trap at the outlet.

16. The contractor shall not use fuelwood as a means of heating during the processing or preparation of any materials forming part of the Works.

IV. Quarries and Borrow Pits

17. Operation of a new borrow area, on land, in a river, or in an existing area, shall be subject to prior approval of the Engineer, and the operation shall cease if so instructed by the Engineer. Borrow pits shall be prohibited where they might interfere with the natural or designed drainage patterns. River locations shall be prohibited if they might undermine or damage the river banks, or carry too much fine material downstream.

18. The Contractor shall ensure that all borrow pits used are left in a trim and tidy condition with stable side slopes, and are drained ensuring that no stagnant water bodies are created which could breed mosquitoes.

19. Rock or gravel taken from a river shall be far enough removed to limit the depth of material removed to one-tenth of the width of the river at any one location, and not to disrupt the river flow, or damage or undermine the river banks.

20. The location of crushing plants shall be subject to the approval of the Engineer, and not be close to environmentally sensitive areas or to existing residential settlements, and shall be operated with approved fitted dust control devices.

V. Earthworks

21. Earthworks shall be properly controlled, especially during the rainy season.

22. The Contractor shall maintain stable cut and fill slopes at all times and cause the least possible disturbance to areas outside the prescribed limits of the work.

23. The Contractor shall complete cut and fill operations to final cross-sections at any one location as soon as possible and preferably in one continuous operation to avoid partially completed earthworks, especially during the rainy season.

24. In order to protect any cut or fill slopes from erosion, in accordance with the drawings, cut off drains and toe-drains shall be provided at the top and bottom of slopes and be planted with grass or other plant cover. Cut off drains should be provided above high cuts to minimize water runoff and slope erosion.

25. Any excavated cut or unsuitable material shall be disposed of in designated tipping areas as agreed to by the Engineer.

26. Tips should not be located where they can cause future slides, interfere with agricultural land or any other properties, or cause soil from the dump to be washed into any watercourse. Drains may need to be dug within and around the tips, as directed by the Engineer.

VI. Historical and Archeological Sites

27. If the Contractor discovers archeological sites, historical sites, remains and objects, including graveyards and/or individual graves during excavation or construction, the Contractor shall:

(a) Stop the construction activities in the area of the chance find.

(b) Delineate the discovered site or area.

(c) Secure the site to prevent any damage or loss of removable objects. In cases of removable antiquities or sensitive remains, a night guard shall be present until the responsible local authorities and the Ministry of Culture take over.

(d) Notify the supervisory Engineer who in turn will notify the responsible local authorities and the Ministry of Culture immediately (less than 24 hours).

(e) Contact the responsible local authorities and the Ministry of Culture who would be in charge of protecting and preserving the site before deciding on the proper procedures to be carried out. This would require a preliminary evaluation of the findings to be performed by the archeologists of the Ministry of Culture (within 72 hours). The significance and importance of the findings should be assessed according to the various criteria relevant to cultural heritage, including the aesthetic, historic, scientific or research, social and economic values.

(f) Ensure that decisions on how to handle the finding be taken by the responsible authorities and the Ministry of Culture. This could include changes in the layout (such as when the finding is an irremovable remain of cultural or archeological importance) conservation, preservation, restoration and salvage.

(g) Implementation for the authority decision concerning the management of the finding shall be communicated in writing to the Ministry of Culture; and

(h) Construction work will resume only after authorization is given by the responsible local authorities and the Ministry of Culture concerning the safeguard of the heritage.

VII. Disposal of Construction and Vehicle Waste

28. Debris generated due to the dismantling of the existing structures shall be suitably reused, to the extent feasible, in the proposed construction (e.g. as fill materials for embankments). The disposal of remaining debris shall be carried out only at sites identified and approved by the project engineer. The contractor should ensure that these sites (a) are not located within designated forest areas; (b) do not impact natural drainage courses; and (c) do not impact endangered/rare flora. Under no circumstances shall the contractor dispose of any material in environmentally sensitive areas.

29. In the event any debris or silt from the sites is deposited on adjacent land, the Contractor shall immediately remove such, debris or silt and restore the affected area to its original state to the satisfaction of the Supervisor/Engineer.

30. Bentonite slurry or similar debris generated from pile driving or other construction activities shall be disposed of to avoid overflow into the surface water bodies or form mud puddles in the area.

31. All arrangements for transportation during construction including provision, maintenance, dismantling and clearing debris, where necessary, will be considered incidental to the work and should be planned and implemented by the contractor as approved and directed by the Engineer.

32. Vehicle/machinery and equipment operations, maintenance and refueling shall be carried out to avoid spillage of fuels and lubricants and ground contamination. An 'oil interceptor" will be provided for wash down and refueling areas. Fuel storage shall be located in proper bunded areas.

33. All spills and collected petroleum products shall be disposed of in accordance with standard environmental procedures/guidelines. Fuel storage and refilling areas shall be located at least 300m from all cross drainage structures and important water bodies or as directed by the Engineer.

Annex 9: Form for Environmental and Social Safeguards Sub-Project Monitoring

Institutional Arrangements and Documentation

1. Has the project been identified to have negative environmental impacts? Yes_____ No _____

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

2. Does the contractor have a copy of the Environmental Management Plan (EMP)?

Yes_____ No _____ NA (Not Applicable) _____

3. Is the project causing negative environmental impact or nuisance? Yes_____ No_____

If "Yes", is the contractor carrying out environmental due diligence (mitigation) as required by the EMP (e.g. relating to flora, fauna, dust, noise, waste)? Yes_____ No_____

Comments:

4. Is environmental compliance being monitored and reported in the supervision consultant's reports?

Yes_____ No _____

5. Does municipal sub-project management team include environmental staff or consultant?

Yes_____ No _____

If "Yes", is the above individual trained on EMP and World Bank safeguard policies?

Yes_____ No_____

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

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

General Comments:

Pollution, Degradation, Contamination and Erosion

8. Does the project require large amounts of raw material and construction material to be sourced (e.g. transported from a quarry)? Yes_____ No _____

9. Does the contractor have written permission from relevant authorities for selection of quarry site?

Yes_____ No _____

10. Is the project obtaining sand or gravel from river bed or alternative source other than identified quarry? Yes_____ No_____

11. Does the project involve cutting down of trees or other vegetation? Yes_____ No _____

12. Is the project causing degradation to any wetlands, streams or other natural areas?

Yes_____ No _____

13. Is the project generating large amounts of residual wastes (solid/liquid waste)? Yes_____ No _____

14. Is the project causing soil or water contamination (e.g. from oil, grease, fuel, equipment)?
Yes_____ No_____

15. Is the project using any chemicals thereby causing soil and water contamination?
Yes_____ No_____

16. Do the project activities involve or generate any hazardous waste substances (e.g. asbestos, toxic paints, noxious solvents, removal of lead paint, etc.)? Yes_____ No _____

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

17. Is the project causing any cumulative negative environmental impacts or unanticipated negative environmental impacts beyond the footprint of the project? Yes_____ No_____

Comment:

18. Has the project come across any 'chance finds' during implementation (e.g. artefacts, gravesites, cultural heritage sites and/or artefacts)? Yes_____ No_____

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

General Comments:

Community, Health and Safety

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

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

20. Are on site workers equipped with Personal Protective Equipment (PPE)? Yes_____ No_____

21. Is the project causing an issue for traffic or pedestrian safety? Yes_____ No_____

22. Is the construction site properly fenced, and has warning signs? Yes_____ No_____

23. Does the contractor have adequate medical emergency supplies (first aid kit) on site?
Yes_____ No _____

24. Is the project is causing sanitation related environmental issues (also stagnant water)?
Yes_____ No _____

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

25. Is there a visible sign displayed at the site with a contact number indicating where to call if there is a complaint? Yes _____ No _____

26. General Comments:

<u>Assessed/prepared by</u> Name: _____ Engineer Municipality Date: _____	<u>Reviewed and corrected by</u> Name: _____ MST Safeguards Consultant/CVDB Date: _____
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