



وزارة المالية

Palestinian Authority
Ministry of Finance

FINANCE FOR JOBS III PROJECT

Project ID: P179801

“The Finance for Jobs (F4J) Series of Projects (SOP)”



Stakeholder Engagement Plan (SEP)

March 2023

Contents

1.	Introduction	1
1.1.	F4J III: Project Description.....	1
1.2.	F4J III: Project Components.....	3
1.3.	Project Location.....	3
1.4.	Project’s Potential Environmental and Social Impacts.....	4
1.4.1.	Environmental Risks	5
1.4.2.	Social Risks.....	6
1.4.3.	F4J III E&S Risk Classification	6
1.4.4.	Mitigation Measures.....	6
1.4.5.	Environmental and Social Performance of the Current F4J II Project.....	6
2.	Stakeholder Engagement Plan	7
2.1.	Purpose and Objective of the SEP	7
2.2.	SEP Methodology and Approach	8
3.	Stakeholder Identification and Analysis.....	10
3.1.	Project Affected Parties (PAPs).....	10
3.1.1.	PAPs of DIB.....	10
3.1.2.	PAPs of ICF	11
3.2.	Other Interested Parties (OIPs).....	11
3.3.	Disadvantaged / Vulnerable Individuals or Groups.....	13
4.	Stakeholder Engagement Program	20
4.1.	Engagement Methods and Techniques.....	21
4.2.	Proposed Strategy to Incorporate the Views of vulnerable / Marginalized Groups	23
4.3.	Proposed Strategy for Information Disclosure	24
4.4.	Stakeholder Engagement Action Plan.....	24
4.5.	Documenting Stakeholder Feedback.....	32
5.	Summary of Stakeholder Engagement Activities	33
5.1.	Summary of the SEP Preparation Consultation Workshop	34
5.2.	Summary of SEP (Vulnerable and Marginalized Groups) Public Consultation	35
5.3.	Summary of ESMF Public Consultation as Part of SEP	36
5.4.	Summary of Individual Meeting with EQA	37
6.	Grievance Mechanism (GM)	38
6.1.	GM Processes.....	39
6.1.1.	Receipt of Grievances	39
6.1.2.	Contact Person to Respond to Complaints	39
6.1.3.	Notifying the Complainant and Closing the Grievance.....	40
6.1.4.	Additional Dispute Resolution Schemes.....	41

F4J III – Stakeholder Engagement Plan

6.1.5.	Complaints Log.....	41
6.2.	Gender Based Violence (GBV) Grievances	41
6.2.1.	Receiving the SEA/SH/GBV Grievance	41
6.2.2.	GBV Grievances Referral	42
6.2.3.	Closing GBV Grievances	42
6.3.	GM Reports.....	42
6.4.	Workers’ Grievance Mechanism	42
6.5.	World Bank Grievance Redress System	43
7.	Roles and Responsibilities for Implementing the Stakeholder Engagement Activities	45
8.	SEP Implementation Indicative Budget.....	48
9.	Monitoring and Reporting	49
9.1.	SEP Monitoring and Reporting	49
9.3.	Reporting Back to Stakeholders	50
	Annex I – Invitations and Agenda of the Virtual Sessions.....	51
	Annex II – Minutes of Meeting: SEP Online Public Consultation Workshop	52
	Annex III - Minutes of Meeting: SEP Online Public Consultation Workshop (Vulnerable and Marginalized Groups).....	58
	Annex IV - Summary of Environmental and Social Management Framework Public Consultation....	63
	Annex V – Summary of Consultation with EQA.....	69
	Annex VI – Sample GM Complaints and Log Forms	71

LIST OF TABLES

Table 1: Other Interested Parties	11
Table 2: Vulnerable and Marginalized Individuals or Groups	13
Table 3: Classification of the stakeholder' impacts, influence, and interests	14
Table 4: Communication Tools and Techniques to be used for the Different Project Stakeholders.....	21
Table 5: Engagement Methods and Communication Approaches for the Inclusion of Vulnerable / Marginalized Groups	23
Table 6: Proposed Action Plan for stakeholder engagement.....	26
Table 7: Dates of Community Meetings and Engagements on F4J III Preparation	33
Table 8: SEP Implementation Responsibilities.....	45
Table 9: SEP Implementation Estimated Budget	48
Table 10: SEP Indicators to be Included in E&S Progress Reports	49

LIST OF FIGURES

Figure 1: Governorates of the West Bank and Gaza	4
Figure 2: SEP Approach	9
Figure 3: Photo of EQA Engagement Meeting . From Left; Mr. Yasser Abu Shanab (EQA Environment Protection General Director); Mr. Faisal Kilani (F4J E&S Consultant) ; Mr. Ameen Nazzal (F4J Investment Officer).....	69
Figure 4: Invitation Email to EQA	70

LIST OF ACRONYMS

ARA	Access Restricted Area
CBO	Community-Based Organization
CoC	Code of Conduct
DIB	Development Impact Bond
EA	Environmental Assessment
EFE	Education for Employment
EIA	Environmental Impact Assessment
EQA	Environment Quality Authority
E&S	Environmental and Social
ESIA	Environmental and Social Impact Assessment
ESF	Environmental and Social Framework
ESMP	Environmental and Social Management Plan
ESA	Environmental and Social Assessment
ESCP	Environmental and Social Commitment Plan
ESRC	Environmental and Social Risk Classification
ESS	Environmental and Social Standards

F4J III – Stakeholder Engagement Plan

ESO	Environmental and Social Officer
F4J	Finance for Jobs
FGD	Focus Group Discussion
GBV	Gender-Based Violence
GM	Grievance Mechanism
ICF	Investment t Co-Financing Facility
IEE	Initial Environmental Evaluation
ILO	International Labor Organization
INGO	International Non-Governmental Organization
LGU	Local Governmental Unit
MDLF	Municipal Development and Lending Fund
MoA	Ministry of Agriculture
MoF	Ministry of Finance
MoH	Ministry of Health
MoL	Ministry of Labor
MoNE	Ministry of National Economy
MoSD	Ministry of Social Development
MoWA	Ministry of Women Affairs
NGO	Non-Governmental Organizations
OCHA	Office for the Coordination of Humanitarian Affairs
OIP	Other Interested Parties
PA	Palestinian Authority
PADICO	Palestine Development and Investment Company
PAP	Project Affected Parties
PC	Project Counterpart
PCBS	Palestine Central Bureau of Statistics
PEAP	Palestinian Environmental Assessment Policy
PIA	Project Implementation Agent
PIF	Palestinian Investment Fund
PITA	Palestinian Information Technology Association
PNGO	Palestinian Non-Governmental Organizations Network
PPAB	Public-Private Advisory Board of the F4J
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SMEs	Small and Medium Enterprises
SOP	Series of Projects
UNFPA	United Nations Population Fund
UNRWA	United Nations Relief and Works Agency for Palestinian Refugees in the Near East
WB	World Bank

Terms and Definitions

For clarification purposes, and per the World Bank’s ESF, the following terms are used in this SEP:

Stakeholders are persons or groups who are directly or indirectly affected by a project, as well as those who may have interests in a project and/or the ability to influence its outcome, either positively or negatively.

Stakeholders may include locally affected communities or individuals and their formal and informal representatives, national or local government authorities, politicians, religious leaders, civil society organizations and groups with special interests, the academic community, or other businesses.

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive and responsive relationships that are important for successful management of a project’s environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project’s environmental and social risks and impacts

The consultation process involves two-way communication between the project developing party or its representatives and local communities. The consultation process provides opportunities for stakeholders to express their concerns, provide feedback, and share their knowledge and experience. The goal of the consultation process is to ensure that the perspectives and interests of all relevant stakeholders are taken into account in project design and implementation, and to identify and address any potential negative impacts of the project on people and the environment.

I. Introduction

In accordance with the World Bank Environmental and Social Framework's (ESF's) Environmental and Social Standard 10 (ESS10), a stakeholder engagement plan (SEP) needs to be prepared and implemented for all Bank supported investment policy financing (IPF) projects.

The purpose of this SEP is to establish the timing and methods of engagement throughout the implementation of the Project. The SEP supports the development of strong, constructive, and responsible relationships with project stakeholders that are important to and integral for the successful management of the project's environmental and social risks.

This SEP is structured as follows: Section 1: Introduction provides an overview of the project, the Finance for Jobs (F4J) Series of Projects (SOP), the F4J III components and activities. It also outlines the environmental and social risks of the project; Section 3 identifies the key stakeholders who will be informed and consulted about the project, including individuals, groups, or communities that are affected or likely to be affected by the project (project-affected parties - PAPs) and may have an interest in the project (other interested parties - OIPs). Section 4 describes the methods, purpose, and timing of stakeholder engagement program and summarize the main goals of the stakeholder engagement program for the various stakeholder engagement activities. Section 5 provides a summary of stakeholder engagement activities that have been undertaken to date for the project. It also includes the proposed strategy for information disclosure which briefly describe what information will be disclosed and the types of methods that will be used to communicate this information to each of the stakeholder groups; Section 6 summarizes the Grievance Mechanisms that have been established on the project's level and the workers' level; Section 7 describes the resources and responsibilities for implementing stakeholders' engagement activities; and, Sections 8 and 9 describe the monitoring and reporting process and the SEP implementation indicative budget.

The overall objective of this SEP is to define a program for stakeholder engagement, including public information disclosure and consultation, throughout the entire project cycle. The SEP outlines the ways in which the Project's team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project and any activities related to the project. The involvement of the all-project beneficiaries and workers is essential to the success of the project to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the proposed project activities. The SEP will be updated as necessary throughout the project's life cycle.

I.1. F4J III: Project Description

The Palestinian labor force is estimated to be around 1.151 million, showing an increase of around 115,000 compared to 1.036 million in 2021. This has been largely driven by increased labor force participation, as more workers returned to the labor market after the COVID-19's easing of restrictions. Despite the increase in employment, the unemployment rate yet remains at 25% in the 3rd quarter of 2022 with a total underutilization of labor at 31%. This is further compounded by the large disparity in the unemployment rate between the West Bank and Gaza Strip, as this rate reached 47% in Gaza Strip compared to 13% in the West Bank. The unemployment rate by sex reached 20% among males compared to 43% among females (PCBS Q3,2022¹).

¹ PCBS Press Release on the Results of the Labor Force Survey, Third Quarter, 2022: <https://www.pcbs.gov.ps/post.aspx?lang=en&ItemID=4353>

F4J III – Stakeholder Engagement Plan

Efforts to address the employment challenges in Palestine have focused on promoting entrepreneurship, skills development, and vocational training to enhance the employability of young people. Additionally, the Palestinian Authority has been working to promote foreign investment and create a more conducive business environment to support job creation in the private sector. However, sustained efforts are needed to address the structural challenges facing the employment sector in Palestine and create opportunities for decent and sustainable work.

The Finance for Jobs series of projects aim to tackle specific obstacles that have been identified through consultations with stakeholders and analysis conducted by the World Bank Group. These impediments are believed to have a substantial impact on the performance of firms and the creation of employment opportunities in sectors with promising prospects for private investment. The F4J SOP commenced with a first project (F4J I; P151089) that closed satisfactorily on January 31, 2022,⁴ and it was followed by a second project (F4J II; P159337), currently under implementation with satisfactory results. The first project (F4J I) with an amount of US\$5 million, primarily undertook the upstream detailed design, capacity building, and beginning of the testing of selected innovative financial instruments, along with generating initial lessons learned. The second project (F4J II) is financing full testing and implementation of the selected financial instruments. It amounts to US\$24.5 million and includes two Additional Financings aimed at COVID-19 recovery.

F4J III is the third project in the F4J SOP. Its design within a programmatic approach aims to optimize impact and effectiveness by leveraging the successes and lessons learned from the preceding projects in the series. Such an approach is taken to mitigate key risks associated with the project objectives. Given the unique constraints confronting the Palestinian economy and the underwhelming outcomes from existing interventions in support of private investment and job outcomes, F4J III is positioned as an innovation and learning project, which entails high risks but holds the potential for significant development returns.

The F4J III project builds upon the successes of its predecessor, the F4J II project, and leverages the valuable lessons learned from its execution. The F4J II was a comprehensive test and implementation initiative of proposed financial instruments, comprising three primary components: (i) Development Impact Bond (DIB) for skills development and employment, (ii) Investment Co-Financing Facility (ICF), and (iii) Entrepreneurship Ecosystem Matching Grants (EE-MG). As such, this third project, the F4J III, will primarily provide for continuing and expanding the scope of intervention of the specific financial products. The project will also allow to further build the institutional capacity of MOF in implementing operations and negotiating with the private sector. The Proposed Project Development Objective (PDO) of F4J III is “To sustain and expand the scope of the innovative financial instruments tested under F4J I & II, to incentivize private investment mobilization and job creation.” Key PDO-level results that will be measured include: (i) Private capital mobilized, and (ii) employment opportunities created.

As with the previous projects in the F4J SOP, The MOF as the PC is the signatory of the F4J III and the recipient of the World Bank’s Grant. The MoF will contract a third party Project Implementation Agency (PIA) to be responsible for the overall implementation of the project and management of the account. The PIA will be responsible for all fiduciary aspects including financial management, procurement, and E&S safeguards, incurring expenditures, and making payments.

In terms of implementation of the first component (DIB), a separate legal entity has been created to supervise and implement the DIB, under the name of “F4J Consulting”. The F4J Consulting is an independent legal entity that is comprised of investors making up its board of directors and a separate management unit that oversees technical and operational aspects of the DIB.

1.2. F4J III: Project Components

The F4J III project will build on the implementation of two innovative financing instruments that seek to address the constraints that have a significant impact on private investment and the generation of job opportunities, both from the demand and the supply sides of the jobs challenge. The instruments are:

- **Component 1: Development Impact Bond (DIB) for Skills Development for Employment.** Component 1 builds on DIB 1.0 which was prepared under F4J I and launched and implemented under F4J II. DIB 1.0 is the first DIB in the MENA Region and one of the first DIBs in the World Bank and it mobilizes private sector financing and technical and management expertise to enhance skills development and employment outcomes among youth and women. DIB 1.0 aimed to accept about 1,240 young beneficiaries, of which at least 30% women, and to connect 520 youth to job openings, using flexible training, internships/apprenticeships, coaching and mentoring, job placement and in-work support, and other employment services based on market demand. Skills development, training, internships, coaching and job placement among other activities are conducted through independent service providers contracted by the DIB implementing company, the “F4J Consulting” .
- **Component 2: Investment Co-Financing Facility (ICF). This component will continue financing a risk-sharing grant in support of commercially sound, job-creating private sector investments (ICF subprojects) through the Investment Co-Financing Facility (ICF).** The rationale behind the ICF is that there are fundamentally sound private investments in the West Bank and Gaza that are unable to move forward due to the exceptional risks, FCV environment, and market failures such as the limited financing options, including lack of long-term debt financing. Nevertheless, these investments shown the potential to generate significant social and economic benefits by creating formal jobs in remote and rural areas, mitigating negative climate effects, or providing services to underserved segments of the population.
- **Component 3: Project Management. The implementation of F4J is carried out by a private sector firm that was competitively recruited as a Project Implementation Agency (PIA) by the Ministry of Finance (MOF).** The PIA is fully operational with key staff on board, including a project manager, finance and investments officers, financial management (FM), procurement specialists, M&E specialists, and Communication specialists in addition to an ESO that will be hired. This component entails providing financing to the PIA in support of project management expenses.

1.3. Project Location

Under the F4J III, both the DIB and ICF will be implemented in West Bank and Gaza, with exact locations yet to be determined depending on the training activities design and nature, as well as identifying the pool of applicants for the ICF.

For the ICF, examining the initial pool of applicants, it is expected that the investment projects that will be financed under this component will extend through various governorates of both the West Bank and Gaza (see Figure 1). The exact number of selected governorates and areas depends on the due diligence and screening of projects and the number of eligible projects for financing based on the available budget support. For the DIB component, the training locations are expected to spread over all governorates of the West Bank as well as Gaza which is being targeted under the F4J III. Trainings are expected to be located within the existing premises of the different training and skill development institutions of the implementing partners (Service Providers).

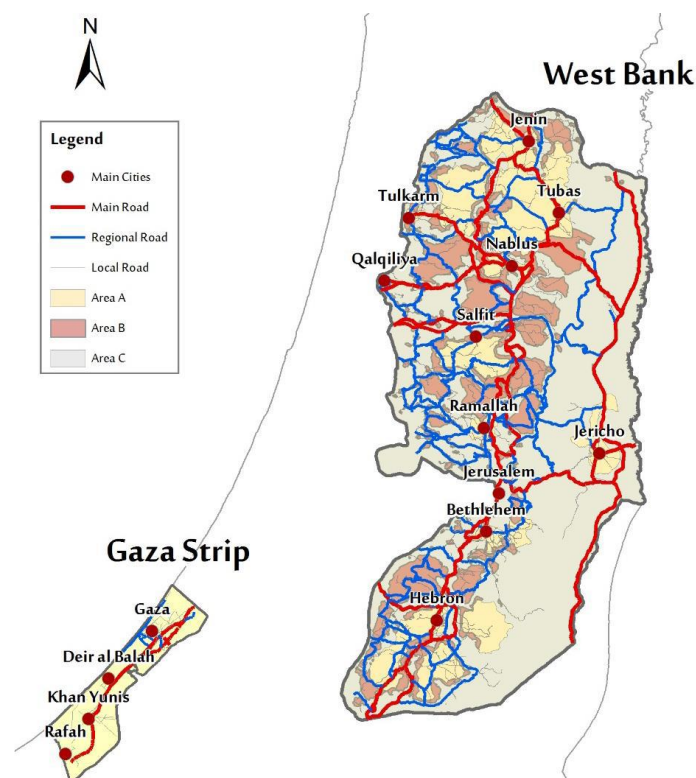


Figure 1: Governorates of the West Bank and Gaza

1.4. Project’s Potential Environmental and Social Impacts

All environmental and social risks will be addressed through the Environmental and Social Management Framework (ESMF), which sets out the E&S risk assessment (ESA) requirements for of each sub-project/activity. It also provides guidance on E&S Assessment requirements for sub-projects and the consequent preparation of site-specific E&S management tools. The Project’s Labor Management Procedures (LMP) also includes Occupational Health and Safety (OHS) procedures for workers, and measures to address GBV/SEA/SH risks and other relevant aspects of labor management and conditions.

F4JIII is expected to have positive E&S impacts including skills development and enhanced employment for people in the workforce, particularly women, vulnerable groups, and youth, and promoting the green economy. Project activities include skills training and employment under the DIB; and investment co-financing for private enterprises to expand/rehabilitate businesses under the ICF across different sectors. The financed projects under the ICF will return socio-economic benefits to their local communities and the Palestinian macroeconomy overall, generating revenues and supporting the feasibility of employment-generating projects that would not have been viable without this support.

Nevertheless, given that the sub-projects to be financed under the ICF are of a strategic nature, several negative E&S impacts might result that need to be carefully examined, some of which are expected to be industry specific (e.g., e-waste from solar energy projects, pesticides in agricultural projects). However, these risks are also expected to be temporary and specific to the project site and can be mitigated by implementing best practices, environmentally friendly measures, and relevant mitigation strategies.

An analysis has been conducted on the pool of ICF applicants under the F4J II, and the most frequently applying sectors to the F4J ICF have been identified in order to obtain an overview of potential E&S risks that can be expected under the F4J III. In terms of the overall project classification, the uncertainty involving the subproject locations, particularly for the ICF component, makes the detailed assessment

of potential associated E&S impacts difficult. Additionally, the introduction of new sectors to the component expands the spectrum of industry-associated risks that could result from the implementation of the activities of the financed sub-projects, particularly during the expansion or rehabilitation phases. The identified sectors each carry their industry-specific risks. The magnitude, severity, extent, and type of such risks is dependent not only on the sector, but the scope of operations proposed for each sub-project.

Agribusinesses & food processing as well as agricultural projects form the main sectors which have applied previously to the ICF. These sectors have specific risks especially related to the use of pesticides, treatment, fertilizers, food safety and hygiene, use of chemicals, additives, waste management, hazardous waste management, and wastewater among others. The scope of activities proposed vary from limited capacity increase through the procurement of new production lines to the expansion of facilities and introduction of new products.

This is followed by light manufacturing and plastic manufacturing which also entail industry specific E&S risks relevant to each factory and which have to be assessed individually. Some projects aim to establish new processes (e.g., introduction of plastic bags production lines) or even the production of paints. Hence, solvents, chemicals and other raw material pose substantial environmental risks in terms of fumes, exposure to chemicals, wastewater, hazardous waste, life & fire safety, and especially OHS risks among others.

A significant sector that has also participated in the pool is the “pharmaceutical” one, including veterinary pharmaceuticals. Another is Greentech & recycling which included mostly plastic waste recycling projects. For all of which the above is also applicable.

1.4.1. Environmental Risks

F4JIII is expected to have positive environmental and social impacts including capacity building and job creation, in addition to promoting green economy. The project activities include skills training and employment under the Development Impact Bond (DIB), and partially support the investment to expand/rehabilitate businesses under the Investment Co-Financing Facility (ICF) in different sectors including but not limited to agri-business, manufacturing, food processing and other business sectors. The target beneficiaries where the eligible sectors, locations, and the scale of investment is yet to be identified. The Project is expected to have adverse environmental impacts and risks during construction/rehabilitation/expansion of the facilities including air pollution, noise, hazardous and nonhazardous waste generation, industrial wastewater generation, and occupational health and safety of workers related to construction activities. The project is not expected to cause impact on cultural heritage; however, it is expected to have potential impacts on biodiversity conservation assessed under ESS6. Potential risk of pollution, correlated to the proximity of the project location to the natural resources, is further assessed under ESS3. Related impacts to supporting expansion of manufacturing processes, might include improper management of different wastes and industrial wastewater, air pollution from operation of machineries, and land contamination due improper management of different types of waste, and weak capacity and compliance with occupational health and safety requirements for the industry. Operation of the activities is expected to have potential risks related water and air pollution related to operation of machineries, health and pollution risks related to the generation and improper (domestic and industrial) wastewater disposal/treatment, generation of nonhazardous and hazardous waste, including end of life waste generated from the different activities including PV cells, batteries, equipment), and improper handling and disposal of fertilizers and pesticides. Although not expected due to the scale, the number of activities and the scattered spatial location, the potential cumulative impacts will be further assessed under site specific environmental and social management tools and methods.

Therefore, with the uncertainty involving the sub-projects' locations and sectors, particularly for the ICF component, and the preliminary environmental risks identified in the ESMF result in the environmental risk rating of the project to be considered as “Substantial”. By assigning the Environmental rating to substantial, it will be ensured that all potential environmental risks are adequately considered and mitigated throughout the project's lifecycle without excluding prospective projects that could have high positive economic and employment perspectives and mitigatable environmental and social risks if proper planning is conducted in line with the ESF.

1.4.2. Social Risks

The social risks are limited in nature and scale, and can be summarized as follows: i. social exclusion or inequitable access of comparatively more marginalized categories within groups targeted by the project [e.g. persons with disabilities, women headed households, the poor, people in Area C, Bedouin communities (e.g. have restricted access to information because of poor connectivity; women are unable to access information easily due to social norms which prohibit interaction beyond the community etc.), communities in Access Restricted Areas (ARAs) and relatively rural/remote locations etc.] to project benefits under Components 1 and 2; ii. labor and working conditions including (but not limited to) OHS, life and fire safety risk in training and enterprise facilities, potential exposure of workers to COVID-19 and other communicable diseases, and potential exposure of personnel to SEA/SH during trainings (both online and face-to-face); and iii. community health and safety issues due to construction activities (under Component 2), and potential incidents of GBV/SEA/SH during trainings. The SEA/SH rating has been determined as ‘moderate’ using the Bank's SEA/SH risk screening tool for civil works. On capacity, the F4J team doesn't have previous experience of implementing the Bank's Environmental and Social Framework (ESF) and F4JIII will be the first project to be implemented under the ESF. Based on the above, the appraisal stage social risk is assessed as “moderate”.

1.4.3. F4J III E&S Risk Classification

Based on the uncertainty involving the project's implementation locations, the nature of supported sectors under the ICF component, the magnitude and severity of potential associated risks, the project's environmental and social risk classification (ESRC) has been suggested as “**Substantial**”.

1.4.4. Mitigation Measures

While the project is expected to entail positive risks in terms of supporting the private sector under the ICF with the aim of creating employment opportunities, in addition to supporting skills development and employment opportunities under the DIB particularly for vulnerable and marginalized groups such as women and youth, associated adverse environmental and social risks remain if the project is not implemented with sound environmental and social management. The potential E&S impacts and their mitigation measures as well as assessment procedures and management tools are available in the project's ESMF that is disclosed on the F4J website: www.f4j.ps. Additionally, the LMP includes Occupational Health and Safety (OHS) procedures for workers, GBV/SEA/SH issues and relevant aspects of labor management and conditions. A commitment to implement the mitigation measures and E&S management practices will be included in the project's Environmental and Social Commitment Plan (ESCP).

1.4.5. Environmental and Social Performance of the Current F4J II Project

As per the most recent Implementation Status and Results Report (ISR) of March 2023, F4J II is rated Satisfactory for progress towards achievement of PDO and overall implementation progress. In terms of E&S Safeguards, the F4J II has shown satisfactory compliance to the Operational Policies (O.Ps), being the last project within the SOP that will utilize the old safeguard policies.

The F4JII operation (Category B, under Bank safeguards) closed with a satisfactory performance. The ongoing F4JIII is also Category B and under the Bank's safeguards. F4JIII will utilize and build on the E&S risk management instruments developed under the F4JII (PI51089). For both F4JII and II, MoF

F4J III – Stakeholder Engagement Plan

developed an ESMF that was World Bank cleared and disclosed on December 01, 2020. The ESMF provides solid risk management instruments and procedures for managing project activities. Under F4JII, site-specific E&S screening has been conducted for potential shortlisted sub-projects and 14 Environmental and Social Management Plans (ESMPs) have been prepared by the PIA for investment co-financing subprojects (under Component 2). Firms supported under Component 2 submit monthly progress reports (also covering E&S aspects) to the PIA and the PIA's E&S short term consultants also monitor ESMP implementation through site visits.

During the preparation of the F4J Series of Projects” (SOP) including F4J I, F4J II, and F4J III AF and the COVID-19 Additional Financing (AF), three stakeholder consultation were organized (Focus Group) sessions on July 9, July 30, and August 5, 2015, under F4J I preparation, another stakeholder consultation was held during F4J II preparation in November 2016 for the Gaza Industrial Estate Solar Panel Project. Moreover, as a part of the preparation of the COVID 19 additional financing, a virtual consultation was conducted on November 4, 2020, through Microsoft Teams. Those previous consultations provided feedback on the F4J design and components, ESMF, GM as well as Covid-19 protocols for public consultations and stakeholder engagement and health and safety measures to be followed by contractors due to COVID 19.

In terms of the GM, the F4J I & II Projects have established an effective and disclosed GM with uptake mechanisms available through the following link: <https://www.f4j.ps/publish/38>. All firms at sub-projects' level under the ICF component have also established E&S management systems, in line with the ESMPs, and GMs (for workers and beneficiaries) at the facility/subproject level. Only one complaint about a labor related dispute has been received and has been resolved and closed. A project level GM for F4J projects has also been established by the PIA and is effective. A GM manual including special features for SEA/SH related complaints is under use. Information about the GM is shared in public consultations for Component 2. Rounds of public consultations/workshops have been conducted by the PIA for calls for proposals and to inform potential beneficiary firms regarding the project, safeguards requirements and the GM.

2. Stakeholder Engagement Plan

2.1. Purpose and Objective of the SEP

This SEP has been developed proportionate to the nature and scale of the project and its potential risks and impacts. The SEP has been prepared in accordance with the World Bank's Environmental and Social Framework (ESF), and its applicable Environmental and Social Standards (ESSs). As per the Environmental and Social Standard: ESS 10 Stakeholders Engagement and Information Disclosure, the project shall provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, and intimidation.

The main purpose from this SEP is to increase the effective engagement of the different stakeholders to ensure participatory equity, accountability, and transparency, and to develop partnerships and networks amongst different project stakeholders, so this will ensure achieving the overall project objective. The SEP defines the stakeholder engagement principles that the PIA and other project partners will implement throughout the F4J III Project's life cycle. It outlines general principles and strategy to identify affected communities and other relevant stakeholders and plans for an engagement that is compliant with the World Bank ESF and national laws and regulations.

More specifically, the SEP aims to:

F4J III – Stakeholder Engagement Plan

- Identify the project related stakeholders who will be adequately and timely informed of the project implementation.
- Determine the project affected parties (PAPs), including stakeholders who could be adversely (negatively) impacted by project's implementation and its associated activities.
- Define a program for stakeholder engagement, including public information disclosure throughout the entire project life cycle.
- Assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- Involve project stakeholders to be part of decision making relevant to interventions that could affect them. This will be ensured through creating an interactive environment among them, the PIA, and relevant project implementing parties.
- Provide project stakeholders, especially PAPs, with accessible and inclusive means to raise issues and grievances and allow the PIA to respond to and manage such grievances.
- Ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible and appropriate manner and format.
- Reinforce the environment of transparency, disclosure and openness to the local community and its institutions utilizing various mechanisms and tools to ensure that information, decisions and achievements are accurately and periodically made accessible to and disseminated among the local community.

2.2. SEP Methodology and Approach

In order to meet best practice approaches, the F4J III will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: stakeholder engagement will be arranged throughout the project's whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion or intimidation. In the context of infectious diseases, such as COVID-19; broad, culturally appropriate, and adapted awareness raising activities are particularly important to properly sensitize the communities to the risks related to infectious diseases. Stakeholder consultation and engagement activities should be designed to comply with the national restrictions on social distancing as directed by the Palestinian Ministry of Health (MoH), recommendations of World Health Organization (WHO) guidance notes, and the Bank's note on "Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings".
- Informed participation and feedback: information will be provided to and widely distributed among all stakeholders in an appropriate format; stakeholders' feedback will be communicated, and their comments and concerns will be addressed.
- Inclusiveness and sensitivity: stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders are at all times encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups.

Stakeholder engagement is a set of inclusive processes for the F4J III, with different roles and different inputs by several stakeholders during the project life cycle. The SEP will establish sustainable practices and communication channels to ensure proper management of project outputs. Hence, to achieve this during the designing and implementation of DIB and ICF components of the project, an engagement approach of 5 levels will be followed.

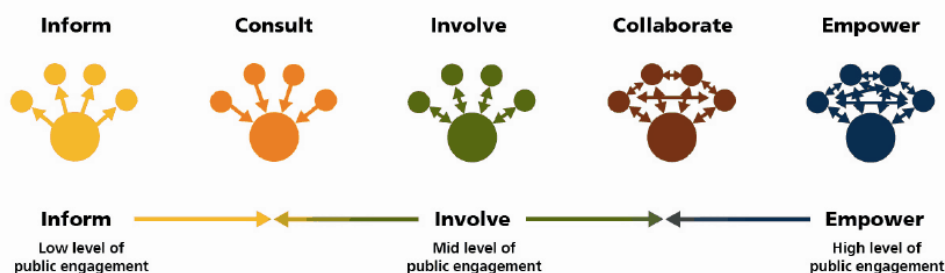


Figure 2: SEP Approach

- **Inform:** is a one-way communication approach where stakeholders are passive information receivers. Inform will be used to provide all the project stakeholders (in particular the affected parties and the private sector firms) with balanced and objective information to assist them in understanding the project objectives, outputs, impacts, opportunities that could be used to enhance investment sector and create more sustain job opportunities.
- **Consult:** is a two-way communication approach in order to obtain feedback on analysis, alternatives and/or decisions, taken by the PIA to ensure efficient and effective implementation for the project components.
- **Involve:** is a two-way interaction. To work directly with the stakeholders throughout the different phases of the project to ensure their concerns and aspirations are consistently understood and considered, and to provide feedback on how stakeholders input influenced the decision.
- **Collaborate:** To partner with the stakeholders in each aspect of the decision including the development of alternatives and the identification of the preferred solution. Through the advice and innovation in formulating solutions and incorporate the recommendations into the decisions to the maximum extent possible.
- **Empower:** To jointly implement project activities, this encompasses delegating final decision-making (on identified issues) to stakeholders. In addition to empowering the youth, women and the valuable groups to interact with the private sector, in order to optimize project outputs in terms of employment opportunities and market participation.

This approach will be used to design the most appropriate engagement methods and communication tools for each category of stakeholders after identifying them accurately. In this SEP, there will be a general identification and analysis for the stakeholders (Chapter 4), and later on the PIA will ensure that each subproject should have its own accurate stakeholder analysis, to design specific engagement activities based on this methodology.

3. Stakeholder Identification and Analysis

Stakeholder identification and analysis could be defined as participatory process to accurately identify the various stakeholders of the project components from the public and private sectors and the local communities, who have interest in the project activities and / or are positively or adversely impacted by the project and associated sub-projects' activities. The involvement of stakeholders in general is essential to the success of the project in order to minimize and mitigate environmental and social risks related to the proposed project activities.

The F4J III project has two different components; Component 1: DIB and Component 2: ICF. The stakeholders' analysis for this project will determine the likely relationship between the different individuals and organizations, identify their needs to select the most relevant approach and communication tools to be used during the lifespan of the project for better participation.

For the purpose of the SEP, the term “**Project-Affected Parties**” (PAPs) includes “those likely to be affected by the project because of actual impacts or potential risks to their physical and social environments, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities”. These are the individuals or households that are most likely to observe changes from the environmental and social impacts of the project.

The term “**Other interested parties**” (OIPs) refers to “individuals, groups, or organizations with an interest in the project, which may be the result of the project location, its characteristics, its impacts, or matters related to the public interest.

3.1. Project Affected Parties (PAPs)

Within the scope of F4J III, there are two main categories for the PAPs, namely the affected parties from the component 1: DIB, and the affected parties from component 2: ICF.

3.1.1. PAPs of DIB

This category of PAPs includes the people who will be targeted by the training programs, internships/apprenticeships, coaching and mentoring, job placement and in-work support and other employment services based on market demand. PAPs of the DIB include the institutes and parties who will also be responsible for the service delivery (Service Providers). While these potential service providers have been listed under the OIPs in section 3.2, they could become PAPs if they become involved in the project. Hence, those people include (but not limited);

- unemployed Palestinian youth, 18-29 years old, especially women
- service providers that conduct trainings, internships/apprenticeships, coaching and mentoring, job placement and in-work support, and other employment services. These could include institutions from;
 - skills development and job placement entities (e.g., EFE, Palestinian Employment Fund)
 - non-governmental organizations (NGOs) (e.g., Palvision, Bayader for Development Association)
 - community based organizations (e.g., Juzoor for health and social development, Juhoud for Community and Rural Development)
 - educational and academic institutions (e.g., Center for Continuing Education Birzeit, Talitha Kumi Center for Continuing Education)
 - vocational training centers (e.g., salesian Vocational Training Center, Hisham Hijjawi College of Technology) – list of TVET league member organizations : <https://www.tvet.ps/ehome.php>
 - work and professional unions (e.g., Palestinian Construction industries union, Marble and Stone Industries Union)
 - business associations (e.g., PITA, Engineers Association).

F4J III – Stakeholder Engagement Plan

Since different capacity building and training activities will take part through different means (technical, lectures, vocational, practical, and other modes), geographic areas, venues, and through different service providers, the affected parties will be changeable, so the PIA and F4J Consulting in particular will request each training / capacity building service provider to identify their own PAPs amongst the targeted affected people.

3.1.2. PAPs of ICF

This category of PAPs includes;

- **Private Sector:** Investors and private sector firms in West Bank and Gaza. These as identified in the analysis conducted for the pool of applicants under the ICF of F4J II could include businesses and firms in a variety of sectors, notably agrobusiness, food processing, agriculture, light manufacturing, tourism, IT, recycling, pharmaceuticals, cosmetology, and textile. The F4J III will not have priority sectors and will target all sectors expect for except for those under construction, real estate, trade, and retail sectors.
- **Labor Force:** the workforce, youth and women seeking employment. These will be affected by the project through employment opportunities resulting from the establishment of the sub-projects under the ICF.

Since different subprojects within various sectors will be supported through the ICF, the affected parties will be changeable, so the PIA will request each investor/ subproject implementer to identify their own PAPs in the stakeholder engagement chapter within the site-specific E&S management instrument (e.g. environmental and social management plan/ESMP). This SEP will guide the stakeholder identification and engagement activities under the ICF sub-projects.

3.2. Other Interested Parties (OIPs)

Table I below summarizes the key categories of OIPs for both DIB and ICF components, and the respective justification for their interest in the project. Noting that the table provides OIPs that have been identified based on an initial identification conducted for the F4J III. Once the project is initiated and locations / activities for either component of the project is identified, the list of OIPs will have to be checked and any additional site-specific or activity-specific stakeholders that have not been initially identified will need to be added and consulted with.

Table I: Other Interested Parties

Category	Institution
Ministries and Government agencies	Ministry of Finance (MoF)
	Ministry of Labor (MoL)
	Ministry of National Economy (MoNE)
	Ministry of Social Development (MoSD)
	Environmental Quality Authority (EQA)
	Ministry of High Education (MoHE)
	Ministry of Health (MoH)
	Ministry of Women Affairs (MoWA)
	Ministry of Agriculture (MoA)
	Palestinian Employment Fund
	Palestinian Investment Promotion Agency
	Ministry of Justice
	Ministry of Interior
	Palestinian Energy and Natural Resources Authority
	Palestinian Land authority
Palestinian Water Authority	

F4J III – Stakeholder Engagement Plan

	<p>Ministry of Local Government</p> <p>The Palestinian Ministry of Culture</p> <p>Ministry of Telecom and Information Technology</p> <p>The Palestinian Electricity Regulatory Council</p> <p>Ministry of Tourism and Antiquities</p> <p>Palestine Standards Institution</p> <p>Palestinian Central Bureau of Statistics</p>
Local Government Units (LGUs)	<p>Municipalities and village councils in the West Bank and Gaza</p> <p>List: https://info.wafa.ps/ar_page.aspx?id=9533</p>
Civil Society Organizations	<p>Local Non-Governmental Organizations (NGOs) and Community Based Organizations (CBOs)</p> <p>- E.g., Palvision, Juhood, Juzoor, Tamkeen, PNGO, Palestinian Working Woman Society for Development (PWWSD), Taawon, General Union of Women, IRADA, Ma'an Center, Bayader for Development Association Gaza, Zeina Cooperative Association Gaza, REFORM, ADWAR, Diyar, Rural Women's Development Society (RWDS), Palestinian Society for Education & development (PSED), National Council for Development (NCD), Multipurpose Community Resource Center (MCRC), Disabled without Borders, Dalia Association, Civic Forum Institute, AWRAD's fund for community development, Association Integrated for Rural Development (AIRD), IRADA</p>
INGOs associated with skills development / vocational training	<p>International Labor Organization (ILO), UNFPA, UNRWA</p>
PPAB	<p>Private public advisory board for the F4J</p>
Private Sector Organizations	<p>Private Sector Companies and Enterprises (e.g., PIF, PADICO, Paltel, Ooredoo, Paltrade)</p>
Unions and Associations	<p>Palestinian Businessmen Association</p> <p>Businesswomen Forum Palestine</p> <p>Association of Banks</p> <p>Engineers Association</p> <p>Federation of Palestinian Chambers of Commerce, Industry, and agriculture. list of members : http://www.pal-chambers.org/?page_id=887</p> <p>Chambers of Commerce in the West Bank and Gaza</p> <p>Palestinian Farmers union</p> <p>Union of Palestinian Women Committees</p> <p>Palestinian Construction industries union</p> <p>Palestinian General Federation of Trade Unions</p> <p>Palestinian Information Technology Association (PITA)</p>
Organizations working on Gender, Including GBV (SEA / SH)	<p>Parties involved in Gender development and GBV related grievances (e.g., Women's Center for Legal Aid and Counseling, MoWA, MoSD, Miftah, Women Health Center Al Bureij Refugee camp, Culture and Freedom of Thought Association,</p>
Cash for work programs	<p>e.g., UNRWA cash for work program, MoF cash for work program</p>
Universities and Applied Colleges	<p>Center for continuing education Birzeit</p> <p>Polytechnic University (Continuing Education Center)</p> <p>Bethlehem University</p> <p>Khdouri University</p> <p>PTI- Islamic University</p> <p>Zaytona University</p>

	Al-Quds University
	Nablus University For Vocational And Technical Education
	Hebron University
	The Arab American University Jenin
	University College of Applied Sciences - Gaza
	Dar Al Kalima University
	Continuing education center - ahliya university
	Najah University
	Talitha Kumi Educational center - Beit Jala
Press and media	TV and radio, social media platforms

3.3. Disadvantaged / Vulnerable Individuals or Groups

There are some disadvantaged or vulnerable groups who, face the risk of being excluded from the benefits of this project if not adequately engaged. In order to ensure that the engagement process is inclusive, individuals and groups who may find it more difficult to participate and those who may be directly and differentially or disproportionately affected by the project, or disadvantaged in sharing development benefits and opportunities, because of their vulnerable status, were identified. It will be important for the PIA to ensure specific steps are taken to access these groups and provide them with the opportunity to engage in discussion about the project and their interactions with it. The main vulnerable groups identified for this project are summarized in Table 2.

Table 2: Vulnerable and Marginalized Individuals or Groups

Vulnerable Individuals/ Groups	Description
Poor youth especially Women	Youth between 18-29 years old, who live in a poor condition and don't have access to the information due to the bad connectivity. In addition to the youth and women who didn't have the chance to be involved in any employment opportunity and have weak skills. The youth who live in families whose only income is the MoSD assistance.
Women headed- households	Women headed households, widows and divorcees tend not to have the same access to income generation. Usually, those women have limited access to income generation as they do not usually have as much education as their male counterparts, and it is not customary for women to work outside the home.
People with disabilities	People with disabilities often have a lower ability to get employment and generate income. The physically disabled are likely to be particularly vulnerable members of the community, as they tend to need more support to access to jobs.
People living in rural locations	People who don't have the access for information due to the poor connectivity, and people who can't leave their living place because of the cost of the transportations, they don't have the chance to interact with the community all the time and suffer from the lack of the public services. The youth and women in the remote location have lower chances to be educated or involved in any training program due to the long distance between their living places and the educational and training centers.

People living in Area C ²	People who live in area C, don't have the opportunity to develop their jobs, especially those who work in agriculture. Area C lacks to the good quality of life and the people there suffer from the limitation to access to employment opportunities.
People living in Access Restricted Areas (ARAs) both in West Bank and Gaza	People who ARAs in West Bank and Gaza, don't have the opportunity to develop their jobs, especially those who work in agriculture. Many farmers work in ARA in Gaza ³ lost their income during the last years and became unemployed.
Bedouin Communities	People who live in Bedouin communities and have restricted access to information because of poor connectivity. Women at those communities have limited access to education or labor market due to lack of services in the area, cultural norms and their socio-economic situation.
Women living in families with social norms which prohibit interaction beyond the community.	Women who are unable to access information easily due to social norms which prohibit interaction beyond the community. Those women may have good educational background but are not allowed to participate in the community activities and consultations.

3.4. Stakeholder Interest in and Influence Over the Project

Table 3 summarizes the level of impact and potential influence over the project of the various stakeholder categories identified above, in addition to their interest in the project.

Table 3: Classification of the stakeholder' impacts, influence, and interests

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
People Affected Parties (PAPs)			
Youth 18-29 years old, especially Women	High	High	<ul style="list-style-type: none"> - To find equal and adequate chances to benefit from the vocational training programs and the jobs opportunities. - To find sustainable jobs to enhance their quality of life. - To enhance their skills to meet the local market needs and private sector firms' requirements. - To find responses and solutions in case they raised any complaint regarding to project activities or the working environment (for the subprojects)

² Over 60 percent of the West Bank is considered Area C, where Israel retains near exclusive control, including over law enforcement, planning and construction. An estimated 300,000 Palestinians live in Area C in about 530 residential areas. Some 341,000 Israeli settlers live in some 135 settlements and about 100 outposts in Area C, in contravention of international law. Palestinian construction in 29% of Area C is heavily restricted; only approximately 1% of Area C has been planned for Palestinian development (UN OCHA, 2014). As such most Palestinian owned lands are used for agriculture since construction and urban development is restricted. People residing in area C are heavily underserved due to the inability to connect adequate infrastructure, and hence development for the area, this results in impacts on private sector activities, and as such, employment opportunities .

³ Since September 2000, Israel has tightened restrictions on Palestinian access to land located near the fence with Israel, citing security concerns. Up to 35% of Gaza's agricultural land and as much as 85% of its fishing waters have been affected at various points. Currently, access to farming land within 300 meters of the perimeter fence separating Gaza from Israel is largely prohibited, while presence for several hundred meters beyond this distance is risky (UN OCHA 2013).

F4J III – Stakeholder Engagement Plan

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
Skills development and job placement entities	High	High	<ul style="list-style-type: none"> - To develop their capabilities to be more competitive. - To find skilled unemployed youth to increase the revenues/enhance services. - To network with the local and international private sector firms. - To find responses and solutions in case they raised any complaint regarding to project activities.
Educational and academic institutions	High	High	<ul style="list-style-type: none"> - Cooperate with the private sector to enhance the training programs. - Identify the gaps in the local market to modify the educational curricula. - Assist the graduates to find good employment opportunities.
Vocational training centers	High	High	<ul style="list-style-type: none"> - To develop their capabilities to be more competitive. - To find unemployed youth willing to earn skills so that the centers increase the revenues/enhance services. - To network with the local and international private sector firms. - To find responses and solutions in case they raised any complaint regarding to project activities.
Chambers of Commerce Industry and Agriculture	High	High	<ul style="list-style-type: none"> - To provide new investment projects to decrease the gap in the local market. - To enhance the ongoing commerce, industry, and agriculture sectors to be more resilient to face the COVID-19 and current socio-political economic effects, the international supply chain problems and the climate change.
Business associations/ Unions / private sector firms	High	High	<ul style="list-style-type: none"> - To provide new investment projects to decrease the gap in the local market. - To enhance the national private sector firms to be more resilient to face the covid 19 economic effects, the international supply chain problems, and the climate change. - Diversify the sources of revenues from new projects that would not be financially feasible without support.
Service providers	High	High	<ul style="list-style-type: none"> - To provide new investment projects to enhance the provided services to be accessible for the increased numbers of population. - To create more sustainable jobs.
Other Interested Parties (OIP)			
MoF	High	High	<ul style="list-style-type: none"> - Supervise the project implementation.

F4J III – Stakeholder Engagement Plan

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
			<ul style="list-style-type: none"> - follow up the financial reports to ensure the compliance to the project agreement.
MoNE	Medium	Medium	<ul style="list-style-type: none"> - Follow up the new investments and activities of the private sector. - Ensure all of the investment projects are committed to the national policies and procedures. - Provide license for the new investment projects.
MoL	Medium	Medium	<ul style="list-style-type: none"> - Ensure the compliance to the Palestinian Labor Law in each subproject. - Coordinate with the vocational training centers to increase its capacity building.
MoWA	Medium	Medium	<ul style="list-style-type: none"> - Assist in increasing women participation in the project. - Increase the involvement of the women association into the investment sector. - Provide better services for the women who may be exposed to GBV (SEA/ SH) accidents during the project life cycle.
MoSD	Medium	Medium	<ul style="list-style-type: none"> - Reduce poverty through providing jobs for the poor families. - Involved in the selection process for the project beneficiaries. (For employment activities)
EQA	Medium	Medium	<ul style="list-style-type: none"> - Engage with the public and approve and disclose the Environmental Assessment. - Providing beneficiaries under the ICF with environmental permits. - Ensuring the implementation of the required E&S mitigation measures
MoHE	Medium	Low	<ul style="list-style-type: none"> - Coordinate with the training centers and universities to strengthen its roles in trainings. - Find qualified and skilled educational employees. - Establish innovative educational project.
MoH	Medium	Low	<ul style="list-style-type: none"> - Ensure the compliance to the health and safety measures according to the MoH and WHO standards in all the project and subprojects activities. - Find qualified and skilled employees to work in health sector. - Creating jobs to strengthen the health sector.
MoA	Medium	Low	<ul style="list-style-type: none"> - Find innovative solutions to enhance the agricultural sector to be more resilient to climate changes.

F4J III – Stakeholder Engagement Plan

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
			<ul style="list-style-type: none"> - Enhance the farmers economic status and provide employment opportunities. - Decrease the fragility of the fishers in Gaza.
LGUs	Low	Medium	<ul style="list-style-type: none"> - Provide license to the new private sector firms. - Provide municipal services to the new investment projects. - Find new investment projects and employment opportunities to enhance the public services.
NGOs and CBOs	Medium	Medium	<ul style="list-style-type: none"> - Establish good relations with the private sector. - Participate in the decision-making process during project cycle. - Increase the involvement of poor youth and women in the project. - Cooperate to solve the community complaints and decrease their concerns. - Some NGOs and CBOs are service providers in trainings, and as such this increases their involvement in the project implementation
INGOs providing skills development, vocational training	Medium	Medium	<ul style="list-style-type: none"> - Coordinate with the PIA to integrate their ongoing and future programs with the project activities. - Obtain lesson learned to enhance their interventions.
PPAB	Low	High	<ul style="list-style-type: none"> - The PPAB guides the project interventions and is the advisory board for the F4J. - PPAB liaises between the different public and private sector entities to recommend most feasible interventions to be supported. - Recommend the most required skills for the private sector and employment market. - Find new innovative investment projects and employment opportunities.
Cash for work programs	Low	Low	<ul style="list-style-type: none"> - Avoid duplication in the list of beneficiaries. - Obtain lesson learned to enhance their interventions.
Press and media	Low	Low	<ul style="list-style-type: none"> - Inform the community about the project, its components, activities and results. - Enhance the community participation and accountability through monitoring the project activities.
Disadvantaged / Vulnerable Individuals or Groups			

F4J III – Stakeholder Engagement Plan

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
Poor youth especially Women	High	Low	<ul style="list-style-type: none"> - To find equal and adequate chances to benefit from the vocational training programs and the jobs opportunities. - To find sustainable jobs to enhance their quality of life. - To enhance their skills to meet the local market needs and private sector firms' requirements. - To find responses and solutions in case they raised any complaint regarding to project activities or the working environment (for the subprojects)
Women headed-households	Medium	Low	<ul style="list-style-type: none"> - To find financial support to start their businesses - To find equal training opportunities for skill development or vocational training program - To find job placement opportunities - To have adequate means and channels for communication with the project - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment
People with disabilities	Low	Low	<ul style="list-style-type: none"> - To have effective representation and engagement with the project - To be provided with tangible information on how they can benefit from the capacity building and vocational training activities - To be able to participate in the employment opportunities and be granted opportunities that consider their conditions - To have adequate means and channels for communication with the project - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment
People living in rural locations	Medium	Low	<ul style="list-style-type: none"> - To be provided with information regarding the project in an easy to understand manner and in local language - To be provided with information on how to access trainings and employment opportunities and how they can reach them - To understand if any programs will be tailored to be conducted in locations accessible to them - To be able to participate in the employment opportunities and be granted opportunities that consider their situation - To have adequate means and channels for communication with the project - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment

F4J III – Stakeholder Engagement Plan

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
People living in Area C	Medium	Low	<ul style="list-style-type: none"> - To be provided with information regarding the project in an easy to understand manner and in local language - To be provided with information on how to access trainings and employment opportunities and how they can reach them - To understand if any programs will be tailored to be conducted in locations accessible to them - To be able to participate in the employment opportunities and be granted opportunities that consider their situation - To have adequate means and channels for communication with the project - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment
People living in Access Restricted Areas (ARAs) both in West Bank and Gaza	Low	Low	<ul style="list-style-type: none"> - To be provided with information regarding the project in an easy to understand manner and in local language - To be provided with information on how to access trainings and employment opportunities and how they can reach them - To understand if any programs will be tailored to be conducted in locations accessible to them - To be able to participate in the employment opportunities and be granted opportunities that consider their conditions - To have adequate means and channels for communication with the project - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment
Bedouin Communities	Low	Low	<ul style="list-style-type: none"> - To be provided with information regarding the project in an easy to understand manner and in local language - To be provided with information on how to access trainings and employment opportunities and how they can reach them - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment
Women living in families with social norms which prohibit interaction beyond the community.			<ul style="list-style-type: none"> - To be provided with information in a manner that does not upset community and local culture or dynamics - To be provided with opportunities for participation that does not conflict with their local norms (e.g., women only trainings , trainings at local women centers)

Stakeholder	Impact How much does the project impact them? (High, medium, low)	Influence How much influence do they have over the project? (High, medium, low)	What is important to the stakeholder/Interest
			<ul style="list-style-type: none"> - To be provided with information on how to access trainings and employment opportunities and how they can reach them - To find responses and solutions for any grievance or complaint raised regarding the project activities or working environment

4. Stakeholder Engagement Program

Stakeholder engagement is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are important for successful management of a project’s environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project

development process and is an integral part of early project decisions and the assessment, management and monitoring of the project’s environmental and social risks and impacts.

All engagement activities will proceed based on what are the culturally acceptable and appropriate methods for each of the stakeholder groups. For example, when consulting national and international organizations, formal presentations are the preferred consultation method. Communities, youth, and women, prefer public meetings, as well as focus group discussions facilitated by brochures, fact sheets and other visual presentation aids.

A variety of engagement techniques will be used to build relationships with stakeholders, gather information from them, consult with them, and disseminate project information to them. When selecting an appropriate consultation technique, the purpose for engaging with a stakeholder group will be carefully considered.

4.1. Engagement Methods and Techniques

PIA can use different methods of engagement to ensure the inclusion of the different categories of stakeholders. The type every of engagement activity should meet general requirements on accessibility, i.e., should be held at venues that are easily reachable and do not require long commute, entrance fee or preliminary access authorization. Or it could be virtually using any online platform to facilitate gathering people from different places (West Bank and Gaza) in the same event.

Selecting the appropriate communication tools is influenced by some constraints like the objective of each communication process, stakeholder’s interests, stakeholder’s cultures, type of information needed to be shared, cost, time, and the existing situation (political, economic and social) in the area.

The activity should also meet cultural appropriateness (i.e., with due respect to the local customs and norms), and inclusiveness, i.e., engaging all segments of the local society, including disabled persons, the elderly, and other vulnerable individuals.

Taking records of the consultations/meeting is essential both for the purposes of transparency and accuracy of capturing public comments. At least two ways of recording may be used, including:

- taking written minutes of the meeting.
- photography.

To facilitate meaningful engagement during the F4J III implementation, the PIA as well as any relevant institution and associated party should provide all relevant material and information in a timely manner, and in a form and language that are understandable to the public. The location of the relevant documents should be advertised through commonly used media.

A summary description of the engagement methods and techniques that will be applied by PIA is provided in Table 4.

Table 4: Communication Tools and Techniques to be used for the Different Project Stakeholders

	Tool	Description
Face-to-Face Communication	Consultation with the PAPs	Conducting gathering meetings with the individuals or group of people who are negatively affected because of the project activities, to discuss the alternatives and the mitigation measures. And the people who have concerns because of the project design and implementation. Number of people shouldn’t be less than 15 persons (30% from them should be female when possible). Those consultations can be conducted virtually/online if it was not easy to gather the people due any reason.

	Individual meetings	To discuss specific project activities and related issues with the related PAPs or OIPs.
	Focus Group Discussions (FGD)	To be used to facilitate discussion with specific vulnerable groups or to discuss and highlight certain topics , each FGD should not exceed 12 persons to discuss or evaluate the work progress with the related OIPs or PAPs.
	Field visits	PIA staff or consultants can conduct field visits to monitor the works progress, follow up the compliance to the ESMP and E&S management tools by the different partners/subproject implementing entities. In addition, to follow up and verify the submitted complaints and measure the satisfaction of the beneficiaries.
	Joint events, joint technical workshops, high-level events, networking sessions, ceremonial events, launch events, consultations, dialogues, round tables	To promote multistakeholder collaboration and connect capacity-building actors from the public sector, private sector and civil society organizations in West Bank and Gaza. To present project information and the exchange the experiences. During the meetings the public are allowed to provide their views and opinions.
Printed Communication	Banners and Posters	To disclose clear information about the project/ subproject name, the information of the implementing agency, the partners and other affiliated parties. Those printings should be found in each meeting or event. The Banners could include the main GM channels.
	Brochures / Flyers	To promote for project using words and infographics. It should be written in easy language and could be dissimilated at any time for any of the stakeholders' categories. GM information should be added in addition to the logos of the project implementing parties and the donor.
	Fact Sheet	To illustrate information about the project components for the community to inform them about the selection criteria for the DIB or ICF as an example. It should be written in easy language and could be dissimilated at any time. GM information should be added in addition to the logos of the project implementing parties and the donor.
	Promotional materials	To promote for the project components, using one of the different promotional materials like: banners, posters, caps, T-shirts, cups, pens, notebooks, and calendars. All the project logos should be added to those materials. It can be distributed during the meetings and the public events.
	Reports and plans	Publishing periodic reports and project plans (including the E&S plans and reports) for the public on websites and social media to promote for the progress of the activities and outputs. Publishing technical periodic reports to be reviewed by the decision makers and related Ministries containing statistics, infographics, and indicators.
	Radio and TV programs	Participating in the local radio and TV channels to increase the awareness of the community about the project components and achievements. In addition, to publish the announcements.
Multimedia a Communi	Videos	Short video about the project/subproject results to be used during public meetings and on social media platforms.
	Website	To publish the progress news, success stories and reports on the project website (http://www.f4j.ps), the PIA website and the implementing partners websites, targeting all the related stakeholders.

	Social media platforms	Using social media (mainly Facebook, as it is widely used in West Bank and Gaza) to reach larger number of people. It could be used to post news about the project/ subprojects, success stories, and it could be used as a complaint channel in the GM.
--	------------------------	--

Stakeholder engagement will be carried out by PIA during the Implementation Phase, however, during the operational Phase particularly for projects under the ICF component, the stakeholder engagement responsibility will rely on the beneficiary firms and enterprises together with support and monitoring from the PIA.

4.2. Proposed Strategy to Incorporate the Views of vulnerable / Marginalized Groups

The project will take special measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. Focus group meetings dedicated specifically to vulnerable groups may also be envisaged as appropriate. Table 5 shows the engagement methods and the communication tools, that can be used to ensure the participation of the vulnerable groups.

Table 5: Engagement Methods and Communication Approaches for the Inclusion of Vulnerable / Marginalized Groups

Vulnerable Group	What is important	Communication tools
Poor women and youth	<ul style="list-style-type: none"> - They should be included in the consultation meetings; they should be encouraged to participate in the either DIB or ICF as beneficiaries. - At least 30% from the beneficiaries should be women. - GM channels should be accessible, effective, and responsive. 	Consultation sessions, virtual meetings, visual and audio media, FGD, Brochures/flyers, fact sheets, social media platforms (Facebook), radio and TV, videos, reach out through NGOs and CBO, and GM channels, field and reach-out visits, phone calls, information dissemination through CBOs and NGOs working with vulnerable groups (e.g., women associations), conducting FGDs with men and women at easily accessible venues especially for people living in
women headed households	<ul style="list-style-type: none"> - They should be included in the consultations; they should be involved in decision making through documenting consultations and providing feedback. - They should have the chance to participate in the different trainings to be empowered. - They should be oriented and guided to enter the labor market, in addition to providing them with sufficient support based on the F4J previous lesson learned. 	
People with disabilities	<ul style="list-style-type: none"> - They should be included in the consultations during designing, implementing and follow up stages of DIB and ICF through documenting consultations and providing feedback. - prioritize disabled people to be involved into the vocational training or any other training through either setting a target for participation or including NGOs and CBOs in design to ensure reaching them. - GM channels should be accessible. 	
people living in remote locations	<ul style="list-style-type: none"> - They should be included into the consultations through their representative NOGs/CBOs. 	

	<ul style="list-style-type: none"> - Project information should be written in easy and clear language to reach those people and encourage them to be involved. 	ARAs, rural areas, and Bedouin communities
People living in Area C	<ul style="list-style-type: none"> - They should be included into the consultations through their representative NOGs/CBOs. - Project information should be written in easy and clear language to reach those people and encourage them to be involved. 	
People living in ARAs both in Gaza and West Bank	<ul style="list-style-type: none"> - They should be included into the consultations through their representative NOGs/CBOs. - Project information should be written in easy and clear language to reach those people and encourage them to be involved. 	
Bedouin Communities (have restricted access to information because of poor connectivity)	<ul style="list-style-type: none"> - They should be included into the consultations through their representative NOGs/CBOs. - Project information should be written in easy and clear language to reach those people and encourage them to be involved. - Community awareness campaigns to promote the project and its importance should be implemented. Fact sheets and project details should be disseminated into the nearest public service provider organizations/LGUs or CBOs. 	
Women who are unable to access information easily due to social norms which prohibit beyond the community.	<ul style="list-style-type: none"> - They should be included in the consultations; they should be involved into decision making through documenting consultations and providing feedback. - Community awareness campaigns to promote for the project and its importance, should target the different communities to encourage women participation. - GM confident channels should be announced and provided for those women, their personal information should be encrypted. 	

4.3. Proposed Strategy for Information Disclosure

The current F4J website (<http://www.f4j.ps>) is being used to disclose project documents. All of the F4J III E&S instruments (i.e., this SEP, ESMF, and LMP), the ESCP, in addition to future project documents related to project updates and the E&S plans/reports, will be disclosed on this webpage. In addition to the social media pages (mainly Facebook page: <https://www.facebook.com/F4Jproject>).

All information brochures/flyers, factsheets, and the details about the project GM will be posted on the website and Facebook page.

Moreover, PIA will publish the project updates on their official website. Project E&S documents will also be disclosed on the World Bank website project external page: <https://projects.worldbank.org/en/projects-operations/document-detail/P179801?type=projects>.

4.4. Stakeholder Engagement Action Plan

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

F4J III – Stakeholder Engagement Plan

Table 6 presents a proposed action plan for stakeholder engagement and the activities to be performed throughout the project, in addition to stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns. The PIA shall be responsible for ensuring the implementation of the below activities and ensuring that all stakeholders are aware of the requirements during the phases in which they are directly involved.

Table 6: Proposed Action Plan for stakeholder engagement

Target Stakeholder	Engagement Approach	Topics of Engagement	Method(s) Used	Implementation period	Responsibilities
Youth 18-29 years old and Women	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), FGD to affected vulnerable groups and individuals/ their representatives	During designing and preparation stage for each component/subproject	PIA and subproject implementers
	Involve	Project ESMP/ Audit and site-specific management plans and reports; trainings information, training sessions updates and results, ICF announcements, and receive feedback from on the project’s potential impact, expectations, and concerns.	Reports and plans, public meetings, brochures / flyers, fact sheets (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs), videos, social media platforms, websites and GM channels including the SEA /SH complaints uptake mechanisms.	During selection process, implementation phase and closing phase.	PIA and subproject implementers
	Inform	Employment and training opportunities, GBV awareness-raising, health and safety measures, code of conducts and GM channels	Consultation sessions, FGD, fact sheets, CoC, radio and TV, social media and website.	During selection process, implementation phase	PIA and subproject implementers
Skills development and job placement entities / Educational and academic institutions/ Vocational training centers	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for each component/subproject.	PIA and subproject implementers
	Empower	Project implementation plans, ESMP progress reports, training plans and following	Reports and plans, public meetings, brochures / flyers (disseminated through	During implementation phase and	PIA

F4J III – Stakeholder Engagement Plan

		up reports, training budgets, receive feedback from on the project’s potential impact, expectations, and concerns.	meetings, FGDs, public consultations, field visits, through NGOs and CBOs), fact sheets, videos, social media platforms, website, and GM channels including the SEA /SH complaints uptake mechanisms.	closing/evaluation phase.	
	Inform	Employment and training opportunities, GBV awareness-raising, health and safety measures, code of conduct and GM channels.	Consultation sessions, FGD, fact sheets, CoC, radio and TV, social media, and website.	During selection process, implementation phase	PIA and subproject implementers
Chambers of Commerce Industry and Agriculture	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for each component/subproject.	PIA and subproject implementers
	Collaborate	Project implementation plans, announcements of planned activities, decision making at raised issues, ICF progress reports and Grievance mechanism process.	Reports and plans, public meetings, brochures / flyers(disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs, fact sheets, videos, social media platforms, websites, and GM channels including the SEA /SH complaints uptake mechanisms.	During selection process, implementation phase and closing phase.	PIA and subproject implementers
Business associations/ private sector firms / Service providers	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for each component/subproject.	PIA and subproject implementers

F4J III – Stakeholder Engagement Plan

		screening results, ESMP, SEP disclosures.			
	Empower	Project implementation plans, announcements for the participation criteria, progress reports for DIB and ICF, budgets and timelines, project decisions, and grievance mechanism process.	Reports and plans, public meetings, brochures / flyers (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs, fact sheets, videos, social media platforms, websites, and GM channels including the SEA /SH complaints uptake mechanisms.	During selection process, implementation phase and closing phase.	PIA and subproject implementers
	Inform	Employment and training opportunities, GBV awareness-raising, health and safety measures, code of conduct and GM channels	Consultation sessions, FGD, fact sheets, CoC, radio and TV, social media, and website.	During selection process, implementation phase	PIA and subproject implementers
Other Interested Parties (OIPs)					
Ministries	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for F4JIII	PIA
	Collaborate	Project implementation plans, announcements of planned activities, GBV awareness-raising, decision making at raised issues and Grievance mechanism process.	Reports and plans, interviews, and emails.	During selection process, implementation phase and closing phase.	PIA
	Inform	Project progress reports, financial reports, GM reports,	Reports, public meetings, emails, and website.	During implementation phase and closing phase.	PIA

F4J III – Stakeholder Engagement Plan

		DIB and ICF results, and lesson learned.			
EQA	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESA (e.g. ESMP) , SEP disclosures.	Consultation workshops (face-to-face or virtually, personal interviews and public meetings.	During designing and preparation stage for F4JIII	PIA
	Inform	Environmental concerns, ESMP progress reports and lesson learned about carrying out ES mitigations.	Reports, public meetings, emails and websites.	During implementation phase.	PIA
MoHE, MoH and MoA	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually, personal interviews and public meetings.	During designing and preparation stage for F4JIII	PIA
	Collaborate	Project implementation plans, announcements of planned activities, GBV awareness-raising, decision making at raised issues and grievance mechanism process.	Reports and plans, interviews and emails.	During selection process, implementation phase and closing phase.	PIA
	Empower	Project implementation plans, announcements for the participation criteria, progress reports for DIB and ICF, project decisions, and grievance mechanism process.	Reports and plans, public meetings, brochures / flyers(disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs, fact sheets, videos, social media platforms, websites and GM channels including	During selection process, implementation phase and closing phase.	PIA

F4J III – Stakeholder Engagement Plan

			the SEA /SH complaints uptake mechanisms.		
LGUs	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for F4JIII	PIA and subproject implementers
	Collaborate	Announcements of planned activities, decision making at raised issues and grievance mechanism process.	Public meetings, brochures / flyers (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs, fact sheets, videos, social media platforms, websites and GM channels including the SEA /SH complaints uptake mechanisms, and emails.	During selection process, implementation phase and closing phase.	PIA and subproject implementers
NGOs and CBOs	Consult	Project components and project timeline; associated risks and mitigation measures, ESMF, E&S screening results, ESMP, SEP disclosures.	Consultation workshops (face-to-face or virtually), personal interviews and public meetings.	During designing and preparation stage for F4JIII	PIA and subproject implementers
	Collaborate	Announcements of planned activities subprojects results, training results, activities, GBV awareness-raising, decision making at raised issues and grievance mechanism process and reports.	Public meetings, brochures / flyers (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs), fact sheets, videos, social media platforms, websites and GM channels including the SEA /SH complaints	During selection process, implementation phase and closing phase.	PIA and subproject implementers

F4J III – Stakeholder Engagement Plan

			uptake mechanisms. and emails.		
INGOs providing skills development, vocational training/ Cash for work programs	Inform	Project information, progress and results reports, and lesson learned.	Public meetings, brochures / flyers, fact sheets (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs), videos, radio and TV, social media platforms and websites.	During implementation phase and closing phase.	PIA
Press and media	Inform	Project information, announcements for the participation criteria, progress, and results of the DIB and ICF activities and GM channels including GBV awareness-raising.	Public meetings, brochures / flyers, fact sheets (disseminated through meetings, FGDs, public consultations, field visits, through NGOs and CBOs), videos, radio and TV, social media platforms and websites.	During implementation phase and closing phase.	PIA and subproject implementers

4.5. Documenting Stakeholder Feedback

Throughout the project's life cycle, input from stakeholders will be actively sought. A variety of methods, such as public meetings, workshops, focus groups, and others, will be used to obtain feedback. All feedback will be meticulously documented in meeting minutes. Furthermore, the Environmental and Social Officer of the PIA (ESO) will be accountable for receiving and recording any inquiries, concerns, or grievances related to the project. After the final decision on the course of action has been made, feedback comments and decisions will be collected and reported back to stakeholders. To ensure transparency, records will be maintained on the methods utilized to keep stakeholders informed of project updates and opportunities for providing feedback.

Stakeholders who wish to file grievances about the project may utilize the Grievance Mechanism (GM) outlined in a later section of this plan. All records associated with this mechanism, such as grievance forms, logs, notes, interviews, meeting minutes, and release forms, will be securely stored.

Documentation of stakeholder engagement will be published in a timely fashion in relevant local languages through channels that are accessible to stakeholders. Stakeholders will be informed of updates either to the project instruments, documents, or website through the different engagement activities and through the project's outlets. This documentation will include the following, as appropriate:

- Date and location of each meeting, with copy of the notification to stakeholders;
- The purpose of the engagement (for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project);
- The form of engagement and consultation (for example, face-to-face meetings such as town halls or workshops, focus groups, , online consultations);
- Number of participants and categories of participants;
- A list of relevant documentation disclosed to participants;
- Summary of main points and concerns raised by stakeholders;
- Summary of how stakeholder concerns were responded to and considered; and
- Issues and activities that require follow-up actions, including clarifying how stakeholders are informed of decisions.

5. Summary of Stakeholder Engagement Activities

Stakeholder engagement can be defined as “any process that involves stakeholders in problem-solving or decision-making and uses stakeholder input to make better decisions”.⁴ This definition highlights that stakeholder engagement is a process or series of actions, impacts and outcomes and not one single activity (UNEP, 2007).⁵

In order to well map and identify the possible stakeholders of F4JIII at its current stage, their needs and priorities from this project, rapid assessment for the organizations and the individuals who may be affected, influenced, or benefited by the project activities was done using different tools. Although the final main PAPs list and the potential benefited persons from the project components (DIB and ICF) are not ultimately defined at the period of preparing this document, but the chosen engagement methodology will meet the needs of all the current audiences, due to its flexibility and effectiveness.

The stakeholder engagement activities have targeted the identified stakeholders who may be affected, have interest, have the ability to influence, or be involved in the project. The stakeholder engagement activities that took place as part of the preparation of the project included preliminary meetings with various key stakeholders. During the preparation of the F4J Series of Projects” (SOP) including F4J I, F4J II, and F4J III AF and the COVID-19 Additional Financing (AF), three stakeholder consultation were organized (Focus Group) sessions on July 9, July 30, and August 5, 2015, under F4J I preparation, another stakeholder consultation was held during F4J II preparation in November 2016 for the Gaza Industrial Estate Solar Panel Project. Moreover, as a part of the preparation of the COVID 19 additional financing, a virtual consultation was conducted on November 4, 2020, through Microsoft Teams. Those previous consultations provided feedback on the F4J design and components, ESMF, GM as well as Covid-19 protocols for public consultations and stakeholder engagement and health and safety measures to be followed by contractors due to COVID 19.

Currently, for the purpose of preparing a detailed SEP for the new phase of F4J series (F4J III), a series of consultations meetings and communications were conducted in March 2023, as shown in table 7 below.

Table 7: Dates of Community Meetings and Engagements on F4J III Preparation

Date	Meetings and Consultations	Attendees
March 1, 2023	Public consultation workshop was carried out virtually (Online), to discuss the design of the Stakeholder Engagement Plan.	F4J Consulting, MoL, Palestinian Construction Industries Union (PCIU), Engineers Union, PCBS, Khan Yunis Chamber of Commerce and Industry, Chamber of Commerce, Industry and Agriculture North Gaza, Center of Continuing Education Birzeit University, Juzoor for Health and Social Development, Nablus Association for Women's Action, Ritaj Managerial Solutions, Development and Heritage Protection Association, Chamber of Commerce and Industry, Ramallah and Al Bireh

⁴ Baldwin, Claudia & Twyford, Vivien. (2007). Enhancing Public Participation on Dams and Development: A Case for Evaluation Based on Multiple Case Studies.

⁵ <https://wedocs.unep.org/bitstream/handle/20.500.11822/32829/HandBook-2020.pdf?sequence=1&isAllowed=y>

F4J III – Stakeholder Engagement Plan

		Governorate, Palvission, MoNE, DAI, Palestinian Businessmen Association Jerusalem, Education for Employment,
March 1, 2023	Public consultation workshop was carried out virtually (Online), to discuss the engagement of the vulnerable individuals and groups in the project activities	Bayader for Environment & Development Association, PITA, Rural Women's Development Society RDWS, Civic Forum Institute, Clothes and Textile Industry Association, Society of Development for Palestinian Women, Juzoor for Health and Social Development, Engineers Syndicate, Juhoud for Community and Rural Development, Basma for Culture and Arts Association, F4J Consulting, Palestinian NGOs Network
March 2, 2023	Public consultation workshop was carried out virtually (Online), to introduce the stakeholders to the ESMF suggested for the F4J III	Prestige Paints International Company, Strco company for Industry Trade and general Contracting, Al Dahshan Factory for Detergents and Fresheners, Al Mozayen Company for Paints and Chemicals, South Hebron Chamber of Commerce and Industry, AlEntilaqa company, The Arab Chamber of Commerce and Industry Jerusalem, Gaza Chamber of Commerce, Bayader for Environment & Development Association (Bayader), PITA, Rural Women's Development Society RWDS, Clothes and Textile Industry Association, Juzoor for Health and Social Development, Juhoud for Community and Rural Development, Engineers Association, Ritaj Managerial Solutions, Middle Governorate Chamber of Commerce and Industry, PCIU, Rafah Governorate Chamber of Commerce and Industry, Chemical Industries Association, Palestinian Federation of Precious Metals, Chamber of Commerce and Industry, Ramallah and Al Bireh Governorate, EFE, Ooredoo Palestine, Gaza Chamber of commerce and industry, WIU, Aluminum industries Association, Jerusalem Arab Chamber of Commerce and Industry, PFAIU
March 9, 2023	Individual meeting with EQA in person to discuss the project's ESMF and the ESA process in line with EQA's national requirements	F4J, F4J E&S Consultant, EQA

5.1. Summary of the SEP Preparation Consultation Workshop

A public consultation workshop was carried out virtually (Online) on the 1st of March 2023 at 10:00 am via MS Teams. The invitation list contained 113 invitees including Governmental Ministries and Institutes (E.g., MoNE, EQA, MoH, MoSD, MoE, MoF), Private Sector Entities (e.g., Palestinian Businessmen association, Palestinian Businesswomen Forum) and Companies, the Public Private Advisory Board (PPAB), Trade Unions, Associations, Palestinian Employment Funds, Service Providers of the DIB component, NGOs, educational and training institutes.

The attendance included around 34 representatives of the various invited stakeholders (attendance sheet in Annex II). The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and

F4J III – Stakeholder Engagement Plan

standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments. The session highlighted the SEP and its engagement measures, the definition of stakeholders, engagement methodologies, information disclosure and the project's grievance mechanism.

The session included various input from the participating stakeholders as well as remarks and recommendations that have been recorded and discussed throughout the session. It was noted that attendees were concerned with understanding and obtaining further information about the DIB component and the types of trainings and capacity building activities that could take place and which sectors it might cover. Additionally, some of the remarks and questions raised were regarding the support to be provided for SMEs and increasing their participation under the ICF component given that the ICF has supported relatively large or strategic projects. The attendees raised questions about the potential sectors that could be supported under the ICF component and have asked regarding the requirements and eligibility criteria to benefit from the ICF, and the types of enterprises that could be eligible for financing. There were remarks regarding the inclusion of vulnerable and marginalized groups through constant monitoring and engagement with the relevant stakeholders, especially the MoSD where the attendees have stressed the importance of liaising with the MoSD to identify vulnerable and marginalized groups and harmonize the identification with their Database to ensure effective targeting and to assist these groups, avoiding duplication of efforts and keeping the relevant authorities involved. Stakeholders raised questions regarding the Project's monitoring procedures that include E&S aspects and have highlighted the difficulty in this regard due to the local context, questions included how the project will ensure effective monitoring of subprojects especially in terms of legal compliance. The discussion also entailed the grievance mechanism and the role of the relevant ministries in addressing grievances especially related to the companies and projects operating under the ICF component. All of the questions and concerns discussed in the workshop documented (Annex II) and have been considered and addressed in the SEP document.

5.2. Summary of SEP (Vulnerable and Marginalized Groups) Public Consultation

A separated public consultation meeting was carried out virtually (Online) on the 1st of March 2023 at 13:00 am via MS Teams, to ensure their representation in the project's SEP and ensuring adequate identification and outreach methods are included. The session was a continuation to the SEP consultation workshop that took place the same day at 10:00 with the purpose of engaging civil society organizations, community-based organizations, and NGOs representing and/ or working with vulnerable and marginalized groups.

The invitation list contained 33 invitees from various NGOs, CBOs, Civil Society Organizations, relevant ministries, and public organizations (i.e., MoSD, MoWA), unions and others. The attendance included around 22 representatives (Annex III)

The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I & II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments.

The session highlighted the SEP in relation to the identified vulnerable and marginalized groups, the engagement measures, the different groups, engagement methodologies, information disclosure and the project's grievance mechanism.

The session included various input from the participating stakeholders as well as remarks and recommendations that have been recorded and discussed throughout the session. Discussion included remarks on data collection and surveying for NGOs, CBOs and service providers regarding measuring

F4J III – Stakeholder Engagement Plan

implementation progress of the DIB and how to optimize it. Also, It was noted that attendees were concerned with ensuring the rights of workers especially from marginalized groups in terms of minimum wage adherence especially in Gaza Strip. Other concerns raised were regarding the employment opportunities that will be available post skill development especially in Gaza where conducting trainings is achievable but access to employment might be difficult. Some stakeholders raised comments regarding cooperating with the relevant ministries and other projects working with vulnerable and marginalized groups to ensure a better inclusion of these groups. The discussion also included remarks regarding the sensitivity of handling and managing GBV related grievances especially with some vulnerable and marginalized groups particularly in Gaza given the specificities of cultural norms and needs. Stakeholders requested that Service Providers to be provided with ICF beneficiaries contacts so DIB capacity and skill building can be matched with the sub-projects' employment needs under the ICF. Some stakeholders asked questions regarding the beneficiary criteria for the ICF, such as if associations or cooperatives could apply to the ICF. All of the questions and concerns discussed in the workshop (Annex III) have been considered and addressed in the SEP document.

5.3. Summary of ESMF Public Consultation as Part of SEP

A public consultation meeting was carried out virtually (Online) on the 2nd of March 2023 at 11:00 am via MS Teams. The session aimed to introduce the stakeholders to the Environmental and Social Management Framework suggested for F4J III. The aim of the meeting was to obtain feedback that will assist the PIA in drafting the ESMF, identifying additional potential risks and impacts, mitigation measures, E&S management tools and procedures, as well as discussing the national E&S requirements in line with the project's applicable standards. The session introduced the attendees to the new project within the F4J series of projects, the proposed components, and expected activities to be included.

The invitation list contained 149 representatives of various private sector companies, private sector associations and representative bodies, the Public Private Advisory board, all of the commercial chambers in the West Bank and Gaza, Ministries, public sector institutions, associations, unions, universities, service providers, training and educational centers, applicants to the F4J II ICF, previous beneficiaries of the F4J Project, Federations of chambers of commerce, industry, agriculture and other sectors, as well as the investors and partners involved in the DIB component. Of the invited attendees around 59 attended the session (attendance sheet in the annexes IV).

The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments.

The session focused on the ESMF of the project and reviewed the applicable laws, legislations, guidelines and standards, both on a national level and the ESSs and ESHGs. The components of the ESMF were reviewed, the potential risks of the F4J project, E&S management tools, and the ESA process of the project. Additionally, the discussion involved reviewing the importance of the ESMF to the stakeholders and especially to the applicants and service providers involved.

The session included various input from the participating stakeholders as well as remarks and recommendations that have been recorded and discussed throughout the session. It was noted that attendees were concerned with ensuring the inclusion of specific measures relevant to geographic considerations for sensitive areas such as Gaza and Jerusalem, and what type of measures will be taken to support projects in geographically underserved areas. Stakeholders raised questions regarding the mechanism of E&S monitoring and how to integrate it in the independent verification process for the DIB

component, its reporting and inclusion in the feedback process. Stakeholders showed interest in understanding the role and involvement of the private sector and how they can contribute to the E&S management of the project. Questions raised included remarks on how to benefit from the ESMF and how to be provided with information, including project related, E&S, and application dates and criteria. Remarks raised included other organization's efforts on some of the environmental issues raised, such as e-waste management, and how will the project limit and mitigate impacts that affects such parameters. All of the questions and concerns that were discussed in the workshop have been addressed and documented (Annex IV).

5.4. Summary of Individual Meeting with EQA

An individual meeting was carried out on the 9th of March 2023 at 10:00 with EQA's Environment Protection General Directorate's Acting General Director, Mr. Yasser Abu Shanab. The Meeting was attended by Mr. Ameen Nazzal (DAI-F4J), and Mr. Faisal Kilani, Environmental and Social Consultant for the F4J. The meeting aimed to introduce EQA to the F4J III Project, discuss the project's ESMF under preparation, identify any additional potential E&S risks, and to obtain feedback related to the E&S Assessment methodology and harmonizing it with the EQA requirements.

The meeting included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of the applicable ESSs, relevance of National Environmental laws and legislations, potential E&S risks and impacts, mitigation measures, and E&S instruments.

The meeting focused on the ESMF of the project and harmonizing the ESA processes both under the ESMF and in relation to national laws and EQA requirements. The discussion included a review of the proposed ESA methods and tools for the project as well as EQA's Environmental Assessment process for proposed sub-projects. The meeting included various input from Mr. Yasser to enhance the environmental and social management of the project, which have been to be considered for the ESMF preparation.

6. Grievance Mechanism (GM)

A grievance is a concern or complaint raised by an individual or group affected by F4J III subprojects/activities. Both concerns and complaints can result from either real or perceived impacts of operations and may be filed in the same manner and handled with the same procedure. As the Project's beneficiary and counterpart is the MoF, a formal Ministry of the Palestinian Authority, the right of the public to complain or grievance has been confirmed by the grievance and complaints bylaw that has been approved by the Palestinian Authority's Ministerial Cabinet on 9/3/2005 and that has been updated on 8/3/2009. In 2016, through Decree No. (8) the Palestinian Cabinet issued the Complaints system and its Procedural Handbook. The Bylaw has regulated the means and tools to settle the complaints of the public and has stated the policies for the improvement of the performance of the Palestinian Ministries and Authorities, and their implemented projects. This means that the citizens and beneficiaries of F4J can raise their complaints anytime during the construction and operation of the project and that their complaints must be settled.

The PIA which is responsible for working with related institutions to implement the project activities, has established a GM to provide stakeholders with a transparent, effective, and timely mechanism to provide feedback and voice their concerns. This GM has different channels to receive the complaints from the different types of stakeholders. The PIA advises people on their rights and GM process before and during the project implementation.

The project's GM manual has been updated in November 2020 to include complaints' filing measures to minimize risk of exposure to COVID-19, channels for accepting GBV and Sexual Harassment (SH) and Sexual Exploitation and Abuse (SEA) complaints and anonymous complaints.

the PIA established a GM under the previous phases of the F4J projects and this GM will also be used for F4JIII. In November 2020, the project GM Manual was updated to also include complaints filing measures to minimize risk of exposure to COVID-19, channels for accepting GBV/SEA/SH related complaints and anonymous complaints. Special referral pathways for addressing GBV/SEA/SH complaints have also been identified in the GMs for beneficiaries and workers. All companies under F4JII have implemented the activities in line with the ESMPs and established GMs (for workers and beneficiaries) at the facility/subproject level. Only one complaint about a labor related dispute has been received and has been resolved and closed. During the last phase of F4J project, PIA has communicated the complaints procedure manual and templates with the beneficiary of the ICF and the potential investment beneficiaries. The ICF beneficiary has created GM systems on the sub-project level using the manual and templates provided by the PIA and appointed a focal point/person to monitor and report on GM. In F4J III, PIA will ensure that each subproject will include a GM system with accessible channels and effective procedures, to be linked with their parent GM system.

The F4J III's GM is based on two mechanisms: the first is a community level GM that handles the registration, uptake, verification, resolution, and closure of the public's grievances regarding the project. The second is with respect to the project's workers. For the direct workers, the project has an existing Workers' GM that governs and provides mechanisms for handling the project's direct workers complaints and grievances, as for contracted workers, contractors/ suppliers will be required to furnish a contracted workers' GM based on the project's Workers' GM Manual to be prepared and disclosed.

6.1. GM Processes

The grievance, in order to be filed, should be related to the project components and/or to its implementation and management.

6.1.1. Receipt of Grievances

- Anyone from the stakeholders/ affected communities or anyone believing they are affected by the Project/ subprojects can submit a grievance.
- The complainant should submit full details and any relevant supporting documents related to their complaint.
- Anonymous complaints are allowed in the GM system, it will be handled according to the procedure manual with the same manner of the other complaints.
- Grievances are submitted through different communication channels:
 - **Electronically** by filling out the complaint form and attaching all the related supporting documents to the following link: <http://www.f4j.ps/publish/38>
 - **Verbally** by calling the F4j Office at +970 2 296 4840 to file a complaint with an F4j staff member.
 - **In person** by visiting the F4j offices in Ramallah and/or Gaza where you can complete the complaint form and sign it in person.
Ramallah Office: Haifa Commercial Center, 2nd Floor, Al-Irsal Street
Gaza Office: Capital Enterprise Real Estate Building, 04th Floor, Omar Al Mukhtar Street, Gaza
 - **Social Media** by sending messages to the project's facebook page: <https://www.facebook.com/F4jproject> as this means is commonly used by the majority of communities unaware of project details, its website, or other contact details. Depending on the case, complainants may be called or asked to fill in the electronic form. If difficult, the grievance can be registered via the social media platform chat.

The complainant's electronic application will require providing the following information:

- **Complainant information:** Name (Not essential/ Anonymous applications are acceptable), gender, birthdate, phone No., email.
- **Complaint information** (Required): Complaint subject, complaint history and attachment.

Public Awareness of where to Address Complaints: The grievance mechanism will be advertised widely through promotional materials (website, brochures, and social media posts) as well as in project documents and consultation sessions. The GM has already been established on the F4j Website and is available through the following link: <https://www.f4j.ps/publish/38>

6.1.2. Contact Person to Respond to Complaints

The PIA will be the main contact to receive complaints through either the ESO or the Communication Officer who is the current GM focal point. The PIA, contracted by MoF, will manage the GM. For grievances that include physical injury, incidents, and or of GBV (SEA / SH) or that entail potential risks to the health, safety and wellbeing of PAPs, the community, or environment, the PIA will notify the MoF and the World Bank immediately. Incident reporting will be carried out in line with the reporting requirements set in the ESMF and the ESCP. Otherwise, the PIA will provide the complaints log as part of its reporting to the MoF, and the progress reports submitted to the World Bank.

Irrespective of whether PIA is responding to complaints, for issues that require longer response time, more time will be granted. However, this time should not exceed one month.

Timely Response: PIA will send an initial response, that acknowledges receipt of the complaint will be made within 1 working day, and another response of either accepting the grievance or declining it within 3 working days. Grievances may be declined because of the following;

1. They are not related to the project, its activities, or sub-components; in this case, complainants will be provided with a detailed response explaining the aforementioned. And if known, the relevant parties that they should direct their grievances to
2. If the same grievance has been submitted before and rejected;
3. If the grievance is being examined by the judiciary system of the PA
4. If the Complaint is irrelevant / of malicious nature

A final response will be provided within two working weeks after receiving the complaint. Where the complaint is unlikely to be resolved within the estimated duration, PIA must promptly contact the complainant to request additional time and explain the delay. If the complaint is not resolved, PIA will refer the complaint to the MoF to take the appropriate measures.

The PIA will follow the steps below:

- Verify the validity of the information and documents enclosed.
- Ask the complainant to provide further information if necessary.
- Refer the complaint to the relevant party.
- The PIA shall register the decision and actions taken in the GM log/database.

6.1.3. Notifying the Complainant and Closing the Grievance

Notifying the complainant

PIA will notify the complainant of the decision/solution/action immediately in writing, and as appropriate, other communication methods such as by calling or sending the complainant a text message will be followed. When providing a response to the complainant, PIA must include the following information:

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

In case of anonymous insensitive complaints, the PIA will find a suitable way to announce the solution as a lesson learned during the regular consultation sessions.

Closing the Complaint

A complaint will be closed in the following cases:

- Where the decision/solution of complaint is accepted by the complainant.
- The complaint is not related to the project or any of its components.
- The complaint that is being heard by the judiciary.
- A malicious complaint.

If the complainant does not accept the decision / solution of the complaint, then they have the right to resort to the additional dispute resolution schemes detailed below.

6.1.4. Additional Dispute Resolution Schemes

Where the complainant is not satisfied with the outcome of his/her complaint, the following escalation procedures shall be considered, noting that complainants shall be made aware the earliest of their right to resort to the judiciary:

Internal Dispute Resolution Scheme

- If the complainant is not satisfied with the resolution, the ESO shall review the complaint and the complainant may readdress the issue with the PIA's Director and request further review or consideration.
- Where the complainants are not satisfied with the resolution provided by the PIA's Director, the ESO shall advise the complainant to readdress the issue with the MoF, the ESO and Project Director shall assist the complainant in submitting their complaint to the MoF.

External Dispute Resolution Scheme

In case the complainants are not satisfied with the internal procedures for handling complaints, the outcomes of the complaints or for any unhandled complaints, the ESO shall provide information on the complainant's right to refer their complaint to any external dispute resolution party including the judiciary.

6.1.5. Complaints Log

The complaints received will be recorded in a log/ ,matrix, which details information such as:

- The date the complaint was received,
- the date on which the complaint was responded to,
- reason for the complaint,
- how the complaint was resolved,
- when it was resolved

6.2. Gender Based Violence (GBV) Grievances

Due to the high sensitivity of SEA/SH/GBV, the project's GM will ensure confidentiality and survivor centered approach for SEA/SH grievances. Information about the existence of the SEA/SH/GBV grievance mechanism and of channels to accept and respond to anonymous grievances will be communicated to all stakeholders during consultation meetings and throughout project implementation.

To ensure the confidently and privacy for such complaints there will be a separate mechanism to deal with the submitted complaints, and this mechanism will be managed by PIA only, according to the following procedures:

6.2.1. Receiving the SEA/SH/GBV Grievance

As soon as PIA receives any complaint related to GBV or sexual harassment, via any complaint channel or through meeting the affected person at the project locations. The complaint will be registered using a separate ID system and all the personal and contact details of the complainant will be encrypted.

Depending on the complaint and the referral and support needed, the project shall consult with the relevant parties in accordance with the GBV Service Directory⁶ of Palestine which includes contact information for health, psychosocial, legal, security and protection, as well as social and economic

6

<https://palestine.unwomen.org/sites/default/files/Field%20Office%20Palestine/Attachments/Pages/2020/08/HAYA%20GBV%20Service%20DirectoryFinal.pdf>

F4J III – Stakeholder Engagement Plan

empowerment services. The directory is organized by West Bank governorates as well as one section for services in the Gaza Strip. This directory was prepared and developed by UNFPA and the GBV Sub-cluster and was updated by UN Women through the HAYA Joint Programme. Then, the most appropriate partner will be decided on and the mechanism referring GBV grievances will be agreed with them. A dedicated focal point will also be allocated, and their details and referral mechanism will be detailed in the project's GM Manual.

6.2.2. GBV Grievances Referral

The ESO, or the gender focal point in PIA if different, upon the agreement of the survivor, will seek a GBV service provider based on the UNFPA GBV Service providers directory. The ESO shall ask the victim for their consent to be contacted for follow up to ensure that they are provided with the required support and services as required. A GBV accountability and Response Framework shall be developed for the project which shall include referral mechanism, confidentiality requirements, responsibility demarcation, notification procedures, and accountability protocols.

6.2.3. Closing GBV Grievances

The GBV complaint would be closed regards the following conditions:

- If the case referred and registered at the gender referral agency case management system.
- If the complainant withdraws the complaint, before closing it the ESO, or the gender focal point if different, should ensure that there wasn't any pressure or threat on the case.
- This kind of complaints will be reported in the regular GM report without details, only the complaints numbers will be mentioned at the report, in addition to the number of cases referred to gender referral agencies in line with the procedures detailed in section 6.1.2.

6.3. GM Reports

Stand-alone GM reports will be prepared and disclosed every 6 months (semiannual reports) according to ESS10, a summary of the GM reports will be presented in the E&S progress reports as well. The following indicators will be presented at these reports:

- 1- Number of received grievances, their type, and the used channel.
- 2- Number of solved complaints.
- 3- Number of unsolved complaints mentioning the reasons.
- 4- Evaluation results of the complaint system (analyses of the used questioners).
- 5- Number of the GBV/SEA/SH complaints.
- 6- The recommendations and lessons learned to enhance the GM.

6.4. Workers' Grievance Mechanism

The bidding documents prepared for each subproject will require both sponsors/operators and contractors, to prepare a GM consistent with requirements as detailed in this SEP and in accordance with the F4J III Workers' GM Manual.

Each subproject contractor should handle workers' grievances during the subproject phases and PIA will follow up this worker's GM on a regular base. The contractors are required to develop and implement a grievance mechanism for their workforce, including sub-contractors, prior to the start of works. and the PIA will also develop and implement a GM for its employees/workers. This grievance mechanism also addresses child labor, GBV and sexual harassment related grievances. As a result, it develops features to

F4J III – Stakeholder Engagement Plan

accept and respond to anonymous complaints. The anonymity of the complaints is communicated to all affected parties during the consultation.

The workers grievance mechanism will be described in staff induction trainings, which will be provided to all project workers. The workers grievance mechanism will include:

- a procedure to receive grievances such as comment/complaint form, suggestion boxes, email, a telephone;
- stipulated timeframes to respond to grievances;
- a register to record and track the timely resolution of grievances;
- an assigned staff to receive, record and track resolution of grievances.

Information about the existence of the grievance mechanism will be readily available to all project workers (direct and contracted) through notice boards, the presence of “suggestion/complaint boxes”, and other means as needed. PIA will monitor the contractors’ recording and resolution of grievances, and report these to MoF and the World Bank in their progress reports.

Project workers can submit a grievance:

- By completing a written grievance registration form that will be available at the contractors’ office, Beneficiaries quarters, training centers and premises, and at the PIA offices.

**To control the risks of virus transmission during Covid-19 pandemic, the complainants will be advised to submit their complaints electronically via the electronic grievance form which will be available at the websites of these entities.*

- By submitting the complaint electronically via the email to the supervising engineer, managers, directors, and other supervisors.
- Grievances related to administrative decisions issued against the workers should be filed within twenty days from the date of his/ her being notified of it.

The grievance must include the following information:

- I. The name, position, and address of the complainant
- II. The date of issuance of the decision appealed against and the date of its publication, or the date of announcing the decision appealed against
- III. The subject matter of the decision being appealed against and the reasons on which the appeal is based.

As aforementioned, the workers’ GM system will also include special pathways for GBV complaints and grievances, including grievances on sexual harassment and sexual exploitation and abuse. Channels to accept and respond to GBV grievances, while ensuring high confidentiality, will be communicated to the project’s affected parties during the consultation meetings and throughout project implementation. Inductions will also be provided on detection of cases of gender based violence and handling of inquiries, complaints and grievances related to GBV.

6.5. World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a project supported by the World Bank may also complaint directly to the Bank through the Bank’s Grievance Redress Service

F4J III – Stakeholder Engagement Plan

(<http://projects-beta.worldbank.org/en/projects-operations/products-and-services/grievance-redress-service>).

A complaint can be submitted to the Bank Grievance Redress Service through the following channels:

- By email: grievances@worldbank.org
- By fax: +1.202.614.7313
- By mail: The World Bank, Grievance Redress Service, MSN MC10-1018, 1818 H Street Northwest, Washington, DC 20433, USA.

7. Roles and Responsibilities for Implementing the Stakeholder Engagement Activities

The implementation arrangements for F4JIII will remain the same as the earlier projects under the F4J SOP. Briefly, MoF will remain the formal Palestinian Authority (PA) Project Counterpart, while the overall management of the project components will be the responsibility of a PIA - a private sector firm.

The PIA will be responsible for planning, financial management, procurement, social and environmental risk management, and communications with the World Bank. The PIA will maintain the qualified staff and resources to support management of E&S risks and impacts of the Project including hiring an ESO in the West Bank. The current Gaza office coordinator has received various trainings with the World Bank on the ESF and ESSs and has acted as an E&S focal point for the F4J II. Hence, the Gaza office coordinator will remain the E&S focal point for projects implemented in Gaza.

Overall, the SEP activities will be implemented through PIA, by the ESO to be appointed for the project and the communications officer under the project manager’s supervision. Therefore, the team must have sufficient skills and knowledge necessary for developing, sending, and receiving information related to the SEP, ensuring that information reaches various parties, in addition to collecting and classifying required information in coordination with the various project staff. ESO will be mainly responsible for implementing the engagement activities related to environmental and social issues with the help of the communication officer and in coordination with different stakeholders in addition to conducting environmental and social monitoring and reporting.

To apply the proposed SEP approaches and implementation plan, it requires an ability and a willingness amongst the project’s different stakeholders to engage with each other, exchange data and information, and to communicate and collaborate effectively. This requires a certain level of skills, capacities and knowledge of all major stakeholder groups and an outcome-oriented process, ensuring that there will be resources and commitment to follow-up on ensuing all related programs actions. This needs efforts to be done by PIA through the Communication officer and the ESO to provide the required trainings for the beneficiaries/ the implementing parties of DIB and ICF.

Table 8: SEP Implementation Responsibilities

Actor	Responsibilities
Communication Officer	<ul style="list-style-type: none"> - Coordinate and work with the ESO on the planning and implementation of the SEP for each component and their relevant activities and sub-projects. - Prepare and test the communications messages and ensure that they are formulated correctly and contain relevant information relevant to stakeholder engagement, information disclosure and the GM. - Coordinate with project staff to implement the different activities. - Liaising on the arrangement of stakeholder engagement activities, sending invites and confirmations, assisting in preparation of minutes, reports, booking venues and taking photos as needed. - Publishing the project announcements and updates on the different press and media.

F4J III – Stakeholder Engagement Plan

	<ul style="list-style-type: none"> - keeping a database of stakeholders contact details. - Directing received grievances through phone or social media to the ESO.
ESO	<ul style="list-style-type: none"> - Establish dialogue with PAPs, including local communities in the project sites and ensure the project is implemented in socially sensitive managers that consider the interests of these groups. - Coordinate with all the implementation parties to implement the SEP activities related to environmental, social, health and softy measures and to report about the implementation of ESMPs. - Coordination/supervision of subproject implementers to implement their specific stakeholder engagement activities in line with the SEP; - Coordinate with the gender focal point to carry out GBV awareness activities. - Monitor the SEP performance and report challenges and propose measure to improve the performance. - Receiving the grievances, collaborating in solving it with the related project staff/organizations and develop the GM reports.
Project manger	<ul style="list-style-type: none"> - Provide overall supervision of and steer the implementation of SEP. - Review, enrich and adopt the communication tools (presentation shows for the different meetings, printed materials and press releases). - Review the progress reports and the progress before disclosure. - Integrate and involve the related Ministries in the process of planning, implementing, monitoring and evaluation of the project activities. - Coordinate with the procurement and financial officers to provide support in the procurement process for the production of any information or promotional material.
Gender focal point, if different from the ESO. (otherwise the ESO will implement these duties)	<ul style="list-style-type: none"> - To develop awareness messages about GBV/SEA and SH under this project. - Ensure the proper implementation of the GBV GM confidential process. - Implement the referral mechanism for GBV/SEA and SH complaints, keep on the related documents and report about such cases per the GM with uttermost confidentiality. - Coordinate with GBV referal partners as detailed in section 6.2 in case an intervention is needed. - Train and guide all of the stakeholders and project staff on the GBV complaint mechanisms.
Firms/contractors and subprojects implementers	<ul style="list-style-type: none"> - Develop specific Engagement activities for each subproject to be inherited from this SEP document. - Implement engagement activities and report about it.

F4J III – Stakeholder Engagement Plan

	<ul style="list-style-type: none">- Establish GM channels for each subproject and disseminate its information.- Establish Workers' GM channels and resolution mechanisms.- Coordinate with the PIA communication officer and the ESO in a regular manner to review the communication material and implementation reports.
--	---

8. SEP Implementation Indicative Budget

A tentative budget for implementing the SEP is attached in Table 9. The stakeholder engagement activities featured in the budget cover a variety of environmental and social issues, which may be part of other project documents, so it is possible that they have also been budgeted in other plans. However, the table summarizes all the stakeholder engagement activities in one place for better coordination and monitoring. PIA will review this plan annually to determine if any changes to stakeholder classification or engagement are required. If so, the plan will be updated, and a new revision distributed. The budget will be revised accordingly.

Table 9: SEP Implementation Estimated Budget

Activities	Quantity	Unit Cost (USD)	Frequency	Total Cost (USD)
Stakeholder Engagement Activities				
Project launch event (2 hours event; 150 estimated invitees; with reception)	1	10,000	1	10,000
Community meetings (incl. transportation, reception, and miscellaneous)	1	400	10	4,000
FGD with NGOs and valuable people	1	300	10	3,000
Printing materials (booklets, reports, posters, flyer, brochures, promotional materials), including design and printing	Varying quantities	4,000	1	4,000
Short video	1	5,000	4	20,000
Design infographic and multimedia material to be posted and sponsored on social media	Varying quantities	1,000	1	1,000
Project Closure Public Event (2 hours event; 150 estimated invitees; with reception)	1	10,000		10,000
Contingency (10%)				5,500
Sub-total - Stakeholder Engagement				60,500
Grievance redress activities				
Communications materials (GM Brochure including design)		1000	1	1,000
GM trainings (for Service Providers and Sub-projects proponents)		500	2	1,000
Contingency (10%)				200
Sub-total - GM				2,200
Total				62,700

9. Monitoring and Reporting

9.1. SEP Monitoring and Reporting

Stakeholder engagement should be monitored and reported by the communication officer in coordination with the ESO, throughout the entire life cycle of the project, which will involve:

- Updates of the stakeholder list.
- Records of all consultations, public meetings, FGDs and interviews held.
- Records of all grievances received and dealt with (entered into a Grievance Log on the system or a computer).

Monitoring reports will be reviewed by the project manager and then they will be submitted to MoF and the World Bank. These reports will include the progress of the SEP performance indicators (table 10).

Table 10: SEP Indicators to be Included in E&S Progress Reports

Activities	Indicator
Engagement with PAPs	<ul style="list-style-type: none"> - Number of consultation meetings with youth. - Number of male and female that attended each of the meetings. - Number of male and female attended each public event (e.g., open public meetings for ICF calls, public consultation sessions). - Number of FGD with vulnerable people and their representatives. - Number of male and female attended in each FGD. - Number of PAPs consultation meetings held by the subproject implementers. - Number of men and women attended each subproject consultation meeting when preparing the ICF subproject Environmental and Social Assessment (E.g., ESMP Consultations).
Engagement with OIPs	<ul style="list-style-type: none"> - Number of meetings with the OIPs. - Number/Type of reports and plans shared with the OIP.
Engagement with Vulnerable / Marginalized Groups	<ul style="list-style-type: none"> - Number of meetings with vulnerable / marginalized groups and their representatives. - number of males and females engaged with. - Number of site visits conducted. - Numbers of engagement activities targeting vulnerable and marginalized groups and their types (e.g., virtual, FGDs, phone calls)
Disclosing the project information	<ul style="list-style-type: none"> - Types (including subject matter) and Number of disseminated printed materials (brochures/flyers) - Status of the interactions of the community with the posts related to project announcements and news. - Locations and links used to disseminate the project information, documents, news, or announcements.
GM	<ul style="list-style-type: none"> - Number of grievances received, disaggregated by complainant's gender, and means of receipt (online application, telephone, email, discussion, etc.). - Number of grievances that have been (i) resolved, (ii) closed, and (iii) number of responses that satisfied the complainants, during

	<p>the reporting period disaggregated by category of grievance, gender, age and location of complainant.</p> <ul style="list-style-type: none">- Number and type of workers grievances.- Number of GBV/SEA/SH complaints and its status.
--	---

9.2. Involvement of stakeholders in monitoring activities

The Project provides the opportunity to stakeholders, especially PAPs, to monitor certain aspects of project performance and provide feedback. The GM will allow PAPs to submit grievances and other types of feedback. Frequent and regular meetings and interactions with the PAPs and other local stakeholders will be organized and documented.

9.3. Reporting Back to Stakeholders

The SEP will be periodically revised and updated as necessary in the course of project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the project context and specific phases of the development. Any major changes to the project related activities and to its schedule will be duly reflected in the SEP.

Summaries and internal reports on public grievances, enquiries, and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by the ESO and referred to the management of the project. The summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

Information on public engagement activities undertaken by the Project during the project's life cycle may be conveyed to the stakeholders in two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- A number of Key Performance Indicators (KPIs), as detailed in table 10, will also be monitored by the project on a regular basis and included in project progress reports.

Annex I – Invitations and Agenda of the Virtual Sessions

Finance for Jobs (F4J) III - Stakeholders Engagement Plan (SEP) Consultation Session

Khalil_Musalyasi@dai.com, Ameen_Nazzal@dai.com, mofirdg@palnet.com, Isbah@yahoo.com, manal_tawfeeq@hotmail.com

114 Invited

Yes Maybe No

Delete event View event

تحياتنا لكم.

ضمن سلسلة مشاريع وزارة المالية "التمويل بهدف خلق فرص عمل (F4)" التي تنفذ من خلال شركة DAI وتمويل من البنك الدولي، يسرنا دعوتكم لورشة العمل التشاركية التي تهدف الى مناقشة المشروع الجديد ضمن سلسلة مشروع التمويل بهدف خلق فرص عمل (F4) III على الدروس المستفادة والأدوات المالية المبتكرة التي تم إنشاؤها، وسيضمن المشروع كلاً من سندات الاثر الائتماني والصندوق الاستثماري للتمويل المشترك. وبناء عليه، ووفقاً لمبادئ مشاركة أصحاب المصاحبة في المشروع، ندعوكم للمشاركة في هذه الجلسة التشاركية، حيث سيتم خلالها مناقشة الجوانب البيئية والاجتماعية للمشروع وخطة المشاركة المجتمعية.

حيث سيعقد الاجتماع يوم الأربعاء الموافق 01 - 03 - 2023 في تمام الساعة الـ 10:00 عبر تقنية الـ Microsoft Teams عبر الرابط ادناه. كما نرجو تأكيد حضوركم/ حضور ممثلينكم بالرد على هذه الرسالة من خلال الرابط التالي

<https://forms.office.com/r/bUSXZSuGwJ>

يرغى إحضاركم الدعوة والأجندة.

Dear All,

On behalf of the Palestinian Ministry of Finance (MoF), DAI through the Finance for Jobs (F4J) Series of Projects is pleased to invite you to participate in a Consultation Meeting for the new project within the series of the Finance for Jobs (F4J) Projects. The F4J III will build upon the lessons learnt and the innovative financial instruments created and will include both the Development Impact Bond (DIB) and Investment Co-Financing Facility (ICF).

Therefore, and in accordance with the Stakeholder Engagement Principles for the project, you are cordially invited to a consultation session that will discuss various environmental and social aspects of the project, including the stakeholder engagement plan.

The meeting will take place on **Wednesday, March 01, 2023, at 10:00 am** via **Microsoft Teams**. Looking forward to confirming your attendance through the following form: <https://forms.office.com/r/bUSXZSuGwJ>.

Invitation and agenda is attached.

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

تحياتنا لكم.

ضمن سلسلة مشاريع وزارة المالية "التمويل بهدف خلق فرص عمل (F4)" التي تنفذ من خلال شركة DAI وتمويل من البنك الدولي، يسرنا تذكركم بورشات العمل التشاركية (الافتراضية عبر تقنية Microsoft Teams) التي سيتم عقدها غداً وبعد غد بهدف مناقشة مشروع التمويل بهدف خلق فرص عمل (F4) III.

Dear All,

On behalf of the Palestinian Ministry of Finance (MoF), DAI through the Finance for Jobs (F4J) Project is pleased to remind you to participate in the virtual consultation meetings (via Microsoft Teams) for the new project within the series of the Finance for Jobs (F4J) Projects (F4J III).

Click here to join the meeting	الساعة 10:00 صباحاً 10:00 AM	يوم الأربعاء 2023 03 01 Wednesday	تهدف الى مناقشة الجوانب البيئية والاجتماعية للمشروع وخطة المشاركة المجتمعية. The meeting aims to discuss the environmental and social aspects of the proposed project, highlighting the stakeholder engagement plan	ورشة العمل التشاركية الأولى First Consultation Meeting
Click here to join the meeting	الساعة 13:00 ظهراً 13:00 PM	يوم الأربعاء 2023 03 01 Wednesday	تهدف الى مشاركة أصحاب المصاحبة (ممثلّي الفئات المهمشة) ومناقشة اشاركهم في خطة المشاركة المجتمعية. The meeting aims to engage with vulnerable/marginalized groups representatives to ensure their involvement in the project and representation in the stakeholder engagement plan.	ورشة العمل التشاركية الثانية Second Consultation Meeting
Click here to join the meeting	الساعة الـ 11:00 صباحاً 11:00 AM	يوم الخميس 2023 03 02 Thursday	تهدف الى عرض مسودة إطار الإدارة البيئية والاجتماعية للمشروع ومناقشة الجوانب البيئية والاجتماعية والاجراءات الاحترازية والتخفيفية The meeting aims to present the environmental and social management framework outline of the project and discuss potential environmental and social impacts and	ورشة العمل التشاركية الثالثة Third Consultation Meeting

Annex II – Minutes of Meeting: SEP Online Public Consultation Workshop

A recent public consultation workshop was carried out virtually (Online) on the 1st of March 2023 at 10:00 am via MS Teams. The invitation list contained 113 invitees including Governmental Ministries and Institutes (E.g., MoNE, EQA, MoH, MoSD, MoE, MoF), Private Sector Entities (e.g., Palestinian Businessmen association, Palestinian Businesswomen Forum) and Companies, the Public Private Advisory Board (PPAB), Trade Unions, Associations, Palestinian Employment Funds, Service Providers of the DIB component, NGOs, educational and training institutes.



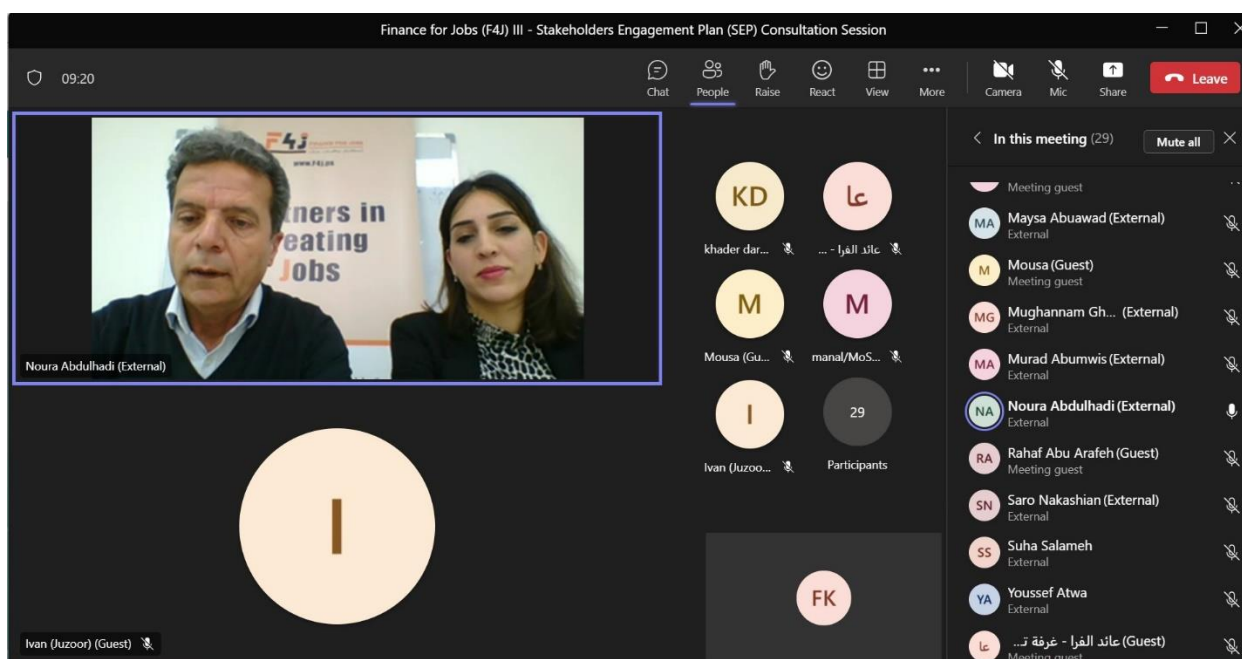
The attendance included around 34 representatives of the various invited stakeholders; the workshop was conducted online using MS Teams platform. The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I & II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments. The session highlighted the SEP and its engagement measures, the definition of stakeholders, engagement methodologies, information disclosure and the project's grievance mechanism.

The workshop agenda was divided into four main sections as follows:

Section One: Introduction and Presentation – The Finance for Jobs Series of Projects and the Finance for Jobs III Project. By - Mazen Asad, Project Manager

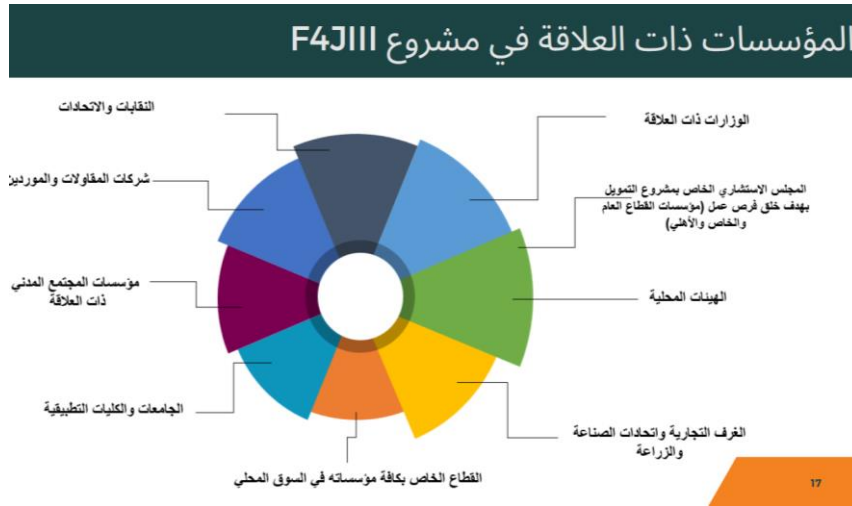
The first section included welcoming remarks, registration, and overview of the F4J SOP, the new project within the series; F4J III, and its components. This section of the workshop constituted the following points;

- The project manager provided an introduction about the F4J Series of Projects, their objective, and the institutional arrangements of their implementation.
- The innovative financial instruments that have been designed, experimented with, and applied under the F4J I&II have been explained.
- The DIB component of the project was explained, with its objectives, working mechanisms and activities.
- The ICF component of the project was explained, with examples of financed activities under F4J II, the process and mechanisms of support, types of projects that are supported under the ICF and the objectives of creating employment through the private sector mobilization.
- The Project Development Objective of the F4J III was discussed with the attendees and the objectives of the project in terms of employment creation through the DIB and the ICF was overviewed.



Section Two: Overview of the Stakeholder Engagement Plan. – By Faisal Kilani, Environmental and Social Consultant

- This section of the meeting included an overview of the applicable national laws and legislations, the World Bank’s ESF and ESSs and EHSs.
- The overall project associated potential environmental and social risks have been reviewed for each component, a brief discussion involved the screening of sub-project risks and the nature of associated potential impacts based on the type of activities.
- The project’s E&S instruments (i.e., ESMF, SEP, LMP) and site-specific management plans were overviewed.
- The definition and nature of the SEP, its purpose and objective has been discussed.
- The definitions of various stakeholders (PAPs, OIPs, and vulnerable and marginalized groups) was overviewed. In addition, the various stakeholders under the PAPs and OIPs have been discussed.
- Vulnerable and marginalized groups expected to be part of the project have been reviewed, the attendees were asked to review the list and to advise if there are other groups that should be consulted with during the open discussion session.
- The levels and processes of the stakeholder engagement plan were discussed, in addition to the disclosure of project information.
- The execution plan for each component under the project in relation to stakeholder engagement has been reviewed with the attendees, this included specific measures, consultation requirements, disclosure procedures, engagement techniques and beneficiaries for each stage of the project (planning, implementation, and closure).
- The specific consultation and stakeholder engagement requirements for each sub-project to be financed under the ICF has been reviewed. Outlining the procedures to be implemented once sub-projects are selected for support during their various stages.
- The project’s vulnerable and marginalized groups engagement techniques, strategies and outreach activities have been overviewed for each category of the identified groups.



Section Three: the F4J III Grievance Mechanism. By – Faisal Kilani, Environmental and Social Consultant & Noura Abdelhadi, Communication Officer and GM Focal Point

- This section involved briefing the attendees about the current GM system implemented at the project level for the previous F4J Projects in the series, especially the F4J II that is still under implementation.
- The discussion included an overview of the GM that will be implemented for the F4J III including a clear documentation of the system, the procedures, timelines, uptake mechanisms.
- The process of uptake, recording, review, resolution, and closure of grievances has been reviewed. In addition to the types of grievances the GM allows for uptake.
- The specific measures that are implemented and will be implemented for the F4J III in relation to GBV grievances, anonymity, and referral of GBV cases have been reviewed.
- The existing uptake mechanisms have been shared with the attendees as well as the location on the F4J.ps website for disclosure of the GM and other project documents.
- The workers' GM has been discussed with the attendees including its requirements, applicability scope and its association with the GMs that will be created for each sub-project under the ICF.
- The World Bank's GM has been disclosed with the attendees as well.

نظام الشكاوى الخاص بمشروع F4JIII	نظام الشكاوى الخاص بمشروع F4JIII
<h2 style="color: orange;">1- تقديم الشكاوى</h2> <ul style="list-style-type: none"> تم تأكيد حق الجمهور في التظلم من خلال لائحة التظلمات والشكاوى التي أقرها مجلس الوزراء بتاريخ 9/3/2005 وتم تحديثها بتاريخ 8/3/2009. قام مشروع F4J بتطوير نظام الشكاوى الخاص به ليشمل وضع آليات للشكاوى المقدمة والتي تتعلق بكوفيد 19 وبالشكاوى المتعلقة بالعنف المبني على النوع الاجتماعي. قام مشروع F4J بتحديد آليات ومعايير للشكاوى المقدمة، حيث يجب أن يكون موضوع الشكاوى متعلق بمكونات المشروع واليات تنفيذها أو نتائجها، و/ أو أن يكون المشتكى قد تضرر بشكل مباشر أو غير مباشر من تنفيذ المشروع أو إحدى مكوناته. 	<h2 style="color: orange;">3- الشكاوى المتعلقة بالعنف المبني على النوع الاجتماعي</h2> <ul style="list-style-type: none"> يتم استلام الشكاوى المتعلقة بالعنف المبني على النوع الاجتماعي والتعامل معها بكل سرية من خلال اتباع الخطوات التالية: <ul style="list-style-type: none"> يتم تسجيل الشكاوى برقم خاص سري وفي ملف منفصل عن الشكاوى العادية. يتم إحالة الشكاوى للمسؤول/ة للمختص/ة في مشروع التمويل بهدف خلق فرص عمل حيث لا يتم مشاركتها مع أي جهة أخرى. يتم التحقق من الشكاوى من قبل المسؤول/ة للمختص/ة في الجوانب الاجتماعية وإذا تبين أن الحالة تستدعي إحالة لجهات أكثر تخصصاً لوجود ضرر جسدي، نفسي، اجتماعي أو صحي، فإن الحالة يتم تحويلها لجهة مختصة في التعامل مع حالات العنف المبني على النوع الاجتماعي. يتم الاحتفاظ بسجلات الشكاوى ومعلوماتها بشكل سري ولا يتم مشاركتها مع أي جهة أخرى. <p style="color: orange; font-size: small;">سؤال للنقاش: من هي الجهة التي يجب على المشروع التعاون معها في حالات العنف المبني على النوع الاجتماعي</p>

Section Four: Questions and Open Discussion

In this section, the discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. The project's team also asked questions to the attendees regarding disclosure of information, their opinions on other stakeholders that might need to be involved, other

marginalized groups to be considered, engagement mechanisms, GBV grievances and referral mechanisms recommendations among other points. attendee's questions/comments and associated replies are illustrated in the following points:

- **Q1. Based on the project description provided, the project seems to support strategic and relatively larger scale projects, what is the project's expected contribution towards SMEs?**

A1. The projects might be considered relatively large based on the Palestinian context, the previous F4J projects design was conducted in cooperation and under the guidance of the Palestinian Government to target strategic projects in order to provide the largest possible number of employment opportunities from single financing activities. The F4J III's contribution will be wider in spectrum and is expected to allow for larger participation from the different private sector entities.

- **Q2. As this discussion aims at a strategic level to overview the stakeholder and social participation in the project, what are the requirements and sectors targeted under the ICF component?**

A2. The F4J projects provide support to sectors that are specifically not strongly supported in the Palestinian market. Various aspects are considered in the selection process including their nature, employment generation and environmental and social impacts. Sectors that have been supported in the past, for example, included agriculture, renewable energy, and ICT.

- **Q3. When identifying vulnerable and marginalized groups it is important to liaise with the Ministry of Social Development to select them from the database of the social registry to ensure comprehensiveness in execution of the project and effective targeting of the project beneficiaries, in order to assist such groups to surpass the poverty line.**

A3. This comment has been well noted and focus meetings during project preparation and implementation will take place with MoSD and other public and private sector institutions.

- **Q4. Could you elaborate further on the expected types of trainings and capacity building to be provided?**

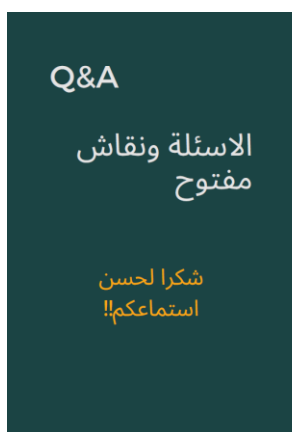
A4. The DIB component has been reviewed and the trainings and capacity building mechanism and purpose has been discussed. Various examples of previous trainings were reviewed (e.g., medical, nursing, vocational, ICT, and others).

- **Q5. Monitoring procedures for execution of project, including environmental and social aspects are usually not clear and difficult in the Palestinian context. For example, having beneficiaries or employment opportunities in projects that do not have full compliance to the legal requirements**

A5. It has been explained that the project will apply specific monitoring procedures to ensure compliance with the environmental and social requirements of the project. The process of environmental and social assessment, the preparation of site-specific E&S tools (e.g., ESMPs) and monitoring their implementation and adherence will be an integral part of the project. These tools such as the CoC will be part of the legal agreement and consistent monitoring will be conducted as well as reporting. It was also further explained that through the due diligence process the project will verify all legal requirements, licenses and other certifications to ensure that projects or companies are adhering to the local laws and legislations as required.

- **Q6. Is there a potential to support projects for the rehabilitation of centers for people with disabilities given that they are of the identified stakeholders and marginalized / vulnerable groups within the project?**

A6. MDLF encourages municipalities to share their COC suggestions, and they will be review and a feedback can be provided. It should be noted that the COC can be changed based on the sub-project location and activities, so that there is no one fixed COC that can be used for all sub-projects, but COC can be written to be compatible with the sub-project activities and location.



- كيفية الافصاح عن المعلومات؟
- اي اطراف اخرى يجب دمجها؟
- اليات اخرى للمشاركة المجتمعية؟
- اي نصائح لتنفيذ المشروع؟
- اي تخوفات بخصوص جوانب المشاركة المجتمعية ودمج الأطراف ذات العلاقة؟
- هل تعلم عن آثار اجتماعية يمكن أن تنشأ عن المشروع؟ ما هي؟
- هل لديك اعتراض على إحدى مكونات المشروع؟ ولماذا؟
- هل أصبحت لديك الآن صورة متكاملة عن جوانب المشروع وفوائده؟
- أية ملاحظات أخرى تود الإشارة إليها؟

[List of attendees \(registration online\)](#)

List of attendees (not all of attendees registered the online form)

ID	Name	Position	Organization
1	Murad Abu Mwis	Business Development & Performance Management Specialist	F4JCS
2	Jalil Hazboun	Executive Director	Finance For Jobs Consulting Services
3	Murad Abu Mwis	Business Development & Performance Management Specialist	f4JCS
4	Samer SALAMEH	Deputy Minister	MOL
5	Lina Aref	Performance and M&E Specialist	Finance for Jobs for Consulting Services
6	Khaled Safi	Executive Manager	PCIU
7	Doaa Hantouli	Monitoring and Evaluation Coordinator	PCIU
8	Dana Ghaleb Sleem	Projects Coordinator	Engineers Syndicate
9	Amneh Alnatsheh	Director of Satellite accounts Department	Palestinian Central Bureau of Statistics
10	Ayed Mazen AlFarra	Projects Coordinator	Khan Yunis Chamber of Commerce and Industry
11	Mughannam Ghannam	General Director	Juhoud for Community and Rural Development
12	Emad AlGhoul	General Directot	Chamber of Commerce, Industry and Agriculture North Gaza Governorate
13	Mai Salhi	Project coordinator	Center for continuing education - Birzeit University
14	Ivan Carmi	Programme Manager	Juzoor for Health and Social Development
15	Lama Hasan	Administration and Finance Director	Juzoor for Health and Social Development

F4J III – Stakeholder Engagement Plan

16	Nadya Abu Saleh	Speech therapist	Nablus Association for Women's Action
17	Mousa Jiryis	Consultant	Ritaj Managerial Solutions
18	Sana' Shakhshier	Administrator	Nablus Association for Women's Action
19	Haneen Ahmed Rezeq/Samak	Executive Director	Development and Heritage Protection Association
20	Hanan AlRefa'e	Principle of Operations and Information Centre	Chamber of Commerce and Industry, Ramallah and Al-Bireh Governorate
21	Hazar	Project Manager	Pal Vision
22	Rahaf Abu Arafah	Project Coordinator	PalVision Organization
23	khader	Industry Dep.	MONE
24	Rahaf Abu Arafah	Project Coordinator	PalVision Organization
25	Youssef Atwa	F4J Gaza Coordinator	DAI
26	Dana Abdelhadi	M&E and Performance Management Performance	F4J-CS
27	Jehad aqel	GM	Palestinian Businessmen Association-Jerusalem
28	Dr. Saro Nakashian	CEO	Education for Employment Palestine
29	Mousa Jiryis	Consultant	Ritaj Managerial Solutions
30	Suha Salameh	Admin & Operation Specialist	F4J-CS
31	Dima Bustami	Project Manager/M&E Assistant	Education for Employment - Palestine
32	Khaled Walid Hamoudeh	Projects Coordinator & Outreach	EFE- Palestine
34	Jalil Hazboun	Executive Director	Finance for Jobs Consulting Services

Annex III - Minutes of Meeting: SEP Online Public Consultation Workshop (Vulnerable and Marginalized Groups)

A public consultation meeting was carried out virtually (Online) on the 1st of March 2023 at 13:00 am via MS Teams. The session was a continuation to the SEP consultation workshop that took place the same day at 10:00 with the purpose of engaging civil society organizations, community-based organizations, and NGOs representing and/ or working with vulnerable and marginalized groups to ensure their representation in the project's SEP and ensuring adequate identification and outreach methods are included.

The invitation list contained 33 invitees from various NGOs, CBOs, Civil Society Organizations, relevant ministries and public organizations (i.e., MoSD, MoWA), unions and others. The attendance included around 22 representatives.

The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments.

The session highlighted the SEP in relation to the identified vulnerable and marginalized groups, the engagement measures, the different groups, engagement methodologies, information disclosure and the project's grievance mechanism.

The workshop agenda was divided into four main sections as follows:

Section One: Introduction and Presentation – The Finance for Jobs Series of Projects and the Finance for Jobs III Project. By - Mazen Asad, Project Manager

The first section included welcoming remarks, registration, and overview of the F4J SOP, the new project within the series; F4J III, and its components. This section of the workshop constituted the following points;

- The project manager provided an introduction about the F4J Series of Projects, their objective, and the institutional arrangements of their implementation.
- The innovative financial instruments that have been designed, experimented with, and applied under the F4J I&II have been explained.
- The DIB component of the project was explained, with its objectives, working mechanisms and activities.
- The ICF component of the project was explained, with examples of financed activities under F4J II, the process and mechanisms of support, types of projects that are supported under the ICF and the objectives of creating employment through the private sector mobilization.
- The Project Development Objective of the F4J III was discussed with the attendees and the objectives of the project in terms of employment creation through the DIB and the ICF was overviewed.



Section Two: Overview of the Stakeholder Engagement Plan & Vulnerable and Marginalized Groups Definition, Engagement Requirements, Methodologies and Techniques. – By Faisal Kilani, Environmental and Social Consultant

- This section of the meeting included an overview of the applicable national laws and legislations, the World Bank’s ESF and ESSs and EHSs. The overall project associated potential environmental and social risks, the project’s E&S instruments and site-specific management plans.
- The definition and nature of the SEP, its purpose and objective has been discussed.
- The definitions of various stakeholders (PAPs, OIPs, and vulnerable and marginalized groups) was overviewed.
- Vulnerable and marginalized groups expected to be part of the project have been reviewed, the attendees were asked to review the list and to advise if there are other groups that should be consulted with during the open discussion session.
- The methodology and engagement requirements for vulnerable and marginalized groups has been discussed. The various identified groups have been reviewed, for each specific outreach and engagement methods have been discussed.
- The specific consultation and stakeholder engagement requirements for each sub-project to be financed under the ICF has been reviewed. Outlining the procedures to be implemented once sub-projects are selected for support during their various stages.
- The project’s vulnerable and marginalized groups engagement techniques, strategies and outreach activities have been overviewed for each category of the identified groups.

الفئات المهمشة والضعيفة		الفئات المهمشة والضعيفة	
طرق التواصل	الأنشطة الداعمة	الفئة/ ذوي الإعاقة	
المطوعات، وسائل التواصل الاجتماعي، منظمات المجتمع المدني، قوات الإغاثة المحلية (الرايو)	ضمان إشراك الأشخاص ذوي الإعاقة في تصميم وتنفيذ ومتابعة أنشطة المشروع المختلفة. ضمان وجود نسبة من الأشخاص ذوي الإعاقة للمشاركة في التدريب المهنية التي ستدرج تحت إطار المشروع. ضمان وصول الأشخاص ذوي الإعاقة لنظام الشكاوى والتأكد من قدرتهم على إرسال تظلماتهم وشكاويهم.	الأشخاص ذوي الإعاقة.	
المطوعات، وسائل التواصل الاجتماعي، منظمات المجتمع المدني، قوات الإغاثة المحلية (الرايو)	ضمان إشراك النساء المعوقات لأمر في أنشطة المختلفة وفي اتخاذ القرار في المشروع. الحرض على إيجاد فرص عمل لهذه الفئة من النساء وسامعتين للحصول على التدريب اللازمة التي تساعدن في التمكين الاقتصادي. توجيه النساء وتوطين كفاءة الخول لسوق العمل وتقديم الدعم الكاف لين للوصول في وجه المعوقات بناء على الدروس المستفادة من المشاريع السابقة.	النساء المعوقات لأمر.	
المطوعات، وسائل التواصل الاجتماعي، منظمات المجتمع المدني، قوات الإغاثة المحلية (الرايو)	ضمان إشراك النساء في أنشطة المختلفة وفي اتخاذ القرار في المشروع. وضع خطة توعية مجتمعية لبيان أهداف المشروع وأهميته وأهميته لزيادة نقل المجتمعات المهمشة لمشاركة النساء فيه. ضمان وصول صوت النساء عبر نظام الشكاوى والتأكد من قدرتهم على إرسال تظلماتهم وشكاويهم مع الحفاظ على خصوصيتهم وسرية البيانات.	النساء المعوقات من المشاركة المجتمعية بسبب القيود الإجتماعية.	

Section Three: the F4J III Grievance Mechanism. By – Faisal Kilani, Environmental and Social Consultant & Noura Abdelhadi, Communication Officer and GM Focal Point

- This section involved briefing the attendees about the current GM system implemented at the project level for the previous F4J Projects in the series, especially the F4J II that is still under implementation.
- The discussion included an overview of the GM that will be implemented for the F4J III including a clear documentation of the system, the procedures, timelines, uptake mechanisms.
- The process of uptake, recording, review, resolution, and closure of grievances has been reviewed. In addition to the types of grievances the GM allows for uptake.
- The specific measures that are implemented and will be implemented for the F4J III in relation to GBV grievances, anonymity, and referral of GBV cases have been reviewed.
- The existing uptake mechanisms have been shared with the attendees as well as the location on the F4J.ps website for disclosure of the GM and other project documents.
- The workers' GM has been discussed with the attendees including its requirements, applicability scope and its association with the GMs that will be created for each sub-project under the ICF.
- The World Bank's GRS has been disclosed with the attendees as well.

Section Four: Questions and Open Discussion

In this section, the discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. The project's team also asked questions to the attendees regarding identifying other segments of the vulnerable and marginalized groups, communication and engagement strategies and methods, and disclosure requirements to ensure better outreach. attendee's questions/comments and associated replies are illustrated in the following points:

- **Q1. Service Providers, NGOs, CBOs and others face issues in terms of data collection and surveying, this takes a lot of time and effort to be acceptable to F4J and other implementing agencies. How can this be made easier especially for service providers under the DIB.**
A1. Consistent monitoring and evaluation are necessary to ensure capturing the lessons learnt and ensuring effective implementation of project activities. Data from the sites or activities such as ones under the DIB assist the project team in obtaining useful data to analyze the effectiveness of the proposed solutions so new projects such as the F4J III will be built on. In terms of environmental and social situation, there will be constant monitoring during preparation and implementation to ensure that all aspects prepared under the project's instruments and site-specific management plans are adhered to, so that issues can be identified earlier, which will also assist service providers in obtaining better information as these will be shared within the periodic progress reports.
- **Q2. Workers in Area C for example and Gaza have specific considerations. In Gaza for the DIB component, training will be easy to achieve, but access to employment will be difficult.**
A2. The introduction of the DIB component to Gaza will carry specific considerations, however the lessons learnt under DIB 1.0 will assist in identifying market needs and building and tailoring training solutions to assist jobseekers develop skills necessary for the local market.
- **Q3. What about adherence to the minimum wage act?**
A3. The project for each investment supported will be carried out due diligence in order to verify the commitment to the various national requirements, labor and minimum wage included. Site-

specific management measures are also drafted, which always include commitment to the minimum wage act, and which constitute part of the agreement with the service provider or company, these will be verified and monitored consistently through site visits, activating the workers' GM, and ensuring commitment to the requirements under the project.

- **Q4. Civil Society organizations have tried cooperating with governmental agencies and ministries in order to reach data relevant to vulnerable groups, is there a way to organize this for the F4J III project through the support of the PIA?**

A4. This suggestion was welcomed by the project team. The F4J team once the F4J III project has commenced will discuss with the relevant authorities means and methods of cooperation to achieve the project objectives and extend the efforts to reach the widest spectrum of vulnerable and marginalized groups. Focus meetings and engagement activities will continue to take place between the PIA, ministries, public sector institutes, NGOs, CBOs, and CSOs.

- **Q5. During project implementation, specific considerations need to be considered for Gaza's vulnerable and marginalized groups given the specific nature of the area and the specific needs they might have.**

A5. The representation of various NGOs and CBOs working in Gaza is highly appreciated in this session. Through the SEP, the involvement of CBOs and NGOs working with site specific vulnerable and marginalized groups will be ensured and the methods and techniques will be tailored to ensure proper outreach and engagement.

- **Q6. Special attention needs to be given to GBV related grievances with some vulnerable and marginalized groups, for example in Gaza, given the specific cultural needs.**

A6. This has been confirmed by the project team and ensured that it will be considered. Anonymity will be provided to all who ask for it, and a specific option in the uptake mechanisms will be available to the public and project workers. The GBV grievances resolution mechanism will also be handled with secrecy and only managed by the qualified and appointed staff.

- **Q7. Are there any arrangements for cooperating with other projects working with vulnerable and marginalized groups?**

A7. The F4J has conducted continuous consultations and liaison through the previous projects and will continue to do so during the F4J III. This helps unify efforts and avoid duplication of efforts. Other programs such as the Cash-for -Work, and the relevant stakeholders are in constant communication with the F4J and are kept in the loop.

- **Q8. Is it possible to provide the Service Providers with the ICF applicants information so the DIB solution can be tailored with the ICF companies to ensure that the trainings can fit their employment needs. So that the ICF component and the beneficiaries associated with it provide jobs to the DIB trainees?**

A8. This method is welcomed and has been in implementation. There have been various instances where DIB trainings have been conducted to meet the employment demand created by the ICF component.

- **Q9. Could cooperatives, for example women farmers' ones, obtain financing under the ICF?**

A9. While this financial instrument is tailored to the private sector, cooperatives could indeed participate through creating partnerships with private sector entities and be entitled to participate in the ICF pool of applicants.

[List of attendees \(registration online\)](#)

List of attendees (not all of attendees registered the online form)

ID	Name	Position	Organization
1	Ayed Elberim	Executive director	Bayader for Environment & Development Association (Bayader)
2	Tareq Jourani	Program Manager	Bayader for Environment & Development Association (Bayader)
3	Amani Muady	General Manager	PITA
4	Jenan Safi	Monitoring and Evaluation Officer	PITA
5	Amin Juaidi	Projects Officer	Rural Women's Development Society - RWDS
6	Francis gharfeh	Grant management and development director	civic forum institute
7	Rawan Khaled Karam	Executive Director	Clothes and Textile Industry Association
8	Tahreer Jaber	Executive Director of UPWC	Society of Development for Palestinian Women
9	Jehad Fayez Ibhar	Chairman	Prestige Paints International Company
10	Mahmoud Ali AlKhateeb	Admin	Strco Company for Industry, Trade and General Contracting
11	Rami AlDahshan	General Manager	Al-Dahshan Factory for Detergents and Fresheners
12	Ivan Carmi	Programme Manager	Juzoor for Health and Social Development
13	Ra'ed AbdKareem Al Mozayen	Executive Director	Al Mozayen Company for Paints and Chemicals
14	Ala'a Dowdeen	Vocational training coordinator	South Hebron Chamber of Commerce and Industry
15	Fiasal AlShawwa	General Manager	AlEntilaqa company
16	Mughannam Ghannam	Director & Programs Manager	Juhoud for Community and Rural Development
17	Dana Ghaleb Sleem	Projects Coordinator	Engineers Syndicate
18	Amin Juaidi	Projects Officer	Rural Women's Development Society - RWDS
19	Haneen Ahmed Rezeq/Samak	Programs Manager	Basma for Culture and Arts Association
20	Dana Abdelhadi	M&E and Performance Management Specialist	F4J-CS
21	Mousa Jiryis	Consultant	Ritaj Managerial Solutions
22	Mahmoud Hamada	Advocacy Coordinator	Palestinian NGOs Network

Annex IV - Summary of Environmental and Social Management Framework Public Consultation

A public consultation meeting was carried out virtually (Online) on the 2nd of March 2023 at 11:00 am via MS Teams. The session aimed to introduce the stakeholders to the Environmental and Social Management Framework suggested for the F4J III. The aim of the meeting was to obtain feedback that will assist the PIA in drafting the ESMF, identifying additional potential risks and impacts, mitigation measures, E&S management tools and procedures, as well as discussing the national E&S requirements in line with the project's applicable standards. The session introduced the attendees to the new project within the F4J series of projects, the proposed components, and expected activities to be included.

The invitation list contained 149 representatives of various private sector companies, private sector associations and representative bodies, the Public Private Advisory board, all of the commercial chambers in the West Bank and Gaza, Ministries, public sector institutions, associations, unions, universities, service providers, training and educational centers, applicants to the F4J II ICF, previous beneficiaries of the F4J Project, Federations of chambers of commerce, industry, agriculture and other sectors, as well as the investors and partners involved in the DIB component. Of the invited attendees around 59 attended the session (attendance sheet in the annexes).

The session included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of applicable environmental and social laws and standards, applicable ESSs, potential E&S risks and impacts, mitigation measures, and E&S instruments.

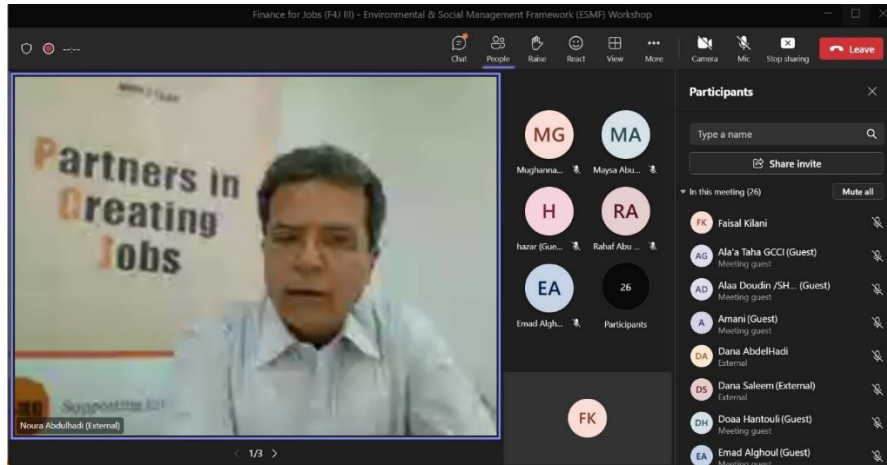
The session focused on the ESMF of the project and reviewed the applicable laws, legislations, guidelines and standards, both on a national level and the ESSs and ESHGs. The components of the ESMF were reviewed, the potential risks of the F4J project, E&S management tools, and the ESA process of the project. Additionally, the discussion involved reviewing the importance of the ESMF to the stakeholders and especially to the applicants and service providers involved.

The workshop agenda was divided into four main sections as follows:

Section One: Introduction and Presentation – The Finance for Jobs Series of Projects and the Finance for Jobs III Project. By - Mazen Asad, Project Manager

The first section included welcoming remarks, registration, and overview of the F4J SOP, the new project within the series; F4J III, and its components. This section of the workshop constituted the following points;

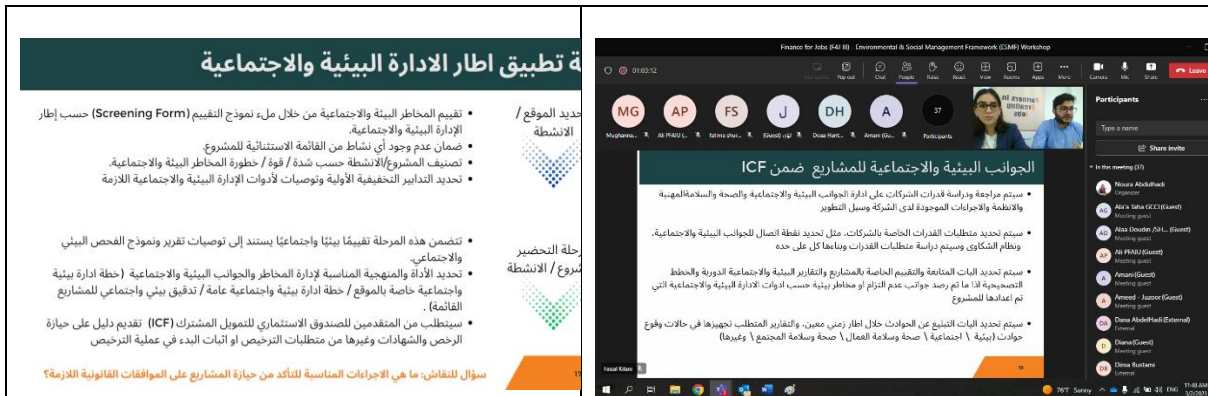
- The project manager provided an introduction about the F4J Series of Projects, their objective, and the institutional arrangements of their implementation.
- The innovative financial instruments that have been designed, experimented with, and applied under the F4J I&II have been explained.
- The DIB component of the project was explained, with its objectives, working mechanisms and activities.
- The ICF component of the project was explained, with examples of financed activities under F4J II, the process and mechanisms of support, types of projects that are supported under the ICF and the objectives of creating employment through the private sector mobilization.
- The Project Development Objective of the F4J III was discussed with the attendees and the objectives of the project in terms of employment creation through the DIB and the ICF was overviewed.
-



Section Two: Overview of the Environmental and Social Management Framework

- This section of the meeting included an overview of the applicable national laws and legislations, the World Bank’s ESF and ESSs and EHSGs. The overall project associated potential environmental and social risks, the Environmental and Social Assessment process for the project, the proposed E&S instruments and types of site-specific E&S management tools and plans.
- The Environmental and social risk classification process has also been reviewed and the 4 types were explained to the attendees.
- The application framework and mechanism of the ESMF was also discussed, this included verifying the various stages of the project, and the processes included in each stage through screening, scoping, determining suitable E&S management tools, monitoring and evaluation,

The section also discussed the potential aspects that are important for ICF applicants and DIB service providers to know, and the process of review and disclosure of the ESMF.



Section Three: the F4J III Grievance Mechanism. By – Faisal Kilani, Environmental and Social Consultant & Noura Abdelhadi, Communication Officer and GM Focal Point

- This section involved briefing the attendees about the current GM system implemented at the project level for the previous F4J Projects in the series, especially the F4J II that is still under implementation.
- The discussion included an overview of the GM that will be implemented for the F4J III including a clear documentation of the system, the procedures, timelines, uptake mechanisms.
- The process of uptake, recording, review, resolution, and closure of grievances has been reviewed. In addition to the types of grievances the GM allows for uptake.

- The specific measures that are implemented and will be implemented for the F4J III in relation to GBV grievances, anonymity, and referral of GBV cases have been reviewed.
- The existing uptake mechanisms have been shared with the attendees as well as the location on the F4J.ps website for disclosure of the GM and other project documents.
- The workers' GM has been discussed with the attendees including its requirements, applicability scope and its association with the GMs that will be created for each sub-project under the ICF.
- The World Bank's GRS has been disclosed with the attendees as well.

Section Four: Questions and Open Discussion

In this section, the discussion was opened for all attendees to provide any feedback, questions, suggestions, and inquiries. The project's team also asked questions to the attendees regarding harmonizing the project's E&S management with the national requirements especially of EQA's, and if they could share their experiences in this regard, the attendees were also asked if they had other methods for the disclosure and announcement of the ESMF. attendee's questions/comments and associated replies are illustrated in the following points:

- **Q1. What are the included mechanisms relevant to the inclusion of projects in Jerusalem Area given its special considerations?**
A1. Projects in the Jerusalem area have been applying for the previous calls within the project and have been under review. Projects from all areas within the administrative authority of the PA are encouraged to apply and projects are assessed thoroughly given specific criteria that contribute to the PDO and objectives of the project, especially in terms of creating employment opportunities.
- **Q2. Under the DIB component, will environmental and social aspects be considered during the independent verification process implemented? How the environmental and social monitoring and reporting will be associated with the independent verification process?**
A2. The project will employ various tools for monitoring and evaluation, one of which is related to the environmental and social aspects. The reports and data resulting from E&S monitoring will be shared and public and will be available at F4J consulting which will assist the independent verification agencies to highlight any issues relevant to the implementation of the activities.
- **Q3. How will the private sector be involved in the project and E&S aspects; how will these reflect on the private sector.**
A3. As discussed earlier, these consultations assist the project team in maintaining the involvement of the private sector throughout the different phases of the project. The feedback received over the consultation sessions will assist in including them in the development management plans. The private sector is key to the success of the project, and its guidance is obtained from various entities such as the advisory board that comprises of private, public, and civil sectors. The ESMF will include important information for the private sector to understand the nature of the measures included to assess projects, monitor them, and ensure the implementation of mitigation measures. Additionally, the ESMF's E&S exclusion list will assist projects in understanding what type of activities can be financed through the F4J III.
- **Q4. A question from Gaza Chamber of Commerce was related to how could they benefit from the ESMF, how to obtain information on applications, and if it will be**

possible to conduct a meeting with the Chamber to discuss the application requirements for companies in Gaza.

A4. It was discussed that this meeting aims to involve their opinions in the drafting of the ESMF. The ESMF will then be disclosed on the F4J website which was shared with the attendees. Further it was explained that after approving the ESMF, the F4J will announce through various channels such as social media the availability of the ESMF and the disclosure location. The project team welcomed the suggestion and assured them that consequent meetings and engagements will take place during the project preparation and implementation with the Chamber and the other stakeholders. The project team shared the contact details with the attendees to arrange for any meetings or answer any questions that might arise in the future. The team provided a description of the calls’ announcements process and how the applications are conducted.

- **Q5. With regard to E-waste, PITA is conducting a campaign in cooperation with EQA to prevent the import of “Used” or end-of-life electronic equipment that are being brought to Palestine and either become waste or are nearing their end-of-life stage. How will the project assist in preventing this.**

A5. The nature of the mitigation measures have been discussed in addition to the screening and assessment of projects and their associated impacts. For projects that involve the generation of e-waste (e.g., solar energy at their end of life stage) there will be specific measures and management procedures included in the form of e-waste management plan depending on the project’s nature, scope, type of waste and other data that is obtained through the ESA process. Additionally, it was clarified that the project has standards in the procurement process and finances only new equipment that adhere to international quality standards.

- **Q6. When will the calls be open for the DIB and ICF under F4J III.**

A6. This has been clarified as yet unknown, the process of preparation for the project has been explained and the current stage the project is at. The team ensured the stakeholders that appropriate communication will be conducted and announcements for opening the calls in due time. The team raised questions about if they had any suggestions for improvement in the calls process and announcements, but no response was received.

- **Q7. The project team asked if the private sector companies or the attending stakeholders have any recommendations in ensuring that the environmental and social framework of the project and the proposed mitigation measures and management tools are in line with the national requirements, especially in terms of licensing. In addition if they have experiences with other projects’ requirements and obstacles faced in having different requirements than the national ones.**

A7. No response was received.

[List of attendees \(registration online\)](#)

List of attendees (not all of attendees registered the online form)

ID	Name	Position	Organization
1	Louay Al Hussein	General Manager	The Arab Chamber of Commerce and Industry- Jerusalem
2	Lina Aref	Performance and M&E Specialist	Finance for Jobs for Consulting Services

F4J III – Stakeholder Engagement Plan

3	Ala'a Taha	Head of projects department	Gaza Chamber of Commerce
4	Mahmoud Ali AIKhateeb	Admin	Strco Company for Industry, Trade and General Contracting
5	Ayed Elberim	Executive director	Bayader for Environment & Development Association (Bayader)
6	Tareq Jourani	Program Manager	Bayader for Environment & Development Association (Bayader)
7	Amani Muady	General Manager	PITA
8	Jenan Safi	Monitoring and Evaluation Officer	PITA
9	Amin Juaidi	Projects Officer	Rural Women's Development Society - RWDS
10	Francis gharfeh	Grant management and development director	civic forum institute
11	Rawan Khaled Karam	Executive Director	Clothes and Textile Industry Association
12	Tahreer Jaber	Executive Director of UPWC	Society of Development for Palestinian Women
13	Jehad Fayez Ibhar	Chairman	Prestige Paints International Company
14	Rami AlDahshan	General Manager	Al-Dahshan Factory for Detergents and Fresheners
15	Ivan Carmi	Programme Manager	Juzoor for Health and Social Development
16	Ra'ed AbdKareem Al Mozayen	Executive Director	Al Mozayen Company for Paints and Chemicals
17	Ala'a Dowdeen	Vocational training coordinator	South Hebron Chamber of Commerce and Industry
18	Fiasal AlShawwa	General Manager	AlEntilaqa company
19	Mughannam Ghannam	Director & Programs Manager	Juhoud for Community and Rural Development
20	Dana Ghaleb Sleem	Projects Coordinator	Engineers Syndicate
21	Amin Juaidi	Projects Officer	Rural Women's Development Society - RWDS
22	Haneen Ahmed Rezeq/Samak	Programs Manager	Basma for Culture and Arts Association
23	Dana Abdelhadi	M&E and Performance Management Specialist	F4J-CS
24	Mousa Jiryis	Consultant	Ritaj Managerial Solutions
25	Mahmoud Hamada	Advocacy Coordinator	Palestinian NGOs Network
26	Fatma Ahmed Shurab	Projects Officer	Middle Governorate -Chamber of Commerce and Industry
27	Doaa Hantouli	Monitoring and evaluation	PCIU
28	Ayaad Abu Taha	General Manager	Rafah Governorate -Chamber of Commerce and Industry
29	Marwa Murtaja	Executive Manger	Chemical Industries Association
30	Na'la Ibrahim Zada	Executive Manger	Palestinian Federation of Precious Metals
31	Inas Asfour	Finance Officer	F4JCS
32	Hanan AlRefa'i	Operating officer	Chamber of Commerce and Industry, Ramallah and Al-Bireh Governorate
33	Salam Shabaneh	M&E - Project officer	EFE-Palestine
34	Ruaa Abu Nemreh	Associate Manager- Corporate Affairs	Ooredoo Palestine
35	Ala'a Moh.Taha	Head of Projects department	Gaza Chamber of Commerce & Industry
36	Fariad Zaqout	Executive Director	Construction Industries Federation
37	Mohammed AL Ryashi	CEO/CEO	WIU

F4J III – Stakeholder Engagement Plan

38	Shaima' AIMuhtadi	Executive Director	Aluminum Industries Association
39	Lina Aref	Performance and M&E Specialist	F4J-CS
40	Jalil Hazboun	Executive Director	F4J-CS
41	Dana Abdelhadi	M&E and Performance Management Specialist	F4J-CS
42	Dr Saro Nakashian	CEO	Education for Employment Palestine
43	Louay Al-husseini	General Manager	Jerusalem Arab Chamber of Commerce and Industry
44	Amani Muady	General Manager	PITA
45	Ali Wafi	Project Coordinator	PFAIU
46	Jenan Safi	M&E officer	PITA
47	Ameed	Training Officer	Juzoor
48	Dima Bustami	Project Manager/M&E Assistant	Education for Employment - Palestine

Annex V – Summary of Consultation with EQA

An individual meeting was carried out on the 9th of March 2023 at 10:00 with EQA’s Environment Protection General Directorate’s Acting General Director, Mr. Yasser Abu Shanab. The Meeting was attended by Mr. Ameen Nazzal (DAI-F4J), and Mr. Faisal Kilani, Environmental and Social Consultant for the F4J. The meeting aimed to introduce EQA to the F4J III Project, discuss the project’s ESMF under preparation, identify any additional potential E&S risks, and to obtain feedback related to the E&S Assessment methodology and harmonizing it with the EQA requirements.

The meeting included a description of the Finance for Jobs (F4J) Series of Projects, previous activities under the F4J I& II, an overview of the financial instruments developed under the F4J SOP and to be used in the F4J III, in addition to an overview of the applicable ESSs, relevance of National Environmental laws and legislations, potential E&S risks and impacts, mitigation measures, and E&S instruments.

The meeting focused on the ESMF of the project and harmonizing the ESA processes both under the ESMF and in relation to national laws and EQA requirements. The discussion included a review of the proposed ESA methods and tools for the project as well as EQA’s Environmental Assessment process for proposed sub-projects. The meeting included various inputs from Mr. Yasser to enhance the environmental and social management of the project, which have been to be considered for the ESMF preparation.



Figure 3: Photo of EQA Engagement Meeting . From Left; Mr. Yasser Abu Shanab (EQA Environment Protection General Director); Mr. Faisal Kilani (F4J E&S Consultant) ; Mr. Ameen Nazzal (F4J Investment Officer).

The meeting included the following discussion points;

- Examples of previous projects under the F4J series that applied to EQA permitted were discussed. The process of EQA environmental approval was described by Mr. Yasser. It was discussed that for future projects the applicants need to be informed of the EQA procedures and the expected timeline.
- Mr. Yasser explained that the easiest projects to review for EQA are ones that are within industrial areas. Additionally, these have to be screened in accordance with the “Law of Industries” which includes a list of permissible industries to operate in such areas.
- Mr. Yasser added that new projects that are to procure lands have to take into consideration the agricultural classification of the proposed site. If they apply for a change of status from agricultural to industrial these have to be advertised in newspaper and the process takes additional time to obtain the approvals needed.

F4J III – Stakeholder Engagement Plan

- The Environmental Assessment process of EQA and the one proposed under the ESMF have been reviewed. It was discussed that applicants under the ICF will have to provide their existing license to verify. For new projects it was discussed that the PIA will request applicants to furnish proof that they have applied for a license through MoNE and if requested, the Environmental Permit Application in line with the project's due diligence and screening activities.
- The different requirements for EQA and the project were discussed, the F4J team and the consultant noted that the main aim of this meeting is to harmonize the ESA requirements for both the F4J III and EQA. It was agreed that applicants under the ICF will submit the ESMFs and other management plans and tools with the Environmental Permit Application.
- Mr. Yasser Added that EQA requires any site-specific studies or management tools prepared to be submitted in Arabic. As such, the F4J III needs to consider submitting any study or management plan/ tool to EQA in Arabic.
- It was agreed that as the Project Counterpart is the MoF. Once the pool of applicants is finalized, MoF will inform EQA with the list, the project's name, brief description, and site coordinates.
- Mr. Yasser asked the project team to discuss with the management and the PPAB adding EQA to the project's advisory board. This will ease liaison and EQA involvement in the environmental management of the project.

Re: Environmental and Social Assessment Methods for the new "Finance for Jobs III Project"

Tags
Security TLS Learn more

🔍

الأخ المهندس فيصل الكيلاني المحترم
تحية وبعد
الشارة الى طلبكم لعقد اجتماع، يشرفني اللقاء بكم يوم الخميس القادم الساعة العاشرة صباحاً في مقر سلطة جودة البيئة
مع خالص الاحترام والتقدير
ياسر ابوشنب

Best Wishes

Yaser Khalil Abu Shanab
National Focal Point for Basel Convention
Acting, vice General Director
Environment Protection Directorate
Environment Quality Authority (EQA)
State of Palestine
Tel. : +97022403495/8
Mobile no. : +970599264230
+970568864230

From: Faisal Kilani <fkilani@envisionsolutions.net>

Sent: Monday, March 5, 2023 1:14 PM

To: yshanab <yshanab@environment.qna.ps>; yaser_shanab <yaser_shanab@hotmail.com>; asma_qasem <asma_qasem@yahoo.com>

Cc: Mazen_Aasad <mazen_aasad@dai.com>; Nasser_Alamuri <nasser_alamuri@dai.com>; Mohammed_Turshan <Mohammed_Turshan@dai.com>; Youssef_Atwa <youssef_atwa@dai.com>

Subject: Environmental and Social Assessment Methods for the new "Finance for Jobs III Project"

حضرة السيد م. ياسر ابوشنب المحترم

مدير عام حماية البيئة - سلطة جودة البيئة

تحية طيبة وبعد،

بالإشارة الى الموضوع اعلاه وحيث ان DAI تقوم بالتجهيز للمشروع الجديد ضمن سلسلة مشاريع "التحويل بهدف خلق فرص عمل" - "Finance for Jobs (F4J III)" والذي تنفذه المؤسسة لصالح وزارة المالية بتمويل من البنك الدولي، يتم حالياً تجهيز أدوات الإدارة البيئية والاجتماعية للمشروع حسب التشريعات والقوانين الفلسطينية وبناء على الأطار والمعايير البيئية والاجتماعية للبنك الدولي (Environmental and Social Framework & ES Standards).

وعليه، نود ترتيب اجتماع مع حضراتكم خلال هذا الأسبوع إن أمكن، أو مع من توكّلون، لمناقشة آلية التقييم البيئي والاجتماعي للمشروع وموافقتها مع سياسة التقييم البيئي الفلسطينية لتضمين أي ملاحظات لديكم في إطار الإدارة الخاص بالمشروع، نظراً ان المشروع سيتكون من منح للمشاريع التطويرية التي ستقدم للتراخيص اللازمة ومن ضمنها الحصول على الموافقة البيئية، حيث يحتوي إطار الإدارة البيئية والاجتماعية الخاص بالمشروع على آليات التقييم الأولي وأدوات إدارة مختلفة مثل خطط الإدارة البيئية والاجتماعية (ESMPs) والتدفق البيئي والاجتماعي وغيرها.

للتواصل: المستشار البيئي والاجتماعي آل DAI - F4J Project - م. فيصل الكيلاني : 0598001700

مع وافر الاحترام والتقدير،،،

Figure 4: Invitation Email to EQA

Annex VI – Sample GM Complaints and Log Forms

طلب تقديم شكوى

التاريخ:

رقم الشكوى:

القسم الأول: حول المشتكي/ة

اسم مقدم/ة الشكوى الرباعي (اختياري):

رقم الهوية:

لا مانع من الكشف عن هويتي (نعم \ لا) - (لا: سيتم احالة الشكوى للدوائر المختصة على انها من مجهول)

اسم المؤسسة مقدمة الشكوى:

ولي

وصي

وكيل

شخصي

الصفة: اعتباري

انثى

الجنس (للأفراد فقط): ذكر

تاريخ الميلاد: / /

العمر (للأفراد فقط):

رقم الهاتف:

البريد الالكتروني:

القسم الثاني: حول الشكوى

موضوع الشكوى:

.....
.....

تفاصيل الشكوى

.....
.....
.....
.....
.....
.....
.....
.....
.....
.....

الجهة المقدم بحقها الشكوى:

.....
.....

لا

هل الشكوى منظورة أمام القضاء: نعم

هل تقدمت بشكوى في ذات الموضوع سابقا: نعم لا

- اسم الجهة المقدم بحقها الشكوى سابقا: تاريخ التقديم:/...../.....

- هل تلقيت ردا على الشكوى السابقة: نعم، تاريخ الرد:/...../..... لا

وقائع اضافية:

.....

.....

القسم الثالث: مرفقات الشكوى (وثائق ومستندات)

1-

2-

3-

أقر وأصرح انا مقدم/ة الشكوى..... بأن المعلومات والبيانات والمرفقات الواردة أعلاه هي معلومات وبيانات ومرفقات صحيحة وحقيقية والتزم واتفقت بتحمل كامل المسؤولية القانونية فيما لو تبين خلاف ذلك في أي وقت من الأوقات أو إذا تبين أن الشكوى المقدمة من قبلي كيدية.

وعليه أوقع

توقيع و/أو بصمة مقدم/ة الشكوى: تاريخ تقديم الشكوى: / /

توقيع و/أو بصمة الشخص الذي استعان به مقدم الشكوى في كتابة الشكوى:

اسم الموظف/ة مستلم/ة الشكوى:

توقيع الموظف/ة مستلم/ة الشكوى: تاريخ استلام الشكوى: / /

القسم الرابع: (خاص لاستخدام مسؤول الشكاوى)

التوصية حول الشكوى:

.....

.....

قبول الشكوى رفض الشكوى

- مبررات رفض الشكوى:

.....

.....

التاريخ:

مسؤول الشكاوى

التوقيع.....

