



**Government of Egypt**

**Ministry of Environment**

**Greater Cairo Air Pollution Management and Climate  
Change Project  
(GCAPMCCP)**

EGYPT: GREATER CAIRO AIR  
POLLUTION MANAGEMENT AND  
CLIMATE CHANGE PROJECT –  
INCLUDING Additional Finance

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## Acronyms and abbreviations

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

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

## Contents

1 - Introduction/Project Description.....	6
2. Regulations and requirements.....	10
2.1 National Requirements .....	10
2.2 World Bank Requirements.....	10
3. Brief Summary of Previous Stakeholder Engagement Activities.....	11
4. Stakeholder identification and analysis.....	23
4.1. Identification of stakeholders.....	23
4.3. Summary of project stakeholder needs.....	32
5. Stakeholder Engagement Program .....	33
5.1. Purpose and timing of stakeholder engagement program .....	33
5.2. Proposed strategy for information disclosure .....	33
5.3. Proposed strategy for consultation.....	34
5.4. Proposed strategy to incorporate the view of vulnerable groups.....	37
5.5. Phasing, Reporting and Timelines .....	37
5.6 Review of Comments .....	38
6. Resources and Responsibilities for implementing stakeholder engagement activities .....	38
6.1. Resources .....	38
6.2. Management functions and responsibilities .....	39
7. Grievance Mechanism .....	39
8. Monitoring and Evaluation .....	42
8.1 SEP Indicators to be documented in Progress Reports .....	42

# GREATER CAIRO

## AIR POLLUTION MANAGEMENT AND CLIMATE CHANGE PROJECT

### Stakeholder Engagement Plan

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

## 1 - Introduction/Project Description

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

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

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

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

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

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

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

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

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

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

## Component 3: Vehicle Emission Reduction

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

- **Subcomponent 3.1: Electric Bus Fleet and Related Infrastructure** The project will finance several services and goods including: the study to select the final set of routes and operational plans, and recommendations on type of batteries and charging technology; proposals for anonymous safe channels of complaints for bus users; the design of interior of the e-bus with safety and gender consideration, the design of the retrofit needed. The project will finance the upgrading of an existing bus depot to support e-buses as per the result of the aforementioned study and acquisition of approximately 100 electric buses, in two phases.
- **Subcomponent 3.2: Enabling Activities.** The enabling activities to be supported by the project for the transport component will include the following:
  - Setting up of continuous AQM equipment (including the establishment of new monitoring sites): equipment such as aethalometers that monitor the pollutants from vehicle.
  - Awareness raising and capacity development of CTA employees and broader audience.
  - Awareness raising and capacity development for service quality and efficiency improvement. The project will support the objective of optimizing the operation of the electric bus pilot routes from the end user satisfaction perspective and the financial sustainability perspective.

#### **Component 4: Enhanced Capacity, behavioral change, and communication**

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

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

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

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

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

**A new Component 6 titled “Improved E-Waste and HCW management for Reduction of uPOPs” will be added to the “parent project” as an Additional Finance (AF) Component.** This Component will comprise three sub-components as described below:

**Sub-component 6.1: Supporting effective E-Waste management, models, and solutions** to support the implementation of the National Policy Framework and Legal Directive on E-Waste and piloting solutions and models for E-Waste management and recycling to reduce air pollution and climate pollutant emissions. Activities are designed to support the country in a life-cycle approach to e-waste from understanding upstream issues, such as causes and generation of e-waste to safe collection, recycling and extraction of precious commodities and disposal of non-recyclable material.

Specific activities include: (i) strategy development, feasibility studies and guidance for a range of issues, including: standards for recycled plastics, management of hazardous fraction of e-waste and integration with hazardous waste management systems under the parent project, used electronic equipment, particularly at the household level including batteries and electrical appliances and their integration into existing strategies for the refurbishment, recycling, disposal and/or take back of equipment/e-waste; (ii) technical assistance, guidance, and capacity building for key public and private sector entities and agencies for the enforcement and implementation of upcoming Extended Producer Responsibility (EPR) schemes for new electronic equipment; (iii) support for formalizing and improving safety for recyclers and handlers of eWaste, including: development



of standards for recycling and best available technologies/best environmental practices (BAT/BEP), assessment and technical assistance for enhanced efficiency in recycling processes, development of strategies and support for safe and effective recycling of batteries, development of risk assessment studies and risk mitigation strategies and capacity building for recyclers to ensure safer/cleaner processing for improved human and environmental health, and establishing safe exposure limits for key uPOPs; (iv) needs assessment and support for alignment with the globally harmonized systems (BAT/BEP, Sound Management of Chemicals, etc.) on waste and eWaste, particularly with regard to developing train-the-trainer programs and other training/educational tools and products; (v) technical assistance on guidance for assessing, processing and/or exporting of printed circuit boards ; (vi) support for updating and monitoring of e-waste data and utilization of the uPOPs tool kit and E-Waste calculator for E-Waste processing and needs assessment for establishing an integrated management information system (MIS; (vii) piloting collection, safe dismantling, and recycling of E-Waste, particularly older equipment and household level e-waste at strategic locations and segregation and hazardous waste disposal, particularly waste which will not be targeted through EPR; (viii) testing of 'take-back' schemes and enhancing engagement with the private sector; and (ix) support small entrepreneurs in the identification of a) possible local financing mechanisms for start-ups and b) identification of possible markets for recycled materials (e.g., gold, copper, silver) nationally, regionally, and internationally.

**Sub-component 6.2: Supporting effective healthcare waste management, models, and solutions** this component will support activities to strengthen the enabling environment for sound management of Healthcare Waste and pilot innovative solutions for sound management of Healthcare Waste for reduction of air pollution, climate pollutant and uPOPs emissions to yield long-term results and systems-wide change. The scope of activities will cover the entire cycle from the introduction of proper measures for the reduction of potential healthcare waste to treatment of the waste using appropriate emission control technologies and/or practices<sup>3</sup>. Specific activities will include: (i) undertaking an assessment of current needs and data on HCW in a range of healthcare settings, including university and health insurance hospitals, pharmacies, etc.; (ii) providing support for key agencies in the development of an integrated management information system (MIS) to support enhanced monitoring of HCW management and disposal practices; (iii) providing technical assistance to select healthcare institutions, including on utilization of possible financial mechanisms, procurement of environmentally-sound equipment ('green procurement'), training of staff, and integration with new protocols, including those on biological and chemical waste segregation and certification requirements; (iv) supporting the preparation of a plan to roll out proper HCW management throughout the country in line with new regulations and in collaboration with key agencies and stakeholders (including women and other vulnerable communities); (v) piloting appropriate treatment of HCW; and (vi) developing and modeling public/private financing and investment models for collection and treatment of HCW.

**Sub-component 6.3: Supporting the preparation of Egypt's application to Minamata Convention** GoE is initiating the preparation of the portfolio for Minamata Convention on Mercury. In support of this effort and building on the results of sub-components 6.1 and 6.2, the project will provide international expertise and technical assistance activities towards the early-stage development of the portfolio and initiation of key activities for the country's future compliance with the convention. These activities include the following: (i) identifying current regulatory and policy needs for meeting obligations of the convention; (ii) identifying technical needs of EEAA, MoH and other agencies to successfully undertake changes for meeting convention obligations; and (iii) identifying and filling, as possible, current gaps in data and state of knowledge for successful preparation for signing.

An addendum to the Environmental and Social Management Framework (ESMF) has been prepared and disclosed.

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<sup>3</sup> The final disposal of treated and remaining untreated waste will be covered under Component 2 of the initial project.

## 2. Regulations and requirements

### 2.1 National Requirements

- **The Law 4/1994 on Environmental Protection** requires consultation of the community people and concerned parties with the needed information about the project. All stakeholders should be invited. Paragraph 6.4.3 from Law 4/1994 on Environmental Protection provides detailed information on the scope of public consultation, methodology and documentation. **Paragraph 6.4.3 Requirements for Public Consultation** consists of: Paragraph 6.4.3.1 Scope of Public Consultation
- Paragraph 6.4.3.2 Methodology of Public Consultation
- Paragraph 6.4.3.3 Documentation of the Consultation Results
- Paragraph 7 Requirement and Scope of the Public Disclosure

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

### 2.2 World Bank Requirements

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

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

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

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

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

The project builds on the analytical work and the various initiatives on air pollution management implemented by the MoE and other concerned authorities in the GoE. The most recent studies were conducted over four years, from 2016 to 2019, by the World Bank in close collaboration with the MoE and with the active participation of the MoHP. Four main reports were produced and provide most of the technical foundation of the proposed project: (i) Motor Vehicle Density and Air Pollution in Greater Cairo;<sup>4</sup> (ii) Cost of Environmental Degradation (COED), with a focus on Air and Water Pollution;<sup>5</sup> (iii) Particulate Matter Ambient Air Pollution and Respiratory Disease in Egypt;<sup>6</sup> and (iv) Air and Water Pollution Policy Options Report.<sup>7</sup>

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

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

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

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

#### 1) Summary of the project related consultations

Name of the consultation, Organizer, place	Governorate of Qalyoubia – Office of the Government
Estimate date for conducting the consultations	December 2019
Relationship of the consultation to the project	Directly linked to the project preparation

<sup>4</sup> Heger, Martin et al. (2019 Op. Cit.).

<sup>5</sup> Larsen (2019 Op. Cit.).

<sup>6</sup> Heger et al. (2019 Op. Cit.).

<sup>7</sup> World Bank. 2019. Egypt: Air and Water Pollution Management Technical Assistance Program. Prepared by COWI and Chemonics. Washington, D.C.

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

Name of the consultation, Organizer, place	Ministry of Environment - EEAA, with support from the E&S consultant (Integral)
Estimate date for conducting the consultations	March 2020
Relationship of the consultation to the project	Directly linked to the project preparation A scoping session to consult on the scope of the ESMF, ESIA and RF
Key Stakeholders – number of participants	A total of 25 persons attended the scoping session, 20% of them were females. The participants included administrative officials from the governorate level (8 WMRA, 3 MoE, EEAA, ...), administrative officials from the local level (Giza, Cairo and Qalyoubia governorates), consultants/experts, community members (representatives), civil society, academic Institutions, and private sector (factories, companies, suppliers, and traders working in the waste field)
Information disclosed, points of discussion	<ul style="list-style-type: none"> <li>• Presentation on the scope of the ESMF, ESIA and RF</li> <li>• Preliminary findings related to the impacts of the project</li> </ul>
Summary of activity - Outcomes of the consultation	<p>Additional studies that the project needs to consider conducting (e.g., the traffic studies)</p> <p>Several technical details related to the SWM component (e.g., paying attention to the hauling distance, waste compositions, e-waste final disposal, etc.)</p> <p>The need to find ways to integrate the informal sector</p> <p>The need to take into consideration the accumulated lessons learnt</p> <p>The need for stakeholder engagement to be done on the grassroot level to minimize stakeholders' resistance.</p>
Links to more information	As per the link shared above for the E&S instruments

- 2) It should be noted that further consultations are underway to present the findings of the ESIA, ESMF and RF groups to the various stakeholders, obtain their feedback and amend the studies accordingly. Due to the social distancing requirements imposed in the country under COVID-19 circumstances, the MoE will be facilitating number of virtual consultations and will be utilizing social media pages and other digital platforms to get the consultation accomplished. Consultation results will be added to the SEP upon completion. **Summary of other consultations and stakeholder engagement facilitated by the Government for the preparation of the Parent Project and the Additional Finance (AF)<sup>8</sup>**

Name of the consultation, Organizer, place	Ministry of Environment - EEAA, Maadi, Cairo Egypt.
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<sup>8</sup> Those activities took place in the last six months before the production of the SEP and covered many topics that fall under the mandates of the concerned entities, including some general SWM related topics.

Key Stakeholders – number of participants	<p>As part of the large awareness campaigns and outreach that the Ministry of Environment is leading, the following are the entities that were involved in the project preparation with the MoE</p> <ul style="list-style-type: none"> <li>• Ministry of Education represented by the educational departments in Greater Cairo</li> <li>• Ministry of Higher Education represented by universities</li> <li>• Ministry of Health represented by Health centers</li> <li>• Public libraries</li> <li>• The Ministry of Social Solidarity through NGOs</li> <li>• Information centers, National Center for Child Culture.</li> <li>• Ministry of Culture</li> <li>• International book fair</li> <li>• Academia</li> <li>• Informal sector groups engaged in SEM</li> </ul> <p>About 14,000 annually attended, divided equally between 1) students in schools and universities and 2) the public.</p> <p>As part of the parent project preparation, 2 large project specific consultations were conducted in June and July 2020. The first consultation included wide range of stakeholders including Government, NGOs, academia, key informants, and experts in the field of SWM. The second one was dedicated to informal sector groups and encompassed a large range of waste collectors, traders, and recyclers. The key feedback received from the consultations could be summarized in the following:</p> <p>As part of the AF preparation, the following key stakeholders were involved in consultation in June 2022:</p> <ul style="list-style-type: none"> <li>• Egyptian Environmental Affairs Agency (EEAA) (Environmental Impact Assessment Department and Environmental Health Department)</li> <li>• Waste Management Regulatory Authority (WMRA)</li> <li>• Ministry of Trade and Industry</li> <li>• Federation of Egyptian Industries – Environmental Compliance Office (ECO)</li> <li>• Ministry of International Cooperation</li> <li>• Ministry of Health and Population</li> <li>• Supreme Council of Universities Hospitals</li> <li>• National Telecom Regulatory Authority (NTRA)</li> <li>• Egypt Solid Waste Management Center of Excellence – Ain Shams University</li> <li>• Cairo University, Faculty of Science</li> <li>• E-Waste and Healthcare waste Recyclers including Recyclobekia, TripleRe, Waste Marche, EERC, Al Reda Company for Waste Management, The Arabian Company for shredded medical waste removal and EcoConServ for Medical Waste Management.</li> <li>• EnviGlobe for Environmental Consultancy</li> </ul>
Information disclosed, points of discussion	Various environmental topics, including climate change, solid waste and recycling, air pollution, water pollution, biodiversity, reduction of plastic usage, green jobs and green investments.
Summary of activity - Outcomes of the consultation	We depend mainly on direct communication with participants. Therefore, activities include workshops, lectures, planting campaigns as well as participation in related conferences and exhibitions.
Links to more information	<p>We have our Facebook page for more communication with the public to inform them about the different activities. The page is in Arabic.</p> <p>الإدارة العامة للثقافة والتوعية البيئية. وزارة البيئة  <a href="https://www.facebook.com/environtlawareness/">https://www.facebook.com/environtlawareness/</a></p>

Name of the consultation, Organizer, place	Ministry of Environment, Maadi, Cairo, Egypt.
Key Stakeholders – number of participants	<p>Ministry of Communications and Information Technology, the Supreme Council for Media Regulation, the State Information Service and the National Press Authority, as well as a network of media institutions, including:</p> <ul style="list-style-type: none"> <li>• Above 60 representatives of national and private newspapers, and electronic media websites</li> <li>• Over 30 official and private TV stations, such as Channels 1 and 2 (Egyptian stations), CBC, DMC, ON E, etc.</li> <li>• About 20 foreign media, such as Chinese TV.</li> <li>• Nearly 20 local and international news agencies, including the Middle East News Agency and the Associated Press.</li> </ul>
Information disclosed, points of discussion	<p>All major environmental issues and areas for environmental action, such as climate change, national waste management system, air pollution, water pollution, biodiversity, reduction of plastic usage, crisis and environmental disaster management, marine pollution, recycling, and reuse, etc. All of these are discussed through 3 approaches:</p> <ol style="list-style-type: none"> <li>1- Providing information and news related to the activities and achievements of MoE</li> <li>2- Simplifying the information related to environmental issues</li> <li>3- Correcting and clarifying environmental concepts</li> </ol>
Summary of activity - Outcomes of the consultation	<p>Objectives/Aim of the activities:</p> <ul style="list-style-type: none"> <li>• Establishing strong relationships with representatives of media institutions</li> <li>• Drafting press releases and reports that include environmental information, activities, and achievements of MoE that are distributed to the media representatives we deal with.</li> <li>• Providing space for specialists of MoE to speak in the media to clarify environmental facts.</li> <li>• Organizing environmental conferences, celebrations, seminars and meetings.</li> </ul> <p><b>1. Examples of the awareness and outreach activities' outcomes:</b></p> <ul style="list-style-type: none"> <li>• Preparation and implementation of COP14 UN Conference of the Convention on Biological Diversity</li> <li>• Organizing the annual conference of “Black Cloud” management system</li> <li>• Preparation and implementation of the Presidential initiative to spread environmental awareness “Live Green Campaign” "اتحضر للأخضر"</li> <li>• Organizing the annual local celebrations of the environmental events, such as the World Environment Day, Earth Hour and The International Day for Biological Diversity</li> <li>• Preparing and implementing the first celebration of the National Environment Day in 2019</li> <li>• Launching a number of activities with youth and civil community, such as cooperation with Greenish and Very Nile Foundations to reduce plastic waste and clean the Nile</li> </ul> <p><b>2. Summary of the points raised in the consultations with multiple stakeholders including the informal sector as part of the parent project ESF instruments preparation (June and July 2020)</b></p> <ul style="list-style-type: none"> <li>• Several request for clarification on the studies that were responded to by the consultant</li> <li>• Considerations related to the construction and operation of the SWM facilities that will be established under the project (e.g. treatment of health care in the facilities, waste to energy options, managing the emissions during construction...etc).</li> <li>• Importance of multi stakeholders' collaboration including with different ministries</li> <li>• Need to pay attention to the hauling distance from generation to the final disposal in Ramadan 10 and impacts on different actors</li> <li>• Emphasis on principles of circular economy</li> </ul>

	<ul style="list-style-type: none"> <li>• Need to pay attention to the size and scale of informal actors including workshops involved in waste recycling.</li> <li>• Ensure the lessons learnt from the existing transfer stations are taken into consideration.</li> <li>• Informal sector actors highlighted: 1) Service fees should be collected in Khesous to help in covering the operation cost, 2) engaging private companies in the service provision will mean that the unit served by the informal collectors will be reduced and this can affect the informal sector livelihoods, 3) instead on imposing fines on the waste collection truck and terminating their work, there should be means to support the operation of the informal sector including through helping in upgrading the neighborhoods where they operate through grants (which was never the case before), 4) Zabaleen living and working conditions needs to be tackled from an upgrading lens, considering the fact that they are owners of business/workshops/housing units.</li> </ul> <p><b>3. Summary of the points raised in the consultation activity for the additional finance (June 2022):</b></p> <ul style="list-style-type: none"> <li>• Challenges faced by hospitals in managing healthcare waste given the hazardous nature, including operational challenges, risk on labor.</li> <li>• Formalization of those involved in recycling, electronic waste or medical waste should be supported by membership in the Federation of Egyptian Industries.</li> <li>• Necessity of focusing on the economy when addressing the private sector and better understanding for the challenges the latter encounter and acknowledge the fact that the private sector primarily concerned with achieving profit and economic return.</li> <li>• Necessity of giving options and incentives for informal companies to formalize. If they do not show willingness, they should not benefit from incentives (e.g training or awareness).</li> <li>• Ministry of Environment to coordinate donor projects of similar interests, so there is no duplication of efforts and to ensure that lesson learnt generated from projects are disseminated to inform new projects.</li> <li>• The necessity of having an economic feasibility.</li> <li>• The government should provide all the required facilities to companies that dispose of hazardous waste (e.g. standardized contracts, specific sites with usufruct for a period of 15 or 20 years).</li> <li>• Need to conduct awareness campaigns in the field of electronic waste, whether for factories or homes.</li> <li>• Necessity of having modern technology because there is still leakage of electronic waste.</li> <li>• If the informal companies are not properly integrated and feel the interest they will have, they will not comply.</li> <li>• An association will be established for all informal companies.</li> <li>• Recommendation to add component in the project to cover the solid waste management in Sharm El Sheikh given the high generation of e-waste.</li> <li>• Ministry of Environment to enforce factories to not deal with unlicensed contractors, and therefore unlicensed traders and contractors will be forced to obtain a license.</li> <li>• Providing support to the private sectors to mitigate the negative effects, such as granting them interest-free loans and providing them with modern technologies.</li> <li>• Analyzing the extracted materials from E-Waste to take into consideration the nanomaterial approach</li> <li>• Think about incentives for recyclers and factories to encourage them to grow the waste recycling industry in Egypt</li> <li>• The importance of certifications as ISO for waste recycling companies</li> <li>• Importance of coordination with Ministry of Communication to establish a guidance price list for used electronic appliances in order to organize the market of E-waste</li> </ul>
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Links to more information	Besides the main channels of communication with the media (telephone, email, What's App, and direct meetings), we manage the official page of the Ministry of Environment on Facebook, Instagram and Twitter Live green campaign: <a href="https://www.facebook.com/livegreen.eg/">https://www.facebook.com/livegreen.eg/</a>
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Name of the consultation, Organizer, place	Ministry of Environment - EEAA, Regional Branches Offices (RBOs) of EEAA and protected areas.
Key Stakeholders – number of participants	<ul style="list-style-type: none"> <li>National Council of Women</li> <li>NGOs</li> <li>Governmental bodies: Ministry of Health and Population, Ministry of Social Solidarity</li> <li>Main departments that are cooperating the RBOs</li> </ul>
Information disclosed, points of discussion	The discussions focus on general knowledge and the fact that women can make a difference if they are aware about environmental issues, such as pollution (causes and impact on health), biodiversity, protected areas in Egypt, solid waste management and related solution (e.g. recycling and reuse, etc.) Discussion about the main topics that are dealt by RBOs and protectorates
Summary of activity - Outcomes of the consultation	<ul style="list-style-type: none"> <li>Support to selected initiatives that mainstream gender related issue in environmental projects by the Environmental Protection Fund (EPF) (those include about 10 NGOs)</li> <li>Awareness Campaign through a door-to-door campaign</li> <li>Holding and organizing workshops/training courses/campaigns</li> </ul>
Links to more information	Ministry of Environment website (gender unit): <a href="http://www.eeaa.gov.eg/en-us/topics/general/gender.aspx">http://www.eeaa.gov.eg/en-us/topics/general/gender.aspx</a> Gender unit Facebook page <a href="https://www.facebook.com/pg/%D9%88%D8%AD%D8%AF%D8%A9-%D8%A7%D9%84%D9%85%D8%B1%D8%A3%D8%A9-%D9%88%D8%AF%D9%85%D8%AC-%D8%A7%D9%84%D9%86%D9%88%D8%B9-%D8%A7%D9%84%D8%A5%D8%AC%D8%A4%D9%85%D8%A7%D8%B9%D9%89-979019488807781/posts/?ref=page_internal">وحدة المرأة والنوع الاجتماعي بوزارة البيئة</a> <a href="https://www.facebook.com/pg/%D9%88%D8%AD%D8%AF%D8%A9-%D8%A7%D9%84%D9%85%D8%B1%D8%A3%D8%A9-%D9%88%D8%AF%D9%85%D8%AC-%D8%A7%D9%84%D9%86%D9%88%D8%B9-%D8%A7%D9%84%D8%A5%D8%AC%D8%A4%D9%85%D8%A7%D8%B9%D9%89-979019488807781/posts/?ref=page_internal">https://www.facebook.com/pg/%D9%88%D8%AD%D8%AF%D8%A9-%D8%A7%D9%84%D9%85%D8%B1%D8%A3%D8%A9-%D9%88%D8%AF%D9%85%D8%AC-%D8%A7%D9%84%D9%86%D9%88%D8%B9-%D8%A7%D9%84%D8%A5%D8%AC%D8%A4%D9%85%D8%A7%D8%B9%D9%89-979019488807781/posts/?ref=page_internal</a>

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





**Consultations conducted as part of the AF preparation  
Consultation Activities added as part of the SEP update**

### 3) Summary of the consultation activities conducted within the scope of the ESIA for the 10th of Ramadan Integrated Waste Management Facility (IWMF) shared infrastructure

#### 3-1) During the scoping phase

Several consultation activities were conducted with the project stakeholders and project affected persons between April to July 2022. The following tables provide a summary of the main consultations that took place within the scope of the ESIA study.

Name of the consultation, Organizer, place	Focus Group Discussion (FGD) in The Green NGO for Environment Friends and Sustainable Development in the 10 <sup>th</sup> of Ramadan City on 18 <sup>th</sup> May 2022. The FGD was organized by Integral Consult in the coordination with the above-mentioned NGO
Key Stakeholders – number of participants	A total of 15 persons attended the discussion, 73% of them were females.
Information disclosed, points of discussion	The purposes of the FGD were to: <ul style="list-style-type: none"> <li>- Orient the participants about the project components and to understand their perception about the project.</li> <li>- Obtain main socio-economic information about 10<sup>th</sup> of Ramadan City from their own knowledge.</li> <li>- Identify the main stakeholders in 10<sup>th</sup> of Ramadan City from their perception.</li> <li>- Understand the situation of SWM system in the 10<sup>th</sup> of Ramadan City.</li> <li>- Assess the positive impacts of the project as well as the negative ones, and how to mitigate the latter from the own perception of the targeted group.</li> </ul>
Summary of activity - Outcomes of the consultation	The female participants expressed a great acceptance of the project due to its expected positive impacts. They stated that the project will contribute to: <ul style="list-style-type: none"> <li>- The proper disposal and management of solid waste.</li> <li>- The recycling and treatment of solid waste.</li> <li>- Solving the problem of random dumping of solid waste in the streets and public roads in the city.</li> </ul> <p>Creating job opportunities for their families.</p> <p>However, they had some concerns that the project might affect the source of income of the informal sector. All the concerns of the participants were considered in the ESMP.</p>
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.



**FGD with Women**

Name of the consultation, Organizer, place	FGD in the 10 <sup>th</sup> of Ramadan City on 27 <sup>th</sup> May 2022. The FGD was organized by Integral Consult
Key Stakeholders – number of participants	A total of 23 persons attended the discussion, 13% of them were females.
Information disclosed, points of discussion	<p>The purposes of the FGD were to:</p> <ul style="list-style-type: none"> <li>- Orient the participants about the project components and to understand their perception about the project.</li> <li>- Obtain main socio-economic information about 10<sup>th</sup> of Ramadan City from their own knowledge.</li> <li>- Identify the main stakeholders in 10<sup>th</sup> of Ramadan City from their perception.</li> <li>- Understand the situation of SWM system in the 10<sup>th</sup> of Ramadan City.</li> <li>- Assess the positive impacts of the project as well as the negative ones, and how to mitigate the latter from the own perception of the targeted group.</li> </ul>
Summary of activity - Outcomes of the consultation	<p>The participants expressed a great acceptance of the project due to its expected positive impacts. They stated that the project will contribute to:</p> <ul style="list-style-type: none"> <li>- The proper disposal and management of solid waste.</li> <li>- The recycling and treatment of solid waste.</li> <li>- Solving the problem of random dumping of solid waste in the streets and public roads in the city.</li> </ul> <p>Creating job opportunities for their families.</p> <ul style="list-style-type: none"> <li>- However, they had some concerns that the project might cause a big burden on the local environment of the 10<sup>th</sup> of Ramadan city, if it was not managed effectively. All the concerns were considered in the ESMP.</li> </ul>
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.



**FGD with Men**

Name of the consultation, Organizer, place	Individual meetings with the informal sector near the project area in the 10 <sup>th</sup> of Ramadan city. The meetings were organized by the PCU and Integral Consult. They took place on 19 <sup>th</sup> July 2022.
Key Stakeholders – number of participants	A total of 13 persons were interviewed, among them 7 males, 1 female, and 5 children.
Information disclosed, points of discussion	<p>The purposes of the meetings were to:</p> <ul style="list-style-type: none"> <li>• Develop understanding of their main socio-economic characteristics.</li> <li>• Assess the potential impacts of the project on them and if they will affect the implementation of the project.</li> </ul>
Summary of activity - Outcomes of the consultation	<p>The participants stated that before they came to the 10<sup>th</sup> of Ramadan City, they were working in other different places, including Obour and Rubiky dumpsites. When these dumpsites were closed, they moved to the dumpsite of the 10<sup>th</sup> of Ramadan City. They said that they move from one place to another according to the presence of garbage</p> <p>They confirmed that when the current dumpsite in the 10<sup>th</sup> of Ramadan is closed, they will move to a new location as sorting wastes is their sole source of living.</p>
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.



**Individual meetings with the informal sector**

Name of the consultation, Organizer, place	Individual meetings with some factories in the 3 <sup>rd</sup> industrial area in the 10 <sup>th</sup> of Ramadan city. The meetings were organized by the PCU and Integral Consult. They took place on 19 <sup>th</sup> July 2022.
Key Stakeholders – number of participants	A total of 13 persons were interviewed, among them 7 males, 1 female, and 5 children.
Information disclosed, points of discussion	The purposes of the meetings were to: <ul style="list-style-type: none"> <li>• Inform them about the project and its components, and to understand their perception about the project.</li> <li>• Assess the positive and negative impacts of the project and how to mitigate the latter from their own perceptions.</li> </ul>
Summary of activity - Outcomes of the consultation	Individual meetings were conducted with representatives of some factories in the 3 <sup>rd</sup> industrial area in the 10 <sup>th</sup> of Ramadan City. The factories were El Sewedy, Three Brothers, and Fol.  The persons who were interviewed stated that they had concerns about the location of the project because it will be about 3km to their factories, accordingly, it might have adverse impacts on their workers. They also mentioned that they are suffering from the negative impacts of the current dumpsite, representing in spreading of fumes, flies, and unpleasant odors.
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.



Name of the consultation, Organizer, place	Meetings with representatives from some NGOs in the 10 <sup>th</sup> of Ramadan City. The meetings took place on 17 <sup>th</sup> , 20 <sup>th</sup> , 26 <sup>th</sup> April, and 8 <sup>th</sup> May 2022
Key Stakeholders – number of participants	NGOs (Omnaa El Bee'aa – Resala - Sonaa El Haiah - The Green NGO for Environment Friends and Sustainable Development)
Information disclosed, points of discussion	The purposes of the meetings were to: <ul style="list-style-type: none"> <li>- Obtaining social and economic information about the 10<sup>th</sup> of Ramadan City.</li> <li>- Develop understanding the characteristics of the project's site.</li> <li>- Develop understanding the state of SWM in the 10<sup>th</sup> of Ramadan City.</li> <li>- Identifying the NGOs working in the environment sector or that have implemented any environmental initiatives.</li> <li>- Identifying the relevant stakeholders in the 10<sup>th</sup> of Ramadan City.</li> <li>- Learning about the positive and negative impacts of the project and how to mitigate the negative impacts.</li> </ul>

Summary of activity - Outcomes of the consultation	<p>The participants stressed that the project would achieve many positive environmental and social impacts after its implementation.</p> <p>The participants stated that they can take active role in organizing meetings with community members and raising their awareness of the project.</p>
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.

### 3-2) Public Consultation Event

Name of the consultation, Organizer, place	Public Consultation (PC) Event at Holiday Inn Hotel, Maadi, Cairo on September 1, 2022 The organizers were the PCU and Integral Consult
Key Stakeholders – number of participants	About 68 participants attended the event. The participants were representatives from the following entities: <ul style="list-style-type: none"> <li>• 10th of Ramadan City Development Authority</li> <li>• Sharkia Governorate</li> <li>• Qalyubia Governorate</li> <li>• Cairo Governorate</li> <li>• EEAA</li> <li>• WMRA</li> <li>• Ministry of Local Development</li> <li>• NGOs</li> <li>• Private sector (Factories in the 3<sup>rd</sup> industrial area)</li> <li>• Community members</li> <li>• Media (Youm El Sabaa Newspaper)</li> <li>• WB</li> </ul>
Information disclosed, points of discussion	The aim of the session was to present the results of the ESIA of the 10 <sup>th</sup> of Ramadan IWMF, with a focus on the environmental and social impacts resulting from the project, methods of mitigating negative impacts, maximizing the benefit from the positive impacts, and ensuring that the parties involved are satisfied with the measures that will be taken to reduce environmental and social impacts.  The following topics were presented during the public consultation session: <ul style="list-style-type: none"> <li>• Introduction about the project</li> <li>• Objective of the project</li> <li>• Project partners</li> <li>• Project description</li> <li>• Methodology of ESIA preparation</li> <li>• Environmental laws applicable to the project</li> <li>• Description of the environmental and social baseline</li> <li>• Project's environmental and social impact assessment methodology results</li> <li>• Environmental and Social Management and Monitoring Plan</li> </ul>
Summary of activity - Outcomes of the consultation	Most of the participants stressed on the importance of the project. However, some of the residents of the 10 <sup>th</sup> of Ramadan City and some of the owners of the factories in the 3 <sup>rd</sup> industrial area had some concerns and recommendations related to the project. <b>Following are the major concerns raised during the PC:</b> <ul style="list-style-type: none"> <li>• Adding an additional burden of environmental pollution to the 10th of Ramadan city.</li> <li>• The location of the facility will be close to the residential area and thus will affect residents badly.</li> <li>• The IWMF project will be like El Roubiky dumpsite.</li> <li>• The project will serve other two governorates rather than Sharkia governorate.</li> </ul>



	<ul style="list-style-type: none"> <li>• The project will lead to labor influx that add an additional burden on the resources and utilities of the city.</li> <li>• The factories in the 3<sup>rd</sup> industrial area will be affected by the IWMF project like the current dumpsite.</li> <li>• The project will have adverse impacts on road traffic.</li> </ul> <p><b>The participants' recommendations were:</b></p> <ul style="list-style-type: none"> <li>• The solid wastes trucks of Cairo and Qalyubia governorates should not pass in the middle of the residential or the industrial area of the 10<sup>th</sup> of Ramadan city.</li> <li>• The project should not cause traffic congestion on the Cairo-Ismailia Desert Road.</li> </ul> <p>The Consultant, the National Project Coordinator, and the officials from MoLD responded to all the participants inquires. All the concerns and recommendations were taken into consideration in the ESMP as well as the design of the project.</p>
Links to more information	The ESIA study will be published on EEAA and GCAP websites after obtaining the approval of EEAA and the World Bank.



**Public Consultation Event as part of the 10<sup>th</sup> of Ramadan IWMF ESIA study**

## 4. Stakeholder identification and analysis

### 4.1. Identification of stakeholders

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

These parties have “a stake” in the project and can influence positively or negatively the project outcomes. In this sense, there has been an effort to map key parties who can participate in the design, implementation, and

monitoring of the projects. Identified stakeholders will be informed and consulted about the project at different level as described later in the document.

The below table has been updated as new stakeholders were observed during preparing the ESIA of the 10<sup>th</sup> of Ramadan IWMF. The information will be updated as needed if/when additional stakeholders are observed or if they are identified as part of the studies/assessments to be conducted.

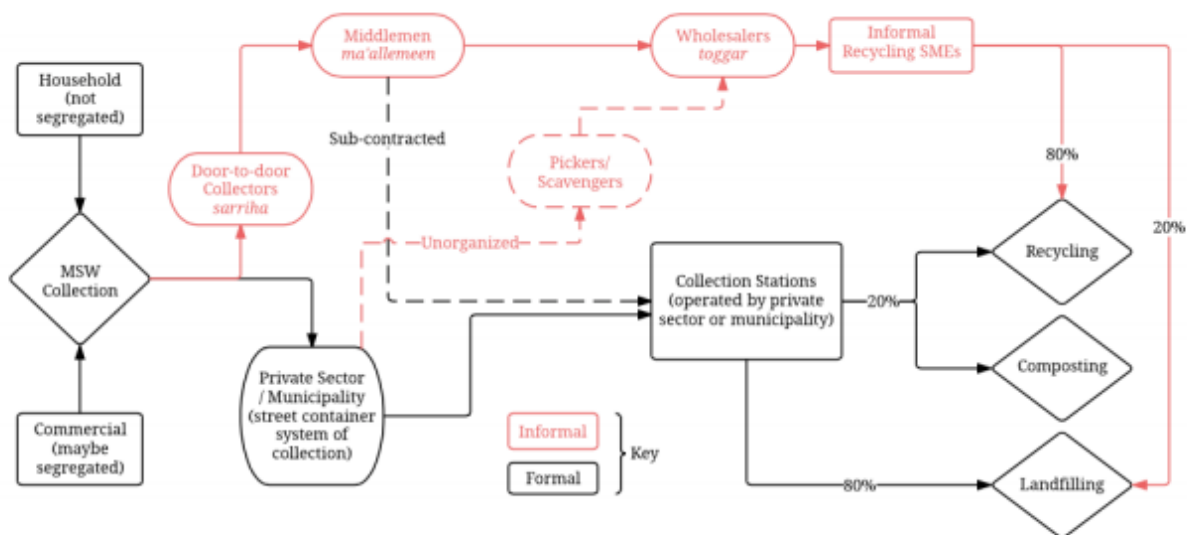
#### 4.1.1 Project Affected Parties

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

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

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

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



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



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

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

- Garbage collector syndicate
- Waste recycling and waste management traders
- Existing contracted companies (international and local)
- Traders (small-scale stores) (unofficial suppliers)
- Garbage collectors (traditional groups and donkey-carts and tricycle operators): contractors and workers in the field of garbage collection, sorting and utilization.
  - “Formal” small scale garbage contractors (motaahdin) – in Qalyoubia governorate
- Formal operator in Abou-Zaabal dumpsite of Qalyubia and any other dumpsite that could be considered for rehabilitation and closure
- Informal SWM workers around the 10<sup>th</sup> of Ramadan IWMF (Sheikh of scavengers)
- Informal Waste Pickers in Abou Zaabal Dumpsite who are working under the formal operator and any other dumpsite that could be considered for rehabilitation and closure
- Companies and big contractors in SWM and recycling
- Residents and the commercial activities in the following areas:
  - Khankah Markaz
  - El Khosous City
  - Abu Zaabal village
  - Tenth of Ramadan
  - Akrasha
  - Al Khanka and Banha transfer stations
  - Any other neighborhood that the project activity will be covering
- Landowners and/or users who might be affected by land acquisition
- Southern zone of Qalyoubia Governorate (SWM value chain)
- Workers and owners of the factories in the 3<sup>rd</sup> industrial zone in the 10<sup>th</sup> of Ramadan city

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

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

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

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

**Component 6** which will be implemented through the additional finance will entail additional stakeholders, most importantly:

- Public entities engaged in electronic waste recycling business,
- Private sector companies engaged in electronic waste recycling (including enterprises)
- Electronic waste recycling informal sector and/ or those recently ‘formalized’.
- Healthcare institutions
- Operators of healthcare waste management systems including large scale firms running large collection, transfer and disposal systems and smaller scale enterprises and/or informal operators.

#### 4.1.2 Other interested parties

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

	Stakeholder Groups	Role
Environmental Sector	Ministry of Environment -Egyptian Environmental Affairs Agency (EEAA)	<ul style="list-style-type: none"> <li>• Responsible for developing public policies related to the protection of environment and improving its quality. In addition, it is responsible for issuing regulations for environmental determinants and monitoring their implementation.</li> <li>• EEAA is one of the main stakeholders that work closely with the Project in order to warrantee their level of environmental commitment; through reviewing and approving EIAs, and monitoring implementation of the Environmental Management Plan</li> <li>• EEAA is the owner of the project</li> </ul>
	Waste Management Regulatory Authority (WMRA)	<ul style="list-style-type: none"> <li>• Responsible for regulating, following-up and overseeing all waste management processes at both central and local levels, in a manner improving the environmentally safe management.</li> <li>• Providing information and data available about the waste sector in Egypt.</li> <li>• Provide technical support to raise public awareness and community commitment.</li> <li>• Responsible for managing some project components</li> </ul>
	Environmental Office within the Governorates	Responsible for monitoring the compliance to environmental requirements
Line ministries	Ministry of Environment (MoE)	MoE is the main implementing agency for the project. For each component separate agencies and ministries will be involved in the implementation of various project components from a sectoral perspective Managing the grievances that will be received from community members, including registering the complaints, and responding to complainants in a timely manner
	Ministry of Local Development (MoLD)	Responsible for implementing the national strategy for solid waste management and the specific master plans that have

Stakeholder Groups		Role
		been put in place by the waste management body in the concerned governorates
	Ministry of Transport (MoT)	<ul style="list-style-type: none"> <li>Responsible for meeting the transportation needs of the country and is aligned with Egyptian national development plans.</li> <li>Project management at the operational stage</li> </ul>
Other Government Entities	Governorates, Cairo Giza Qalyoubia	<ul style="list-style-type: none"> <li>Responsible for collecting and transporting waste through the concerned departments in each governorate</li> <li>Supporting the project by providing requested services such as various permits required, and infrastructure maps, when requested.</li> <li>Managing the grievances that is received from community members, including registering the complaints, and responding to complainants in a timely manner</li> </ul>
	Cairo Transport Authority (CTA)	<ul style="list-style-type: none"> <li>CTA is the operator of mass transit within Cairo, and the largest operator in Egypt.</li> <li>CTA operates buses, a surface metro, ferries and river buses. Through its subsidiary Greater Cairo Bus Company (GCBC) it operates buses and minibuses.</li> <li>Project management at the operational stage</li> </ul>
	Local Government Units (LGUs) within the targeted Governorate in the respective areas related to the project	<ul style="list-style-type: none"> <li>The main role of the Local Units authority is the provision of support to the project through giving permits for electricity installation and water supply and mobilizing people to gain information about the project.</li> <li>Permits for the lands needed for the project, should be prepared by the Governorate and approved by the LGU.</li> </ul>
	10 <sup>th</sup> of Ramadan City Development Authority	<ul style="list-style-type: none"> <li>The city hosts the 10<sup>th</sup> of Ramadan IWMP</li> <li>The main role of the city authority is to provide support for the project by granting permits for the installation of electricity and water supply and to contribute to sharing information about the project among community members</li> <li>Issuing the necessary land permits for the project, which are prepared by the governorate and approved by the LGU.</li> </ul>
	The Egyptian Armed Forces	<ul style="list-style-type: none"> <li>The main role is to provide the project with land/fence permissions and approvals.</li> </ul>
	Cairo Cleaning and Beautification Agency (CCBA)	<ul style="list-style-type: none"> <li>Provides collection and transfer waste to treatment facilities</li> </ul>
	New Urban Communities Authority (NUCA)	<ul style="list-style-type: none"> <li>NUCA is the state body responsible for establishing and developing new urban communities including 10<sup>th</sup> of Ramadan City</li> </ul>
	Industrial Development Authority	<ul style="list-style-type: none"> <li>The IDA is responsible with Ministry of Environment for monitoring the industrial and solid wastes disposal of factories</li> </ul>
	University Hospitals	<ul style="list-style-type: none"> <li>Provide treatment to COVID-19 Patients</li> </ul>
	Waste recycling and waste management traders	<ul style="list-style-type: none"> <li>Potential participants in project activities</li> <li>Cooperation with the implementing agencies</li> </ul>
Private Sector Factorie		

Stakeholder Groups		Role
	Factories in the 3 <sup>rd</sup> industrial zone in the 10 <sup>th</sup> of Ramadan city	<ul style="list-style-type: none"> <li>They might be affected by the implementation of the project either positively or negatively due to the 10<sup>th</sup> of Ramadan Facility's proximity to their factories</li> </ul>
International Financial Institutions, Development partners	The World Bank (WB) Agence française de développement (AFD), European Union (EU), The Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ), the KfW	<ul style="list-style-type: none"> <li>Provide financing and technical assistance <ul style="list-style-type: none"> <li>National Solid Waste Management Program (EU, KfW, GIZ),</li> </ul> </li> <li>1) Transforming Financing Stems for Climate Program I (GCF – AFD)</li> </ul>
Civil Society	NGOs (International, regional, local) Grassroots Community- Based Organizations (CBO)	<ul style="list-style-type: none"> <li>Organizations with direct interest in the project and which may have useful data or insight into local issues of relevance to the project. These organizations can also influence the views of others regarding the project, nationally and internationally.</li> <li>Responsible of sharing information with the community</li> </ul>
Media	Television Newspaper Websites editors Online journalism	<ul style="list-style-type: none"> <li>Disclosure of information about the project on the website of the Ministries.</li> <li>Disclosure of information about the project on the Facebook pages of the local government.</li> </ul>
Suppliers and Traders	Private companies	<ul style="list-style-type: none"> <li>Mainly potential tenderers for the construction works.</li> </ul>
	Traders (small-scale stores) (unofficial suppliers)	<ul style="list-style-type: none"> <li>Provide construction materials.</li> <li>Provide fuels to cars and machineries.</li> <li>Provide workers with food and amenities.</li> </ul>
	Contractors	Responsible for the implementation of project management plans

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

COMPONENT 1: ENHANCING THE AQM & RESPONSE SYSTEM	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department</b> <b>LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>Ministry of Environment - EEAA</li> <li>Ministry of Environment</li> <li>EEAA regional branches</li> <li>Environmental Office within the Governorates</li> <li>Ministry of Transport (MoT)</li> <li>Cairo Transport Authority (CTA)</li> <li>Governorates (Cairo, Qalyoubia, Giza)</li> <li>Metrological Authority</li> <li>Chest Hospitals and their doctors</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>Center for Environment and Development for the Arab Region and Europe (CEDARE)</li> <li>Drosos Foundation</li> <li>UN Habitat</li> <li>UNDP (they work mostly on climate change)</li> </ul>

<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Consultants who work on air pollution monitoring</li> <li>• Universities who have laboratories that work on air pollution monitoring as well as awareness raising for youth, including Banha University and Cairo University</li> <li>• Vehicle Manufacturers</li> <li>• American Chamber</li> </ul>
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<b>COMPONENT 2: SOLID WASTE MANAGEMENT</b>	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department</b> <b>LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>• EEAA</li> <li>• Ministry of Local Development (MoLD)</li> <li>• Waste Management Regulatory Authority (WMRA)</li> <li>• Local Government Units (LGU) within the targeted Governorate in the respective areas related to the project</li> <li>• National Solid Waste Management Program (EU, KfW, GIZ)</li> <li>• Transforming Financing Stems for Climate Program (GCF – AFD)</li> <li>• Cairo Cleaning and Beautification Agency (CCBA)</li> <li>• Industrial development authority (IDA)</li> <li>• Regional SWM Units</li> <li>• Executive SWM Unit</li> <li>• Environmental Departments within Qalyubia and Cairo Governorates</li> <li>• 10<sup>th</sup> of Ramadan City Development Authority</li> <li>• The Egyptian Armed Forces</li> <li>• New Urban Communities Authority</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b> <b>Syndicates and Unions</b>	<ul style="list-style-type: none"> <li>• Greenish</li> <li>• Association for the Protection of the Environment (APE)</li> <li>• Very Nile (sponsored by GIZ and EU)</li> <li>• Youth Spirit Association</li> <li>• Community and Institutional Development (CID)</li> <li>• Recyclobicia Association</li> <li>• Academic Entities, including Banha University</li> <li>• Green Foundation for Friends of the Environment and Sustainable Development</li> <li>• Investors Association</li> <li>• Omnaa El Beaa NGO</li> <li>• Sonaa El Haiah NGO</li> <li>• Resala NGO</li> <li>• Forsan El Khair NGO</li> <li>• Businessmen NGO</li> <li>• Egyptian Industrialists NGO</li> <li>• 10<sup>th</sup> of Ramadan City Board of trustees</li> <li>• General syndicate of cleaning and environmental workers</li> <li>• Number of CSOs involved in SWM in Qalyoubia governorate and cooperating with the governorate</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Informal garbage collectors</li> <li>• Waste recycling and waste management traders</li> <li>• Existing contracted companies (international and local)</li> <li>• Factories in the 3<sup>rd</sup> industrial Zone in the 10<sup>th</sup> of Ramadan City</li> <li>• University hospitals</li> </ul>

<b>COMPONENT 3: VEHICLE EMISSION REDUCTION</b>	
<b>GOVERNMENT – National and sub-national level, agencies, ministry department</b> <b>LEGISLATIVE BRANCH</b>	<ul style="list-style-type: none"> <li>• MoT</li> <li>• CTA</li> <li>• Ministry of Electricity and Renewable Energy (MoERE)</li> <li>• Ministry of Military Production (MoMP)</li> <li>• Alexandria state-owned agency in charge of the regulation and operations of public transport</li> <li>• Governorate of Alexandria</li> <li>• Land Transport Regulatory Authority (LTRA)</li> </ul>
<b>NGOs, Civil Society Organization, Community Based Organizations</b>	<ul style="list-style-type: none"> <li>• Faculty of Engineering at Cairo University</li> <li>• Center for Environment and Development for the Arab Region and Europe (CEDARE)</li> </ul>
<b>Economic actors: private sector companies, state owned enterprises, social enterprises</b>	<ul style="list-style-type: none"> <li>• Arab Organization for Industrialization (e-bus manufacturer)</li> <li>• Vehicle Manufacturers</li> </ul>

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

#### 4.1.3 Vulnerable groups

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

The informal sector for waste management includes two type of groups: garbage collectors and waste pickers (e.g., Informal SWM workers around the 10<sup>th</sup> of Ramadan IWMF (Sheikh of scavengers). The garbage collectors are traditional groups and donkey-carts and tricycle operators. They are often contractors and workers in the field of garbage collection, sorting and utilization. The waste pickers salvage reusable or recyclable materials thrown away by others to sell or for personal consumption. They are the ones more at risks due to activities related to component 2:

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

### 4.3. Summary of project stakeholder needs

Community	Stakeholder group	Key characteristics	Language needs	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, childcare, daytime meetings)
National and sub national authorities	<ul style="list-style-type: none"> <li>Environmental Sector</li> <li>Line ministries</li> <li>Agencies</li> <li>Governorates (Cairo, Giza, Qalyoubia)</li> <li>CTA</li> <li>LGUs within the targeted Governorate in the respective areas related to the project</li> <li>CCBA</li> <li>NUCA</li> <li>10<sup>th</sup> of Ramadan City Development Authority</li> </ul>	Elaborate regulations, participate in awareness raising, implement project components	Arabic	Face-to-face meetings, official communication	Official working hours
Informal sector	Garbage collectors and waste pickers, including Informal SWM workers around the 10 <sup>th</sup> of Ramadan IWMF (Sheikh of scavengers)	Participate in the value chain for garbage collection and treatment with limited voice and low representation, lack of access to information.	Arabic	Meeting in their location, radio programs	Off working hours
Communities	<p>This will include but will not be limited to the residents and the commercial activities in the following areas:</p> <ul style="list-style-type: none"> <li>Khankah Markaz</li> <li>El Khosous city</li> <li>Abu Zaabal village</li> <li>Tenth of Ramadan</li> <li>Akrasha</li> <li>Al Khanka and Banha transfer stations</li> </ul> <p>Commuters using the e-buses</p> <p>Any other neighborhood that the project activity will be covering</p>	Live around/from the sites with diverse socioeconomic characteristics, including different social classes and, level of education, urban/rural division	Arabic	Meeting in their location or at their home, radio programs	Off working hours
Private Sector Factories Companies	<p>Waste recycling and waste management traders</p> <p>Factories in the 3<sup>rd</sup> industrial zone in the 10<sup>th</sup> of Ramadan city</p> <p>Companies and big contractors in SWM and recycling</p>	<p>Potential participants in project activities</p> <p>Cooperation with the implementing agencies</p>	Arabic	At their office or public meeting place, emails	Working hours
Economic actors Factories Companies	<p>Transport companies</p> <p>Collectors</p> <p>University hospitals</p>	Participate in the value chains, may benefit from the project activities in relation to capacity building in handling infected waste and in cleaning infected surfaces	Arabic	At their office or public meeting place, emails	Working hours
International Financial Institutions,	Agence française de développement (AFD), European Union (EU), The	Provide financing and technical assistance	English	Face-to-face meetings, emails	Official working hours



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

## 5. Stakeholder Engagement Program

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

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

### 5.2. Proposed strategy for information disclosure

Briefly describe what information will be disclosed, in what formats, and the types of methods that will be used to communicate this information to each of the stakeholder groups. Due to the current COVID-19 crisis, the project will take the precautionary approach for as long as the risk exists, to minimize the risk of COVID-19 transmission during stakeholder engagement activities.

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation	Project document	Websites of different involved agencies	Premises of different entities at the central and local levels, as well as in public places and local	Line ministries and agencies involved; beneficiary and affected communities	All stakeholders involved; larger public	Communication and awareness unit in the Ministry of Environment of the project; environmental and
	Environmental and social instruments (ESMF, ESIA, RF)					

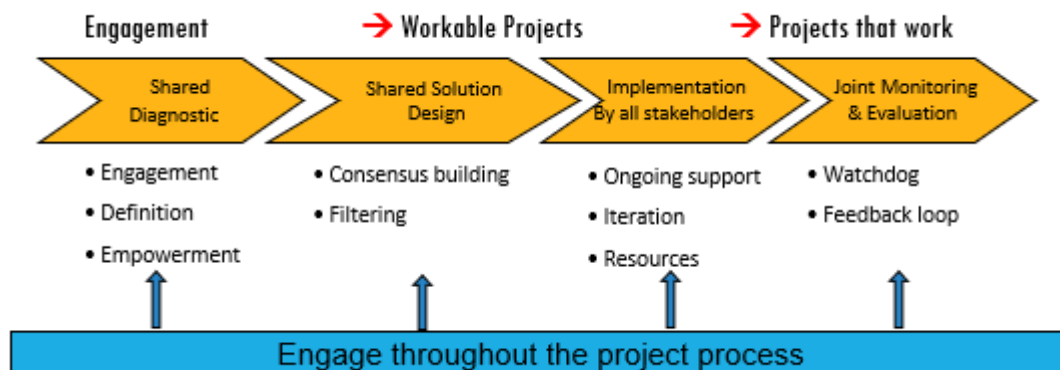
Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
	Environmental and Social commitment Plan, SEP, Labor Management Procedures		councils before project appraisal			social specialists; governorates
Implementation	Bidding documents, awarded contractors	Advertising for bids as per the procurement requirements	According to timetable of the project; quarterly press briefing;	Government entities involved; donors; contractors		Procurement specialists of the project (Project Coordination Unit (PCU),
	Subprojects activity details and grievance redress details (channels)	Dissemination of information during review meetings; townhall meetings, websites of different involved agencies; billboards at the entrance of the project sites in an accessible way for neighboring communities; social media pages; governorate (diwan); brochures	According to timetable of the project	Government entities involved; beneficiary and affected communities		Communication and awareness unit of the project coordination Unit); environmental and social specialists; governorates
	ESF instruments, grievance redress mechanism reports	Consultations to be done as part of the preparation and implementation of the different components.	According to timetable of the project; dissemination of reports	Government entities involved; beneficiary and affected communities; donors		
	Awareness Raising Messages (as part of component 2.2, component 4 and Component 6 and on gender related issues)	websites of different involved agencies; billboards; social media pages; governorate (diwan); brochures	According to timetable of the project			
	Grievance redress details for workers and codes of conduct for all components including the AF	Billboards in project sites	According to timetable of the project	Workers and beneficiary and affected communities		Contractors
Monitoring and evaluation	Progress reports	Workshops,	Bi-annual progress report	Constituencies of the project; beneficiaries and affected population; larger public	All stakeholders identified; donor community, larger public	Communication and awareness unit; M&E specialists of the PCU
	Feedback	Workshops, press conference; surveys and citizen feedback mechanism; social media pages	As per the indicators' requirements	beneficiaries and affected population		

### 5.3. Proposed strategy for consultation

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

Due to the current COVID-19 crisis, the project will take the precautionary approach for as long as the risk exists, to minimize the risk of COVID-19 transmission during stakeholder engagement activities.

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



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

**- Public/community meetings**

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

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

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

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

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

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

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

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

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Preparation phase	Overall project design, description of activities of the project, description of entry points to engage	Depending on stakeholders, the methods vary from workshops, focus groups, public consultation	This will include but will not be limited to the locations where the activities are taking place. In component 2, these will be in the localities of Khankah Markaz, El Khosous City, Abu Zaabal village, Tenth of Ramadan, Al Khanka and Banha transfer stations In Component 2.2 this will be in within each of the entities involved (university hospitals, CTA, CCBA and LGU).  In component 3, the consultations take place in the location where the bus lines will be extended.  Additionally, any other neighborhood that the project activity will be covering	According to stakeholder mapping specific to each component and activity	Communication and awareness unit of the PCU; environmental and social specialists; Communication specialists of the governorates
	Environmental and social instruments (ESMF, ESIA, RF) Environmental and Social commitment Plan (ESCP), SEP, Labor Management Procedures (LMP)			Line ministries and agencies involved; beneficiary and affected communities	
Implementation phase	Consultation on the options made, <u>Component 1:</u> regulations prepared, prevention measures proposed; channel of information to be used <u>Component 2:</u> sites of activities, design <u>Component 3:</u> Bus lines under consideration <u>Component 6:</u> beneficiaries of the training, including gender balanced sample and inclusion of informal sector.	Workshops, focus groups, surveys, feedback loop, public consultations		According to stakeholder mapping specific to each component and activity	
	Subprojects activity details and grievance redress details (channels)			Government entities involved; beneficiary and affected communities; donors	
	ESF instruments, grievance redress mechanism reports				
	Awareness Raising Messages (as part of component 4 and on gender related issues)				
	Updated ESF instruments, SEP, ESCP, LMP as required				

Project stage	Topic of consultation	Method used	Timetable: Location and dates	Target stakeholders	Responsibilities
Monitoring and evaluation	Progress reports, identification of roadblocks	Participation to joint monitoring exercises Use of apps or digital solutions for user feedback Surveys Workshops, press conference	Continuous user feedback  Progress review every 6 months; mid-term review and end of project cycle	Stakeholder groups identified and larger public	Communication and awareness unit of the PCU, governorates, M&E specialists
	Feedback				

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

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

- **Developing information sharing material:** In addition to the different information sharing ideas and modalities discussed, there might be a need for special tailoring for information material to be appropriate for the capabilities of the various vulnerable groups (e.g., use of visuals or audio messaging for the illiterate groups of waste pickers... etc.). Information should be shared in a simple, transparent, comprehensible, and non-technical manner. Informing the vulnerable groups about the planned consultation and inviting them should be also done in manner that is accessible to them. Assurances that would encourage them to participate should be also offered (e.g., for women, it might be encouraging for them to participate if they know upfront that the consultation is women-only)
- **Selection of meetings and consultation venues:** Venues where consultation with vulnerable groups will take place should be accessible and chosen in a manner that would allow for a free, open conversation that is free of any intimidation.
- **Preparing for the consultation including introductory remarks:** The vulnerable groups to be consulted should be offered clear information on objectives of the consultation, how the collected information from the consultation will be utilized and assurances that their views are valued and that expressing views will not result in any intimidation.
- **Consultation techniques:** The tools to be used in consultation should allow for the vulnerable groups to spell out freely their concerns and suggestion. For instance, questionnaire with closed answers or yes/no type of questions might not be the most appropriate tool. There is a need to consider the tools that would encourage qualitative understanding for the vulnerable groups views and would allow them to express themselves freely.
- **Closing the feedback loop:** It is important as part of the consultation to ensure that feedback is offered to the consulted vulnerable groups by informing them how their views were incorporated and/or the reasons why they were not incorporated, if this is the case.

## 5.5. Phasing, Reporting and Timelines

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

Information on the project implementation, on project environmental and social performance and implementation of the SEP, on grievance mechanism will be publicly available on the project website. As planned, bi-annual progress

review meetings will be organized, convening all stakeholder groups so they can assess the progress made and provide recommendations.

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

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

Sub-component 1.2: Strengthening resilience to air pollution:

- Propositions regarding institutional response mechanisms to high pollution days.

Sub-component 2.1: Solid Waste Management Infrastructure

- Development and/or upgrading of existing waste management infrastructure of the Integrated Waste Management Facility at the 10th of Ramadan.
- Closing and rehabilitation/containment of the Abou-Zaabal dumpsite of Qalyubia
- Establishment of a hazardous waste facility.
- Establishment of a select number of environmentally controlled transfer stations in Qalyubia.
- Technical assistance provision for the environmental upgrade of El-Akrasha recycling and industrial zone.

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

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

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

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

Component 6:

- The selection of beneficiaries from the training activities to ensure balanced integration of different groups.
- 

## 5.6 Review of Comments

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

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

### 6.1. Resources



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

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

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

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

## 6.2. Management functions and responsibilities

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

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

## 7. Grievance Mechanism

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

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

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

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

The PCU has prepared a detailed GM Manual based on the WB ESS10 and the WB’s Good Practice Note on Addressing *Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in Investment Project Financing involving Major Civil Works (Second Edition, February 2020)*. The Manual includes multiple channels (including anonymous ones) that are diverse and appropriate to the capacities of different groups of stakeholders including the vulnerable groups, clear business standers for responding to complaints and for closing the feedback loop and solid registration and documentation system. The GM Manual includes clear procedures for appeal system. It also includes all the principals and steps of handling GBV/SEA/SH grievances.

The aggrieved persons should be informed that they can take the case to the court If need arises, aggrieved people will however remain free to open a Court case without having registered their grievance with the GM.

### **Below are the GM cycle based on the Project GM Manual**

#### **Step 1: Submission of grievances:**

According to the project GM Manual, grievances and complaints related to the project will be received at the level of the PCU and the project partners. Anyone from the affected communities or anyone believing they are affected by the Project can submit a grievance by using the channels assigned for complaints at the PCU and the project partners. These channels will be as follows:

##### **PCU Channels:**

- Phone number: 01094698696
- WhatsApp: 01094698696
- E-mail: [GCAPP@eeaa.gov.eg](mailto:GCAPP@eeaa.gov.eg)
- PCU Website: <https://www.gccceg.com/>

##### **EEAA channels:**

- Phone number: 25256470
- WhatsApp: 01222693333
- E-mail: [Citiserv.eeaa@gmail.com](mailto:Citiserv.eeaa@gmail.com)
- Facebook Page: <https://www.facebook.com/egy.environment/?fref=ts>

##### **CTA channels:**

- Phone number: 23425714
- WhatsApp: 01273133917 – 01129947162
- E-mail: [Khdmmtmwnen@gmail.com](mailto:Khdmmtmwnen@gmail.com)

##### **CCBA Channels:**

- Phone number: 26843759
- Hotline: 15264



- E-mail: *Ccba1980ccba@gmail.com*

The Governmental Complaints Portal (all government agencies involved in the implementation of the project are connected to the Governmental Complaints Portal) through:

- Hotline: 16528
- WhatsApp: (01555516528 – 01555525444)
- Website: *www.shakwa.eg*

In addition, receiving aggrieved persons at the headquarters of the ministries and agencies concerned with the project.

Anonymous grievances are allowed to be raised and they will be considered and addressed.

Regarding SEA/SH complaints, the NCW will handle this type of complaints. The following channels of the NCW will be disseminated among the project stakeholders:

- Branches of the Women's Complaints Office in the governorates
- Hotline: 15115
- Phone number: 02 23490060 - 02 23490065
- Fax: 02 23490066
- Email: *complain.office.2001@gmail.com*

Grievance registration forms will be available in the PCU and the project partners' offices and websites.

Where possible it is desirable that complaints are submitted in writing by the complainant. The complainant information and the details of the complaint should be entered in the GM log.

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

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

- Complaint Reference Number
- Date of receipt of complaint
- Name of person who received the complaint and the entity.
- Name of complainant (optional)
- Confirmation that a complaint is acknowledged.
- Brief description of Complaint
- Details of internal and external communication
- Referral process (if the complaint does not belong to the entity that received it)
- Action taken: (Including remedies / determinations / result)
- Date of finalization of complaint

### **Step 3: Investigating the grievance:**

The designated staff at the entity received the grievance will investigate the grievance by following the steps below:

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

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

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

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

### Recommended Grievance Mechanism Time Frame

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

### Appeal Process

According to the project GM Manual, if the complainant is not satisfied with the solution or corrective action taken, the complaint will be escalated to the PCU for further investigation and taking the necessary actions.

It is worth noting that a committee will be formed consisting of 1) Project National Coordinator, 2) Heads of TIUs, 3) A representative of each of the project partners to investigate the grievances that have been escalated. The members of the committee will seek the assistance of the relevant experts for example professors in engineering to decide on some grievances such as grievances related to a request for compensation for damage to a property if needed.

The PCU must first verify that the complainant has followed all the above-mentioned steps before escalating his complaint.

## 8. Monitoring and Evaluation

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

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

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

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

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

During the Project development and construction phase, the Social Development and Gender Specialist will prepare quarterly progress reports on E&S performance for the PCU Management which will include an update on implementation of the SEP and include indicators in the table above. The quarterly and annual reports will be disclosed on the Project website and made available in the public consultations.

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

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

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

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

**d) Reporting back to stakeholder groups**

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