



**Environmental and Social Safeguards (ESS) and Community Feedback Mechanism (CFM)
The Additional Financing II West Bank and Gaza SPJ COVID-19 Emergency Response
Project (AFII) P181573 – Brief**



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The United Nations - World Food Programme (WFP) executed an agreement with the World Bank and Ministry of Finance (MoF) titled “Additional Financing II West Bank and Gaza Strip COVID-19 project (AFII)” on December 20, 2023. This agreement involves the allocation of US\$ ten Million (\$10,000,000) intended for in-kind assistance to vulnerable Palestinians in Gaza. The objective is to assist approximately 75,400 households (equivalent to an estimated 377,000 individuals) in the Gaza Strip (GS) through the distribution of emergency in-kind/Ready to Eat (RTE) food parcels. Each family, averaging five members, will receive a parcel containing enough food for ten days of consumption.

WFP is actively engaging in collaboration and coordination with both new and existing field-based partners, including governmental bodies such as the Ministry of Social Development (MoSD), Ministry of Finance (MoF), and the Food Security Sector. Additionally, the project involves services of Cooperating Partners (“Contractors”), including Global Communities for the food distribution activity, Sawa addressing GBV (Gender-Based Violence) issues, and ARWAD serving as a Third-Party Monitor.

WFP is committed to ensuring that the activities within this project are carried out in an environmentally and socially responsible and sustainable manner. WFP urges all its “Contractors” to minimize risks and negative impacts while implementing appropriate mitigating measures for potential risks during project execution, taking into consideration the current context in Gaza. This commitment aligns with the agreed-upon Environmental and Social Safeguards (ESS) requirements outlined in the Environment and Social Commitment Plan ([ESCP](#)) and Stakeholders Engagement Plan ([SEP](#)). This project is also guided by the [WFP Environmental and Social Sustainability Framework](#) and adheres to [World Bank Environmental and Social Standards](#), particularly focusing on standards 1-4 and 10, which are deemed most pertinent and applicable to the project context: 1 - Assessment and Management of Environmental and Social Risks and Impacts; 2 - Labor and Working Conditions; 3 - Resource Efficiency and Pollution Prevention and Management; 4 - Community Health and Safety; and 10 - Stakeholder Engagement and Information Disclosure.

The project's primary Environmental and Social Safeguards as well as Complaints and Feedback Mechanisms (CFM) are outlined as follows:

- (a) TARGETING AND ACCESS TO BENEFICIARIES:** commitment to providing life-saving food assistance to support individuals affected by the crisis, prioritizing those listed on the National Social Registry Database compiled by MoSD, WFP Cooperating Partners, and existing WFP beneficiary records. In cases where feasible and with consideration for access constraints, special attention is given to persons with disabilities (PWD), elderly individuals, and women-headed households in the most severely impacted areas. The current emergency is anticipated to exacerbate the vulnerabilities of these families. Beneficiaries will be contacted by WFP cooperating partners in the Gaza Strip specifying place and time of delivery.
- (b) SAFE OPERATIONS:** ensuring the safe access and well-being of staff, workers, and local partners in the Gaza Strip. This involves minimizing risks to local communities by implementing outreach initiatives, managing crowds effectively, handling waste responsibly, upholding food quality standards, ensuring the secure and efficient delivery of food parcels, maintaining effective communication and feedback channels with beneficiaries and stakeholders, and other related measures. This will be based on the prevailing context and as the situation allows.
- (c) PREVENTION AND MONITORING OF ACCIDENTS/INCIDENTS:** dedication to preventing and monitoring incidents/accidents, including Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), Gender-Based Violence (GBV), non-compliance issues, fatalities, or other incidents that could occur during the implementation of the project.
- (d) COMMUNITY FEEDBACK MECHANISM:** facilitation of an inter-agency community feedback mechanism through a centralized call center. This mechanism handles various types of feedback and complaints, including those related to GBV, SEA/SH, and issues pertaining to WFP or cooperating partners.

Should you need to file a complaint, please be aware that the complaint hotline is available to all Palestinians, beneficiaries and non-beneficiaries, from 8 AM to 8 PM daily. To file a complaint, you can call the dedicated number **1800124126**. Alternatively, you may visit any of the help desks at the WFP cooperating partners in person.