



**Arab Republic of Egypt
Ministry of Supply and Internal Trade
Emergency Food Security and Resilience
Support Project
(P178926)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

August, 2023

Prepared for	Egyptian Holding Company for Silos and Storage (PMU Project management unit)
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Definition

1	Project	(Emergency Food Security and Resilience Support Project (P178926)
2	Services	Stakeholders Engagement Plan (SEP)
3	Client	Ministry of Supply and Internal Trade Egyptian Holding Company for Silos&Storage (PMU Project management unit)
4	Consultant	Bayan Environmental Services Co.
5	Area of Project	Arab Republic of Egypt

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Acronyms

ARC	Agriculture Research Center
CAAES	Central Administration for Agricultural Extension Services
CAPMAS	Central Agency for Public Mobilization and Statistics
ESF	Environmental and Social Framework
ESCP	Environmental and Social commitment Plan
EEAA	Environmental Affairs Agency
EHS	Environment, Health and Safety
EIA	Environmental Impact Assessment
FAO	Food and Agriculture Organization
FGD	Focus Group Discussions
GASC	General Authority for Supply Commodities
GBV	Gender Based Violence
GCSS	General Company for Silos and Storage
GM	Grievances Mechanism
EHCSS	Egyptian Holding Company for Silos and Storage
HIECS	Household Income, Expenditure and Consumption Survey
IFAD	International Fund for Agricultural Development
IFPRI	International Food Policy Research Institute
LMP	Labor Management Procedures
MALR	Ministry for Agriculture and Land Reclamation
MOE	Ministry of Environment
MOF	Ministry of Finance
MOMI	Ministry of Manpower and Immigration
MOHP	Ministry of Health and Population
MOSIT	The Ministry of Supply and Internal Trade
MOT	The Ministry of Transport
MIS	Management Information System
NCW	National Council for Women
OHS	Occupational Health and Safety
PPE	Personal Protective Equipment
PMU	Project management unit
SEA/SH	Sexual Exploitation, Abuse and Sexual Harassment
SEP	Stakeholder Engagement Plan
WB	World Bank

Introduction

The Arab Republic of Egypt (the Borrower) will implement the Emergency Food Security and Resilience Support Project (P178926) (the Project), with the involvement of Ministry of Supply and Internal Trade (MOSIT) and the Ministry of Agriculture and Land Reclamation (MALR), as set out in the Loan Agreement. The World Bank has agreed to provide financing for the Project Emergency Food Security and Resilience Support Project (P178926), as set out in the referred agreement.

The Government of Egypt has received financing in the amount of US\$ 500 Million from the World Bank toward the cost of the Emergency Food Security and Resilience Support Project, and it intends to apply part of the proceeds to payments for goods, works, non-consulting services and consulting services to be procured under this project. This project will be jointly self-financed by the Ministry of International Cooperation.

Plan objectives

The project development objective is to ensure the short-term supply of wheat for uninterrupted access to bread for vulnerable households and to strengthen Egypt's resilience to food crises. The project would consist of three components providing a balance between short-term response and medium-term resilience to food crises. And, to support the PMU in updating the preliminary SEP which was prepared at project preparation stage in May 2022, consistent with the requirements of the Environmental and Social Commitment Plan (ESCP) and ESS10. The update of the SEP will covers all the project related activities and expand its scope to cover the following:

- 1) Updated stakeholder identification and analysis;
- 2) Planning of engagement with stakeholders including consultations;
- 3) Disclosure of information;
- 4) Systems in place for addressing and responding to grievances related to each of the project components; and
- 5) Reporting and offering feedback to stakeholders, and shall include measures to, inter alia, 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

3.1. World Bank Requirements for Stakeholder Engagement:

The World Bank's Environmental and Social Framework includes the Environmental and Social Standards (ESF). Stakeholder Engagement and Information Disclosure (ESS). (Environmental and social standard 10), which recognizes "the importance of open and transparent participation between the Borrower and project stakeholders as an essential component of international good practice." It affirms the Environmental and Social Criterion That the active participation of stakeholders (ESS10) they can significantly improve the environmental and social sustainability of projects, enhance project acceptance, and contribute significantly to the successful design and implementation of a project.

Objectives of the environmental and social standard 10 (ESS10):

- Establish a systematic stakeholder engagement methodology that will help borrowers identify stakeholders and build a constructive relationship with and maintain them, in particular the PAPs;
- Assess the level of stakeholder interest and support for the project and enable stakeholder views to be taken into account in project design and environmental and social performance.
- Promote and provide the means for effective and inclusive engagement with project affected parties throughout the project life cycle on issues that can affect them;
- Ensure appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely manner, and to be understandable, easily accessible, and in an appropriate manner and form.
- Provide PAPs with an accessible and comprehensive means to raise issues and grievances and allow Borrowers to respond for these grievances and their management.

Scope of application:

For the purpose of this environmental and social standard (The term “stakeholder” refers to the individuals or groups who: (a) are affected or potentially affected by the ESS be affected by the project (PAPs); and (b) may have an interest in the project (other interested parties).

Project Components

The project will include the following components:

Component 1. Emergency Response Measures. (US\$ 380 million).

The objective of this component is to address the shortfall in imports of wheat, to minimize the disruptions in the Bread Subsidy Program. The component will finance the public procurement of up to 700,000 metric tons of imported wheat (the final quantity will depend on the market price at the time of procurement) through a procurement process acceptable to the Bank, to be conducted by the General Authority for Supply Commodities (GASC) of the Ministry of Supply and Internal Trade (MOSIT). This short-term emergency wheat supply, made available through the project, will contribute to replenishing the country's strategic reserves.

For the Bread Subsidy Program, MOSIT imports wheat through GASC – a state-owned enterprise. GASC issues public tenders for international procurement of wheat and buys locally produced wheat from Egyptian farmers at subsidized rates through the Egyptian Holding Company for Silos and Storage, the Food Industry Holding Company (FIHC) and the Agricultural Bank of Egypt (ABE). Internationally procured and locally produced wheat is stored at the EHCSS, General Company for Silos and Storage (GCSS), FIHC and ABE, after which they are transferred to government-owned or contracted private sector mills to produce subsidized flour. The flour is then transferred to government and contracted private sector bakers which strictly produce the subsidized Baladi bread for distribution to vulnerable beneficiaries

(Approximately 72 million) based on criteria for targeting.

Component 2. Strengthening Preparedness and Response to Shocks. (US\$ 117.5 million).

This component aims to reduce wheat losses, improve domestic cereal production, and strengthen farm-level resilience and preparedness to shocks. This would be achieved by (a) increasing the storage capacity for wheat in modern silos (Sub-component 2.1); and (b) financing the research, development and dissemination of high yielding adapted wheat varieties, piloting climate smart extension services in lagging regions and upscaling the national Agro-Meteorological early warning system (Sub-component 2.2).

Sub-Component 2.1. Improving the resilience of the wheat supply chain and reducing loss and waste.

Implementing the following upgrades at priority wheat silos serving Qena, Assiut, Aswan, Al Wadi Al Jadid, Minya and Giza governorates, strategically prioritized in poorer Governorates of Upper Egypt: (a) upgrading the storage capacity of 6 silos; (b) construction of ; (c) supporting modernization of grain collection and storage infrastructure to ensure safe, wasteless and energy-efficient storage of grain.

Sub-Component 2.2. Improving farm-level resilience and enabling sustainable domestic cereal production.

Implementing the following improvements: (a) upgrading Ministry of Agriculture and Land Reclamation's 9 regional seed stations, including installation of equipment and rehabilitation of selected seed centers; (b) installation of automatic agro meteorological stations, and the /equipment and operationalization of the extension service units in at least 10 agricultural service centers in selected

Governorates of Upper Egypt; supporting implementation of agricultural extension programming for farmers.

Component 3. Project Management and Knowledge Management.

Implementing the following project management and knowledge management activities: (a) financing consultants if required for financial management (including audit), procurement, monitoring and evaluation and environmental and social compliance (including a citizen engagement mechanism); (b) financing studies, technical assistance and policy dialogue to contribute to overall food security policies and reforms.

The Project management unit (PMU) shall ensure that the Project is carried out in accordance with the Environmental and Social Standards (ESSs) and this Stakeholder Engagement Plan (ESCP), in a manner acceptable to the World Bank. This ESS10 recognizes the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice. Effective stakeholder engagement can improve the environmental and social sustainability of projects, enhance project acceptance, and make a significant contribution to successful project design and implementation

Stakeholder Engagement Plan (SEP) is an inclusive process conducted throughout the project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships that are

important for successful management of a project's environmental and social risks. Stakeholder engagement is most effective when initiated at an early stage of the project development process, and is an integral part of early project decisions and the assessment, management and monitoring of the project's environmental and social risks and impacts.

As agreed by the Borrower and the World Bank, this SEP will be revised from time to time if necessary, during Project implementation, to reflect adaptive management of Project changes and unforeseen circumstances or in response to Project performance. In such circumstances, the Borrower and the World Bank agree to update the SEP to reflect these changes through an exchange of letters signed between the World Bank and the Borrower. The Borrower shall promptly disclose the updated SEP.

Project Risks and Impact

Table 1: The project is expected to have direct and indirect positive social impacts and also negative

Social impacts, including:

positive social impacts	negative social impacts
<ul style="list-style-type: none"> • Improved food security for vulnerable households, job opportunities and business development for farmers. • The project will contribute to reducing wheat losses and Enhancing food security in the country under challenging global conditions that are likely to affect the security of wheat supply. • Through Component 1 wheat will be supplied. Wheat is essential for the nutrition system of Egyptian citizens and is specifically an essential food item for the poor and the families targeted with the subsidized ration. • Wheat procured through Component 1 will be supplied to different mills all over the country and bakeries producing and selling subsidized bread. Subcomponent 2.1 will contribute to enhancing the grains storage capacity which will in turn contribute to reduction in losses and uninterrupted availability of bread; • The construction of silos (subcomponent 2.1) will offer temporary local jobs to middle and low skilled individuals. Subcomponent 	<ul style="list-style-type: none"> • potential inappropriate labor and working conditions in construction and agriculture sector both in the country (subcomponents 2.1, 2.2) and for the primary supplier (Component 1) • risk of elite capture, exploitation and unequal access to project benefits for vulnerable groups (for subcomponents 2.1 and 2.2) • Potential reputational risk related to exclusion, risk of lack of transparent sharing of information and unresolved complaints.

2.2 comes to complement the infrastructure construction under Component 2.1. They are anticipated to have positive impacts on the poor and vulnerable groups by enhancing farmers' capacities through strengthened access to knowledge and agricultural inputs. This will help the small-scale farmers located in the Governorates of Upper Egypt to have improved access to information which will in turn contribute to climate-smart production practices, higher yields, and improved income.

Table 2: Examples of Project E&S Impacts

Impacts related to social risks, covering:		
E&S Attribute	Key Impacts	proposed Mitigations
Transparency and discrimination	<ul style="list-style-type: none"> Effects of mistargeting, lack of transparency and discrimination against vulnerable groups; corruption in the selection of project beneficiaries. 	<ul style="list-style-type: none"> Prepare, update and implement the Preliminary SEP, consistent with ESS10, to include all the project related activities and expand its scope to cover 1) an updated stakeholder identification and analysis; 2) planning of engagement with stakeholders including consultations; 3) disclosure of information; 4) addressing and responding to grievances; and 5) reporting and offering feedback to stakeholders, and shall include measures to, inter alia, 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.
Sexual Exploitation, Abuse /Sexual Harassment (SEA/SH)	Sexual Exploitation, Abuse /Sexual Harassment commonly associated with infrastructure projects and can result in serious negative impacts on women, children, the elderly and persons with disabilities	<ul style="list-style-type: none"> Adopt and implement a Sexual Exploitation, Abuse /Sexual Harassment (SEA/SH) plans as per the relevant ESF Good Practice Note as part of the ESIA and ESMP, to assess and manage the risks of SEA/SH. Based on World Bank-cleared Terms of Reference, prepare, adopt and implement an Environmental and Social Management PI-n - ESMP covering all the activities of this sub-component. ESMP to include other relevant instruments such as SEA/SH plans as per the relevant ESF Good Practice Note, OHS plan - as needed.
Impact related to land tenure, land use, or restrictions on land use	Some project activities can result in impacts related to the land privately owned or privately used and the livelihoods of citizens	<ul style="list-style-type: none"> RESETTLEMENT INSTRUMENTS The Project shall use vacant state-owned land for the silos' construction and silos' capacity increase. As and if needed and consistent with ESS5, prepare, adopt and implement land audits, Resettlement Plans (RP) and/or Livelihoods Restoration Plan (LRP) for each newly constructed inland silo and the silos which need capacity increase. CULTURAL HERITAGE Chance Find Procurers will be developed as part of the

and access.		ESIAs and ESMPs under Component 2. ESIA identifies requirements for chance find procedures to be implemented in case remains are unearthed during construction.
Public Health and Safety	<p>Key impact is related to potential worker influx in the city which could entail pressure on infrastructure, services and utilities as well as risk of diseases, inappropriate code of conduct, social vices, etc.</p> <ul style="list-style-type: none"> Effects related to lack of labor force protection (such as child labor and/or forced labor), as children in Egypt may work out of necessity large amounts of money among poor families 	<ul style="list-style-type: none"> ESIA requires that the EPC Contractor prepare a worker influx and accommodation plan. Adopt and implement Labor Management Procedures (LMP) for the Project including, inter alia, provisions on working conditions, management of workers relationships, occupational health and safety (including personal protective equipment, and emergency preparedness and response), code of conduct (including relating to SEA/SH), forced labor, child labor, grievance arrangements for Project workers, and applicable requirements for contractors, subcontractors, and supervising firms

	<ul style="list-style-type: none"> Effects related to the outbreak of conflict and social conflicts due to failure to take into account the needs and interests of different stakeholders and mismanagement resources, use and property rights. 	<ul style="list-style-type: none"> Under Component 1, the following shall be done: Ex-ante E&S audit for the procured imported wheat. EHCSS should conduct E&S Audit along with gap filling actions to ensure compliance with the ESF following World Bank cleared Terms of Reference.
Environmental risks, including:		
E&S Attribute	Key Impacts	Key Mitigations
Geology, Hydrology, and Hydrogeology	<ul style="list-style-type: none"> The effects of overuse and mismanagement on soils and land resources Impacts related to the solid waste generated by workers (garbage and plastic bags), which accumulates and pollutes the environment 	<ul style="list-style-type: none"> ESIA/ESMP identifies general measures for proper housekeeping and waste management onsite. Under Component 2.1, the following should be done for each newly constructed inland silo, prepare, adopt and implement Site-specific Environmental and Social Impact Assessment – ESAs and site-specific Environmental and Social Management Plan-ESMPs (including waste management plan, pest management plan, Occupational Health and Safety - OHS plan, – as per the relevant ESF Good Practice Note, Road Safety management plan) based on World Bank-cleared Terms of Reference.
Biodiversity	<ul style="list-style-type: none"> improper management of the site (e.g., improper conduct and housekeeping practices) during construction and operation could affect biodiversity /habitat of the area 	<ul style="list-style-type: none"> ESIA/ ESMP requires the proper implementation of housekeeping practices on the site at all times, proper pest management plan and mitigation measures for air, noise and waste emissions (under subcomponent 2.1). Check and confirm that the imported wheat is known to originate from areas where there is no or low risk of significant conversion or significant degradation of natural or critical habitats (under component 1).

Air Quality and Noise	<ul style="list-style-type: none"> Construction activities will likely result in an increased level of dust as well as noise which in turn will directly impact ambient air quality and noise levels. 	<ul style="list-style-type: none"> ESIA/ESMP identifies dust and noise control measures to be implemented during construction to control such impacts.
Public safety concerns	<ul style="list-style-type: none"> Inappropriate transportation of project components could impact road safety and could also be public safety concerns to others. 	<ul style="list-style-type: none"> ESIA/ESMP requires to prepare and implement a Traffic and Transport Plan to ensure transportation process of project components does not pose a risk of damage to the existing roads, highways, overpasses whilst ensuring public safety.
Occupational Health and Safety (OHS)	<ul style="list-style-type: none"> There will be some generic risks to workers health and safety from working on construction and operation sites, as it increases the risk of injury or death as a result of potential work related accidents. 	<ul style="list-style-type: none"> For each inland silo, prepare, adopt and implement Site-specific Environmental and Social Management Plans – ESMPs and Environmental and Social Impact Assessments (ESIAs) (including waste management plan, traffic management plan, pest management plan, OHS plan, SEA/SH plans as per the relevant ESF Good Practice Note) based on World Bank-cleared Terms of Reference.
Occupational and community health and safety risks, including:		

E&S Attribute	Key Impacts	Key Mitigations
<ul style="list-style-type: none"> • Community Health and safety 	<ul style="list-style-type: none"> • Implications for community health and safety in relation to project activities during implementation, • Health and safety impacts on the community such as accidents during construction of silos through subcomponent 2.1, and subcomponent 2.2 and risk of SEA/SH 	<ul style="list-style-type: none"> • --Adopt, and implement measures and actions to assess and manage specific risks and impacts to the community health and safety arising from Project activities under Component 1, Sub Component 2.1, and Sub- Component 2.2. • TRAFFIC AND ROAD SAFETY The Borrower, through MOSIT, will adopt and implement measures and actions to assess and manage road safety risks associated with construction and operation under Sub-Component 2.1. Road Safety Management Plan to be prepared as part of the ESIA/ESMP

To mitigate environmental, social and occupational health and safety risks and impacts, site-specific Environmental and Social Impact Assessment (ESIAs) and Environmental and Social Management Plans (ESMPs) will be prepared for EHCSS silos including Contract Clauses for Contractors under component 2.

In conclusion, this SEP will update according to the World Bank update and all project stakeholder to build on existing expertise and improve consultative engagement with various beneficiaries such as community organizations, NGOs and other relevant stakeholders, to reduce social and environmental risks as well as occupational health and safety risks; and promoting continuous consultations with community committees and affected groups during all project cycles.

Regulatory Requirements for Stakeholder Engagement

The process of public consultation and disclosure of information, which is carried out by the project management unit (PMU- EHCSS), must be carried out according to the requirements of the legislation Egyptian and international best practices, as stated in the requirements of the World Bank (WB).

Framework of national legislation

The Project will comply with all Egyptian national and local laws and regulations, lender Environmental and Social (E&S) requirements, and obligations articulated in key Project approvals and permits. Stakeholder engagement requirements relevant to the Project are briefly discussed below and have informed the SEP.

Egyptian Legislation Requirements

This SEP complies with the following Egyptian legal requirements:

Environment Law No. 4 of 1994 and subsequent amendments

An Environmental and Social Impact Assessment (ESIA) study shall be undertaken for project with significance impacts, including two phases of stakeholder consultation: scoping and public consultation.

The scoping should include targeted stakeholder consultations with key stakeholders. It is required to include the following entities in public consultations:

- Representatives of the Egyptian Environmental Affairs Agency (EEAA)
- Related government authorities
- Representatives of the Governorate and local units where the project is located
- Affected groups including local businesses and communities
- Non-governmental Organization (NGOs) and civil society groups

EEAA guidelines methodology

The articles covering the guidelines on conducting public consultations as part of the ESIA study are as follows:

- 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

Overview of Current Stakeholder Engagement Practices Interest

A Stakeholder Engagement Plan was developed and disclosed prior to project evaluation in May 2022, (<https://projects.worldbank.org/en/projects-operations/procurement-detail/OP00208979>) as a starting point for a coherent process to develop a more comprehensive stakeholder engagement strategy and plan. It will be updated with more details in the project progress.

During stakeholder consultations conducted, (Table 2)the consultants provided comprehensive information about Project objective, components, , potential risks/impacts, funding source, and implementation order. The environmental and social framework has also been directed for the participants. Whereas, the aim of the consultation is to familiarize the stakeholders participants with its environmental and social (ESF) standards and requirements. .

• **Consultations Led by EHCSS**

EHCSS has launched a series of stakeholder consultations focusing on the quality and the storage of expected wheat production prior to the harvest season, April 15- July 15 of 2022. The stakeholder consultations were collective meetings; as well as in-field visits (refer to table 1). ECSS has a database of all stakeholders that is being updated each harvest seasons and the unit uses WhatsApp on (a group for each category of stakeholders) to communicate regularly through a designated number,

01279671142 and 01279671143. Noting that the standards for the quality of wheat are predetermined by a ministerial decree from the Ministry of Supply and Internal Trade issued on a yearly basis.

Table 3: List of stakeholder consultations conducted by EHCSS in preparation to the harvest season 2022

Name of the event	Leading Agency	Topic Discussed	Date and method of meeting
Wheat production and storage meeting with agriculture	EHCSS	Cooperatives in Sharqia Discussing Ministry of Supply and Inter'el Trade's ministerial decree March 2022 (Annex 1) that predetermines the quality of wheat to be procured by MOSIT	February 2022 Field visits
Wheat production and storage meeting with agriculture cooperatives in Minia			February 2022 Field visits
Wheat production and storage meeting with agriculture cooperatives in Dakahlia			March 2022 Field visits
Role of agriculture cooperatives in wheat production and supply in 2022		Discussing the critical role that cooperatives play in procurement of wheat in 2022; and addressing coo'eratives' concerns.	November 2021 In-person meeting
Wheat production and storage meeting large-scale agriculture producers working in Sharq el Ayounat area		Discussing the storage capacity and transportation concerns to facilitate the transportation to located silos.	March 2022 In person meeting
Wheat production and storage with wheat trading companies		Discussing March 2022 Ministry of Supply and Inter'el Trade's ministerial decree (Annex 1) that predetermines the quality of wheat to be procured by MOSIT	March 2022 in person meeting

Table 4: Updated List of stakeholder consultations conducted by EHCSS in preparation to the harvest season 2023

Agency/ focal point	Topics discussed	Date and meeting method
EHCSS/WB/GASC/PMU/MALR	<ul style="list-style-type: none"> - Introductory Meeting with Implementing Entities. - Environmental and Social Safeguards. 	Meeting held at EHCSS headquarters on 11/12/2022
EHCSS/WB/GASC/PMU/MALR	<ul style="list-style-type: none"> - Project Operations Manual. - Project Implementation Arrangements. - Annual Work plan and Budget. - Implementation Schedule. - Procurement. 	Meeting held at EHCSS headquarters on 12/12/2022
EHCSS/WB/GASC/PMU/MALR	<ul style="list-style-type: none"> - Financial Management 	Meeting held at EHCSS headquarters on 13/12/2022
EHCSS/WB/farmers/site staff	<ul style="list-style-type: none"> - Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). - Stakeholders' complaints gathering. - Site staff needs gathering. 	Dandara & Marashda site visit on 14/12/2022.

EHCSS/WB	<ul style="list-style-type: none"> - Initial selection process. - Initial selection Document. 	Meeting held at WB office on 7/3/2022
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Stakeholders Engagement Plan (SEP)

	<ul style="list-style-type: none"> - Evaluation of applications. - Request for Proposals document. - Overview of Main steps of Request for Proposals after Initial selection in STEP. - Evaluation of the Proposals, Standstill period and award decision. 	
EHCSS/WB/PMU	<ul style="list-style-type: none"> - Project status and update. - Environmental and Social Safeguards. 	Meeting held at EHCSS headquarters on 04/06/2023
EHCSS/WB/farmers/site staff	<ul style="list-style-type: none"> - Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). - Stakeholders' complaints gathering. - Site staff needs gathering. 	Taramsa site visit on 05/06/2023.
EHCSS/WB/farmers/site staff	<ul style="list-style-type: none"> - Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). - Stakeholders' complaints gathering. - Site staff needs gathering. 	Asyut site visit on 06/06/2023.

The results of the stakeholders consultations that took place during the silo visits meetings –Dandara - Al-Marashda – Assiut - Al-Taramsa as part of the ESIA/ESMP preparation): -

- 1 Increasing stakeholders' awareness of the benefits of establishing silos, which are as follows:
 - Providing highly advanced storage capacity within the country.
 - Eliminating the percentage of wheat losses resulting from poor storage, which reaches about 10%.
 - The country maintains a secure strategic balance of wheat.
 - Tightening the process of maintaining and controlling the stock, which leads to an economy in the use of pest control methods with pesticides and maintaining the quality of the grain as a result of the high quality of storage.
 - Reducing the average purchasing price of wheat throughout the year as a result of entering the global purchasing market at appropriate times.
 - Creating new areas of attraction and agricultural expansion in order to encourage farmers to grow wheat and grains next to the sites where silos are being established.
 - Providing new job opportunities for young people in construction areas.

2- Work to resolve stakeholders' complaints as follows:

- Organizing the operations of supplying and dispensing wheat from silos to reduce the accumulation of cars around and inside the site.
- Reducing the waiting time for wheat suppliers to reach the silos.
- Expediting the procedures for disbursing wheat suppliers' dues.
- Using laboratory equipment to settle disputes that may arise between suppliers and the sorting committee regarding the degree of wheat cleanliness.
- Providing yards and waiting areas equipped with bathrooms for wheat suppliers.
- Studying the establishment of new silos near agricultural areas to reduce the burden of distance on farmers during the wheat supply.

3- Working to resolve site employee complaints

4- Providing a suitable work environment for site employees.

- Providing industrial security equipment for site employees in accordance with occupational safety and health requirements.
- Paying transportation allowances to site employees and providing cars to reduce the burden of transportation to and from the sites due to the distance of the silo sites from residential areas, and considering establishing silos in places close to residential areas and with available means of transportation.
- Organizing shifts so that daily working hours comply with the controls of the labor law, and paying for additional working hours in the event that additional working **hours are achieved**.

Consultations with stakeholders during the wheat season 2024 (EHCSS):

EHCSS diligently engaged in a comprehensive series of consultations with key stakeholders, fostering vital dialogues among farmers, agricultural cooperatives, and private sector entities. This inclusive initiative spanned three crucial meetings throughout February 2024, strategically hosted at various locations, namely the EHCSS headquarters, Bani Salam Silo, and Bani Mazar Silo.

These engagements were structured as dynamic focus group discussions, providing a platform for robust exchanges on pivotal themes. Participants delved into multifaceted topics, underlining EHCSS's commitment to serving farmers and stakeholders with unwavering dedication. Emphasis was placed on amplifying support for smallholder farmers, ensuring equitable access to essential services. Discussions also revolved around the provision of high-quality seeds, alleviating transportation burdens by covering associated expenses to silos, and facilitating immediate payment for wheat procured by the company.

Moreover, the forums served as avenues for transparent communication, with participants advocating for the timely announcement of prices and silo operational hours. Additionally, the dissemination of grievance mechanism(GM) highlighting the various channel for receiving complaints at field lever and at EHCSS's marketing unit via cellphone and WhatsApp . Through these collaborative efforts, EHCSS reaffirmed its pivotal role in fostering agricultural prosperity while actively engaging and addressing the needs of its diverse stakeholder base.



Picture 1: Meeting Feb 24 at Silos Bani Mazar and Bani Salam, Minia



Picture 2: Meeting Feb 24 at Silos Bani Mazar and Bani Salam, Minia



Picture 5: Meeting Feb 24 at EHCSS Headquarters in Cairo governorate



Picture 4: Meeting Feb 24 in Silos Bani Mazar and Bani Salam-

• **Consultations Led by MALR (a preliminary consultation during project design.)**

This consultation was during the project design and presented in the preliminary SEP. As part of the project preparation, MALR in collaboration with World bank conducted an expert consultation held on March 28, 2022. The consultation was focused to seek expert feedback on three key areas: (1) agri-food sector policies and performance (2) prioritizing climate smart technologies for specific value chains in the agri-food sector and (3) policies and policy scenarios on scaling up climate technologies in the agri-food sector.

Key topics discussed:

- Institutional Framework: Participants pointed out the need to strengthen extension services as one of the main areas that need urgent attention. Related to this point was also the emphasis on agricultural research institutions to do more on upgrading and disseminating best practice extension guides/manuals for farmers which has substantively decreased over the last decades.
- Policies: Participants emphasized the need to strengthen agricultural cooperatives to consolidate small and fragmented land holdings to make the adoption of climate smart agricultural practices more effective. Similarly, with contract farming gaining prevalence among selected value chains, participants discussed expanding the value chains covered through this system and introducing policies such that participants in this model are incentivized to adopt climate smart practices. Participants also emphasized the need to introduce policy incentives that would encourage farmers to rotate their crops, a good practice that has significantly decreased over the last decades.
- Financial Instruments (Green): One of the examples highlighted as a good example was how Egypt transitioned from flood irrigation rice production to drip irrigation rice production following the introduction of zero interest loans. While unintended, this scheme abates methane emissions. Targeted tax credits, low-to-zero interest loans and risk guarantees were therefore discussed as powerful instruments that could support the sector adopt/scale practices and technologies for improved food security, water efficiency and climate co-benefits.
- Water and Climate Change: With water insecurity being a key challenge that the sector faces, participants emphasized the need for public investment in water-saving infrastructure such as lining water canals to prevent leaching etc. In addition, participants pointed out the need to encourage wastewater recycling and incentives to adopt smart irrigation systems.

Channels for Future Stakeholder Engagement

Based on discussions with local stakeholders, the following preferred communication channels have been identified.

Table 5: Proposed Communication Channels

Mechanism	Description
	<ul style="list-style-type: none"> ▪ Community representatives consulted in project indicated that they

Social media	use Facebook as a primary source of information. Some of the Facebook sites are community groups and others are official pages of the City Council and other government offices.
Project website	The project is in the process of developing a specific project website which will contain key project information and updates. Until that point updates on the project can be found at https://www.ehcss.com
Coffee shops and small gatherings	Many community members has exchanged and discussed information during coffee break and through informal small gatherings
Face-to-face	Some of the consulted women preferred to receive information through their husbands. As with all vulnerable groups who are either illiterate or have no access to the internet, face-to-face communication is the preferred method of communication.
NGOs	PMU will search about NGOs in project areas, and will engage in their communities with extensive outreach to the most vulnerable groups. The local Environmental NGO will contact is also embedded in the community and can assist with more targeted outreach in matters related to the environment

Stakeholders Identification and Analysis

The project will provide stakeholder consultations and engage all target groups, by identifying individuals, groups, communities and other stakeholders who may be directly or indirectly affected by the project. The plan focuses on stakeholder engagement especially SEP Those directly or indirectly affected by the project activities as well as individuals, groups and communities that have an interest in the project.

In line with best practice methods, the implementing agencies will apply the following principles to stakeholder engagement activities:

- **Openness:** Public consultations throughout project preparation and implementation the project life cycle will be conducted in an open manner, free from external manipulation, interference, coercion or intimidation. The venues are also easily accessible, and will not require long commutes, entrance fees, or an initial entry permit.
- **Cultural fit:** The format, timing and venue will respect local customs and traditions.
- **Conflict sensitivity:** Consider the complex situation of Ukraine and Russia and refer to the humanitarian principles of neutrality and impartiality.

- **Informed participation and feedback Information** will be made available and distributed widely to all stakeholders in an appropriate format, with opportunities for them to provide feedback, and to analyze and address stakeholder comments and concerns.

- Inclusivity:** The consultations will involve all segments of the community, including persons with disabilities, the elderly, minorities and other vulnerable individuals. If necessary, the implementing agencies will provide logistical assistance to enable participants with limited physical capabilities and those without sufficient financial means or transportation to attend

- **Observance of gender:** Consultations will be organized to ensure equal access for men and women. Where necessary, the implementing agencies will organize separate meetings and focus group discussions for women, girls and boys, engage facilitators of the same gender as the participants, and provide additional support to facilitate access for caregivers.

Stakeholder Engagement Plan focus on (SEP)

- Identify those directly and indirectly affected or who may be affected, and who will need additional information to understand the limits of project impacts.
- Mapping project impact areas and identifying affected communities in a given geographic area can help define or improve the project impact area.
- Involving and consulting project beneficiaries in the process of planning, implementation, monitoring and reporting.
- Promote the participatory approach in all project cycles by each selected community with SWF families, and other families with pregnant and lactating women and children. Ensure confidentiality and social protection for the disadvantaged, the displaced and marginalized.
groups using the grievance mechanism (that provide opportunity for people (GM) affected to report any problems and concerns in confidentiality and anonymity).
- Mainstreaming human right's, women's empowerment, full participation, transparency, information disclosure, and environmental sustainability in all project actions.
- building a strong, innovative and transparent management information system (MIS) It reflects all activities, and is implemented in accordance with the Project Identity and Proposal.

Table 6- Parties likely to be affected by a project Emergency Food Security and Resilience Support Project:

Stockholders	Identification	Project relatedness	Impacts	working methods
Affected Parties	All residence of Egypt	Will be directly impacted by the component 1 and 2 of the project through achieved food security and enhanced quality of local and imported wheat supply.	positively affected	Information on the progress of the project and the schedule of Civil works, mitigation measures and grievance redress mechanisms during general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.
	Agriculture workers and farmers	three years.	positively affected	information on the progress of the project and the schedule of civil works mitigation measures and grievance redress mechanisms during general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.
	Population and farms close to the construction sites of the silos	Although the locations of the silos are not finally determined, some of these locations might be of some proximity to residents and/or farms. These locations will be impacted by the construction related impacts. Impacts could be of positive nature (job creation to local communities) or of negative nature (impacts from construction and/or land related impacts)	positively affected negatively affected.	-Information on the progress of the project and the schedule of civil works , mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.

	Residence near silos or/and on the route of transportation to silos	Population living near silos may be impacted by road safety especially during the harvest season.	negatively affected- Attenuating effects to medium	Information on the Project progress and schedule of civil works through public meetings and information published on local levels.
Other Interested Parties	The Ministry of Supply and Internal Trade (MOSIT)	mandated authority to secure strategic reserves of basic commodities atop of which wheat, sugar, oil, rice, macaroni, meat, chicken, and fish. Ministry is also mandated to maintain a stable market at times of crisis and emergencies. Noting that MOSIT issues a ministerial decree in partnership with Ministry of Finance and Agriculture detailing procurement standards for wheat supply to ensure the quality of wheat procured and prices before every harvest season (Annex 1: Ministerial Decree for 2022 Harvest Season)	positively affected	Inform progress made in the project, and schedule of civil works through meetings and progress reports

	The Ministry of Finance (MOF)	that is the government authority in Egypt responsible for collecting customs duties and controlling the flow of goods in and out of the country. Its role being the institution directly involved in financial approvals and in debt management.	positively affected Attenuating effects to medium	Inform progress made in the project, and schedule of civil works through meetings and progress reports.
	The Ministry for Agriculture and Land Reclamation (MALR)	that is responsible for the inspection of the wheat cargoes as they arrive, prior to discharge in the ports and agricultural production support for Farmers.	positively affected- Attenuating effects to medium	Inform progress made in the project, and schedule of civil works through meetings and progress reports.
	The Ministry of Transport (MOT)	MOT and MOSIT collaborate to expand the network of modern, energy efficient silos integrated with rail and river transportation system and strategically located in areas with substantial wheat/grain production.	positively affected - Attenuating effects to medium	Inform progress made in the project, and schedule civil works through meetings and progress reports.

	The Ministry of Health and Population (MOHP)	that is responsible in the context of food safety; which includes environment, food, cleanliness, contamination, infestation, rodent issues etc.	positively affected - Attenuating effects	Inform progress made in the project, and schedule civil works through meetings and progress reports.
	Ministry of Environment (MOE)	that elaborates policies, strategies, plans and projects in all that relates to the safety of the environment and the sustainability of natural resources. It also prepares laws, standards, and norms.	positively affected - Attenuating effects	Inform progress made in the project, And schedule civil works through meetings and progress reports.
	Ministry of Manpower and Immigration (MOMI)	is responsible for protecting the interests of workers in the country and is dedicated to developing healthy work environment for higher production and productivity	positively affected - Attenuating effects	Inform progress made in the project, And schedule civil works through meetings and progress reports.
	General Authority for Supply Commodities (GASC)	The mandated authority for procuring strategic commodities in Egypt from local or international vendors. Therefore, GASC has the overall accountability for securing quality and quantity of wheat; as well as procuring and storing imported and locally produced wheat supply in Egypt. To fulfill the mandate of the organization, GASC contract a variety of suppliers including wheat suppliers, silos and storage, wheat millers and bakeries.	positively affected	Inform progress made in the project, And schedule civil works through meetings and progress reports.

	Egyptian Holding Company for Silos and Storage (EHCSS):	contracted by GASC for storage of local and imported wheat supply. The company maintains several silos across Egypt that are either located near production facilities i.e., near farms, or consumption areas near wheat millers and bakeries. EHCSS are responsible for upkeep of silos including admitting quality wheat locally or internationally; maintaining the quality of wheat during storage; and transporting stored wheat to millers to be ready for consumption.	positively affected	Inform progress made in the project, And schedule civil works through meetings and progress reports.
	General Company for Silos and Storage (GCSS):	is contacted by GASC for managing the storage of all imported wheat at port level. GCSS is responsible for receiving, emptying, and storing wheat imported. The company is also responsible for upkeep of silos in all ports across Egypt. Even though GCSS is an independent company with a separate managerial structure, still the head of the board is managed by EHCSS as the company owns 51 percent of total shares Of GCSS.	positively affected	Inform progress made in the project, And schedule civil works through meetings and progress reports.
	Staff at the silos to be constructed/expanded:	They are not known at this stage, but they will be among the project affected parties since they will have direct engagement in the operation of the silos and will be affected and will have influence in the delivery of the component.	positively affected - negatively affected	Inform the Project progress and schedule of civil works through public meetings and information published on local levels.

	Receiving Port Silos Staff	impacted by component 1 including staff working with GCSS, and staff from other agencies that support the storage of imported wheat. Stakeholders include representative of the Egyptian Food Safety Authority, a representative of Egyptian Atomic Energy Authority; representative of Ministry of Health; as well as Ministry for Agriculture and Land Reclamation responsible for monitoring the quality of grains.	positively affected	Inform the Project progress and schedule of civil works through public meetings and information published on local levels.
	Contactors and workers who will be involved in subcomponent 2.1	They are not known at this stage, but they will be among the project affected parties since they will have direct engagement in the construction activities and will be affected and will have influence in the delivery of the component.	positively affected-negatively affected	Inform progress made in the project, And schedule civil works through meetings and progress reports.

	Farmer Based Organizations and Cooperatives:	medium-scale organizations that purchase locally produced wheat supplies from small farmers and organize the logistics to be transported to silos managed by EHCCS. This group will benefit by the increased storage capacity for wheat under component 2.1.	positively affected	Inform the Project progress and schedule of civil works through public meetings and information published on local levels.
	Agriculture trading companies:	large-scale organizations that purchase locally produced wheat supplies from small farmers and organize the logistics to be transported to silos managed by EHCCS. This group will benefit by the increased storage capacity for wheat under component 2.1.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.

Private large scale agriculture companies:	large-scale locally producer of wheat supply. This group will benefit by the increased storage capacity for wheat under component 2.1.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.
Wheat millers	across Egypt will benefit from the continuous supply of wheat and continuation of livelihoods under component 1 and component 2.1.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.
Groceries and food outlets	food subsidy cards represent one of the most important systems in Egypt, in which 33,000 groceries are engaged plus 32,000 bakeries in addition to 1,300 outlets distributing subsidized goods.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.

	Bakeries	an estimate of 275 million loaves of bread is produced daily by the bakeries affiliated to the ministry (Egypt Today, 2020). The project will contribute to the process of securing the needed wheat for those bakeries and subsequently in the improving bread supply to citizens including the poor and vulnerable groups who are covered by the ration cards.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.
	The Egyptian Authority for Maritime and Safety	is a direct stakeholder to GCSS where imported wheat is received, emptied, and stored in silos. The Maritime authority participates in local Grievances Mechanism (GM) at port level, particularly in resolving any issues between GCSS and other involved stakeholders including the Egyptian Food Safety Authority, the Egyptian Atomic Energy Authority; representative of Ministry of Health; as well as Ministry of Agriculture responsible for monitoring the quality of grains at port level	positively affected	inform progress made in the project, And schedule civil works through meetings and progress reports.

Central Administration for Agricultural Extension Services (CAAES) at MALR	main focus is to raise the productive and economic efficiency of agricultural products, as well as the optimal use of agricultural resources by applying modern productive methods and introducing agricultural producers to the importance of adopting scientific Methods.	positively affected	inform progress made in the project, And schedule civil works through meetings and progress reports.
Consultative Group of International Agricultural Research (CGIAR).	CGIAR Research Centers are non-profit research organizations conducting innovative research. Home to more than 9,000 scientists, researchers, technicians and staff, the Centers work to transform food, land and water systems in a climate crisis. ICARDA and IFPRI are important subsidiaries for CGIAR who are active in Egypt.	positively affected	inform progress made in the project, And schedule civil works through meetings and progress reports.
Agriculture Research Center (ARC)	supports the application of advanced technologies in Egyptian agriculture to optimize the use of natural resources, meet the needs of the population, provide export requirements, improve the economic incomes of Farmers.	positively affected	inform progress made in the project, And schedule civil works through meetings and progress reports.

	Food and Agriculture Organization of the United Nations (FAO)	assistance in Egypt centered on three government priority areas, which all align with the project: improved agricultural productivity, raising the degree of food security in strategic food commodities, and sustainable use of natural agricultural resource.	positively affected	report progress made in the project, And schedule civil works through meetings and progress reports.
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	International Fund for Agricultural Development (IFAD)	assist Egyptian Government in loans support settlement of land reclaimed from the desert in Lower (Northern) Egypt and support for productivity improvements in the old lands in the Nile valley and Upper Egypt	positively affected	report progress made in the project, And schedule civil works through meetings and progress reports.
	International Food Policy Research Institute (IFPRI)	is a policy research, capacity strengthening and communication program with the main objective to raise incomes of the rural poor and to improve food and nutrition security in Egypt.	positively affected	report progress made in the project, And schedule civil works through meetings and progress reports.
Vulnerable Individuals or Groups	Small-scale farmers	are at risk of exclusion from the benefits of component 2.1 and 2.2. Offering equal opportunities to small farmers might be a challenge. This applies to opportunities to access silos to deliver local wheat and to benefit from technical support that the project will be providing in terms of knowledge, skills, and tangible resources such as agriculture seeds, equipment and others.	positively affected	report the Project progress and schedule of civil works through public meetings and information published on local levels.

	Female farmers and/or agriculture workers engaged on small scale agricultural activities (both for large scale farmers/land owners and/or companies)	is at the same risk of exclusion from the benefits of component 2.1 and 2.2. Risk of sexual abuse and/or exploitation may apply in the case of small-scale female farmers. Gender Based Violence (GBV) may apply in the case of small-scale female farmers. GBV plans as per the relevant ESF Good Practice Note will be developed under Component 1 and Component 2.2. The aforementioned plan should include measures to target	positively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.
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		cooperatives, female workers and other relevant actors. The plan will disseminate information on the code of conduct to use and the appropriate referral mechanism to report cases of abuse and/or exploitation at local level.		
	Persons with disabilities including farmers	with any mobility constraints. They should be considered through differentiated measure including in the access to the new silos	positively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.

	Illiterate persons of male and female farmers	may constitute a significant portion of the total farmers to be targeted by the project. Those individuals will need to be considered through appropriate means of communication and information sharing to ensure that effectiveness of the st'kehoder's activities and the information Sharing.	positively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions {FGD) with women and vulnerable groups.
	Informal construction workers:	Daily and informal workers under contractors and subcontractors who are at risk of accepting working conditions that are not appropriate.	Negatively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.
	Minorities and tribes	Is at the same risk of exclusion from the benefits of component 2.1 and 2.2. Reaching out to these groups and including them in the project as equal opportunities can be a challenge. This applies to access to silos to deliver local wheat and benefit from the technical support that the project will have	positively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.

	Female-headed families, or single mothers with minor children/disabled children	may constitute a significant portion of the total farmers to be targeted by the project. Those individuals will need to be considered through appropriate means of communication and information sharing to ensure that effectiveness of the stakeholder's activities and the information Sharing.	positively affected	inform the progress of the project and the schedule of works Civil, mitigation measures and grievance redress mechanisms During general meetings and information posted on local levels and conduct focus group discussions FGD with women and vulnerable groups.
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Summary of project stakeholder needs

The stakeholders' needs are summarized in the following table.

Table 7: Summary of project's stakeholders needs

Stakeholder group	Language needs	Preferred notification means for consultation and information sharing
General Authority for Supply Commodities (GASC)	Arabic	In presence meetings/official correspondence
Egyptian Holding Company for Silos and Storage (EHCSS)	Arabic	In presence meetings/official correspondence
General Company for Silos and Storage (GCSS)	Arabic	In presence meetings/official correspondence
Contactors and workers who will be involved in component 2.1	Arabic/ Illustrations	In-field meetings and consultations
Receiving Port Silos Staff	Arabic/ Illustrations	In-field meetings and consultations
Staff at the silos to be constructed/expanded	Arabic/ Illustrations	In-field meetings and consultations
Farmer Based Organizations and Cooperatives	Arabic	In presence meetings/official correspondence with the support EHCSS
Agriculture trading companies	Arabic	In presence meetings/official correspondence with the support EHCSS
Private large scale agriculture companies	Arabic	In presence meetings/official correspondence with the support EHCSS
Wheat millers	Arabic/ Illustration Information Education Communication (IEC) materials	Outreach in field campaigns in coordination with GASC

Bakeries	Arabic/ Illustration of Information Education Communication (IEC) materials	Outreach in field campaigns to affiliated bakeries and food outlet in coordination with GASC
The Egyptian Authority for Maritime and Safety	Arabic	In presence meetings/official correspondence targeting only ports receiving imported wheat through component 1 under this project.
Central Administration for Agricultural Extension Services (CAAES)	Arabic	In presence meetings/official correspondence
Agriculture Research Center (ARC)	Arabic/ English	In presence meetings/official correspondence
Food and Agriculture Organization of the United Nations (FAO)	Arabic/ English	In presence meetings/official correspondence
International Fund for Agricultural Development (IFAD)	Arabic/ English	In presence meetings/official correspondence
International Food Policy Research Institute (IFPRI)	Arabic/ English	In presence meetings/official correspondence
Small-scale farmers	Arabic/ Illustrations /Location sketches, physical models, and film presentations	Awareness raising campaigns in EGSS. This include disseminating appropriate information on a referral mechanism to report cases and clear procedures to ensure the confidentiality of the process.
Female farmers and/or agriculture workers engaged on small scale agricultural activities (both for large scale farmers/land owners and/or companies)	Arabic/ Illustrations /Location sketches, physical models, and film presentations	Awareness raising campaigns in field through agriculture cooperatives for the prevention of potential sexual abuse and violence. This include disseminating appropriate information on a referral mechanism to report cases and clear procedures to ensure the confidentiality of the process.
Persons with disabilities	Arabic/ Illustrations/tailored	Awareness raising campaigns in field through agriculture

	means of communication	cooperatives Universal access to the silos
Illiterate persons	Arabic/visual illustrations /Location sketches, physical models, and film presentations	Awareness raising campaigns in field through agriculture cooperatives
Informal construction workers	Arabic/ Illustrations	Awareness raising campaigns in EGCSS. This include disseminating appropriate information on a referral mechanism to report cases and clear procedures to ensure the confidentiality of the process.
Minorities and tribes	Arabic/ Illustrations/tailored means of communication / Location sketches, physical models, and film presentations	Awareness raising campaigns in field through agriculture cooperatives Universal access to the silos, this include disseminating appropriate information on a referral mechanism to report cases and clear procedures to ensure the confidentiality of the process.
Female-headed families, or single mothers with minor children/disabled children	Arabic/ Illustrations /Location sketches, physical models, and film presentations	Awareness raising campaigns in field through agriculture cooperatives

Stakeholder Engagement Program

To meet best practice approaches, the project will apply the following principles stakeholder engagement:

- (i) Openness and life-cycle approach, (ii) Informed participation and feedback and (iii) Inclusiveness and sensitivity.

Purpose and timing of stakeholder engagement program

MOSIT will be holding further consultation meetings similar to the ones already done and reflected. This will be done throughout the Project and specifically will be linked to the ESF instruments.

MOSIT and its partners will ensure that the stakeholder analysis and engagement plan are implemented effectively and appropriately throughout the project cycles.

Timeline

The SEP will remain in the public domain for the entire period of project development and will be updated if needed as the project progresses through its various phases, in order to ensure timely identification of any new stakeholders and interested parties and their involvement in the process of collaboration with the project including any feedback received from them that support successful project implementation. The methods of engagement will also be revised as needed to maintain their effectiveness and relevance to the project's evolving environment. Communication and feedback from stakeholders will be taken into consideration at each stage of this project.

Components of a stakeholder engagement program

Stakeholder Engagement Analysis: It requires the involvement of key stakeholder groups and communities and the full participation of planning project until the monitoring and evaluation phases. Stakeholder identification and early consultations with target groups help Essential in identifying representatives of the various stakeholders for future community committees. This process also covers consultation with interests and the needs of all stakeholder groups taking into account gender, ethnicity, and groups directly and indirectly affected by the project.

Stakeholder Engagement Plan: It is based on the results of the stakeholder engagement analysis and consultations during the need assessment and the planning phase to be implemented in the tar'et group's location when the need is assessed, in line with the comprehensive human rights-based plan. Approach, social issues, disability, age, race. The methodology and plan for stakeholder engagement methods should be sensitive and adaptable to the different target groups or communities involved in the project, to ensure their active participation and consultation. In addition, issues related to gender must be generalized and made central, such as gender, youth, the elderly, marginalized and immigrant groups, and people with disabilities.

Proposed strategy for information disclosure

This section describes the information that will be disclosed, its format and the types of methods that will be used to communicate this information to each of the stakeholder groups.

During project implementation, implementing agencies will disclose information about th' project's content as well as related operations to 'e owners' public target interest. The key dates for the disclosure of information are at the beginning of the project, in the middle of the term as well as at the end of the project life. Forms and formats of disclosure of information is a mixture of different channels found appropriate for each specific component of the project. This may include formulas Face-to-face meetings when appropriate, accompanied by information shared via radio, television, newspapers and Posters. brochures and flyers as well as via websites and social media.

PMU works closely with its partners to implement the following:

- Create two-way communications between the affected and other important and disadvantaged people, and distributing information to government officials NGOs and local government organizations/agencies.
- Continuous and regular coordination and follow-up with project partners such as implementing partners and other UN agencies and groups to give Briefing and brief explanation about projects.
- During the initial phase - Informing the communities of the consultation process (by phone, face-to-face meetings, discussion meetings collective), and conducting a field survey in coordination with the communities - informing them of the general project objectives, sectors of interventions, available budget, methods of choosing intervention, and the importance of the participation of all members, including women, displaced persons, individuals or vulnerable groups, and marginalized groups, if any.
- Encourage communities to freely exchange their views and feedback on key target information and build strong relationships with communities.
- Record and document community responses and concerns during screening, evaluation, management, implementation, monitoring and evaluation consultations.
- Encourage the community to use GM's grievance tools (such as mailbox, phone, emails, etc.), including for use in adverse effects and provide training on how to file confidential complaints.
- Raise awareness on health risks on communities
- Community social agreements that define the roles and responsibilities of communities towards health and safety in communities.
- Enhancing community participation in monitoring.
- Implementing partners apply different techniques of anti-discrimination counseling and adapt them to local traditions and customs, gender, age and ethnicity.

Proposed strategy for consultation

Consultations with beneficiaries and stakeholders will emerge wherever community committees are established for the targeted areas including representatives of all groups (men, women, IDPs, disadvantaged groups) in the process and then in priority intervention areas/sites depending on the needs and expected benefits of the community. In this regard, each sub-project will identify the general location in which the implementation of the stakeholder engagement plan will be initiated.

Continuous monitoring will be conducted through implementing partner staff and community members (through a participatory monitoring approach). Most of the time, the project implementing agencies will use interviews, focus group discussions, town hall meetings and workshops as a means of conducting consultations. This will be done properly in the affected wards/municipalities to enable easy participation of vulnerable and disadvantaged groups of people.

Table 8: Proposed strategy for information disclosure

Project stage	List of information to be disclosed*	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Responsibilities
Project life cycle (During Project Preparation, before Project effectiveness and during project implementation)	ESIAs and ESMPs for different components Project components, Potential E&S impacts and risks, disclosure, and dissemination of the GM	Meetings in communities or through agriculture cooperatives and EHCS silos targeted by the project	Before Project effectiveness and throughout the Project	Small and female farmers; and citizens residing in areas near and in the route to the silos	PMU in coordination with different relevant stakeholders
	SEP including all the updates needed for the SEP	Hybrid Meeting (Virtual /In presence)	Throughout implementation when updated	All Identified Stakeholders (when there is an update they will be informed)	PMU in coordination with different relevant stakeholders
	LMP	Hybrid Meeting (Virtual /In presence)	Before project effectiveness and potentially with the consultation of the	All implementing partners	PMU in coordination with different relevant stakeholders

			ESMF		
Following up on the demands of the stakeholders and their implementation mitigation/prevention plan	Hybrid Meeting (Virtual /In presence) Awareness/training sessions for channels		When there is a need and per the findings of the GM	All previous stakeholders and any new ones identified as relevant	PMU in coordination with implementing partners including GASC, EHCSS and GCSS PMU in coordination with different relevant stakeholders.
SEA/SH	SEA/SH Grievance Management and Complaint Channels / Complaints Confidentiality and Anonymity of the Complainant National Council for Women (NCW) to be announced as a possible channel to receive and handle complaints of this type	When there is a need and When there is a need and as per the findings of the GM	Affected and marginalized, women and community committees	PMU in coordination with implementing partners including GASC, EHCSS and GCSS PMU in coordination with different relevant stakeholders, And specialists in protection and gender	

***All information will be disclosed on MOSIT website**

MOSIT (PMU) will apply multiple methods and techniques (see table 3 above) in order to consult and communicate with owner groups Verified interest in line with the site, target groups, such as:

- Semi-structured and door-to-door interviews with relevant stakeholders and organizations by screeners/interviewers, who were vetted advance and who follow ethical guidelines by signing a code of conduct. Paper and electronic surveys and questionnaires.
- Public meetings, workshops and/or focus groups.
- Participatory methods and approaches.
- Other traditional mechanisms for consultation and decision-making.
- Stakeholder engagement events and consultations will apply to receive any comments that may be raised during individual meetings and group meetings and community sessions.
- During the project cycle, meetings will be organized continuously during the project identification, screening and evaluation, management and reporting phases and evaluation
- Based on the literacy of stakeholder groups, communication techniques for data collection, feedback and feedback will be jointly defined; And
- Implementing Partners will document any consultation via written report, photos and possible short videos. In addition to observing gender segregation in public consultations to ensure women's participation freely and non-discrimination between different stakeholders.

Proposed strategy for integrating the opinions of vulnerable groups

MOSIT and implementing partners will apply the following principles of stakeholder engagement:

- **Free and full participation:** Public consultations on the project will continue throughout the entire project life cycle from preparation through implementation. Stakeholder participation will be free from manipulation, mediation, coercion and intimidation.
- **A two-way communication approach and informed participation and feedback:** The information will be provided and distributed widely among all owners the interest in an appropriate form; They were conducted based on relevant, understandable, accessible and timely information related to the project. Through ongoing meetings, encouraging feedback from stakeholder groups, and providing a hotline and mailboxes, any feedback is provided in high confidence.

Comprehensiveness and Harmlessness: Stakeholders are identified to support better communications and build effective relationships. The process of participating in projects is comprehensive. All stakeholders are always encouraged to participate in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholder needs is the basic principle underlying the choice of engagement modalities.

- **Separate, private and face-to-face consultations:** Special attention is given to vulnerable groups,

minorities, especially female-headed households, youth, the elderly, persons with disabilities, and the cultural sensitivities of diverse ethnic groups

- **Type of periodic and varied meeting:** There are different types of individuals, small group meetings, public meetings, and face-to-face private meetings, all depending on the location and the needs of the stakeholder groups and their views are taken and discussed with the other group within the community

Detailed Engagement Schedules

PMU in coordination with implementing Agents including GASC, EHCSS and GCSS are committed to ensuring appropriate communication and disclosure of information through ongoing consultations and meetings with stakeholder groups

For PMU, this will happen as follows:

- Daily meeting with the implementing partner's field staff and supervisors with the sub-project community committee, and people affected;
- Periodic fortnightly, monthly and quarterly visits by protection and gender/GBV staff Social, intellectual property management personnel.
- PMU and GASC, EHCSS and GCSS will conduct visualizations and field visits Urgently and immediately, in case of any complaints, the general manager and incidents arise.
- All grievance management complaints and cases must be mitigated and addressed within two weeks in accordance with the Complaint Handling Mechanism (CHM). also, the information management system (The developer will also if complaints need to be addressed immediately based on an urgent status (IMS). for issues and concerns

Future meetings time schedule

This section describes the information that will be disclosed, its format and the types of used methodology to communicate information to all stakeholder groups

Table 9: Future meetings.

Project stage Target	List of information to be disclosed*	Methods proposed	Timetable: Locations/ dates	stakeholders	Responsibilities
Project life cycle (During Project Preparation, before Project effectiveness and during project implementation)	ESIAs and ESMPs for different components Project components, Potential E&S impacts and risks, disclosure, and dissemination of the GM	Meetings in communities or through agriculture cooperatives and EHCSS infiel silos targeted by the project	Before Project effectiveness and throughout the Project	Small and female farmers; and citizens residing in areas near and in the route to the silos	PMU in coordination with different relevant stakeholders
	SEP including all the updates needed for the SEP	Hybrid Meeting (Virtual /In presence)	Throughout implementation when updated	All Identified Stakeholders (when there is an update they will be informed)	
	LMP	Hybrid Meeting (Virtual /In presence)	Before project effectiveness and potentially with the consultation of the ESMF	All implementing partners	
	Following up on the demands of the stakeholders and their implementation	Hybrid Meeting (Virtual /In presence)	When there is a need and per the findings of the GM	All previous stakeholders and any new ones identified as relevant	

Review comments and future stages of the project

PMU will collect written and oral stakeholder comments and the complaints response mechanism (GM), during the implementation of the project located in the EHCSS and MALR project locations. In addition, the PMU will develop a system to classify all General Managers' complaints according to MIS issues and response time. PMU and the implementing partners agree to ensure that all complaints will be dealt with According to the bona fide GM and natural justice and fairness and resolved according to the present protocol. Unless there is a need to handle cases through a judicial/legal process. In addition, the project will provide immediate responses to critical situations. WB and implementing partners will develop a system agreed jointly allowing transparency and accountability to review stakeholder concerns. In addition building on the existing stakeholder channels /MIS systems already existing in MALR, the project will continue to reach stakeholders through hotline and telephones to respond to immediate and urgent concerns or needs during the implementation phase

Resources and responsibilities for implementing stakeholder engagement activities

The Project Management Unit (PMU) will be staffed with one qualified environmental and one qualified social specialist to support management of environmental, social, health and safety (ESHS) risks and impacts of the Project, all with composition, mandate, resources, and terms of reference satisfactory to the World Bank. MOSIT will ensure that each of the relevant Project Partners has ESHS focal points to supervise and ensure implementation of E&S requirements. The PMU will support the Project Partners in preparing specific scope of work necessary for the EHS specialist(s)/consultant(s) to perform the required duties. Environmental and social consultants (individuals or firms) will be hired, as needed, to support the PMU and Project Partners. Terms of References for all ESHS positions in the project will be shared with the World Bank for review and no-objection. The budget for the SEP is included in Component 3 of the Project.

Grievance Mechanism (GM)

I. Existing Unified GM

During the design, construction and implementation of any sub-project, a person or group of persons may perceive or may experience potential harm, directly or indirectly, due to the activities of the project. The grievances that are likely to arise could be related to social issues such as eligibility and entitlement criteria, disruption of services, temporary or permanent loss of livelihood and other socio-cultural issues. Grievances may also relate to environmental issues such as excessive dust generation, damage to infrastructure due to vibrations associated with construction or transportation of raw materials, noise, traffic congestion, reduced quality or quantity of private/public surface/ground water resources, damage to home gardens and farmland, etc. Should such a situation occur, there should be a mechanism through which the affected parties can resolve these issues amicably with the project staff in an efficient, impartial, transparent, timely and cost-effective manner. To achieve this objective, a grievance mechanism has been included in the ESMP.

All implementing partners under this project are encompassed under the national unified electronic complaints portal hosted by Prime Minister Offi'e, Egypt's Portal. The unified government GM was established by a Presidential Decree No. 314 of 2017 to receive, examine, direct, and respond to all complaints electronically. Its scope of work extends to all ministries, departments, government agencies, local administration units, public bodies and other government agencies. The unified electronic complaints portal has a clear referral system to the concerned entities who receive their relevant complaints, address it and either respond directly to the complainant or through the unified system.

Any citizen may submit a feedback and complaint through the following multiple channels under the unified electronic complaints port'l:

- Egypt's Portal website, <https://www.shakwa.eg/GCP/Default.aspx>,
- Hotline "6528
- At "You" Service" app on Google Play.
- WhatsApp numbers: 01555516528 and 01555525444 to receive messages, complaints and citizens.
- Citizen service departments and offices in all government agencies and authorities

All complaints are kept confidential and ID information of complainants are protected to ensure nonretaliation and transparency. Multi-level entry to the system is defined that allow those who are authorized from the relevant Government departments to enter the electronic system and access information about complaint submitted. All complaints are registered electronically, classified and referred to relevant authorities to address.

Procedures and standards for sorting, processing and following up on complaints

Complaints are received as soon as they are submitted. Complaints are received through the government complaints system and directed to the relevant ministry to examine them, prepare a response, send the response to

the government portal, and follow up on that.

- Determine who is responsible for receiving complaints and the channels connection
- The complaint is received on the government portal, sorted, and forwarded to each concerned ministry.
- Each ministry has a work team specialized in following up on complaints on the designated website.
- The response will be sent after examining the complaint.
- The complainant will be contacted by the government complaints system in the Council of Ministers to inquire about the response.

II. Localized GM at implementing partner level

During the preparations for this project, all implementing partners including MALR, GASC, EHCSS, and GCSS confirmed that they receive complaints and feedback at a timely manner from Egypt's portal and it is by mandate they must give feedback within a specific timeframe from receiving the complaint.

Nevertheless, each implementing partner under the project has their own localized GM procedures that support stakeholders in submitting a complaint and/or feedback. For example:

a. Mechanism for submitting complaints and comments to the Authority (GASC)

Hosted on their website, <http://www.gasc.gov.eg/>. This mechanism allows contractors to submit their complaints electronically. A GASC focal point has been appointed to analyze the complaint and address concerns. If the issue is not resolved, concerns are escalated to the President to the General Authority for Supply Commodities and then to the Minister of the Ministry of Industry and Information Technology. Although complaints are recorded electronically, feedback and resolution, as well as the time frame for resolving the complaint are not documented.

b. Mechanism for submitting complaints and special comments Ministry of Agriculture and Land Reclamation (MALR)

For inquiries and services in related ministry (MALR) For inquiries and services related to ministers, communication can be made via the email inbox on the website: <https://www.facebook.com/min.agriculture/> Or through the official website of the Ministry http://www.agr-egypt.gov.eg/?page_id=56.

For complaints submission:

While to submit complaints requests, send them and follow them up through the unified government complaints portal (www.shakwa.eg). Hotline: 16528 in addition to the Agriculture Ministry's hotline: 15500-19561

For complaint procedure by MALR see Annex 4. For complaints regarding seed quality, see Annex 6.

c. Mechanism for submitting complaints and special comments in relation to the port silos

'Any issue between GCSS and other stakeholders at port level is resolved through the port level complaints mechanism governed by the Egyptian Navigation and Safety Authority. All issues are discussed every two weeks in the Maritime Safety Committee at port level. Issues may be escalated to the port level complaints committee, then escalated to the agency/company where the employee works. This complaint mechanism is regulated by port-level policy and procedures. For GCSS employees, there is a robust, documented and effective complaints and

feedback mechanism. All employees have a representative at port level to whom they can send comments and complaints. The issue may be escalated to the staff representative at the central level in Cairo Governorate for discussion with the GCSS Operational Director and the Board of Directors chaired by EHCSS if necessary. There is a strong connection and communication between the employee representative and the unions who may intervene if the issue is not resolved at the company level.

d. **Mechanism for submitting complaints and special comments for Egyptian Holding Company for Silos and Storage (EHCSS): Land silos**

The complaints are usually received from farmers depositing grains or and grain buyers in the silos. The main complaints are on the quality of the seeds that are being deposited and tested immediately on site. In case there are any complaints from farmers and contractor, the complainant can raise their complaints to the silo manager office. If it is not resolved it escalates to the customer services office at EHCSS. The silo manager documents and sends the complaints to EHCSS or the farmer/ contractor can reach the customer service through the EHCSS customer service number visible at silo level.

EHCSS customer service number for complaints: 01279671142/ 01279671143.

The documentation of complaints raised at silo level exists and it will be continuously improved during the project implementation. For grievance log sheet/form, see annex 3.



Figure (1): Scheme of proposed grievance procedures.

Procedures and standards for sorting, processing and tracking complaints

- Verify and transfer complaint to the relevant sectors to study the complaint.
- Monitoring is done and evaluation through the recipient of the complaint (silo/General Administration for Inspection and Follow-up).
- Feedback is done by responding to the complaint through the same means and channel of communication.

Below is the detailed procedure:

- The complaint is received and the date, number of the complaint, its subject, and the name of the complainant are recorded.
- Acknowledgment and review are made by classifying the complaint, giving it the number and date of the receipt to complain.
- Complaints are referred to the Inspection and Follow-up Department to be sorted and transferred to the relevant sectors.
- Responses to complaints are received from the relevant sectors.
- Responses are sent to the same entities receiving the complaint to notify the complainant through the same means and channel of communication.

• Summary of communication channels (EHCSS):

- Channels /current contacts are:-
 - (1) Silo manager office at each site.
 - (2) Customer service managed by the EHCSS company: 01279671142/01279671143.
 - (3) The company's official website: www.ehcss.com
 - (4) The unified government complaints system in the Council of Ministers.
 - (5) Grievances Committee at the company's management. (For company employees only).
- Suggested future communication channels are:-
 - (1) Create a group on WhatsApp to receive complaints.

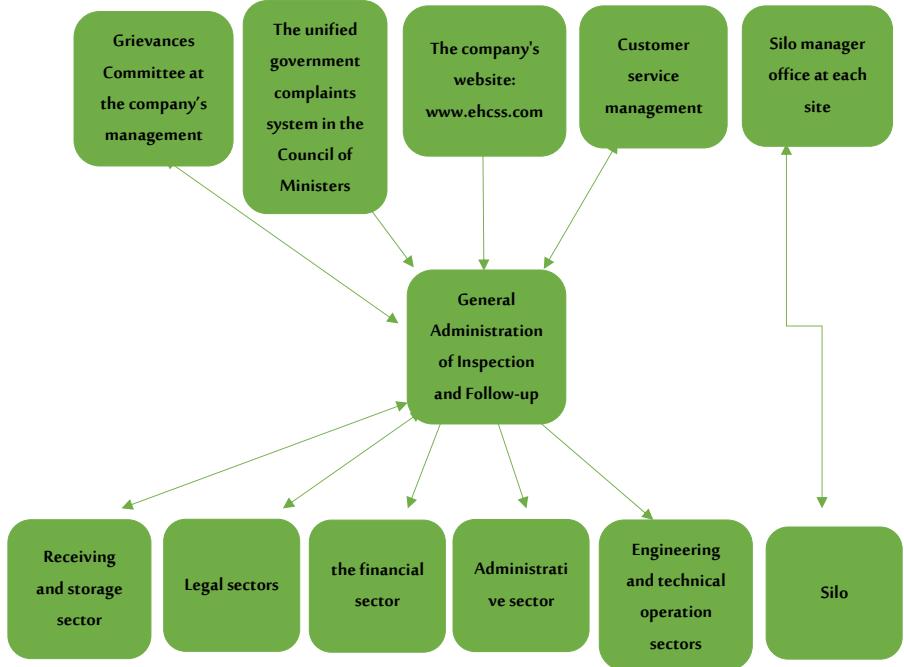


Figure (2): Organizational structure to receive complaints.

III. Grievances related to SEA/SH

In order to avoid the risk of stigmatization, aggravation of psychological/emotional harm and possible retaliation for the survivors, the grievance mechanism must take a different and sensitive approach to cases related to gender-based violence. The grievance response mechanism also applies to workers who experience SEA/SH. When such a case is reported to the Grievance Mechanism, it should be immediately referred to appropriate service providers, such as medical and psychological support, emergency accommodation, and any other necessary services. In the case of the project, it is suggested to include and disseminate the contacts of NCW (below) to ensure safe referral to survivors along with offering the needed services. Implementing partners should be trained on the topics including the survivor centered principles and should establish coordination with NCW.

- Current and proposed SEA/SH complaints mechanism

Women's Complaints Office at the National Council for Women:

- Hotline: 15115
- Email: complain.office.2001@gmail.com
- Fax: 68-23490066 (02) WhatsApp: 01007525600
- Face book: <https://www.facebook.com/ncwgyptpage>

IV. Classification of complaints according to the project activities :

- Social complaints.
- Environmental complaints.
- Complaints related to purchases.
- Special Complaints Benefits.

Complaints expected to recur during the project period:

- Environmental complaints.
- Complaints related to purchases.
- Special Complaints Benefits

V. Recommendation for strengthening the overall GM process:

The grievance mechanism should be gender and socially inclusive to address potential access barriers for women, older persons, persons with disabilities, youth and other potentially marginalized groups as appropriate for the project. And will not retaliate against any person who will be submitting complaints.

The grievance mechanism impedes access to judicial or administrative remedies that may be relevant or applicable and would be readily available to all stakeholders at no cost and without penalty.

Information regarding the grievance mechanism and how to submit a complaint and/or grievance should be communicated during the stakeholder engagement process and placed in prominent locations to inform key stakeholders.

All complaints and/or grievances related to social and environmental issues can be received through available channels either orally (to field staff), by telephone or in writing where it has to the project management team and the construction contractor must maintain a record of grievances received at the respective project site offices, this includes worker grievances. In the above-mentioned register, the following information will be recorded:

- The time, date and nature of the investigation, concerns, complaints and/or grievances.
- The type of communication that took place (e.g. telephone, letter, personal contact);
- Names, contact addresses and contact numbers.
- Anonymous complaints are also recorded, investigated and resolved.
- Response and review resulting from your inquiry, concern, complaint and/or complaint.
- Actions taken and the name of the person who took the action.

The project is managed by EHCSS and MALR, which have a grievance mechanism. The PMU will work with responsible parties to evaluate the effectiveness of the current grievance mechanism and work to address gaps in terms of capacity, access, transparency, etc.

VI. The Grievance Redress Service (GRS)

The Grievance Redress Service (GRS) is an avenue for individuals and communities to submit complaints directly to the World Bank if they believe that a World Bank-supported project has or is likely to have adverse effects on them, their community, or their environment. The GRS enhances the World Bank's responsiveness and accountability to project-affected communities by ensuring that grievances are promptly reviewed and addressed.

Monitoring and reporting

During the project implementation phase, stakeholder engagement plans will be reviewed and updated periodically as necessary to ensure that the information presented here is consistent and up-to-date, and that engagement methods identified remain appropriate and effective in relation to the project context and specific stages in project development.

Any major changes to the project related activities and schedule will be duly reflected in the project stakeholder engagement plans. Monthly summaries and internal reports on public grievances, inquiries and related incidents, as well as the status of implementation of relevant corrective actions will be compiled by the responsible staff and forwarded to the senior management of the project.

PMU will include in the final stakeholder engagement plan measures to ensure stakeholder participation in project monitoring during implementation phases, and to promote community ownership and participation including:

- The implementing partners, together with the sub-project community committee, will organize fortnightly, monthly and quarterly meetings to collect and record and address the general manager received at each site. Sometimes an urgent meeting may be called to address any immediate responses and actions;
- PMU and implementing partners will monitor stakeholder participation as agreed in an engagement plan Stakeholders.
- PMU, implementing partners and observers collect and consolidate best practices and lessons learned of field visits.
- PMU will inform the Bank of the number of grievances filed/resolved/pending/separated statements and the nature of the grievances. Grievances are either made on a quarterly or semi-annual basis. It will also be part of the comprehensive report on the implementation of the Environmental and Social Framework tools (ESF).

Involving stakeholders in monitoring activities

- PMU will include stakeholder engagement plan measures to ensure stakeholder participation in project monitoring during implementation phases, and to promote community ownership and participation including: The implementing partners with the beneficiaries of the sub-project, and the community committee organize fortnightly, monthly and quarterly meetings to collect, record and address the general manager received at each

site. Sometimes an urgent meeting can be called to address any immediate responses and actions;

- PMU and implementing partners will monitor stakeholder engagement as agreed in the stakeholder engagement plan.
- PMU and relevant external monitors will monitor the project or project-related impact on a quarterly basis and monitor the management information system and hotline to respond to grievance mechanism complaints.
- PMU and implementing partners and the Monitoring and Evaluation Mechanism to collect and consolidate best practices and lessons learned from field visits.

Monitoring indicators.

PMU will monitor project implementation to assess progress on indicators that will be identified in the results framework, such as rehabilitation of roads/ sewerage system; Beneficiary satisfaction with such items invested in the project; Creating job opportunities through civil work.

Specific responsibilities with respect to monitoring and reporting will include:

Agree SEP key performance indicators and metrics.

Monitoring ongoing engagement and consultation activities, tracking potential risks and / or issues.

Ensuring consultation documentation is up to date and accessible.

Regularly assessing the effectiveness of engagement and consultation methods and adjusting the ongoing plan accordingly.

Supporting external reviews of the SEP and / or conducting an internal annual review of the SEP.

Updating the stakeholder engagement plan as required to ensure it aligns with the project's objectives and supports the management of key project risks.

Table 10: Measuring Key Engagement Activities

Activity	Description	Metrics
Project kick-off conference / meeting	<ul style="list-style-type: none"> ▪ Introduce PMU and the Project to high-level stakeholders and the wider public ▪ Address stakeholder specific concerns / issues / questions ▪ Facilitate engagement on all level. 	<ul style="list-style-type: none"> ▪ Number of participants versus invitations issued ▪ Meetings scheduled post the conference at national, regional and local level ▪ Post conference requests for information
Project Information Disclosures	<ul style="list-style-type: none"> ▪ availability, frequency and understanding ▪ Cultural appropriateness 	<ul style="list-style-type: none"> ▪ Dates of publication and distribution ▪ Level of information retention ▪ Locations of distribution
Consultation Activities (Frequency varies by stakeholder and stage of the project)	<ul style="list-style-type: none"> ▪ Assess the engagement activities (formal and informal) ▪ Review issues and concerns raised ▪ Evaluate time taken to respond to issues ▪ Ensure communication around the Community Feedback Procedure 	<ul style="list-style-type: none"> ▪ Number of engagement activities (place, dates and number of participants) ▪ Number and types of comments by stakeholders ▪ Assessment of stakeholder awareness of the project and the Community Feedback Procedure
Grievances	<ul style="list-style-type: none"> ▪ Classification of grievances ▪ Highlight trends and risks ▪ Report on closed grievances ▪ Extent of compliance to the grievance process and ▪ identification of gaps (external consultant) 	<ul style="list-style-type: none"> ▪ Number of grievances by type ▪ Severity ▪ Recurrence of community grievances ▪ Percentage of grievances closed ▪ Time taken to close grievances ▪ Segregation of grievances category (noise, dust, environment, safety, employment etc) ▪ Assessment of stakeholder awareness of the project and the

		<p>Community Feedback</p> <ul style="list-style-type: none">▪ Procedure
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Internal Monitoring:

PMU will generate data on activities and outputs in regular monthly and quarterly reports based on inputs from implementing partners and contractors. To the extent possible, the monitoring and evaluation process will be participatory, involving members of the community benefiting from the subprojects. A baseline survey and a final beneficiary survey will be conducted to measure who and to what extent people benefit from the sub-projects as well as how it affects their lives in social and economic terms. Where the monitoring and evaluation system will target Document case studies that It captures the impact of the project on communities, being sensitive to gender and impacts on vulnerable or marginalized groups and host communities

Reporting to stakeholder groups

Project performance assessed through monitoring activities will be reported to stakeholders during the operation and maintenance phase, such as disclosure of monitoring results and community involvement. Lessons learned from monitoring will also contribute to the design of future sub- projects and will be shared with stakeholders. Monitoring and evaluating the stakeholder process is vital to ensure that the project will be able to respond to the issues identified and change the schedule and nature of engagement activities to make them more effective. Adhering to the following characteristics/commitments/activities will help in achieving successful participation:

- Sufficient resources to undertake the participation.
- Inclusivity (inclusion of major groups) in interactions with stakeholders
- encourage stakeholder participation.

- Eruit Emergency Food Security and Resilience Support Project
Stakeholders Engagement Plan (SEP)
- the sense of confidence shown by all stakeholders
 - clearly defined methods
 - Transparency in all activities

Observing the stakeholder engagement process allows for the evaluation of the effectiveness of the process. Specifically, by identifying key performance indicators that reflect the objectives of the stakeholder engagement plan and the specific procedures and timings, it is possible to monitor and evaluate the implemented process.

Two different activities will be implemented, but related to monitoring in terms of timing:

- (1) During Engagement Activities: Short-term monitoring to allow adjustments/improvements to be made during participation
- (2) After completion of all engagement activities: Review the deliverables at the end of the engagement to assess the effectiveness of the stakeholder engagement actions it was also implemented.

Public Disclosure

Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the SEP and GM. The E&S assigned focal point at the PMU will be responsible for the monitoring and reporting of E&S aspects as specified in the ESCP.

All safeguards will be disclosed in both English and Arabic on World Bank website.

Annexes

[Annex 1: Section 1 of the ministerial decree issued by MOSIT in partnership with MALR and MOF to regulate the procurement of locally produced wheat issued March 2022](#)

وزارة التموين والتجارة الداخلية

قرار وزاري مشترك رقم ٤٧ لسنة ٢٠٢٢

تعديل بعض أحكام القرار الوزاري المعمول رقم ١٨٦ لسنة ٢٠٢١

بيان إسلام وتخرين الأقسام المحلية موسم ٢٠٢٢

صادر في ٢٠٢٢/٣/١٤

وزير التموين والتجارة الداخلية

وزير المالية

وزير الزراعة واستصلاح الأراضي

بعد الاطلاع على المرسوم بالقانون رقم ٩٥ لسنة ١٩٤٥ ببيان إسلام وتخرين التسربين

وتعديلاته :

وعلى قانون الزراعة الصادر بالقانون رقم ٥٣ لسنة ١٩٦٦ بتعديلاته :

وعلى قرار رئيس الجمهورية رقم ١١٨٩ لسنة ١٩٦٨ ببيان إسلام وتخرين الهيئة العامة

لسلع التموينية وتعديلاته :

وعلى قرارات رئيس الجمهورية أرقام ٥٢ لسنة ١٧١، ٤٠٢٩٩ و٢٢٩٩ لسنة ٢٠١٨

وتعديلاته ٢٠١٩ بتشكيل الحكومة :

وعلى القرار الوزاري المشترك رقم ١٨٦ لسنة ٢٠٢١ ببيان إسلام وتخرين الأقسام

المتعلقة بمرس ٢٠٢٢ :

Annex 2: Summary of consultations conducted during preparation of preliminary SEP update**JUNE 2023**

Agency/ focal point	Topics discussed	Date and meeting method
Meeting at Egyptian Holding Company for Silos and Storage (EHCSS) with attendance of: <ul style="list-style-type: none"> ▪ General Sherif Basili, Chairman of the Board of Directors of the Egyptian Holding Company for Silos and Storage ▪ Eng. Kamal Hashem Abdel Hamid, CEO of the General Company for Silos and Storage ▪ General Tawfiq Al-Shall, member of the Board of Directors for Silos Affairs ▪ Counsellor Khairy Selim, member of the Board of Directors for Legal and Administrative Affairs ▪ Ahmed Hussein, Director General of the Secretariat of the Board of Directors ▪ General Ashraf Sadiq, head of the engineering sectors at the Egyptian Holding Company for Silos and Storage ▪ Yusriya Yousry, Director General of Crops Import at General Authority for Supply Commodities Enas Abdel Aziz, Director General of Strategic Management at General Authority for Supply Commodities 	General introduction on World Bank's environmental and social standards. Workflow and operational relationship between Implementing partners. Introduction to localized GM procedures at each implementing partners. Introduction the stakeholder engagement process at each implementing partner.	10 April 2022 in person meeting

Meeting with EHCSS's Marketing Unit Head, Rania Sabr	-Discussion on GM procedures at EHCSS level. -Discussion on stakeholder Engagement process at EHCSS level.	- 10 April 2022 in person meeting - 11 April 2022 via phone
Meeting with GCSS Environmental Unit Head and representative of staff affairs at central level, Kaml Shoman	- Discussion on the process for staff in submitting complaints and feedback to management. - Discussion on stakeholder engagement process at GCSS level	- 10 April 2022 in person meeting - 11 April 2022 via phone
EHCSS/WB/GASC/P MU/MALR	-Project Operations Manual. -Project Implementation Arrangements. -Annual Workplan and Budget. -Implementation Schedule. Procurement.	Meeting held at EHCSS headquarters on 12/12/2022
EHCSS/WB/GASC/P MU/MALR	- Financial Management	Meeting held at EHCSS headquarters on 13/12/2022
EHCSS/WB/farmers/ site staff.	-Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). -Stakeholders' complaints gathering. -Site staff needs gathering.	Dandara & Marashda site visit on 14/12/2022
EHCSS/WB	-Initial selection process. -Initial selection Document. -Evaluation of applications. -Request for Proposals document. -Overview of Main steps of Request for Proposals after Initial selection in STEP.	Meeting held at WB office on 7/3/2022

	<ul style="list-style-type: none"> - Evaluation of the Proposals, Standstill period and award decision. 	
EHCSS/WB/PMU	<ul style="list-style-type: none"> - Project status and update. - Environmental and Social Safeguards. 	Meeting held at EHCSS headquarters on 04/06/2023
EHCSS/WB/farmers/site staff	<ul style="list-style-type: none"> - Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). - Stakeholders' complaints gathering. - Site staff needs gathering. 	Taramsa site visit on 05/06/2023
EHCSS/WB/farmers/site staff	<ul style="list-style-type: none"> - Benefits of grain silo construction (grain availability – subsidized bread availability – job opportunities - ...). - Stakeholders' complaints gathering. - Site staff needs gathering. 	Asyut site visit on 06/06/2023.

Annex 3 – Grievance Log Sheet by EHCSS

Ref No.	How Was grievance submitted	Classification of complaints	Date of Submission of Grievance	Name and Contact Information	Description of Grievance	Actions Taken to Resolve the Grievance	Mean of Communication for the Solution reached	Has grievance been resolved (Y/N) if not explain why



Annex 4: Emergency loan project meeting
To respond to inquiries regarding the complaints system (MALR)

No	Question	Answer
1	The current complaints System and proposals mechanism.	The President of the Republic issued Decree No. 314 of 2017 regarding the establishment of a system Unified government complaints, and Prime Minister's Decision No. 1855 of the year 2017 dated August 17, 2017 regarding the unified government complaints system And reorganizing citizen service offices
2	Current and proposed communication channels	For inquiries and services related to the Ministry, please contact us via: Email inbox on the page https://www.facebook.com/min.agriculture/ Or through the official website of the Ministry http://www.agr.egypt.gov.eg/?page_id=56/ -- Regarding complaints requests, to be send and follow up through the complaints portal Unified Government Office (www.shakwa.eg), hotline: 16528. The Agriculture Ministry's hotline: 15500 _ 19561
3	Procedures and standards for sorting and processing And follow up on complaints	Complaints are received through the government complaints system and directed to the Ministry competent authorities to be investigated and prepare a response, response are then sent to the government portal and following up.
4	Mechanism for complaints about assault Current and proposed sexual and harassment As a separate procedure	Women's Complaints Office at the National Council for Women Hotline: 15115 Email: complain.office.2001@gmail.com Fax: 68 - 23490066 (02) WhatsApp: 01007525600 Facebook: https://www.facebook.com/ncwgyptpage Adopted Mechanism :
5	Specific time frames for reception and resolve complaints	Complaints are received as soon as they are submitted The complaint is investigated within a period of one to 15 days according to the nature of the complaint
6	Responsible of receiving complaints And communication channels	The complaint is received on the government portal, sorted, and forwarded to all Concerned ministry. Each ministry has a working team specialized in following up on complaints on the designated website The response will be sent after examining the complaint



	The complainant will be contacted by the government complaints system To the Council of Ministers to inquire about the response
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**Annex 5: MEETING OF THE EMERGENCY LOAN PROJECT FOR FOOD SECURITY
REGARDING SECURITY AND SAFETY PROCEDURES**

**THE CENTRAL LABORATORY IN GIZA, AFFILIATED WITH THE CENTRAL
ADMINISTRATION FOR SEED INSPECTION AND CERTIFICATION**

The Central Seed Inspection Laboratory in Giza is one of the 13 inspection laboratories nationwide. It is one of the internationally accredited laboratories from the International Seed Inspection Organization (ISTA) and holds a quality assurance certificate and is subject to Periodic inspection to follow up on its technical and administrative work and its safety and security systems, whether for workers or the equipment and chemicals used.

The following table shows the number of workers in the laboratory:

No	Worker class	Number	Average Monthly Salary	Health Insurance	Age
1	Appointed workers	56	Range between 3000-5000	Gorvernment insurance	30-55
2	Temporary Workers	27	180-190	No insurance	25-45

- The administration issues a quality guide and standard work procedure manuals for all stages of inspection carried out in the administration's laboratories. It also includes maintenance, calibration and periodic review procedures for all devices and equipment.
- The Department appoints an agricultural engineer responsible for implementing and managing the quality assurance system. He is the head of the Quality Assurance Unit in the Department. He is reporting to the Director of the Department for all technical and applied issues of this system.
- Safety and security procedures are carried out for everything present in the facility, including workers, equipment and wages, under the supervision of the quality officer.
- The administration has a maintenance official with appropriate qualifications who provides a report on the status of the equipment and is responsible for all maintenance work within the facility.
- There are contracts with various maintenance companies to follow up on maintenance and repair.
- The department has a designated person responsible for the facility's electrical work and maintenance.
- Security and safety procedures in the facility include:
 1. The presence of a daily visit book for non-workers in the facility or laboratory
 2. Having a notebook to record the dangers to which the plant has been exposed and how to



overcome them

3. Consumable materials such as sand, filter paper, waste paper, and empty containers of chemical materials are considered garbage. They are not reused or sold but disposed of by hygiene officials in the administration or the agricultural research center. Wish dispose them in appropriate ways according to the ministry of Environment and Health.
4. Containers containing chemical materials must be made of plastic or tin, labeled with all information and instructions way of preservation , when the chemical substance are finished, the empty container is washed with water several times, and if necessary autoclave devices is placed inside, then they are destroyed until they are unusable again and placed inside plastic bags., sealed, and labeled what it was contains. It is handed over to the hygiene authorities to dispose of it in sanitary ways or bury it in Environmental landfills.
5. Workers in all laboratories wear white coats during working hours.
6. The dividing devices are placed under the air suction platform, which operates during dividing to preserve the health of the workers.
7. Light gloves are used and masks in the case of chemically treated seed samples.
8. Electricity connections and switches must be ensured for safety and complete insulation.
9. All devices have a written method of operation in order to ensure the safety of workers.
10. Users of the devices report any malfunctions or technical notes that appear to the maintenance official.
11. Extreme care taken when using scalpels, sharp tools, and chemicals.
12. Providing fire extinguishers and fire hydrants to meet range defense requirements.
13. Training workers to take the necessary precautions in the event of any disasters and how to deal with them
14. There is more than one exit for the department's employees to use during emergencies.
- 15 . Providing a box containing all first aid items, including cotton, gauze, and disinfectants

How to use manual extinguishers.

Training of people expected to use the equipment is essential, and they must be provided with basic information about extinguishing fires: It is preferable to place signs at the locations where the devices are located explaining the following:

1 - How to choose the appropriate device

2- How to operate the devices



3- How to fight fire

When fighting fires, consider the following

- 1 - Fire extinguishers must be placed in a safe location.
- 2 - The devices should be as close as possible to the fire
- 3- It is preferable that it be as close as possible to entrances and doors
- 4 - The location of the devices must be above the level of the wind if the devices are outside
- 5 - Take care to lower the person's height during combat to avoid the danger of smoke and heat
- 6 - Do not leave the place until after ensuring that the fire is completely extinguished

1. For aquatic gem

- A. The projected water is directed below the location of the flame, and the direction is changed throughout the entire area where the fire is lit. And in case the fire that spreads in a vertical direction fights the lower parts and then the upward direction
- B. Take care to submerge hot parts, which could catch fire after extinguishing

2. CO₂ dry powder devices and heated liquid vapors:

It is directed to the closest side of the fire, then a quick sweep is carried out in the direction of the farthest side, and this movement is repeated until it is extinguished. If the fire is in a liquid falling from a high level, the extinguishing method must be directed to the lowest point and then Move it quickly to the top, and when a fire occurs in electrical devices, the extinguishing agent is directed in the direction of the openings located in the body of the cover until it penetrates inside.

Determine the locations of fire extinguishers:

The devices must be placed near openings and vents and not close to the danger site so that they can be used as the devices can be distributed in the corridors leading to the place to be secured. It is preferable that the devices be placed on bases above the floor and Visible and easy to access.

- Distribution of fire extinguishers

It is noted that one of the most important problems facing those in charge of fire insurance is estimating and distributing fire extinguishers manually inside buildings, this estimation is based on individual considerations, so it was necessary to set certain standards to be easy to estimate the appropriate number.



Employee training:

Those inside the building must be aware of the actions that must be taken in the event of a fire, as follows:

- 1 - Procedures for announcing the occurrence of a fire (alarm method)
- 2- Establish evacuation rules
- 3 - Initiate control measures until firefighters arrive
- 4 - Identify a responsible person at the trainer level for each building to be responsible for organizing training for workers
- 5 - If the place includes more than one department or building, an agreement must be reached between those responsible for each building or department to provide required assistance in the event of a fire
- 6 - Distributing signs to show dangerous locations.
- 7 - Supervising the maintenance of firefighting equipment

General instructions for employees:

- 1- Working inside the building must be aware of the escape routes.
- 2 - An appropriate number of workers are allocated for training on fire-fighting methods.
- 3- A team of workers must be formed to evacuate the building
- 4- Determine a place for workers to gather after they evacuate the building.
- 5 - Training workers on how to notify a fire when they discover it.

Annex 6: MECHANISM FOR COMPLAINTS AND GRIEVANCES (MALR)



There are two types of complaints

First: From the result of the field inspection or laboratory examination

Second: From a Roots after planting.

First: From the result of the field inspection or laboratory examination

- In the case of complaints about the result of the field inspection process, a request is submitted to the head of the department, of the central inspection and approval of seeds is carried out by re-inspection, and the inspection expenses are repaid again, provided that this is done before harvesting the field and during field inspections.

- In the case of a complaint about the test result of the laboratory examination to the concerned party in the event that it is determined to be invalid seeds for Agriculture may request arbitration with a request submitted to the, Head of the Central Administration for Seed Inspection and Approval within fifteen days from the date of notification of the unsuitability of the seeds, in which the complain person must specify the name of the expert he chooses to be a member of the arbitration committee, and the competent director must immediately notify the competent authority in the Ministry to invite the arbitration committee to the meeting, which must not be delayed by more than one week from the date of submitting the arbitration request.

The arbitration is carried out by the Arbitration Department, which is an independent administration with a committee composed of an employee appointed by the Minister of Agriculture and experts selected by him.

One of them is the person concerned, and the other is chosen from the list that the Minister of Agriculture sets annually with the names of a number of people with experience in seeds.

To collect the sample, examiners and experts are not subject to the director responsible for the initial examination process, which is a department that reports directly to the head of the department.

Its experts are assigned by a ministerial decision by the Ministry of Agriculture.

- The arbitration request may be sent by registered letter with acknowledgment of receipt to the aforementioned office or unit
- The complainant must pay the arbitration fee to the treasury of the authority stipulated in the law and the ministerial decision
- The complainant's right to arbitration is forfeited in these cases
 - If he does not submit a request for arbitration within the dates stipulated in the law and the ministerial decision

- If he does not pay the arbitration fee



Second: From a Roots after planting them

- In the case of a complaint about planting lots after the lot has been approved and distributed for planting. In this case, complaints are one of the following phenomena

1 - Decrease in the percentage of plants

2 - The presence of abnormal plants as a result of spraying with inappropriate pesticides

3- The phenomenon of disease

4- Low seed yield rates

The complaint should be directed directly to the Head of the Department or to the electronic portal for complaints at the Ministry of Agriculture, and it will be dealt seriously since it was received.