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INTEGRATED URBAN SERVICES EMERGENCY PROJECT
Additional Financing
(P178270)

Stakeholder Engagement Plan (SEP)

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1 Introduction/Project Description

1.1 Introduction

1. This Stakeholder Engagement Plan (SEP) was prepared by UNOPS for the Second Yemen Integrated Urban Services Emergency Project (YIUSEP II), the parent project, in accordance with the World Bank Environmental and Social Standard on Stakeholder Engagement and Information Disclosure (ESS10). This SEP has also been updated to include the additional financing YIUSEP-AF (P178270) of US$100 million to the parent project, whose number of target cities will increase from 11 to 15 within the same governorates targeted in YIUSEP II as the result of the additional financing.

2. UNOPS will update the SEP as necessary, in light of experiences during Project implementation. Any update will be submitted to the World Bank for prior review before becoming effective.

3. UNOPS has in parallel updated an Environmental and Social Management Framework (ESMF) to meet the requirements of ESS1, a Labor Management Procedures (LMP) to meet the requirements of ESS2, Security Management Plan (LMP and a GBV/SEA/SH Prevention and Response Action Plan to meet the requirements of ESS4, and a Resettlement Framework (RF) to meet the requirements of ESS5.

1.2 Objective

4. The updated SEP outlines the ways in which UNOPS and its three local Implementing Partners will communicate with stakeholders throughout the entire project cycle, including public information disclosure and consultation, as well as a mechanism by which affected persons and communities can raise concerns, provide feedback, or make complaints about activities related to the Project.

5. UNOPS and its Implementing Partners are committed to ensuring the meaningful, effective and informed engagement of stakeholders throughout the Project's lifecycle. This will help ensure a smooth collaboration between project staff and targeted stakeholders, and minimize and mitigate environmental and social risks related to the Project activities. Key stakeholders must not only be informed, but also consulted and provided with the means to contribute to the Project's sustainability.

1.3 Context

6. Projects in a conflict environment, such as Yemen, carry specific risks:

(i) elite capture and/or corruption can exacerbate existing tensions
(ii) infrastructure being built that is not sustainable, or does not correspond to community and individual beneficiaries' (women and men's) priorities and needs among others
(iii) emergency processes inadvertently undermine local institutions.

7. A well-defined SEP can be an important means to address some of these risks. In addition, it helps build ownership of the project activities by all stakeholders including local councils, citizens of both sexes, and representatives of vulnerable groups by providing concrete methods for engagement and building on local methods of participation and awareness raising where they exist.

8. Lastly, in the context of a pandemic, broad, culturally appropriate, and adapted awareness raising activities are particularly important to properly sensitize the communities to the risks related to infectious diseases.

1.4 Project Description[1]

The overall objective of the Second Yemen Integrated Urban Services Emergency Project (YIUSEP II) with its additional financing (P178270) is to restore access to critical urban services of selected cities within the Republic of Yemen. The additional financing YIUSEP-AF (P178270) of US$100 million to the parent project, whose number of target cities will increase from 11 to 15 within the same governorates targeted in YIUSEP II as the result of the additional financing. The additional cities are Ibb, Yareem, Sayoun and Al Shahar Cities.

The Project will finance the restoration of critical urban infrastructure damaged by the conflict and recent flooding (Component 1), whilst strengthening the capacity of local institutions to provide continuity and sustainability of urban service delivery especially in the following sectors: Tertiary Municipal Service and Solid Waste Management, Urban Water and Sanitation, Urban Roads Maintenance and Energy for Critical Services.

9. The project design is based on findings and lessons learned from relevant analytical studies and operational experience in fragile, conflict, and violent (FCV) environments. The Yemen Dynamics Needs Assessment (DNA) highlights the need for an integrated and multi-sectoral World Bank engagement in urban settings and coordinated infrastructure investments in the urban water, urban roads, municipal services, solid waste management and electricity sectors that promote cross-sectoral linkages and complementarities.

10. The Project has three components:

Component 1. Service restoration

11. The component will include small-scale, neighborhood-level tertiary municipal goods and infrastructure that will improve access to municipal services.

- Tertiary Municipal Services and Solid Waste Management
    - Flood management
    - Solid waste management
    - Rehabilitation of neighborhood sanitation infrastructure
    - Stone paving of neighborhood streets
    - Rehabilitation of local parks and green spaces
- Urban Water and Sanitation

[1] This Chapter is based on the Project description in the Project Appraisal Document (P175791)

- Urban Roads
- Energy for Critical Services

Component 2. Implementation Support and Capacity Development

- Project Implementation and Management Support
- Enhanced Capacity Building
- Third Party Monitoring

Component 3. Contingent Emergency Response

12. The Contingent Emergency Response Component (CERC) allows UNOPS to receive support by reallocating funds from other project components or serving as a conduit to process additional financing from other funding sources for eligible emergencies to mitigate, respond to and recover from the potential harmful consequences arising from the emergency. Disbursements under this subcomponent will be subject to the declaration of emergency by the RoY, the international community, or the UN.

1.5 Implementation Arrangements

13. As indicated in the Project Appraisal Document (PAD): *"The proposed project is an emergency operation processed under OP 2.30 and OP 10.00 paragraph 12. It uses UNOPS as the recipient of IDA funds and alternative implementation agency on an exceptional basis under the Financial Management Framework Agreement (FMFA) between the World Bank and UN agencies. The project will be implemented by UNOPS through direct implementation as well as project cooperation agreements between UNOPS and local partners."* The local Implementing Partners are the Public Works Project (PWP), the Road Maintenance Fund Implementation Unit (RMF-IU), and the Urban Water Project Management Unit (UW-PMU).

2 Brief Summary of Previous Stakeholder Engagement Activities

2.1 Stakeholder Engagement during YIUSEP I

14. YIUSEP II is a continuation of YIUSEP I (P164190). A distinct project was prepared rather than an Additional Financing, because of the need to transition to the Environmental and Social Framework. The ESMF for YIUSEP addressed Stakeholder Engagement in Chapter 12. It summarized consultations held on the YIUSEP ESMF in late 2017 to early 2018, and defined consultation and disclosure requirements for subprojects that UNOPS implemented for the 154 subprojects implemented during YIUSEP I. The same subproject consultation and disclosure requirements have been included in the ESMF for YIUSEP II.

15. YIUSEP 1 carried out citizen engagements and public consultations throughout the second and third year of the project. The following are the key findings of these consultations:

- Restoring critical services is an urgent priority need, especially in WASH, electricity, and transport.
- Early engagement and communication with local authorities, service providers (i.e., LCs), and beneficiaries are key for successful implementation and delivery.
- Integration of efforts and effective technical coordination among humanitarian/development partners and local stakeholders are essential for successful delivery.
- Tangible and visible results are important. Excessive visibility and communication can undermine Project activities by creating expectations that cannot be met. Effective communication and visibility must reflect the actual needs expressed by target beneficiaries and local authorities and what the Project can realistically achieve

- Beyond the public disclosure requirements, the Project GRM provided an effective means for stakeholders to voice not only their complaints but also their concerns or queries in a timely manner.
- UNOPS' eSourcing on the UN Global Market and the bilingual website with its interactive GIS platform also increased the Project's transparency and accountability during tendering, implementation, and post-delivery.

2.2 Lessons Learned during YIUSEP 1

UNOPS has identified three key lessons from YIUSEP1:

- Kickoff meetings with contractors must be better structured and organized to cover all relevant aspects of subprojects, such as risk assessment, health and safety, the objective of the Project Grievance Mechanism (GM), the role of third part monitors (TPM), protection against sexual exploitation and abuse (PSEA), gender considerations, procurement and logistics, and implementation plans.
- GM contact details must be shared with relevant stakeholders (i.e., workers and beneficiaries) during TPM filed visits, UNOPS staff inspection visits, Gender Based Violence (GBV), PSEA, and health and safety training for contractors and workers, and throughout the stakeholder engagement process
- GM contact details must be included in all printed public material: leaflets, brochures, and fact sheets.

2.3 Citizen Engagement during YIUSEP I (subcomponent 2.2)

16. Citizen Engagement was a key part of YIUSEP I. It included:

- a context-sensitive public communication plan that was devised and rolled out with the start of subproject implementation and throughout Project duration.
- citizen engagement in the identification, prioritization, and monitoring of investment projects, including consultations with local councils/communities and key stakeholders at grass root levels
- the establishment of beneficiary committees with equal male and female representation, including stakeholders and local communities

17. In addition to working with the local Implementing Partners, UNOPS engaged with local authorities, local institutions, and individual communities throughout YIUSEP implementation in order to facilitate community ownership and sustainability of project interventions. By associating local councils and government officials, the project helped develop local capacity for participatory planning.

18. Oxfam was commissioned by the World Bank to carry out citizen engagement in Sana'a and Aden as a separate contract. UNOPS commissioned a company in 2018 to carry out citizen engagement in Saadah and Mukalla cities, and to develop a communication plan for each city. The consultations sought to minimize the potential for conflict between the communities where subprojects were being implemented and those where they were not. The project communicated to the communities and local authorities of targeted cities the reason why certain investments were a high priority, the sustainability of each option, and the scope of the participation and subsequent feedback. The consultations also avoided pulling into the planning process citizens who were not likely to receive a service through the Project, so as not to raise unrealistic expectations. Consultations confirmed that the activities supported by the Project were prioritized by stakeholders.

19. UNOPS hired a consulting firm in 2019 to carry out citizen engagement in four additional cities (Amran, Dhamar, Taiz, and Zinjibar). The firm completed an inception report and work plan that was approved, but was not able to carry out the public consultations because the IRG in Aden and de-facto government in Sana'a did not provide the relevant security permissions. As a

consequence, UNOPS had to terminate its contract with the firm.

2.4 Stakeholder Engagement during Project Preparation

2.4.1 Consultations regarding YIUSEP II

20. Despite the emergency situation and the current COVID-19 pandemic, UNOPS consulted with public authorities and the Implementing Partners (PWP, RMF-IU, and Urban PMU) between September 2020 and March 2021 as per the table below. The consultations were carried during field missions and official meetings, virtual meetings, and through phone calls.

21. The consultations sought to ensure that YIUSEP II responds to the "urgent" priority needs identified during the implementation of YIUSEP I. They focused on the following issues:

- Supporting the national responses to the COVID-19 pandemic and to flood damages
- Restoring public services and access to markets with a focus on water supply and sanitation services
- Improving the institutional capacities of local implementing partners and local institutions
- Creating jobs and economic activities for people who lost their livelihoods and businesses as a result of the ongoing conflict, COVID-19, and flash floods

Table 1. Consultations with public authorities, local authorities, implementing partners, and other stakeholders

Category	Organization	Date
Central Authority	Prime Minister	14 January 2021
Central Authority	Ministry of Planning and International Cooperation	13 January 2021
Central Authority	Ministry of Water and Environment	12 January 2021
Central Authority	Ministry of Health	18 November 2020
Central Authority	Ministry of Public Works	16 February 2021
Central Authority	Ministry of Transport	13 January 2021
Implementing Partner	Public Works Project (PWP)	16 August 2020 and Periodic meetings
Implementing Partner	Road Maintenance Fund (RMF)	17 August 2020 and periodic meetings
Implementing Partner	Urban Water – PMU (UW-PMU)	17 November 2020 and periodic meetings
Local Authority	Local Authority in Aden	17 November 2020
Local Authority	Local Authority in Sana'a	2 September 2021
Local Authority	Local Authority in Lahj	18 November 2020
Local Authority	Local Authority in Abyan	18 November 2020
Local Authority	Local Authority in Dhamar	17 August 2020
Local Authority	Local Authority in Amran	9 September 2020
Local Authority	Local Authority in Sa'adah	7 September 2020
Local Authority	Local Authority in Hodeida	15 September 2020
Local Authority	Local Authority in Al- Dhalie	15 January 2021
Local Authority	Local Authority in Taiz	26 August 2020
Local Authority	Local Authority in Mukalla	20 December 2020
Local Authority	Water and Sanitation Local Corporations	June-July 2020
Local Authority	Local Cleaning Funds	June-July 2020
National Institution	Water and Environment Center of Sana'a University	7 July 2020
National Institution	Science and Technology Centre of Aden University	8 July 2020
United Nations	WHO	Periodic Health Cluster meetings
United Nations	UNICEF	2 September 2021 and WASH Cluster meetings
Development Partner	Saudi Reconstruction and Development of Yemen	19 November 2020
Development Partner	GIZ	27 July 2020, 16 March 2021
INGO	Care	18 August 2020

2.4.2 ESF Consultations

22. UNOPS consulted with its Implementing Partners (IPs) and selected Yemeni civil society organizations to discuss and seek their inputs and feedback on the YIUSEP II environmental and social risk management instruments.

Public Works Project (PWP)

23. Consultations in person and by phone took place with PWP's General Manager, Mr. Abdu Saeed, and Programme Specialist, Ms. Ibtihal Foud on 18 and 25 April 2021. They both indicated that PWP has already started the preparation of the environmental and social risk management instruments based on the new ESF, as per their current engagement with UNDP as a local

implementing partner in the newly WB Social Protection funded project.

24. PWP reaffirmed its understanding of the ESF objectives and their plans to have adequate resources to implement them (for example by recruiting a full-time Gender Officer). However, PWP also expressed concerns regarding the complexity of these instruments, particularly the requirements for GBV/PSEA awareness raising stipulated in the SEA/SH Prevention and Response Action Plan, the Security management Plan (SMP), and the Labor Management Procedures (LMP).

25. PWP agreed with the GBV approach as stated in the project GBV plan and with the planned capacity support stated in the project ESCP and SEP to train PWP personnel, consultants, and contractors at the start and throughout YIUSEP II.

Urban Water PMU (UW-PMU)

26. On 18 and 26 April 2021, UNOPS consulted by phone with Ms. Arwa Houmadi, the General Manager of UW-PMU, on the ESF requirement. Similar to PWP, she informed UNOPS that the unit has been working with UNICEF in the development and preparation of environmental and social risk management instruments, as part of their current engagement as a local implementing partner in the WB COVID-19 Response funded project (additional financing). They also shared concerns about shared about the "long list" of requirements and the "need to build UW-PMU's capacity" to comply with these requirements.

27. As stated in the ESCP and SEP of YIUSEP II, UNOPS indicated to UW PMU that a series of capacity support activities in form of trainings and joint consultations will take place at the start and throughout YIUSEP II implementation, to ensure that UW PMU staff and consultants have the capacity to comply with the ESF requirements.

Road Maintenance Fund – Implementation Unit (RMF-IU)

28. On 17 and 26 April 2021, UNOPS consulted by phone with Mr. Mueen Almas, Chairman of RMF, on the draft environmental and social risk management instruments of YIUSEP II. He conveyed his concerns regarding the complexity of the ESF requirements, and the need for RMF-IU to have adequate human resources to be able to comply with these requirements. He further elaborated that the road sub-component represents 15% of the YIUSEP II investment plan and any institutional support from YIUSEP II may not be sufficient to ensure the needed resources.

Yemeni Civil Society Organizations

29. Consultations were carried out by phone on 28 and 29 April 2021 with selected Yemeni Civil Society Organizations, as per the following table.

Table 2. List of CSOs consulted during the preparation of the Project (YISEP-II)

	Organization	Participant	Title
1	For All Foundation	Ms. Sabah Badri	Executive manager
2	National Foundation for Development and Humanitarian Response	Ms. Fatmeh Sharfaldain	Protection and Gender Program Officer
3	Young Leaders Development Foundation	Ms. Nawal Dubais	Programme Manager
4	Resonate Yemen	Ms. Yassmin Hassan	Research Officer
5	Percent Corp. for Polling & Transparency Promotion	Mr. Ali Abdullah	M&E Officer
6	Yemen Organization for Combating Human Trafficking (YORDH)	Mr. Mohammed Alrassas	MEAL Officer
7	Yemen Family Care Association	Ms. Huda Taher	Protection Specialist
8	Jusoor Foundation for Development Solutions	Mr. Mohammed Al Ban	Executive Manager

9	Renaissance Development Organization	Mr. Mohammed Al Sayid	Executive Manager
10	Mayar Foundation for Development	Mr. Ayman Al Ahdal	Board Chairman

30. These CSOs have strong presence in most of urban cities in Yemen and have recognized partnerships with international NGOs such as the King Salman Center, the UAE Red Crescent, and UN agencies such as UNDP, IOM, UNFPA, OCHA, and UN Women. Due to the current COVID-19 situation and the poor internet connections in Yemen, the consultations were carried out by phone. The main outcomes of those consultations were:

- The CSOs have a good understanding and experience in adopting and implementing safeguard plans and engagements.
- Ms. Sabah Badri (For All Foundation) stated that the CSOs' capacity to comply and deliver environmental and social requirements, including consultation, is subject to donors' (or main partners') enforced policies and guidelines, and on the extent of capacity support provided by donors.
- Most CSOs are excited about the SEP for YIUSEP II because "it is far-reaching" as indicated by Mr. Ali Abdullah (Percent Corp). However, they hope that UNOPS can implement it as planned because the increasingly challenging situation in Yemen (i.e., ground fighting, limited access, and the pandemic) could hinder its smooth implementation.
- The for All Foundation shared their experience in carrying out citizen engagements, most particularly the fact that the ongoing challenges have caused substantial delays in completing assignments.
- Ms. Sabah Badri (For All Foundation), Ms. Yassmin Hassan (Resonate Yemen), and Mr. Ayman Al Ahdal (Mayar Foundation for Development) recommended that UNOPS organize SEP consultations based on YIUSEP II target sectors and CSO specialization, to ensure relevant productive discussion and feedback during SEP consultations. UNOPS has taken this recommendation into consideration.
- All CSOs expressed their "huge interest" to participate in capacity training and stakeholder consultations that mutually benefit them and local communities under YIUSEP II. UNOPS indicated that it would notify these CSO (and others) regarding any upcoming ESF training opportunities, as well as stakeholder consultations in the different target cities.

2.4.3 Updated Consultations for IUSEP-AF

31. 12 public consultation workshops with stakeholders were held in different governorates (Sana'a, Aden, Ibb, And Mukalla) covering all targeted cities under YIUSEP II including the newly added cities (Ibb, Yarim, Sayoun, and Al Shahir) as the result of the additional financing to the parent project between 9 June and 11 November 2021 to ensure effective stakeholder participation relevant to targeted urban cities (See Annex 2).

32. Various stakeholder representatives were invited and 974 participants; of whom 339 females (38%), attended the consultation workshops; including:

- The MoWE Minister, Vice Minister, and Deputy Ministers;
- The MoHP Minister and Deputy Ministers;
- Water and Sanitation Local Corporations (WSLCs) representatives;
- Public Project Works -PMU and its local branches teams.
- Road Maintenance Fund -PIU, and its local branches teams
- The Urban Water PMU and its local teams;
- The MoPIC Deputy Minister and General Directors of local offices;
- The SCMCHA General Secretary, Deputies, and General Directors of local offices;
- The MoE Vice Minister and Deputy Ministers

- The MoLA Deputy Minister;
- Governors and their Deputies;
- Local council members and local district General Directors;
- Representatives of local authority, civil society, and women associations; and
- Local IDPs and beneficiaries.

33. All consultation workshops were designed and held to encourage stakeholder feedback and to support active and inclusive engagement with project-affected parties in a documented way free of external interferences in which:

- Arabic language was used with more emphasis on verbal and visual methods.
- Large public and easily accessible venues were used with a gender-sensitive setting with sufficient security requirements.
- Transportation allowances were provided to participants from remote locations.
- Participants were maintained a proper social distance and given masks and hand sanitizers as COVID-19 preventive measures.
- A number of UNOPS qualified female and male staff were presenting and facilitating the consultation.
- Project information was distributed to all participants in a form of hardcopies (Booklets) of the PAD, ESMF, RF, SEP, LMP, and GBV Prevention and Response Plan
- Leaflets containing the Project GM information were also distributed to all participants.
- Evaluation surveys were used during the sessions to get participants' feedback, suggestions and remarks as well, with attendees' contact details, organization and title.

34. UNOPS was keen to ensure interactive participation during the consultation sessions; therefore, participants were given enough time to raise their concerns. Below is a brief summary of some main points highlighted. UNOPS has also consulted its local implementing partners; namely, the Public Works Project (PWP), Road Maintenance Fund –IU (RMF-IU), and the Urban Water and Sanitation Project Management Unit (UW PMU) on the proposed investment plan for YIUSEP II AF and the need to amend the UNOPS Partnership Cooperation Agreements (PCAs).

Date	Session	City	Venue	Number of Attendees
Wednesday - June 09, 2021	Session 1	Sana'a	Bustan Hotel - Sana'a	220
Thursday - June 10, 2021	Session 2	Sana'a	Bustan Hotel - Sana'a	
Tuesday - June 15, 2021	Session 1	Aden	Coral Hotel - Aden	199
Wednesday - June 16, 2021	Session 2	Aden	Coral Hotel - Aden	
Thursday - June 17, 2021	Session 1	Abyan	Coral Hotel - Aden	89
Monday - June 21, 2021	Session 1	Lahj	Coral Hotel - Aden	74
Wednesday - June 23, 2021	Session 1	Al Dale	Coral Hotel - Aden	62
Thursday - June 24, 2021	Session 1	Taiz City	Coral Hotel - Aden	52
Thursday - August 12, 2021	Session 1	Taiz Alhawban	Grand Ibb Hotel - Ibb	70
Thursday - August 12, 2021	Session 1	Taiz Alhawban	Grand Ibb Hotel - Ibb	68
Tuesday - November 9, 2021	Session 1	Ibb & Yarim	Grand Address Hotel, Sana'a	67
Wednesday - November 10, 2021	Session 1	Mukalla ,Sayounn , Al-Shahir	Ramada Hotel - Mukalla	73
Total				974

35. Main Consultation Outcomes:

- The YIUSEP II AF (P178270) proposed funding and interventions for WASH and roads were not sufficient to meet the local increasing priority needs (i.e. the WASH infrastructure of Sana'a Old City and road conditions in Yarim).
- Project-affected parties needed additional gender-sensitive engagements and consultations to enhance their awareness of the project's institutional arrangements, needs selection and prioritization and the importance of the project GM and its confidentiality.
- Stakeholders appreciated the prior disclosure and dissemination of relevant project information and requested more consultations that support active and inclusive engagement with project-affected parties. UNOPS implementing partners (PWP, RMF-IU and UW-PMU) reaffirmed their understanding of the ESF objectives and their plans to have adequate resources to implement them (for example by recruiting a full-time Gender Officer). However, they also expressed concerns regarding: the complexity of these instruments, particularly the requirements for GBV/PSEA awareness raising stipulated in the SEA/SH Prevention and Response Action Plan, the Security management Plan (SMP), and the Labor Management Procedures (LMP). The "long list" of requirements and the "need to build implementing partners' capacity" to comply with these requirements.
- The main outcomes of the CSOs' consultations were:
    - The CSOs have a good understanding and experience in adopting and implementing safeguard plans and engagements.
    - The CSOs' capacity to comply and deliver environmental and social requirements, including consultation, is subject to donors' (or main partners') enforced policies and guidelines, and on the extent of capacity support provided by donors.
    - They hoped that UNOPS could implement the project SEP as planned because the increasingly challenging situation in Yemen (i.e., ground fighting, limited access, and the pandemic) could hinder its smooth implementation.
    - They recommended that UNOPS organize SEP consultations based on the WASH sector and CSO specialization, to ensure relevant productive discussion and feedback during SEP consultations. UNOPS has taken this recommendation into consideration.
    - All CSOs expressed their "huge interest" to participate in capacity training and stakeholder consultations that mutually benefit them and local communities under YIUSEP II-AF. UNOPS indicated that it would notify these CSO (and others) regarding any upcoming ESF training opportunities, as well as stakeholder consultations in the different target areas.
- Feedback forms were distributed to 903 participants to capture the views and suggestions from persons who may have refrained from expressing their views or concerns in public.
- The main outcomes suggested that they were generally in favor of the project with:
    - 97.5% of the participants were satisfied with the participatory approach in the project and,
    - 2.5% of the participants were not satisfied and recommended the inclusion of per diems to enhance stakeholder participation and it was agreed to pay different transportation rates according to the distance where participants are coming from.

36. Key Agreed Actions:

- UNOPS to update the investment plan according to the received feedback and to finalize the project procurement plan. For instance, the investment plans for Aden and Ibb governorates were

updated to include the rehabilitation of the Municipal Market center in Aden and the rehabilitation of Ibb wastewater treatment planet.

- UNOPS would ensure the distribution and the availability of the Project information Booklet for YIUSEP II-AF (the hard copy of the PAD and ESMF) at the local offices of implementing partners, local authorities, MoPIC and SCHMCHA in targeted cities.
- UNOPS would carry out additional follow-up consultations with the project-affected parties including local CSOs to address received local feedback and comments. Additional consultations would be planned to take place during the preparation of subprojects specific ESMPs and through upcoming consultation workshops.
- UNOPS and its implanting partners would keep stakeholders informed as the project develops, including reporting on project environmental and social performance, and implementation of the stakeholder engagement plan and grievance mechanism through information disclosure through the UNOPS web site and public meetings.

3 Stakeholder Identification and Analysis

37. Project stakeholders include individuals, groups, communities, or other entities that are either affected or likely to be affected by the Project (Project-affected parties), as well as individuals, groups, communities, or other entities that may have an interest in the Project (other interested parties).

Table 3. List of the main institutional stakeholders

Category	Organization	Description
Central Authority	Ministry of Water and Environment (MoWE) and its local offices	Line Ministry with local presence
Central Authority	Ministry of Planning and International Cooperation (MoPIC) and its local offices	Line Ministry with local presence
Central Authority	Road Maintenance Fund and its local offices	Independent national program
Central Authority	Public Works Project (PWP)	Independent national program
Central Authority	Urban Water-Project Management Unit (UW-PMU)	Independent national program
Central Authority	Ministry of Public Works and Highways (MoPWH) and its local offices	Line Ministry with local presence
Central Authority	Ministry of Health and Population (MoHP) and its local offices	Line Ministry with local presence
Central Authority	Ministry of Education (MoE) and its local offices	Line Ministry with local presence
Local Authority	Local Water and Sanitation Corporations (LCs)	Independent local service provider
Local Authority	Local Cleaning Funds	Independent local service provider
Local Authority	Governor's Office	Independent local authority that is elected locally
Local Authority	Municipal Councils	Within the local authority that is elected at the municipality level
United Nations	Yemen WASH Cluster	UN Coordination Group
United Nations	Yemen Health Cluster	UN Coordination Group
United Nations	Yemen Education Cluster	UN Coordination Group
United Nations	Yemen Office for the Coordination of Humanitarian Affairs (OCHA)	UN Office Yemen Office for the Coordination of Humanitarian Affairs

3.1 Affected Parties

38. Affected parties are the persons, groups and other entities within target cities that are or could be directly influenced by Project activities or have been identified as most susceptible to change associated with the Project, and who must be closely engaged in identifying risks and their significance, as well as in decision-making on mitigation and management measures. YIUSEP II-AF affected parties include:

- Local Water and Sanitation Corporations
- Local Cleaning Funds
- Communities in the vicinity of planned Project activities
- The local service subscribers (i.e., water and sanitation, and/or end-users)
- Residents, business entities, and individual entrepreneurs in the area of the project that can benefit from the employment, training and business opportunities stemming from the Project;

- Business owners and providers of services, goods and materials within the project area that will be involved in the project's wider supply chain or may be considered for the role of project's suppliers in the future;

3.2 Other Interested Parties

39. Other interested parties are individuals, groups, or entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project, and thus may affect the Project's implementation. They include:

- Government of Yemen – government officials, permitting and regulatory agencies at the national and local levels, including Ministry of Water and Environment (MoWE) and its local offices and environmental protection authorities, Ministry of Planning and International Cooperation (MoPIC), Ministry of Public Works and Highways (MoPWH), the Ministry of Water and Environment (MoWE).
- The Public Works Project, the Road Maintenance Fund, and the Urban Water Project Management Unit.
- Local Authorities and Municipal Councils, in the cities where the Project will intervene
- Community-based groups and non-governmental organizations (NGOs) that represent local residents and other local interest groups, and act on their behalf
- UN WASH, and the COVID-19 Task Force
- Other humanitarian and development agencies and partners that are engaged in WASH and Health interventions in the target cities.
- Mass media and associated interest groups, including local, regional and national printed and broadcasting media, digital/web-based entities, and their associations.

3.3 Disadvantaged and Vulnerable Individuals or Groups

40. Vulnerable groups are persons who may be disproportionately impacted or further disadvantaged by Project activities, and thus may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with Project activities. Vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., marginalized groups and Internally Displaced Persons (IDPs), or dependence on other individuals. UNOPS and its Implementing Partners will engage with vulnerable groups and individuals through a gender-sensitive citizen engagement to ensure that their understanding of and input into the overall process are commensurate to those of the other stakeholders. The vulnerable groups for YIUSEP II include:

- Elderly people and veterans of war
- Persons with disabilities
- The poor
- Women-headed households or single mothers with underage children
- The unemployed
- IDPs and marginalized groups
- Potential encroachers or waste pickers close to landfill sites

41. Marginalized groups in Yemen are typically first or second-generation Yemeni individuals who were born in Yemen, but with illegal immigrant parents, or refugees who came to Yemen from countries around the Horn of Africa (i.e., Somalia, Eritrea, Ethiopia) and are being marginalized and socially excluded, mainly due to their African race, heritage, and lack of Yemeni citizenship and Yemeni origins. They usually live in socially excluded poor communities deprived from equal rights and living conditions.

42. UNOPS and its Implementing Partners will seek the views of vulnerable and disadvantaged

groups during consultations and take these views into account during Project implementation. Information sharing techniques will be tailored according to the nature and common types of vulnerabilities, for example visuals and sign language interpreters will be used for people with hearing disabilities and illiterate persons; and venues will be chosen to be easily accessible to people with physical disabilities. Measures will also include specific sessions for women. WB GPN on non-discrimination based on race will be used in this regard.

4 Stakeholder Engagement Program

4.1 Methodology

43. In accordance with best practice, UNOPS and its Implementing Partners will apply the following principles to their stakeholder engagement activities:

- *Openness.* UNOPS and its Implementing Partners will carry out public consultation throughout Project preparation and implementation Project life cycle, in an open manner, free of external manipulation, interference, coercion or intimidation. Venues will be easily reachable, and not require long commutes, entrance fees, or preliminary access authorization.
- *Culturally appropriateness.* The format, timing and venue will respect local customs and norms.
- *Informed participation and feedback*: UNOPS and its Implementing Partners will provide and widely distribute information to all stakeholders in an appropriate format, and provide opportunities to stakeholders provide feedback, and will analyze and address stakeholder comments and concerns.
- *Inclusivity*. Consultations will engage all segments of the local society, including disabled persons, the elderly, minorities, and other vulnerable individuals. If necessary, UNOPS and its Implementing Partners will provide logistical assistance to enable participants with limited physical abilities and those with insufficient financial or limited transportation means to attend public meetings organized by the Project.
- *Gender sensitivity***.** As necessary, UNOPS and its Implementing Partners will organize separate meetings and focus group discussions for women and use women facilitators.

4.2 Engagement Methods and Techniques

44. The following table summarizes the engagement methods and tools that UNOPS may apply.

Table 4. Methods and Tools for Stakeholder Engagement

Method/Tool	Description and Use	Contents	Target Groups
Information Provision			
Distribution of printed public materials: leaflets, brochures, fact sheets, as part of consultation meetings, public hearings, discussions and meetings with stakeholders, as well as household visits in remote areas. Placement at the offices of local administrations and NGOs, libraries and other public venues.	Used to convey information on the Project and regular updates on its progress to local, and national stakeholders.	Printed materials present illustrative and written information on Project activities, facilities, technologies and design solutions, as well as impact mitigation measures. Presented contents are concise and adapted to a layperson reader. Graphics and pictorials are widely used to describe technical aspects.	Households and vulnerable groups in the selected target cities. NGOs and Civil Society
Distribution of printed public materials: newsletters/ updates through post, emailing, electronic subscription, delivery in person.	A newsletter or an update circular sent out to Project stakeholders on a regular basis to maintain awareness of the Project development.	Important highlights of Project achievements, announcements of planned activities, changes, and overall progress.	Households and residents in the selected target cities. NGOs and civil society Public venues in the selected target cities – local administrations, libraries
Printed advertisements in the media	Inserts, announcements, press releases, short articles or feature stories in the printed media – newspapers and magazines	Notification of forthcoming public events or commencement of specific Project activities. General description of the Project and its benefits to the community.	Residents and other interested parties (i.e., business owners and suppliers) in the five target cities
Visual presentations during consultation meeting	Visually convey Project information to affected communities and other interested audiences.	Description of the Project and related solutions/impact management measures. Updates on Project development.	All stakeholders
Information Feedback			
Information repositories accompanied by a feedback mechanism Materials can be made available in publicly accessible places such as local administrations, local Implementing Partners, and project website for the duration of a disclosure period or permanently.	Placement of Project-related information and printed materials in dedicated/designated locations that also provide visitors and readers with an opportunity to leave their comments in a feedback register.	Project Website with its various Project-related materials ESMF documentation Project GIS online platform Citizen engagement and TPM	Directly affected communities in the subproject sites
Dedicated telephone line (hotline), email	Providing the public with channels to obtain information, make enquiries, or	Any issues that are of interest or concern to the local communities and other	Local communities within the subproject

and SMS messaging. Project designated staff will answer and respond to the calls, emails and messages.	provide feedback, through a designated and manned telephone line, as well email and SMS messaging. Initially, telephone numbers of Project's specialized staff can be shared with the public, particularly staff involved in stakeholder engagement, public relations and environmental protection.	stakeholders.	sites. Any other stakeholders and interested parties.
Internet/Digital Media Not all stakeholders have access to the internet, especially in remote areas	Launch of Project website to promote various information and updates on the overall Project, impact and progress, procurement and tender announcements, as well as on Project's engagement activities with the public. Web-site will include a GM form that allows viewers to leave comments or ask questions about the Project, and a GIS mapping platform that allows viewers to locate project activities and obtain updated information (i.e., progress status and photos, outputs, budget, duration, contractor; name).	Various Project-related documents and materials such as the PAD and ESMF, news and announcements as well as the project GIS platform	Affected communities, Project stakeholders and other interested parties that have access to the internet resources.
Surveys, Interviews and Questionnaires (Citizen Engagement and TPM) Questionnaires can be distributed during household visits.	The Project's citizen engagement and TPM in the target cities will include the use of surveys, interviews and questionnaires to obtain stakeholder views.	Description of the proposed Project and related solutions/impact management measures. Questions targeting stakeholder perception of the Project, associated impacts and benefits, concerns and suggestions.	Directly affected households in subproject sites. NGOs and civil society Other communities within subproject sites
Grievance Mechanism Feedback & Suggestion Box at appropriate locations in safe public places	As part of the Project GM, a suggestion box will be established at each project site and at UNOPS Offices to encourage residents in the affected communities to leave written feedback and comments about the Project. Contents of the suggestion box will be checked regularly by designated Project GM, to ensure timely collection of inputs and of response/action, as necessary.	Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public consultations.	Directly affected households in subproject sites. Other communities within target cities
Consultation & Participation			

Public consultations (citizen engagement) Targeted invitations are sent out to stakeholders.	Project representatives, the affected public, authorities, regulatory bodies and other stakeholders will conduct gender-sensitive consultations on planned Project activities.	Detailed information on the activities, including a presentation and an interactive Questions & Answers session with the audience.	Directly affected communities in the five target cities. Other communities within the five target cities NGOs and civil society Residents in subproject sites
Household visits (citizen engagement and TPM)	Household-level visits can be conducted to solicit feedback from community members and vulnerable persons who may be unable to attend the formal public consultations.	Description of the Project and related solutions/impact management measures. Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during formal community-wide consultations.	Directly affected persons in subproject sites
Focus Group Discussions and Round Table Workshops (citizen engagement)	Used to facilitate discussion on Project activities that merit collective examination with various groups of stakeholders.	Project activities and plans, design solutions and impact mitigation/management measures that require detailed discussion with affected stakeholders.	Directly affected households in the subproject sites, youth, elderly, women, and other vulnerable groups. NGOs and civil society
Information centers and field offices	Project's designated venue for depositing Project-related information that also offers open hours to the community and other members of the public, with Project staff available to respond to queries or provide clarifications.	Project-related materials. Any issues that are of interest or concern to the local communities and other stakeholders.	Directly affected communities in the five target cities and any other stakeholders and interested parties.
Site Tours Security and safety restrictions might apply	Visits to Project Site and facilities organized for local communities, authorities and the media to demonstrate Project solutions. Visitors are accompanied by the Project's staff and specialists to cover various aspects and to address questions arising from the public during the tour.	Demonstration of specific examples of Project's design solutions and approaches to managing impacts.	Local communities within target cities Media groups. NGOs and other initiative groups.

4.3 Proposed Strategy for Information Disclosure

45. UNOPS and its Implementing Partners will disclose Project information to the targeted stakeholder audiences. Key dates for information disclosure are at the start of the project, at mid-term as well as at the end of the lifespan of the project. UNOPS will translate this updated SEP, as well as the updated Project Environmental and Social Management Framework (ESMF), the updated Resettlement Framework, the updated Labor Management Procedures (LMP), the updated Gender based violence (GBV) Prevention and Response Action Plan into Arabic, and make hard copies in English and Arabic publicly available at its Project Office in Sana'a, as well as the UNOPS Project website, and through the websites of the Implementing Partners (PWP, RMF-IU and UW-PMU). These documents will remain in the public domain throughout Project preparation and implementation.

46. The updated SEP will be updated as necessary during Project implementation to include any new stakeholders that might be identified, and to revise methods of engagement to maintain their effectiveness and relevance to the Project.

47. UNOPS and its Implementing Partners will disclose information using a combination of different channels, as found suitable for each specific subproject. These can include face-to-face meetings where applicable, accompanied by information shared vie radio, television, newspapers, posters, brochures and leaflets as well as via websites and social media.

Table 5. Proposed Strategy for Information Disclosure

Stakeholders	Information to be Disclosed	Methods
Prior to Project Appraisal		
Government authorities and agencies	• Project Summary • ESMF, SEP, LMP • Security Management Plan, • GBV Prevention and Response Action Plan	• Dissemination of the E&S instruments (paper or electronic) • Access to UNOPS web site • In person or virtual meetings • Capacity building activities
Non-governmental and community-based organizations	• Project Summary • ESMF, SEP, LMP • GBV Prevention and response Action Plan	• Dissemination of hard copies at designated locations • Access to UNOPS web site • In person or virtual meetings
General Public	• Project Summary • ESMF, SEP, LMP • GBV Prevention and response Action Plan	• Access to UNOPS web site • Press releases in the local media • Information leaflets and brochures • Notification through local radio or TV News • Mosques
Project direct workers	• Worker Grievance Procedure • GBV Prevention and response Action Plan	• Paper or electronic dissemination • In person or virtual meetings
Prior and during Subproject implementation		
Local authorities and community leaders	• Project Operations Manual • Subproject proposal • Information required for the purposes of regulation and permitting. • ESHS requirements • ESMPs and any Resettlement Action Plans	• Paper or electronic dissemination • In person or virtual meetings • UNOPS web site

	• SEP, including the Project Grievance Mechanism	
Targeted beneficiaries and Project Affected Persons	• Subproject proposal • Subproject ESMP • Resettlement Plan (if required) • LMP, SEP and GBV Prevention and Response Action Plan • Regular updates on Project development.	• Dissemination of hard copies at designated public locations. • In person consultation meetings. • Separate focus groups with vulnerable groups, as appropriate. • UNOPS web site • Press releases in the local media. • Information leaflets and brochures.
Contractors and their workers	• Tender/procurement announcements • Subproject ESMPs • ESHS requirements • Code of Conduct • Worker Grievance Mechanism	• UNOPS web site • In person or virtual meetings • In-person or virtual training • Signature of the Code of Conduct
Related businesses and enterprises	• Stakeholder Engagement Plan; • Public Grievance Procedure; • Updates on Project development and tender/procurement announcements.	• Electronic publications and press releases on the Project web-site. • Information leaflets and brochures. • Procurement notifications.
During Project Implementation		
Government Authorities and Agencies	• Regular updates on Project development	• In person or virtual meetings • Correspondence and emails • UNOPS web site
Project Direct Workers	• Project updates	• Emails to Project workers • Regular in person or virtual meetings • Posts on information boards. • Reports, leaflets.
Non-governmental and community-based organizations	• Project updates	• Project status reports • In person or virtual meetings

48. UNOPS and its Implementing Partners will also explore targeted disclosure methods, as described in following section on consultations, to inform vulnerable groups such as:

- Young people and children (Less than 15 years) because of their potential indifference towards public services restoration.
- Disabled people facing local social and economic constraints such as lack of motivation, over-protection, and lack of personal disability equipment and/or mobility aids equipment.
- Illegal immigrants and IDPs who reside in camps far away from target areas.

4.4 Stakeholder Consultation Plan

49. UNOPS and its Implementing Partners will ensure that consultations are meaningful. Meaningful consultations are a two-way process that:

- Begins early in the project planning process to gather initial views on the project proposal and inform project design;
- Encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders in the identification and mitigation of environmental and social risks and impacts;
- Continues on an ongoing basis, as risks and impacts arise;

- Is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders in a culturally appropriate format, in relevant local language(s) and is understandable to stakeholders;
- Considers and responds to feedback;
- Supports active and inclusive engagement with project-affected parties;
- Is free of external manipulation, interference, coercion, discrimination, and intimidation
- Is documented and disclosed.

50. UNOPS and its Implementing Partners will also:

- Provide advance public notification of meetings through publicly accessible locations and channels. Proof of notification should be kept.
- As necessary, directly invite relevant stakeholders (e.g., representatives of authorities, leaders of local communities)
- Draft an agenda for all meetings to provide a clear and itemized outline of the meeting's structure, sequence, chairpersons, the range of issues that will be discussed, and the format of the discussion
- Provide information in a format that is readily understandable to an audience of laypersons, and free of excessive technical jargon. Preference will be given to verbal and visual methods of communication (including presentations, pictorials, illustrations, graphics and animation) accompanied by hand-out materials imparting the relevant information in understandable terms. Where technical specifics of the project's particular activities or solutions are required to be delivered in greater detail, UNOPS and its Implementing Partners will ensure that the description of technical issues is adapted to their level of understanding.
- Ensure that presentations can be seen and heard by all participants. This might include the provision of a microphone, proper illumination, the use of a projector, and places allocated for wheelchair users.

51. UNOPS and its Implementing Partners will implement precautionary measures to minimize the risk of COVID-19 transmission when conducting consultation activities (such as public meetings and home visits), based on UN and WHO Guidance, as well as locally defined measures[2]. UNOPS will ensure to take precautionary measures during consultations including social distancing, distribute face masks, and provide soaps hand sanitizers.

52. UNOPS and its Implementing Partners will document all meetings to capture all comments received from the stakeholders, including by:

- Taking down the names and affiliations of all participants. Wherever possible, attendees' signatures will be obtained as a proof of their participation. Details of the attendees who were not initially on the list (e.g., those participating in place of somebody else, or general public) should be included in addition to those who have registered for the meeting in advance.
- Assigning a person to take written minutes of the meeting
- Recording the meeting
- Taking pictures
- Video recording the meeting where and when feasible

53. UNOPS will distribute feedback forms to participants, to capture the views and suggestions from persons who may have refrained from expressing their views or concerns in public. The feedback forms may include the following points:

- Participant's name and affiliation (optional)
- How did they learn about the Project and the consultation meeting?
- Are they generally in favor of the Project?

[2] UNOPS will also take into account the World Bank Technical Note: Public Consultations and Stakeholder Engagement in WB-supported operations when there are constraints on conducting public meetings

- What are their main concerns or expectations/hopes associated with the Project or the particular activity discussed at the meeting?
- Do they think the Project will bring some advantages to their community as a whole?
- Is there anything in the Project and its design solutions that they would like to change or improve?
- Do they think that the consultation meeting was useful in understanding the specific activities of the Project, as well as associated impacts and mitigation measures? What aspects of the meeting they particularly appreciated or would recommend for improvement?

54. Participants that might not be able to fill the evaluation form due to literacy constraints or concerns about its confidentiality, will be given the option of expressing their feedback verbally to a Project staff who will take notes.

55. The following table details the planned stakeholder consultation activities.

Table 6. Stakeholder Consultation Methods

Topic of Consultation	Method used	Timetable, Location and Dates	Target Stakeholders	Responsibilities
Project Effectiveness				
Project Scope and rationale	Official meetings	In target cities, prior to Project effectiveness	• Governorates • Local authorities	UNOPS Project Manager and local heads of Implementing Partners (PWP, RMF-IU, and UW-PMU).
Environmental and Social Risk Management	• In person and virtual meetings, and focus groups • Separate meetings for women and vulnerable	In target cities, prior to Project effectiveness (as soon as possible)	• Local authorities • Local Implementing Partners • NGOs and CSOs • Community representatives	UNOPS ESSO and Gender Mainstreaming Officer, and Implementing Partner ESSOs
Project launch	Official meetings	In target cities, within one month after Project effectiveness	• Governorates • Local authorities • Local offices of implanting partners • NGOs, CSOs and UN agencies	UNOPS Project Manager with support of UNOPS ESSO and Gender Mainstreaming Officer, and Implementing Partner ESSOs
Disclosure of Project Environmental and Social Instruments (ESMF, Resettlement Framework, SEP, LMP, and GBV Prevention and Response Plan)	Documents to be made publicly available and announced through the UNOPS web site • Public meetings	In target cities, within one month of Project effectiveness	• Governorates • Local authorities • Local offices of implanting partners • NGOs, CSOs and UN agencies • Community Representatives	UNOPS ESSO and Gender Mainstreaming Officer, and Implementing Partner ESSOs
Subproject Implementation				
Subproject Selection and Rationale	Subproject proposal to be publicly announced Through the web sites of UNOPS and the concerned Implementing Partner • Targeted meetings • Outreach as required	In target districts, prior to the start of activities	• Local Authorities • Subproject affected persons and communities • NGOs and CSOs	UNOPS or concerned Implementing Partner
Employment opportunities	In person public meetings	In target district prior to the start of activities	Potential workers	Subproject engineer, with the support of UNOPS ESSO and Health and Safety Officer, or concerned Implementing

				Partner ESSO and Health and Safety Officer
• Worker Grievance Mechanism • Code of Conduct • ESHS requirements	In person meetings with contracted workers	In target, following contractor selection, but prior to start of works	• Contracted Workers • Contractors	UNOPS or concerned Implementing Partner ESSO and Health and Safety Office, in collaboration with subproject engineer and procurement officer
Grievance Mechanism	In person public meetings and focus groups	In affected neighborhoods before the beginning of works	• Subproject affected persons or communities • Community Representatives • NGOs and CSOs	UNOPS ESSO and Gender Mainstreaming Officer, or Implementing Partner ESSO
Vulnerability	Focused target groups	In affected neighborhoods, prior to subproject activities, and throughout subproject implementation	Vulnerable groups such as: • Elderly people • Veterans of war • Persons with disabilities • The poor • Women-headed households • Single mothers with underage children • The unemployed • IDPs and marginalized groups	UNOPS ESSO and Gender Mainstreaming Officer, or Implementing Partner ESSO
Economic Displacement	In person meetings, ensuring that all economically displaced persons are consulted	Throughout the resettlement and livelihood restoration process, starting before the start of works	People that might be temporarily economically displaced Potential encroachers or waste pickers close to landfill sites	UNOPS ESSO and Gender Mainstreaming Officer, or Implementing Partner ESSO
Project Status	Public meetings Radio, TV announcements	At least quarterly throughout subproject implementation, until the completion of all subproject related activities	• Local Authorities • Subproject affected persons and communities • NGOs and CSOs	UNOPS ESSO and Gender Mainstreaming Officer, or Implementing Partner ESSO

4.5 Proposed strategy to incorporate the views of vulnerable groups

56. UNOPS and its Implementing Partners will carry out targeted stakeholder engagement with vulnerable groups to understand their concerns and needs in terms of receiving information, accessing urban services, and other challenges they might face at home, at workplaces or in their communities. Special attention will be paid to engage with women as intermediaries.

5 Resources and Responsibilities for Implementing Stakeholder Engagement Activities

5.1 Resources

57. UNOPS' ESSO and the ESSOs in the Implementing Partners will ensure the implementation of the stakeholder engagement activities. The stakeholder engagement budget will be part of the Project Management Component and will be finalized once the overall Project budget has been agreed with the World Bank. Additional personnel may be recruited as needed to by UNOPS and its implementing partners to effectively manage the additional financing to the parent project because of the increase in the numbers of subprojects in each target city under YIUSEP II-AF

- UNOPS is fully covering, as part of the fee that it will charge the Bank, the cost of the ESSO and of the Gender Mainstreaming Officers, as well as any associated operational costs.
- The Implementing Partners are covering the cost of their respective ESSOs and Health and Safety Officers as part of their respective Project Cooperative Agreement (PCA) with UNOPS. These ESSOs might not work full time on YIUSEP II activities, as each Implementing Partners in involved in several projects.
- The cost of due diligence for specific subprojects (preparation of the screening form, stakeholder engagement and consultations including for people outside specific subprojects, GM, preparation of ESMPs, and monitoring) are included in the costs/budget for each subproject. These costs are thus scalable to the level and scope of the potential risks and impacts and might include the costs of consultants recruited by UNOPS or an Implementing Partner to assist on specific tasks.

5.2 Management functions and responsibilities

58. UNOPS and its Implementing Partners will be responsible for carrying out stakeholder engagement activities. The stakeholder engagement activities will be documented through UNOPS' reporting and documentation as part of the project progress reporting requirements.

6 Grievance Mechanism

59. UNOPS has established and managed a Grievance Mechanism (GM) to enable beneficiaries to communicate their concerns regarding the Project, building on existing Grievance Mechanisms put in place for the Yemen Integrated Urban Services Emergency Project (YIUSEP) and the Yemen Emergency Electricity Access Project (YEEAP).

60. The GM details the procedures that communities and individuals, who believe they are adversely affected by the Project or a specific subproject or who have general inquiries, can use to submit their complaints, as well as the procedures used by UNOPS and its Implementing Partners to systematically register, track, investigate and promptly resolve complaints and respond to inquiries. The Project's GM will be used for both environmental and social issues (ESMF) and resettlement issues (RF).[3]

61. The UNOPS Program Manager based in the Sana'a Office has the overall responsibility to address Project activity-related complaints and inquiries from Project affected communities or individuals regarding any environmental or social impacts due to subproject activities. The UNOPS ESSO in the Sana'a Office will serve as UNOPS' GM focal point, and handle Project activity-related complaints with the assistance of the UNOPS' City Engineers in the target cities. Each of the three Implementing Partners ESSO will serve as their GM focal point. UNOPS will coordinate

[3] The Project's Resettlement Framework indicates that "throughout the resettlement process, the ESSOs would consult and sensitize PAPs and any relevant stakeholder to the types of compensation, valuation principles, and the Grievance Mechanism."

with the Implementing Partners and will set a unified timeframe for reporting grievances.

6.1 Procedures for Complaints

6.1.1 Registering Complaints

62. UNOPS is providing multiple access points to the GM focal point for beneficiaries to voice their concerns. These access points will be advertised at subproject level, and include: complaint box at Project activity sites, at UNOPS' offices in Sana'a, Aden and Mukalla, and by mail, telephone, email, and UNOPS 'website:

Address	Haddah Street, former European Union Office Building, Sana'a
Hotline	8000-190
Email	gm-yemen@unops.org
Website	www.unops.org

63. Grievances can be brought up by affected people in case of: (i) non-fulfillment of contracts or agreements; (ii) compensation entitlements; (iii) types and levels of compensation; (iv) disputes related to destruction of assets or livelihoods; (v) disturbances caused by construction activities, such as noise, vibration, dust or smell. Anonymous complaints will be admissible.

64. The Implementing Partners and Project contractors will also keep a log of issues brought directly to their attention verbally or in writing by Project affected communities or individuals and relay these concerns in writing to UNOPS on a next day basis. UNOPS will determine if these concerns rise to the level of a complaint.

65. UNOPS will register the complaint in a dedicated log, including a copy of the complaint and supporting documents. A draft template for registering grievances is found in Annex 1.

66. UNOPS will record and document complaints received in the subproject file and the subproject progress reports, including the number and type of complaints and the results of their resolution.

6.1.2 Tracking, Investigating and Resolving Complaints

67. The GM log maintained by UNOPS will track the date the complaint was received, date responded to, the type of response, and if the complaint was resolved to the satisfaction of the plaintiff.

68. The ESSO will coordinate with the Implementing Partner ESSOs, local field staff and local government officials to ensure prompt follow up action in response to each complaint. More specifically, they will for named complaints:

(i) inform the plaintiff if the complaint is accepted or rejected within one week of receiving the complaint; any technical input from Project engineers; if necessary, the response will require input from Project engineers

(ii) if the complaint is accepted, send the plaintiff an officially stamped review card indicating:
- plaintiff name or legal representative
- plaintiff address
- complaint title
- review date
- list of annexes submitted with the complaint

(iii) work with engineers, Implementing Partners, and contractors to resolve the complaint within 28 days of its submission.

69. When a complaint requires an urgent response, as in the case of an emergency, UNOPS will address as quickly as logistically possible.

70. UNOPS will include the log of complaints to the World Bank as part of UNOPS quarterly

reporting to the World Bank.

71. All complaints during YIUSEP 1 were resolved. UNOPS procedure for unresolved complaints during YIUSEP II with the additional financing will be to escalate their resolution to the corporate level, while also keeping the World Bank informed.

6.1.3 Gender Based Violence

72. The GM will address gender-based violence (GBV), sexual exploitation and abuse (SEA), and sexual harassment (SH) in a manner that avoids stigmatization, rejection, and reprisals against survivors. The GM will assist SEA/SH survivors by referring them to GBV service providers for support immediately after receiving a complaint directly from a survivor. The information in the GM relative to GBV/SEA/SH will be confidential, especially when related to the identity of the complainant.

73. UNOPS will also make the GM gender sensitive by recruiting female staff to:

- inform women about the project and its possible benefits to women, in a culturally sensitive manner
- inform women of the Project's GM and its procedures
- receive any project-related complaints from women

6.1.4 Activating the Grievance Mechanism

74. UNOPS has and will continue to conduct a kickoff workshop involving the Implementing Partners and beneficiary representatives to inform them on GM procedures.

6.2 Grievance Mechanisms of the Implementing Partners

6.2.1 RMF-IU and UW-PIU

RMF-IU and UW-PIU will use the UNOPS GM for YIUSEP II, until they establish their own Grievance Mechanisms.

6.2.2 PWP GM

75. In the context of the Labor-Intensive Public Works Project Additional Financing (LIPWP-AF; P148366), PWP established the following GM (Section 3.3 of the ESMF):

Grievance mechanisms provide a formal avenue for affected groups or stakeholders to engage with the project implementers or owners on issues of concern or unaddressed impacts. Grievances are any complaints or suggestions about the way a project is being implemented. They may take the form of specific complaints, concerns, and suggestions about routine project activities. Identifying and responding to grievances supports the development of positive relationships between projects and beneficiaries and the potentially affected groups/communities, and other stakeholders.

Grievances can be an indication of growing stakeholder concerns (real and perceived) and can escalate if not identified and resolved. The management of grievances is therefore a vital component of stakeholder management and an important aspect of risk management for a project. Projects may have a range of potential adverse impacts to people and the environment in general, identifying grievances and ensuring timely resolution is therefore very necessary. As such the ESMF has developed a grievance management process to serve as a guide during project implementation.

- ***Stage 1.*** *If any persons have any complaints, concerns or suggestions with the sub-project design and implementation, he or she can lodge an oral or written grievance through mail, email, or phone text message to the following agencies: a) the local council at district level; b) The*

Regional office of LIPWP-AF. In case an oral complaint is made, it will be written on paper by the receiving unit. The above issue will be resolved within 15 days.

- ***Stage 2.*** *If the persons are not satisfied with the decision of the local council or the Regional LIPWP-AF office, he or she can bring the complaint to the attention to the Governor office within one month from the date of the receipt of the decision. The issue shall be resolved within 15 days.*
- ***Stage 3.*** *If the person is not satisfied with the decision of the Governor Office, he or she can bring the complaint to the attention of the LIPWP-AF central Office within one month from the date of the receipt of the decision.*
- ***Stage 4.*** *Once the LIPWP-AF central Office receives the complaints. It needs to be resolved within one months in coordination with regional PWP office and local government.*

76. In the context of YIUSEP, PWP strengthened its GM to meet the requirements of YIUSEP's GM. The same will be done in the context of YIUSEP II with the additional financing, where PWP will adjust their GM to meet all the requirements of the UNOPS GM.

7 Monitoring and Reporting

7.1 Involvement of Stakeholders in Monitoring Activities

77. As part of its Citizen Engagement, UNOPS will involve stakeholders in monitoring activities by actively engaging key project stakeholders in reflecting and assessing the progress of their project, and achieving the expected results. For this purpose, UNOPS will follow the core principles of Participatory Monitoring and Evaluation:

- Local people are active participants — not just sources of information.
- Stakeholders evaluate, outsiders facilitate.
- Focus on building stakeholder capacity for analysis and problem-solving.
- Process builds commitment to implementing any recommended corrective actions.

7.2 Reporting back to Stakeholders

78. UNOPS and its implanting partners will keep stakeholders informed as the project develops, including reporting on project environmental and social performance, and implementation of the stakeholder engagement plan and grievance mechanism.

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

80. The ESSO will prepare monthly summaries reports on public grievances, enquiries and related incidents(each incident should be notified 24 h to the Bank after its occurrence) together with the status of implementation of associated corrective/preventative actions, and transmit these summary reports to UNOPS' Project Manager. The monthly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner.

81. UNOPS will publish a produce standalone annual report on project's interaction with the stakeholders during the year.

82. The ESSO will also monitor the following Key Performance Indicators (KPIs) on a regular basis, including the following parameters:

- number of public hearings, consultation meetings and other public discussions/forums conducted within the year

- frequency of public engagement activities
- number of public grievances received within a reporting period the year, including the number of those resolved within the prescribed timeline
- number of press materials published/broadcasted in the local, regional, and national media]
- should continue to be reported to UNOPS until it determines the issue is resolved satisfactorily.

Annex 1. Grievance Complaint, and Suggestion Form

نموذج لآلية التظلمات والشكاوى

استمارة توثيق ومتابعة شكاوى المستفيدين من المشروع الطارئ للخدمات الحضرية المتكاملة

"Documenting and Monitoring Complaints Form of Beneficiaries of Yemen Integrated Urban Services Emergency Project"

الاسم الثلاثي للمستفيد: Beneficiary Name			
رقم البطاقة الشخصية: ID No.		**رقم الهاتف للمتابعة** Tel No. for follow up	
العنوان الدائم: Permanent Address			
اسم النشاط المنفذ (مركز/وحدة) Name of activity under implementation			
مكان تنفيذ النشاط: Place of activity under implementation	**القرية:** Village	**المديرية:** District	**المحافظة:** Governorate

نوع الشكوى Complaint Type	إدارية Administrative	فنية Technical	مالية Financial	أخرى Other

موضوع الشكوى:
Complaint Subject

الوضع الحالي: Current Situation		
أسباب المشكلة: Reason of the problem		
التاريخ: Date	**توقيع صاحب الشكوى:** Complainant Signature	

- الجهة التي يجب أن يقدم لها الشكوى:..UNOPS/Sana'a – Tel: 01 504914/915 - SMS:739888388 Email: GRM.yemen@unops.org
.....
The entity which the complaint should be forwarded to:
-الرأي في جدية الشكوى:.....
Opinion on the seriousness of the complaint
-الجهة المحول لها الشكوى :.....
The complaint transferred to
- المدة الزمنية اللازمة للبت في الشكوى:.....
Time required for response
-مدى رضى المستفيد عن الاستجابة لحل شكواه:.....
Satisfaction of beneficiary in responding to his/her complaint

الإجراءات المتخذة : Action taken			
ما ترتب عليها من نتائج: The results of the action taken		**التاريخ:** Date	

اسم مستلم الشكوى ووظيفته: .....
Name of person received the complaint and his/her position

التاريخ Date : ..... **توقيع الموظف المختص/** Signature

Annex 2. Updated Consultations

Public consultation workshops with stakeholders were held in different governorates (Sana'a, Aden, Ibb , And Mukalla) covering all targeted cities under YIUSEP II including the newly added cities (Ibb, Yarim, Sayoun, and Al Shahar) as the result of the additional financing to the parent project between 9 June and 11 November 2021 to ensure effective stakeholder participation relevant to targeted urban cities . Various stakeholder representatives were invited and 974 participants; of whom 339 females (38%), attended the consultation workshops; including:

- The MoWE Minister, Vice Minister, and Deputy Ministers;
- The MoHP Minister and Deputy Ministers;
- Water and Sanitation Local Corporations (WSLCs) representatives;
- Public Project Works -PMU and its local branches teams.
- Road Maintenance Fund -PIU, and its local branches teams
- The Urban Water PMU and its local teams;
- The MoPIC Deputy Minister and General Directors of local offices;
- The SCMCHA General Secretary, Deputies, and General Directors of local offices;
- The MoE Vice Minister and Deputy Ministers
- The MoLA Deputy Minister;
- Governors and their Deputies;
- Local council members and local district General Directors;
- Representatives of local authority, civil society, and women associations; and
- Local IDPs and beneficiaries.

Based on prior official permissions obtained from SMCHA in the North and MoPIC in the South and advance meeting invitations, all consultation workshops were convened as planned in accordance with the following meeting agenda:

- Opening remarks and general introduction to the YIUSEP, II
- Introduction to the project Stakeholder Engagement Plan (SEP)
- Introduction to UNOPS procurement process and eSourcing
- Q&A session
- Coffee break
- Introduction to the Project Environmental and Social Commitment Plan (ESCP) & the Environmental and Social Standards (ESS)
- Introduction to the Project Resettlement Framework (RF)/ Environmental and Social Management Framework (ESMF)/ Labor Management Procedures (LMP)
- Q&A session
- Lunch break
- Introduction to the Project SEA/SH Prevention and Response Action Plan / Grievance Mechanism (GM)
- Q&A session
- The Project investment selection criteria and tentative investment plan / Q&A session
- Closing remarks

All consultation workshops were designed and held to encourage stakeholder feedback and to support active and inclusive engagement with project-affected parties in a documented way free of external interferences in which:

- Arabic language was used with more emphasis on verbal and visual methods.

- Large public and easily accessible venues were used with a gender-sensitive setting with sufficient security requirements.
- Transportation allowances were provided to participants from remote locations.
- Participants were maintained a proper social distance and given masks and hand sanitizers as COVID-19 preventive measures.
- A number of UNOPS qualified female and male staff were presenting and facilitating the consultation.
- Project information was distributed to all participants in a form of hardcopies (Booklets) of the PAD, ESMF, RF, SEP, LMP, and GBV Prevention and Response Plan
- Leaflets containing the Project GM information were also distributed to all participants.
- Evaluation surveys were used during the sessions to get participants' feedback, suggestions and remarks as well, with attendees' contact details, organization and title.

UNOPS was keen to ensure interactive participation during the consultation sessions; therefore, participants were given enough time to raise their concerns. Below is a brief summary of some main points highlighted. UNOPS has also consulted its local implementing partners; namely, the Public Works Project (PWP), Road Maintenance Fund –IU (RMF-IU), and the Urban Water and Sanitation Project Management Unit (UW PMU) on the proposed investment plan for YIUSEP II AF and the need to amend the UNOPS Partnership Cooperation Agreements (PCAs).

1. Schedule of the Consultation Workshop Meetings

Date	Session	City	Venue	Number of Attendees
Wednesday - June 09, 2021	Session 1	Sana'a	Bustan Hotel - Sana'a	220
Thursday - June 10, 2021	Session 2	Sana'a	Bustan Hotel - Sana'a	
Tuesday - June 15, 2021	Session 1	Aden	Coral Hotel - Aden	199
Wednesday - June 16, 2021	Session 2	Aden	Coral Hotel - Aden	
Thursday - June 17, 2021	Session 1	Abyan	Coral Hotel - Aden	89
Monday - June 21, 2021	Session 1	Lahj	Coral Hotel - Aden	74
Wednesday - June 23, 2021	Session 1	Al Dale	Coral Hotel - Aden	62
Thursday - June 24, 2021	Session 1	Taiz City	Coral Hotel - Aden	52
Thursday - August 12, 2021	Session 1	Taiz Alhawban	Grand Ibb Hotel - Ibb	70
Thursday - August 12, 2021	Session 1	Taiz Alhawban	Grand Ibb Hotel - Ibb	68
Tuesday - November 9, 2021	Session 1	Ibb & Yariem	Grand Addres Hotel, Sana'a	67
Wednesday - November 10, 2021	Session 1	Mukalla,Sauon , Al-Shahir	Ramada Hotel - MUkalla	73
			Total	974

2. Program Implementation

2.1 Sana'a - June 9, 2021

List of UNOPS Team - Sana'a Meetings

SN	Name	Organization	Title
1	Fayyaz Ahmad Faiz Rasul	UNOPS	Head of office-Programme Manager
2	Khaldoun Mohammed	UNOPS	Programme Advisor
3	Abdulwahab Salah	UNOPS	WASH Coordinator
4	Abeer Al-Mas	UNOPS	Gender Equality Officer
5	Nuha Mohammed	UNOPS	Communication Officer
6	Abeer Ahmed	UNOPS	Partnership analyst
7	Rami Yassin	UNOPS	Logistics Officer
8	Mohammed Al-Eryani	UNOPS	Municipality and Solid Waste Management Specialist
9	Marwan Al-Mekhlafi	UNOPS	Renewable Energy Specialist
10	Mahmoud Shidiwah	UNOPS	Environmental and Social Safeguard Officer
11	Zubida Al-Zubaidi	UNOPS	Environmental and Social Safeguard Officer
12	Khalid Basalama	UNOPS	City Engineer
13	Ebtehal Daifalla	UNOPS	Procurement Associate
14	Mohammed Al-Halali	UNOPS	Procurement Officer

- An immediate intervention is required for WASH transfer lines in the Hamra Alib area.
- Khamar Hospital is in need of support, namely rehabilitation of hospital WASH services in general and intensive care units (ICUs) & surgery / operating rooms in particular. Furthermore, there is a need for provision of beds in ICUs and finding an alternative for hospital power generation, i.e. connecting to the electricity network rather than using generators.
- Dialysis centers are in urgent need of energy and WASH support, especially with the shortage of diesel.
- It was mentioned that community awareness about environment protection and any implemented project is crucial.
- The workshop for equipment maintenance is 65% out of service and is in need of support.
- It was repeatedly requested to allocate a contingency percentage (for instance 12%) of any project budget for other services related to the project being implemented, as to ensure project effectiveness and sustainability.
- It was asked why not involve local councils at governorate levels. For instance, though the publication of Damage Needs Assessment (DNA), local councils have not received the update for two years. Accordingly, it was requested to involve the local councils and authorities in the Damage Needs Assessment and the digital mapping
- Capacity building for PMUs' staff should be conducted along with project implementation.
- There was a request for the provision of solar systems for cold chain storage of vaccines.

2.2 Sana'a - June 10, 2021

- WASH infrastructure of Sana'a Old City is old and needs immediate intervention.
- There was a request for expansion of WASH Services in Al Saila area.
- Local authorities are important partners; do NGOs/Civil Societies have the chance to be partners and implement projects?

- "For All Girls Association" has some projects to be implemented in WASH. How can it cooperate with UNOPs for project execution (cooperation mechanism)?
- Is this consultation meeting aiming to ensure cooperation between NGOs/Civil Societies and UNOPS or just between partners and UNOPS and involving NGOs for awareness about projects and feedback?
- Is there a sustainability plan for projects being implemented?
- Is there a confidentiality and protection policy for callers when reaching UNOPS GRM?
- Do NGOs, local authorities, and Civil Societies have the eligibility to apply for tenders?
- Do UNOPS oblige contractor's personnel to sign code of conducts?
- If a misconduct was done by the contractor or one of his personnel, what are the actions to be taken?
- There are different vulnerable groups who do not have access to their service rights and are not able to pass their complaints. What is UNOPS' role to address this issue?
- There was a request to provide capacity building on GBV.
- Does UNOPS consider the needs for Special Needs Category in sub-projects implementation?
- How does UNOPS involve local communities and beneficiaries in project outcomes?
- How to determine the needs and assess them? Are there selection criteria?

Participants List

Name	Title	Organization
Abdul Mohsen Al-Tawoos	Secretary General of the Council	SCMCHA
Dr. Taha Almtwakel	Minister of Health	Ministry of Health
Eng. Abdul Raqeeb Al-Shurmani	Minister of Water and Environment	Ministry of Water and Environment
Qasim Qasim Hamran	Vice Minister of Education	Ministry of Education
Hunine Aldraip	Deputy Minister of Water and Environment	Ministry of Water and Environment
Eng. Abdullah Hassan Al-Shater	Deputy Minister of the Ministry of Planning	Ministry of Planning and Development
Abdullah Ali Al Nuaimi	Deputy Minister	Ministry of Education
Hammoud Ubbad	Governor	Sana'a Capital City
Dr. Faisal Saghir Jamaan	Governor	Amran
Mohammed Al-Bakhiti	Governor	Dhamar
Musa Al Mansouri	Engineer	Sana'a Capital City
Rashid Aziz Al-Hasani	Engineer	Sana'a Capital City
Riad Lotfi		Sana'a Capital City
Mahdi Bahri		saba agency
Ali Ahmed Abul-Regal		Sana'a Capital City
Mohammed Al Hindi		Sana'a Capital City
Walid Al Hashemi		Ministry of Education
Mortada Hassan Al-Murtada	Director General of International Cooperation	Ministry of Health
Yahya Ahmed	Journalist	Alsaeedah TV agency
Khaled Al-Ashwal	Journalist	Journalist
Moein Attan	Journalist	Journalist
Zaid Ali Abu Talib	Ministry of Water	General Manager of Urban Cities

Eng. Ramzy Ahmed Al-Muhajry	unit general manager	RMFIU
Ebtihal Fouad Abdo	investment planning	public works project
Arwa Ahmed Mohsen	Program	ADO
Entesar Al-Kadi	chairwoman	All Girls Foundation
Hoda Taher	Protection Specialist	YFCA
Fatima Al Saadi	PC	SFGD
Dr. Dawlah Riseq	Executive Manager	GHFD
Amani Muhammad Ali Al-Ansi	Program	GHFD
Jamelah Jamel Alsalwi	Managing Director	Chambers of Foundation
Nabila Lutf Al Nour	Executive Director	Sam Organization for Rights and Development
Iman Salah Al-Raaini	Women's Sector Responsible	Akram Charitable Development Foundation
His mother is King Hassan Ali Al-Abyad	Executive Director	Rafaa Foundation for Community and Human Development
Ahmed Naseer's life	MEAI MANAGER	NFDHR
Randa Muhammed Al Sufi	Data entry	Hala Organization
Reem Hammoud Yahya Ahmed	Coordinator	Seoul Development Organization
Salwa Abdo Saleh Al-Aqili	WASH coordinator	Rafa Foundation
Hanan Abdullah Qassem Al-Arif	Social Administration Manager	Yemeni Association for the Blind
Dr. Balqis Zabara	college professor	Sanaa University
Fatima Abdul Rahman Sharaf Al-Din	Protection Manager	NFDHR
Abdul Wahed Ahmed Ghaleb Al-Sharabi	WASH ADXISO	PU-AMI
Muhammad Ali Al-Hadrami	Secretary-General of the local console	Shoub distract
Farid Ali Fakhreddine	Secretary-General of the local console	Azal distract
Ali	Driver	Blind Association
Ali Mohafzy	public relations	
Sharaf Abdullah Al-Areeqi	Director general	neighbourhoods
Murtaza Hassan Al-Murtaza	Director General of International Cooperation	Ministry of Health and Population
Ali Muhammad Abdullah Al-Awaj	General Manager of the Center	limb treatment center
Bashir Abdul Jalil Othman	operation manager	humanitarian response team
Ahmed Abdo Said	WASH Manager	LMMPO
Ayman Abdulaziz Al-Mansoub	Officer	Limb centre
Abdulwahab Majid	Services Committee	
Eng. Abdul Rahman Muhammad Thabet		public works project
Majed Al-Selwi	Officer	Chambers of Commerce
Abdul Salam Al-Suraihi	International organizations	SCMCHA
Ali Ahmed Nasser Handal	local council member	Civil society

Mohamed Ahmed Saleh Al-Fahd	organizations	SCMCHA
Taha Mohamed El Selighi	organisation	Civil society
Dr. Muhammad Saeed Saleh	Project Management	Deem Development Organization
Ahlam Ahmed El Maghribi'	Projects	School feeding and humanitarian relief project
Ali Mohammed Al-Essa	Programs	Relief and Development RPP
Eng. Ibrahim Al-Haimi	National Coordinator	WASH
Muhammad Ali al-Maqtari	Project Manager	
Jamal Ahmed Abbas	Software Assistant	TYF
Yahya Yahya Ahmed Al-Alqil	Director of the Office of the School of Biology in the Directorate	Neighbourhood affairs
Well-established Yahya Ahmed		Director of Old Sanaa Neighbourhood Affairs
Mutahar Zaid Mutahar	Head of Planning and Programs Department	General Secretariat of SCMCHA
Saeed Muhammad Hadid	Deputy General Manager	National Center for Public Health Laboratories
Arwa Ahmed Mohsen		ADO
Osama Shaye	Program Manager	AGF
Badi' Ahmed Abdulghani	Program Manager	GWC
Muhammad Ali Al-Haifi	neighborhood affairs	Amanah Al Asimah
Abdullah Hizam Al-Akmi	CEO	World life
Dr. Suad Abdo Al-Fahad	chief executive officer	Heaven Foundation for Development
Dr. Rania Abdo	Program Manager	Heaven Foundation for Development
The magic of baskets	Program Coordinator	Yemeni Development Network
soliloquy altruism	Program Coordinator	Abs organization
Hind Nasser Al-Ghasimi	Deputy General Manager	Remno Foundation for Development
Fatima Muhammad Muhammad al-Kibsi	Project Program Manager	Mercy Foundation
Asia Al-Mushrifi	The head of the institution	Sustainable Development
Dr. Ghufran Al-Hamdani	Public relations	Public relations
Merfat Ghallab Al-Jarash	Leadership of the Hope Foundation	Training department manager
Hoda Aoun	Foundation Chair	Inspiration for Social Peace Foundation
Abdullah Hassan Abdullah	General Director	Hospital Health Center
Mohamed Abdullah Salah	Executive Director	UFDHR
Ahmed Hussein Qassem Saleh	Revolution Directorate	Neighbourhood affairs manager
Abdullah Ali Mohammed Al-Ansi	Director of Neighbourhood affairs in the capital	
beautiful turkish	general manager of organizations	SCMCHA
Eng. Tariq Ahmed Al-Fawli	general administration manager	Sana'a Capital City
Mohamed Ahmed Ibrahim	Enterprise manager	local enterprise

Mohamed Ahmed Saleh Al-Fahd		
Nabil Muhammad Ibrahim	Director general	Local Corporation for Roads
Ammar Muhammad Al-Eryani	Project Manager	water projects
Eng. Abdullah Ahmed Atta	General Manager of the International Project Implementation Unit	local enterprise
Muhammad Husayn Salih al-Baydani	General Secretariat branch	Undersecretary for Humanitarian Affairs, Saada, Al-Amanah Branch
Eng. Radwan Abdel Hamid Al-Omari	rainwater harvesting manager	Sana'a Capital City
Hussein Saleh	Branch manager	Sad';ah
Mutair Abed Rabbo Mutair	Director General of Statistics and Planning	Minister of Education
Ahmed Mehdi Saleh	Head of resource department	Environmental Awareness Center
Ali ibrahim		Sana'a Capital City
Eng. Rawh Wael	Director General of Energy and Industry	The Ministry of Planning
Hamid Abdullah	Director general	SCMCHA
Fadl Saleh Al Roti	Director general	Cleaning Fund Sana'a
Faisal Ali Hossam	Director general	Cleaning Fund Dhamar
Eng. Tawfiq Naji Al-Haroush	National Coordinator	Ministry of Water and Environment
Fawaz Ahmed	The head of the institution	President of the public institution
Eng. Samir Al Madhaji		Dhamar Planning LLC
Sinan Al-Marini	Photographer	Newtimes journalist
Taha Mohammed	General Director	Dhamar Water Corporation
Muhammad Ali Ahmad Al-Halfi	Director of Administration	maintenance unit
Ahmed Amin Al-Masawi		
Muhammad Ali Al-Razza'		
Mutaher zayed Mutahaer	Planning department manager	SCMCHA
Eng. Abeer Ismail Rawiya	Contracts Officer	UWS-PMU
Mohamed Ghaleb Mahdi	Eng. General Dhouran District	Dhamar Governorate
Mohammed Mohammed Al Hammadi	Imran Al-Jouf Branch	public works supervisor
Khaled Mohammed Al-Muhanni	Planning General Manager	Sana'a Capital City
Bashir Al-Arasy	Public relations	Dhamar Governorate Office
Sharaf Ali Al-Hamdi	M. Awareness and Environment Center	Cleaning Fund
Asim Yahya Al-Jalal	General Manager of Gardens	Sana'a Capital City
Rizk Ahmed Al-Hajj	General Manager of Gardens	Sana'a Capital City
Radi Ali Muhammad Al-Safani	Garden Account Manager	Sana'a Capital City
Muhammad Qasim Al-Saadi	WASLC manager	WASLC Sada'ah
Muhammad Ahmad Aabadani	Director general	Cleaning Fund

Ali Muhammad Ali	Deputy General Manager	Cleaning Fund
Riyadh Abdullah Al-Eryani	reference	Alsahat chanel TV
Nabil Abdullah Muhammad	fund head	RMF-IO
Ramzy Ahmed Al-Muhajry	unit general manager	RMF-IO
Fahad Al-Haysami	Purchases Manager	RMF-IO
Hassan Ahmed Abdel-Rajman Al-Ezzi	Water department manager	SCMCHA Sada'ah
Munir Abdul Malik Al-Maroni	the local Council	Dhamar
Abdul Salam Al-Suraihi	international organizations	SCMCHASANA'A
Khaled Ahmed Jamaan		Yemen channel
Abdul Rahman Al-Ayani		Yemen channel
Mohamed Abdel Wahab Al Shami	General manager of the enterprise	Domestic Water Corporation
Mohamed Ahmed, claimant	Deputy General Manager	Domestic Water Corporation
Here is Mohamed Ezz El-Din El-Wajeeh	general manager of media	SCMCHA
Eng.Abdul Karim Ali Hammoud	General Manager of Construction, Cash and Communications	Ministry of Planning and Development
Khaled Hussein Al-Fasih	media	Supreme Council
Talal Al Sufi	Executive Director	Cleaning Fund Taiz
Taha Ali		Deputy Governor of Taiz
Hayel Saeed Hassan	Taiz Governorate Counselor	Taiz Governorate Counselor
Abdul Rahman Ishaq Ali	Director general	Hodeidah Local Water Authority
Qasim Ahmed Al-Hamran	Ministry of Local Administration	Deputy Minister of Local Administration
Sultan Al-Qarasi	General Director	Cleaning Fund Amran
Adel Qaid Ahmed Moawad	Technical Director	Local Water Authority Sana'a
Eng. Bilal Mutahar Abdo	Head of preparation department	Health office San'a
Eng. Abdelwahab Mohamed Taher	M.A. Health Affairs	Ministry of Health
Sadiq Muhammad Al-Masry		
Abdul Hakim Qassem Masoud	the head of committee	Ministry of Local Administration
Turki Muhammed Salih Jameel	general manager of organizations	SCMCHA
Khaled Omar Bashmakh	Road Sector Agent	Ministry of Works and Roads
Mujahid Ali Al Alfi	sites	Alhaweah TV chanl reporter
Balujih Sharaf Al-Din	Director	
Eng. Amin Muhammad Al-Wadhaf	Officer	
Abdul King Abdullah Al Saidi	Director	public works
Farea Mahdi Amer	vice	public works
Basim	specialized	UWS-PMU
Issam Darmah	contracts	UWS-PMU
Ali Ahmed Abbas	Director general	Minister of Education's office

Hassan Foj Hassan Al-Farawi	complaints	SCMCHA Sada'ah
Abdul Hamid Abdullah Saleh	complaints	SCMCHA Sada'ah
Eng. Jamal Abed Rabbo Mahbshi		Cleaning and improvement fund
Taha Ahmed Al-Hazoura		Imran Fund
Dr. Majed Ali Morshed		iron chest
Eng. Saleh Hamid Sharaf		MA Coordinator
Muhammad Ali Al Nuaimi		education and education
Ibrahim Zaid		Executive Unit
Eng. Saeed Abdo Ahmed		public works project
Eng.Musa Al Mansouri	Engineer	Sana'a Capital City
Eng. Rashid Aziz Al-Hassani	Engineer	Amanah Al Asimah
Riad Lotf Qoubati		M \ Minister of Health
Mahdi Bahri		Spa Agency
Eng. Ali Ahmed Abu Al-Regal		Amanah Al Asimah
Mohammed Al-Ahdal		
Walid Al Hashemi		Ministry of Education
Murtaza Hassan Al-Murtaza	International Cooperation	Ministry of Health
Yahya Ahmed Al-Ghifi	Journalist	Al Saeed agency
Khaled Al-Ashwal	Journalist	media
Moein Etaf	Journalist	Journalist

CSO Participants List

Names	Titles
Manar Munir Al-Janahi	Executive Director
Fatima Sharaf Al-Deen	Protection Manager
Suad Al-Fhd	CEO
Huda Taher	Protection Specialist
Fatima Ali Abdullah	Businesswomen's
Amira Ali Saleh Al-Arasi	Head of the organization
Eisa Abdulaziz Qahtan	Grant Coordinator
Hoda Aoun	Foundation Chair
Essam Nassari	MEAL Officer
Bierut Almflhi	Program coordinator
Munia Mohammed	coordinator
Amal alboukhaiti	Executive director
Nabilah Al Thawar	Executive Director
Wedad Al-azazi	Relations Officer
Ahalm Ahmed Hajar	Project Coordinator
Ahlam Ahmed	Education Program Manager
Hind Nasser Saleh Al-Ghasimi	Executive Director
Fatima Sharaf Al-Deen	Protection Manager
EITHAR MANAJI	Program coordinator
Yasmeen Abdul Aziz Radman	Protection Coordinator
Ejal Abdul Salam	M& E
Najwa Abdullah Al-Adi	Head of the organization
Noha Yehya Al-Eryani	GBV SC co-Lead
Eman Salah Alruainy	Businesswomen's
Suad Al-Qershi	Programs Manager
HAIFA	RESPONSIBLE OF WOMAN
Ahmed Al-Qadhi	Chairman
Mujahed Ali Al Mussaabi	Senior Donor Relation Officer
Fatima Ali	Project Coordinator
Eman Mohammed Abdullah Mohammed Al-Moqbeli	Grants Officer
Latifa Abdullah Mohammed Al-Saafani	coordinator
Hanan Abrdullah Qassm Alaryf	partnership principal
Alla Al-Dram	Senior Business Development
Manal Almarwani	Programs Coordinator
Mona Alhammadi	Executive manager
Ikram ALroqaihi	Women & Peace coordinator
Randa Mohammed Al-Soufi	D&I entry
Efrah Hassan Al-Nomani's	Head of the organization
Amal farid allazzani	Program officer
Najwa Abdullah Al-Adi	Head of the organization

2.3 Aden - June 15 & 16, 2021

List of UNOPS Team - Aden Meetings

SN	Name	Organization	Title
1	Khaldoun Mohammed	UNOPS	Programme Advisor
2	Abdulwahab Salah	UNOPS	WASH Coordinator
3	Abeer Al-Mas	UNOPS	Gender Equality Officer
4	Abeer Ahmed	UNOPS	Partnership analyst
5	Mahmoud Shidiwah	UNOPS	Environmental and Social Safeguard Officer
6	Ramsess Younis	UNOPS	City Engineer
7	Housam Aboda	UNOPS	Logistics Associate
8	Ahmed Obaed	UNOPS	City Engineer

- There should be a transfer from the emergency phase into the development phase. Sustainability for projects that would have tangible impact. Aden is in need for rehabilitation/reconstruction of WASH and power infrastructure.
- There is a clear gap between the local councils and ministries. Sector institutions have to provide their needs separately. There is an exploitation on water selling which should be prevented. Also, capacity building is necessary for staff.
- Intervention of solar systems in school is not enough. There is a need for rehabilitation of schools such as Al Aidaroos school in Sirah District.
- There is an urgent need for coordination between ministries and local authorities that needs to be addressed as to utilize the granted fund and avoid overlapping.
- There have been efforts to enhance gender mainstreaming and strengthen women's roles in project implementation.
- Could UNOPS provide contractors with the required training for applying for tenders and using e-sourcing?
- Is it possible for a governmental entity to take part in the UNOPS procurement process such as in the evaluation or designing phase?
- Why is any proposed project split into sub-projects distributed in several districts or even areas and hence instead of implementing a big and an effective project, it is ended up with small, sub-projects?
- Drainage of storm water interventions should be considered.
- Thanking UNOPS for their interventions in the health sector in general and their intervention in obstetric center interventions which embody success in project implementation. Al Sadaka Hospital in Aden still has multiple needs, e.g WASH, dialysis centre support, operational costs, establishment of dialysis centres for children, lack of water desalination in dialysis centre and many others. It was requested from MWE to send a team to assess the situation and take immediate action in regard to WASH service as a priority.
- Planning Offices should do their functions and coordinate with the Ministry of Planning that in return coordinate between the offices to ensure effectiveness of any implemented project.
- What UNOPS HSE measures are taken into action in field sites? Does UNOPS have monitoring and evaluation mechanisms? What does UNOPS do about conflict of interest?
- What are the actions taken by UNOPS in case a contractor/beneficiary is exposed to violence?
- There was a request to have interventions to address houses damaged by floods and heavy rains in Aden.

Participants List

Name	Title	Organization
Tawfiq Abdul Wahed Al-Sharjabi	Minister of Water and Environment	Ministry of Water and Environment
Awad Mashbah	Ministry of Local Administration	Deputy Minister Ministry of Local Administration
Ahmed Hassan Abdel Karim Jawi	Ministry of Planning and International Cooperation	United Nations Project Coordinator Ministry of Planning and International Cooperation
Eng. Aswan Ali Ahmed Al-Abadi	civil engineer contractor	Ministry of Public Works
Eng. Shahd Ali Shagif Aman	computer engineer	Ministry of Public Works
Libya Mohamed Hussein	without	NGOs
Nadia Mohamed Othman	Minister's advisor	The Ministry of Planning and International Cooperation
Sina Mandouf Said	President of the Eve Flowers Association	NGOs
Ashjan Abdul Rahman Muhammad	Member of the Association of Flowers Eve	NGOs
Ansam Anis Ahmed Haidara	Civil society	social worker
Hanan Ahmed Abu Bakr	Teacher	Aden University
Siham Abdullah Fadl Al-Arabi	secretarial	Ministry of Industry and Trade
Nora Saleh Ahmed Mansour Alban	Marketing sales	Ministry of Industry and Trade
Nazik Omar Mosque Abdo	Director of the Women's Association Administration	Women's Association
Maha Hamdi Saleh Mohammed	Beneficiary	nothing
Wanis Omar Muhammad Al-Shami	Undersecretary	Ministry of Education and Education
Lina Yassin Farid Muhammad	Foundation Chair	Forel Foundation
Eng. Marnad Hussein Youssef	Trader	Public works and roads
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Sincerity of Anwar Muhammad	Planning Manager - Seera	Sincerity of Anwar Muhammad
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Abdel Nasser Hussein Mohamed	Brilliant Works Manager	Al-Buraiqah Directorate
Haiate Abdullah's		Presidency of the Council of Ministers
My books Omar my books	Director General of the Directorate of Tawahi	Tawahi Directorate
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Asma Abdo Nagy		
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Hana Saeed Ahmed	Public works office	Engineer
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Waad Abdul Hakim Mahmoud Muhammad		
Najwa Omar Al-Abed Sharuit		Engineer
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Kefah Ali Osman Obadi		
Iman Mohsen Awad Shehan	Chamber of Commerce and Industry	Member of the Businesswomen's Association
Amani Nasser		
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Dekra Muhammad Hashem Naji	Public Works and Roads office	electrical engineer
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Ayat Adel Ahmed Ali	Architect	architect
Amina Ali Nasser Al-Sanbi	Architect	architect
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Sana Muhammed Hussain Muhammed	Women producer association	financial
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Nahla Saleh Abdullah Saleh	Women producer association	Purchasing Officer
Raim Ahmed Ali Ubadi	Al Salwa Foundation	member

Raja Ahmed Mohsen Saleh	Al Salwa Foundation	member
Soha Saleh Ahmed Mohamed	Alwaha foundation for the development	member
Ulfat Mohamed Hassan Mokbel	Public works office	Head of the women's department

2.4 Abyan - June 17, 2021

- Abyan has huge needs and despite the conflict-affected damages experienced in the governorate and its increasing population, the number of interventions is still very minimal.
- No interventions have been implemented in Lawder and there is a big need for urgent interventions.
- Civil Society and Women Association not involved in the project.
- There was a request to include Khanfer district within the targeted areas for planned interventions.
- It was requested to allocate a budget for Zinjubar and give a chance for young contractors to take part in tendering.
- Why were there no interventions in Kood area?
- There is a sanitation project in Al Hamra area. This project has started and passed the first stage but is still in need of support for completion of the other remaining stages.

Participants List

Name	Organization
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Haifa Ahmed Hassan Saleh	community committee
Hoda Ahmed Ali Haitham	The head of the pen association
Sinai is a happy box with a bush	Eve flower association
The memory of Mohamed Ahmed Nasser	Arabian Gulf Institute
Mohamed Farid Ashal Nasser	Technical Unit Water Officer
Awad Ali Awad Abdullah	local authority
Noor Qaid Ahmed Mohamed	Women's Development Association
Raafat Ali Osman Hussein	Abyan public works project
Khaleda Muhammed Hussain Al Qadiri	National Women's Committee
Libya Mohamed Hussein the point	Women's community committee
Rafaf Saleh Hadi Doshan	Women's community committee
Ali Muhammad Omar Ali	youth community
Ahmed Ali Abdullah Numan	local authority

Sheikha Mohsen Saeed Mohammed	fruits company
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Attention Abdullah Silan Awad	Women's Martyrs Association
Mona Abdullah Silan Awad	Governor's office
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Nima Nasser Ali Nasser	Research and Media Center
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Nabil Hussein Abdullah Al-Kazmi	Director of Lauder Hospital
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Lamia Ali Ahmed Hassan	Reward moment institution
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Safa Ahmed Mohamed Abdullah	Women's Victory Association
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Hussein Abdulbari Al-Saqqaf	Director of Al-Razi Hospital
Jamal Nasser Salem Mtheeb	Director General of Health
Salem Akef Awad Mubarak	Chief of Zanzibar District
Abdul Qadir Nasser Bajamil	health office
Ahmed Mohamed Hussein Al-Shubaily	Health Office in Loader
Saleh Fadl Bahath Saleh	Local Council
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Suleiman Ahmed Awad	Road Maintenance
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Bashir Ahmed Rizk Al-Zaidi	Governorate representative
Mohsen Saleh Mohammed Dofan	Rural Water Manager
Nasser Abdullah Al-Mansri	Mamour Khanfar
Hussein Ali Omar Abdullah	Local Council
Saleh Hadi Muhammad Al-Jawi	local council
Amon Hassan Abdullah Hassan	Women's association

2.5 Lahj- June 18, 2021

- UNOPS is one of the few UN agencies that work in coordination with MoPIC for real project implementation.
- There are four major needs for Lahj rehabilitation of Ibn Khaldoun, sanitation (particularly in Al Houta).
- In Huta, there is an urging need for support of health facilities, rehabilitation of WASH services, roads, and many other areas.
- There is a need for rehabilitation of the Health Institutes in Lahj and conducting capacity building of personnel.
- Unfortunately, there is no coordination with civil societies and no support given for them from local authorities. Furthermore, civil societies are not having the chance to have their leading roles in project implementation.
- Pollution of drinking water in Tuban district is an urgent issue that needs to be addressed. Wastewater is being mixed with drinking water. Suction trucks are required for sucking wastewater and sanitation channels.
- Al Muhsainah School in Huta has been subject to damages due to conflict and is in need for reconstruction and WASH service.
- IDPs camps are in need of sanitation interventions.
- There is a need for provision of solar systems and WASH service to Al Zahra school as well as some education and health centers.
- There are two waste collecting ponds (Tourizi & Aushel) in the Wahida area where wastewater is collected, especially during rain times. Similar ponds are there in Al Huta despite the implementation of sanitation interventions before.
- There is no access to water in the Kabelow area.

- Involvement and active participation of local authorities and communities are essential.
- UNOPS has to consider communication aspects to disclose information about the project, its objectives and outcomes.
- Abas School is the only school in Al Mousaimeer district in Lahj governorate. This school is like other schools (e.g. Al Ayman & Mohammed Dourah Schools) in need of solar systems due to unavailability of electrical services and WASH service.
- In some sessions, the presence of local authorities was absent. Active participation and involvement of these authorities would significantly contribute to the effectiveness of implemented projects.
- Conducting training on GBV was requested to increase community awareness about this issue.
- It was highlighted that Al Dalea was part of Lahj governorate and since it has become a separate governorate, it lacks all basic services. Neither government nor international agencies/organizations have included this governorate within their targets. Therefore, Al Dalea governorate is in urgent need of major emergency and development interventions.

Participants List

Name	Title	Organization
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Fatima Ahmed Abdel Rahman	Media and Public Relations Officer	Basma Foundation
Hind Hassan Naji Muhammad	Responsible for monitoring and evaluation	Basma Foundation
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Abdo Jaafar Aidarous	Director General of Health	Health director
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Ahmed Hussein Abdel Karim Jawi	General Director	Lahj MoPIC
Fathi Ibrahim Yahya Mahdi	Lahj District	Cleaning Fund
Arwa Ahmed Ali	Project manager	Water and Sanitation Project

2.6 Al Dalea - June 23, 2021

- UNOPS was thanked for their tangible contribution for the rehabilitation of six roads in Al Dalea governorate.
- WASH services in Al Dalea are poor and it was requested to provide suction trucks and pumps as part of addressing this issue.
- Needs in Al Dalea can be centralized on WASH services, WWTP, roads, dump sites, schools and hospitals.
- Al Dalea has competent engineers who are seeking for employment and can be involved in the projects being implemented by UNOPS in the governorate.
- A list of valid contractors to be available for ensuring involvement of only good contractors.
- Sustainability of projects is crucial. For instance, the Central Hospital in Al Dalea has been rehabilitated three times by different agencies; yet, it is not being utilized as expected due to lack of project sustainability during implementation.
- Cement concrete manholes implemented as part of a WASH project in Al Dalea are now eroded and need maintenance.
- There should be treatment for water wells in Khouber & Marfed villages as well as for Khalah, Akmat Al Asoub, and Hajer areas. People are suffering health issues due to drinking from these untreated wells as water has high percentages of fluoride and chlorine substances.
- Is UNOPS intervening with solar systems for power generation?
- How can Civil Societies cooperate with UNOPS?

Participants List

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Ghassan Mohamed Ahmed Saleh	Environmental sanitation specialist
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Sinai Mohamed Hussein Mohamed	Association of women producer
Admitting Ahmed Ahmed Nasser	Association of women producer
The harmony of Walid Saleh Qassem	Association of women producer
Nahla Saleh Abdullah Saleh	Association of women producer
Sadia Mohamed is an impenetrable leader	Association of women producer
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Abdullah Naji Hammoud Saleh	Director of the Works Office, Al Dhale District
Mustafa Abdel Baset Abdel Majid Hussein	Provincial Works Office
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Saleh Hammoud Ali Mohsen	Director of the Health Office of the Directorate
Abdul Qadir Ali Abadi Hassan	Project Manager Health Office
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Ahmed Saleh Qassem Al-Bashtra	Deputy Director of Planning, Water Corporation
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Aidarous Ali publisher of the hero	Fund financial manager
Wejdan Moqbel Hassan Ghalib	Diversity Organization

Abdul Razzaq Muhammad Ali Al-Qushri	Diversity Organization
Ammar Ahmed Mahmoud Ahmed	rescue organization
Abdel-Qattah Fadel Ismail	Takamol Organization for Humanitarian Works
Abdo Mohsen Ali Ahmed	Finance Director of the Governorate Office
Ayed Mahmoud bin Mahmoud Qaid	Social Affairs Office
Akram Qassem Moqbel Saleh	Governor's office
Osama Ahmed Hussein Abdel Karim	community committees
Raed Ali Shaif Ahmed	Media office manager
Abd al-Salam Muhammad al-Jaabi	Environmental office manager
Tariq Muhammad Salih Al-Ateeqi	Unemployed youth association
The path of Ali Mohamed Seif	Women's association
Soha Saleh Ahmed Mohamed	Women's association
Ayman Zaid Thabet Al-Kaldi	countryside water
Abdul Raqib Saeed Mahrez Qassem	the health
Muhammad Salih Muhammad al-Wahishi	local community
Aref Seif Abdel Salam Al Durgham	Journalist
Arafat Naji Muhammad Ali	the health
Kamal Mohammed Nasser Al-Amari	Road Maintenance
Sadiq Hussain Muhammad Al-Wadai'i	Road Maintenance
Aghsan Muhammad Yahya Al-Baseer	planning
Ahmed Ali Ahmed Saleh Al-Musaybili	the health
Zeinab Tariq Hassan Effendi	Women's association
Najeeb Naji Ahmed Qassem	Al Salwa Institution

2.7Taiz City - June 24, 2021

- Civil Societies in Taiz are not involved in project implementation.
- Taiz has huge needs, particularly in WASH, solid waste, and raods aspects.
- Does UNOPS have a consultation plan for investment to be discussed with all parties?
- The three most important priorities for interventions in Taiz are WASH, electricity and roads.
- It was suggested that civil societies and local communities could form monitoring groups to scrutinize local authorities' contribution and implementation of required interventions.
- Who are UNOPS' partners selected for project implementations?
- There are a number of competent engineers who are seeking employment opportunities. Involving them in project implementation would be a good idea.
- UNOPS was thanked for taking gender considerations into account in project implementation.
- Education interventions in Taiz are very minimal and UNOPS has to consider this necessary sector in its interventions.
- Support for WASH service is crucial. The selection of intervention types and areas targeted must be identified by the authorities.
- UNOPS is one of the leading organizations in infrastructure works, interventions being implemented in Al Thawara Hospital in Taiz in rehabilitation and provision of solar systems are suggested to be addressed and communicated.
- Civil Societies have essential roles in communities. Coordinating with Executive Offices in the governorate to raise concerns and prioritizing interventions would significantly have a tangible impact.
- What is the role of the community in monitoring interventions?

- Cancer patients are in huge need for emergency support. Addressing interventions for this service would help in reducing the suffering of these patients.
- It was repeatedly requested to include Taiz in the investment plan and allocate a higher budget to meet the needs of the governorate.
- It was requested to support women and enhance their involvement and capacity building.

Participants List

Name	Organization
Ali Moqbel Saleh Moqbel	Governor of Al Dhale'e Governorate,
Awad Mashbah	Deputy Minister Ministry of Local Administration
Ahmed Hassan Abdel Karim Jawi	United Nations Project Coordinator Ministry of Planning and International Cooperation
Eng. Ahmed Mohamed Ahmed Thabet	General Manager of the International Project Implementation Unit
Mona Khaldoun Hashem	Engineer UWSSP
Eng. Niazi Abdo Muhammad Ghaleb	Engineer UWSSP
Arwa Hammadi	Director general UWSSP
Eng. Fawaz Ismail Yahya Ali	Projects consultant
Ghassan Mohamed Ahmed Saleh	Environmental sanitation specialist
Marwy Khaled Muhammad Ali	Engineer UWSSP
Ahlam Muhammad Suleiman Ali	Engineer PWP
Ahmed Abdo Ahmed	Deputy Director general PWP
Ali Ahmed Ali Muthanna	President of Al Salwa Foundation for Development
Fat Mohamed Hassan Mokbel	Enterprise Project Department
Rain Ahmed Ali Ebadi	Al Salwa Institution
Please Ahmed Mohsen Saleh	Al Salwa Institution
Jalila Ali Qassem Reda	Association of women producer
Sinai Mohamed Hussein Mohamed	Association of women producer
Admitting Ahmed Ahmed Nasser	Association of women producer
The harmony of Walid Saleh Qassem	Association of women producer
Nahla Saleh Abdullah Saleh	Association of women producer
Sadia Mohamed is an impenetrable leader	Association of women producer
Ali Muhammad Ali Al-Oud	Secretary General
Walid Saleh Qahtan Muthana	Governor's office manager
Kamal Obaid Hussein Yahya	county agent
Nabil Qassem Ahmed Al-Afif	Planning office manager
Mahmoud Moqbel Abadi Potato	planning office
Abdul Rahman Ali Hammoud Saleh	Director General of Works in the Governorate
Abdullah Naji Hammoud Saleh	Director of the Works Office, Al Dhale District
Mustafa Abdel Baset Abdel Majid Hussein	Provincial Works Office
Muhammad Ali Abdullah Saleh	Director General of the Health Office
Saleh Hammoud Ali Mohsen	Director of the Health Office of the Directorate
Abdul Qadir Ali Abadi Hassan	Project Manager Health Office
Omar Abdulaziz Mohammed Muthanna	Water Corporation Manager

Ahmed Saleh Qassem Al-Bashtra	Deputy Director of Planning, Water Corporation
Walid Ahmed Mohammed Al-Khatib	Hygiene fund manager
Mohamed Seif Said Ghalib	Janitorial manager
Aidarous Ali publisher of the hero	Fund financial manager
Wejdan Moqbel Hassan Ghalib	Diversity Organization
Abdul Razzaq Muhammad Ali Al-Qushri	Diversity Organization
Ammar Ahmed Mahmoud Ahmed	rescue organization
Abdel-Qattah Fadel Ismail	Takamol Organization for Humanitarian Works
Abdo Mohsen Ali Ahmed	Finance Director of the Governorate Office
Ayed Mahmoud bin Mahmoud Qaid	Social Affairs Office
Akram Qassem Moqbel Saleh	Governor's office
Osama Ahmed Hussein Abdel Karim	community committees
Raed Ali Shaif Ahmed	Media office manager
Abd al-Salam Muhammad al-Jaabi	Environmental office manager
Tariq Muhammad Salih Al-Ateeqi	Unemployed youth association
The path of Ali Mohamed Seif	Women's association
Soha Saleh Ahmed Mohamed	Women's association
Ayman Zaid Thabet Al-Kaldi	countryside water
Abdul Raqib Saeed Mahrez Qassem	the health
Muhammad Salih Muhammad al-Wahishi	local community
Aref Seif Abdel Salam Al Durgham	Journalist
Arafat Naji Muhammad Ali	the health
Kamal Mohammed Nasser Al-Amari	Road Maintenance
Sadiq Hussain Muhammad Al-Wadai'i	Road Maintenance
Aghsan Muhammad Yahya Al-Baseer	planning
Ahmed Ali Ahmed Saleh Al-Musaybili	the health
Zeinab Tariq Hassan Effendi	Women's association
Najeeb Naji Ahmed Qassem	Al Salwa Institution

2.8 Taiz Alhouban - Aug 12, 2021

List of UNOPS Team – Ibb& Taiz Meetings

SN	Name	Organization	Title
1	Fayyaz Ahmad Faiz Rasul	UNOPS	Head of office-Programme Manager
2	Khaldoun Mohammed	UNOPS	Programme Advisor
3	Abdulwahab Salah	UNOPS	WASH Coordinator
4	Mohammed Al-ERYANI	UNOPS	MSWM Specialist

- Taiz- Alhawban has huge urban construction needs, particularly in WASH and roads aspects.
- It was mentioned that there is not much intervention in Taiz and budget allocation is little.

- Civil Societies have essential roles in communities. Coordinating with Executive Offices in the governorate to raise concerns and prioritizing interventions would significantly have a tangible impact.
- Does UNOPS have a consultation plan for investment to be discussed with all parties?
- The three most important priorities for interventions in Taiz al Houban are WASH, soiled waste management , and roads.
- Who are UNOPS' partners selected for project implementations?
- There are a number of competent engineers who are seeking employment opportunities. Involving them in project implementation would be a good idea.
- UNOPS was thanked for taking gender considerations into account in project implementation.
- Education interventions in Taiz are very minimal and UNOPS has to consider this necessary sector in its interventions.
- Support for WASH service is crucial. The selection of intervention types and areas targeted must be identified by the authorities.
- UNOPS is one of the leading organizations in infrastructure works, there is a need for the rehabilitation of the school, health centers, and provision of solar systems is suggested to be addressed and communicated.
- What is the role of the community in monitoring interventions?
- Cancer patients are in huge need for emergency support. Addressing interventions for this service would help in reducing the suffering of these patients.

Participants List

Name	Name
Abdel Baset Ahmed Abdel Aziz	Abdullah Mohammed Ahmed Ibrahim
Abdo Amin Qaed Hassan	Hamza Fouad Amin Shehra
Abdullah Mohammed Saif Kulaib	Nashwan Hassan Muhammad Ali
Engineer Mohammed Abdullah Al-Ezzi	Mahmoud Nabil Abdo Mohamed Morshed
Abdul Jalil Abdul Hamid Numan Al Humairi	Nashwan Abdul-Jabbar Murad Al-Absi
Adnan Muhammad Hassan Dahan	Hawash Abdo Muhammad Abd al-Wahhab
Ahmed Amin Abdullah Al-Masawi	Hamoud Nasser Saleh Al-Qarih
Ramzy Ahmed Ahmed Al-Muhajry	Haitham Bilal Abdul Karim Qassem
Hossam Mohamed Mohamed Abdo Al-Fatesh	Fadel Abdul Karim Abdul Jabbar
Hanan Ali Naji Al-Faqih	Nabil Abdo Ghanem Al-Shami
Shawky Youssef Abdel-Waseh Al-Hakimi	Hamza Abdullah Hussein Al-Shami
Samir Muhammad Abdul Hafez Al-Absi	Omar Ali Abdo Omar Al Kathiri
Abdul Salam Abdullah Jabbari	Amr Mohamed Abdel Samad Maglus
Abdullah Abdul Karim Yahya Majidi	Talal Saeed Ali Al-Sufi
Abdul Latif Abdullah Saleh Jaber	Abdul Bari Mughales
Tariq Shawky Youssef Abdel-Waseh	Jamal Sadiq Al Bahr
Nasr Mahyoub Mohammed Al-Sabahi	Omar Jamal Al Bahr
Hayel Saeed Hassan Amer	Abdel Salam March Hammoud
Abdul-Khaleq Muhammad Salih Al-Matari	Ghamdan Yahya Ahmed Zbiba
Abdo Ahmed Hamdan	Nabil Hammoud Mohamed Khaled
Hussein Abdullah Mahyoub Abdullah	Abdo Ahmed Al-Bahr
Abbas Saeed Naji Al-Sayed	Nidal Ali Muhammad Qasim Al Maraiti
Faisal Mishaal Nasr commander.	Ahmed Abdel-Waseh Al-Barakani
Hamoud Sultan Muhammad Al-Jaafari	Abdul Wase' Ali Al-Hakimi
Muhammad Abdo Muhammad Daqan	Mlikah Hassan Ali Malfi
Abdul Qadir Osman Muhammad	Sami Abdul Karim Yahya Al Majidi
Abul Ghaith Jamil Muhammad Naji	Shams Hassan Muhammad Ali Al-Salahi
Issa Abdulaziz Abdo Al-Hattari	Mansour Abbas Ahmed Ismail Abbas
Baligh Ahmed Mohammed Hazaa	Muhammad Thabet Ali Ahmad Abbas
Dr.. Mithqal Ali Muhammad Al-Qahoum	Shafiq Ahmed Farhan Al-Shari'i
Dr.. Zakaria Shams al-Din Thabet al-Dubai	Walid Muhammad Abdullah Al-Tahri
Mohamed Ahmed Ibrahim Amer	Abdul-Jabbar Sadiq Al-Humaidi
Shatha Amin Ahmed Wabel	Fayez Ahmed Ali Ahmed Abbas
Majed Mohamed Mahmoud Yassin	Mohamed Ali Ahmed Al Badia

2.9 Ibb &Yaraim - Nov 9, 2021

List of UNOPS Team – Yarim Meetings

SN	Name	Organization	Title
1	Abdulwahab Salah	UNOPS	Water and Sanitation Coordinator
2	Abeer Al-Mas	UNOPS	Gender Equality Officer- Gender Mainstreaming
3	Abeer Ahmed	UNOPS	Partnership Analyst
4	Mahmoud Shidiwah	UNOPS	Environmental and Social Safeguard Officer
5	Abduljabbar Salem	UNOPS	Roads Specialist
6	Mohammed Al-ERYANI	UNOPS	MSWM Specialist
7	Maher Abdulkareem	UNOPS	Procurement Officer
8	Marwa Obaid	UNOPS	Senior Program Assistant

- Stakeholders' participation before and during project implementation.
- It was repeatedly requested to include Ibb in the investment plan and allocate a higher budget to meet the needs of the governorate.
- UNOPS New Funding.
- Environmental and Social Safeguard instructions
- Dealing with GM issues, and available contact channels.
- How to apply for tenders via UNGM, and women's empowerment via gender responsive procurement.
- The necessity of a code of conduct for staff and suppliers to ensure the gender mainstreaming concept.
- Discussing the problem of water and sanitation, which led to water flooding that took out roads and homes in Yarim.
- The issue of getting rid of the medical waste, and how to deal with it.
- Re-maintenance of well equipment.
- Request from a participant to include the general budget in the environmental sanitation process.
- Request from a participant to provide new water resources.
- The water sanitation station lacks maintenance.
- Interventions related to the solid waste in Ibb city.
- Street paving projects in the neighborhoods of Ibb city.
- It was mentioned that the increase in IDPs number is affecting the coverage of services such as water and sanitation and solid waste management and roads.
- It was requested to support women and enhance their involvement and capacity building.
- It was suggested that civil societies and local communities could form monitoring groups to scrutinize local authorities' contribution and implementation of required interventions.
- The three most important priorities for interventions in Ibb are WASH, solid waste management, and roads.
- Stakeholders appreciated the prior disclosure and dissemination of relevant project information and requested more consultations that support active and inclusive engagement with project-affected parties.
- UNOPS is one of the leading organizations in infrastructure works, interventions being implemented in Al Gemhuory Hospital in Ibb in rehabilitation and provision of solar systems are suggested to be addressed and communicated.

- Concerns have been raised about the possibility of polluting Alsuhail water (which is the main drinking water resource) due to the Landfill deterioration and bad situation as well as untreated leachate.
- There was a request to include Alq'eda district within the targeted areas for planned interventions.
- Drainage of stormwater interventions should be considered.
- There are different vulnerable groups who do not have access to their service rights and are not able to pass their complaints. What is UNOPS' role to address this issue?

Participants List

Name	Organization
AbdulWahed Salah	Governor of Ibb Governorate,
Abdul Hamid Ali Qaid Al Shaher	Ibb Governorate
Yahya Ahmed Mohammed Al Qasimi	Ibb Governorate
Said Abda Ahmed	public works project
Bassam Ismail Abdel Hamid Mayass	Office of Planning and International Cooperation
Eng. Mohieddin Shamsan Al-Qasim	Public works and roads
Mr. Mujahid Sadiq Anan	Public works and roads
Eng. Ahmed Mohamed Ismail Al-Nazily	The local water and sanitation corporation
Nasser Ali Nasser Al-Omari	Yerim local council
Hamid Muhammad Ali Al-Khatib	Yerim local council
Saleh Mohammed Saleh Musleh Qasha	Yarim Education Office
Kamal Naji Fadel Al-Harthy	Office of Planning and International Cooperation
Mr. Mohieddin Shamsan Al-Qasim	M.A. Works
Abdul Jabbar Saeed Salem	UNOPS
Bassam Ahmed Al-Zubaidi	Yerim
Mr. Ramzy Ahmed Al-Muhajry	RMF-IU
Ali Abdullah Ahmed Hind	Supreme Council
Abdul Mohsen Abdullah Al Tawoos	Supreme Council
Bilal Yahya Ahmed for Dar	hygiene box
Bilal Mohsen Mohammed Al-Bakhiti	account manager
Mohammed Hammoud Mohsen Al-Awadi	hygiene box
Omar Abdo Muhammad	hygiene box
Daoud Bilal Yahya Al Dar	hygiene box
Ramzy Ahmed Hammoud Qaed	UNOPS
Mr. Ammar Ahmed Abdel Hamid Al Sagheer	UWSSP
Mr. Basem Faza Hamid Monser	UWSSP
Mr. Zaid Ali Abu Talib	UWSSP
Muhammad Hamid Muhammad Al-Omari	Education office
Zaid Yahya Ali Ali Al-Qashar	Yarim Water Corporation
Adel Naguib Al-Shawsh	Yarim Water Corporation
Nasser Numan Al-Omari	Yarim Water Corporation
Nayef Ahmed Saleh Al-Najry	Yarim Water Corporation
Amen full belt	Yarim hygiene box
Mabrok Abdullah Mohammed Al-Tarifi	Yarim hygiene box
Ali Nasser Ali Al-Omari	Yarim directorate

Abdul Qawi Nasser Saleh Al-Zawqari	Office of Planning and International Cooperation
Ahmed Abdullah Saleh Al-Saeedi	Planning Planning Manager Yerim
Fouad Naji Muhammad Al-Baadani	Office of Planning and International Cooperation
Abdullah Muhammad Abdul Wali Al-Samawi	health office
Hammoud Abdel Wahab Salah	Yarim Public Works Office
Salim Hassan Hadi Al-bhem	Water Foundation
Hamdan Mohammed Al-Hamas	M Ansar Allah north of Ibb
Dr. Ibrahim Hussein Ali Al-Badawi	M Yarim Health Office
Dr. Abdel-Mughni Ali Ghalib Debwan	health office
Sheikh / Nasser Ali Nasser Al-Omari	Yarim directorate
Dr. Khaled Abdo Saleh Jamil	health office
Ali Abdullah Ismail Al-Farzai	health office
Ali Muhammad Salih Qasha	public works
Abd Al-Basit Muhammad Al-Bakhiti	Ibb Province
Hisham Ismail Sinan	Ibb Province
Fathi Abda Ali Al-Baseer	Education office
Ishtar Fouad Muhammad	road maintenance fund
Ahmed Nasser Al-Menhami	Ibb Governorate Agent
Omar Ali Abdo Omar Al Kathiri	Ibb Governorate
Fahad Ali Al-Haysami	road maintenance fund
Abdul Warith Saleh Al-Najry	Ibb Governorate
Mohammed Abdul Malik Al Asouli	Governorate
Thabet Yahya Al-Ammari	Ibb Governorate
Marwa Obaid	UNOPS
Hajer Alhabel	UNOPS

2.10 Mukalla, Saioun & Al-Sherir - Nov 10, 2021

List of UNOPS Team - Mukalla Meetings

SN	Name	Organization	Title
1	Khaldoun Mohammed	UNOPS	Programme Advisor
2	Abdulwahab Salah	UNOPS	Water and Sanitation Coordinator
3	Abeer Al-Mas	UNOPS	Gender Equality Officer- Gender Mainstreaming
4	Abeer Ahmed	UNOPS	Partnership Analyst
5	Mahmoud Shidiwah	UNOPS	Environmental and Social Safeguard Officer
6	Abduljabbar Salem	UNOPS	Roads Specialist
7	Mohammed Al-ERYANI	UNOPS	MSWM Specialist
8	Maher Abdulkareem	UNOPS	Procurement Officer
9	Marwa Obaid	UNOPS	Senior Program Assistant
10	Ahmed Obaed	UNOPS	City Engineer

- Stakeholders' participation before and during project implementation.
- UNOPS New Funding.

- Environmental and Social Safeguard instructions
- It was mentioned that the increase in IDPs number is affected the coverage of services such as water and sanitation and solid waste management and roads.
- It was mentioned that there is not much intervention in Hadramout and allocation is little.
- Cancer patients are in huge need for emergency support. Addressing interventions for this service would help in reducing the suffering of these patients.
- What are UNOPS HSE measures taken into action in field sites? Does UNOPS have monitoring and evaluation mechanisms? What does UNOPS do about conflict of interest?
- What are the actions taken by UNOPS in case a contractor/beneficiary is exposed to violence?
- UNOPS was thanked for taking gender considerations into account in project implementation.
- Education interventions in Taiz are very minimal and UNOPS has to consider this necessary sector in its interventions.
- Support for WASH service is crucial. The selection of intervention types and areas targeted must be identified by the authorities.
- UNOPS is one of the leading organizations in infrastructure works, there is a need for the rehabilitation of the school, health centers, and provision of solar systems is suggested to be more addressed and communicated.
- What are UNOPS HSE measures taken into action in field sites? Does UNOPS have monitoring and evaluation mechanisms? What does UNOPS do about conflict of interest?
- It was mentioned that community awareness about environment protection and any implemented project is crucial.
- Is there a sustainability plan for projects being implemented?
- It was mentioned that climate conditions and environmental protection should consider for any implemented project, as it is crucial.
- Are there interventions in the economic aspect, such as building the capacities of farmers and supporting farms?
- An acute shortage of energy needs support from organizations for it
- Capacity building for staff should be conducted along with project implementation in particular the solid cleaning fund employee.

Participants List

Name	Organization/ Title
Mr. Adel Ahmed Baakaba	General Director
Mr. Mosbeh Al-Abed Al-Bahsani	Deputy Director General
Eng. Ahmed Ibrahim Bamkhtar	Director of the Office of Planning and International Cooperation
Eng / Hani Salem Baakim	Water Corporation Manager
Said Abdullah bin Ishaq	Director of the Public Works Office
Dr. Omar Saeed Al-Sabban	Director of the Health and Population Office
Eng. Sami Muhammad Al-Habroush	Head of the Engineering Department in the Local Administration
Eng / Mohamed Jamal Bakhder	water management manager
Eng. Abdullah Faraj Basaleh	sewage manager
Eng / Mohamed Ahmed Baabad	Head of Projects Department at the Water Corporation
Eng. Ahmed Ramadan Belhaddad	Engineer at public works office
Aida Abboud Badawi	Head of the Women's Department at the Water Corporation
Manal Omar Al-Rabbaki	Women's department at the local water institution

Narges Awad Jamaan	Women's department at the local water institution
Muhammad Awad Al-Abed Al-Amri	Director-General of the Directorate
Hussein Saleh Omar bin Abdul Aziz	Works office manager
Anis Saleh Abdullah Al Ameri	Director of the Industry and Trade Office
Mohamed Aboud Saleh Shaaran	Director of Legal Affairs at the Diwan - Secretary of the Tender Committee
Khaled Saleh Abdel Belfas	Director of the Education Office
Zaki Salem Farag Bahamdoun	Director of electricity in the Directorate
Gilani Abdul Rahman Abdul Qadir Al-Jafri	Hygiene fund manager
Nabil Hadi Ahmed Bahchwan	Director of the Water Corporation in the Directorate
Yasser Ramadan Ahmed Shamla	bad finance manager
Murad Hassan Muhanna Al-Amri	Administrative and Financial Director of the Diwan
Qamar Abdullah Ahmad bin Ali Jaber	Director of the Women's Department at the Diwan
Rami Ghaleb Amer Radhi	Resource management manager
Ghazi Awad Salem Belhoisel Al Jabri	Director of Project Management at the Health Office - Seiyun
Khaled Abdullah Salem Al Ameri	Deputy Director-General of Health for Rural Desert Directorates
Eng. Alawi Muhammad Aqeel bin Yahya	Director-General of the Office of Public Works and Roads in the Valley and the Desert
Eng. Tamim Ali Issa bin Shamlan	Director of the Roads Department at the Office of Public Works and Roads in the Valley and the Desert
Eng. Ali Alawi Muhammad bin Yahya	Engineer in the Roads Department at the Office of Public Works and Roads in the Valley and the Desert
Eng. Murad Abdel Qader Ahmed Basalamah	Roads and Bridges Maintenance Fund Engineer
Ali Saeed Othman Al-Amoudi	Civil Society Organization Coordinator
Ahmed Abdullah Saleh Banafa	Civil Society Organization Coordinator
Adel Zaid Salem Al-Tamimi	Public Relations Department
Omar Abdullah Mohammed Baojia	Engineer
Adeeb Zaid Salem Al-Tamimi	Consultant Engineer
Eng. Abdel Rahim Omar Ahmed Houry	public works project
Eng. Wahib delivers Ghanem	Director of the Water Corporation - Mukalla
Ali Mohamed Habashi Al Kaf	Water Corporation - Mukalla
Eng. Khaled Abdullah Bamarouf	Water Corporation - Mukalla
Eng. Sami Abdullah Al-Moallem	Water Corporation - Mukalla
Eng. Nayef Salem Bashamkha	public works project
Eng. Enaiat Mubarak Al-Tarbi	public works project
Omar Salem Al-Acholi	Planning and international cooperation
Abda Ahmed Abdoun	Planning and international cooperation
Khaled Sheikh Al-Hamid	Planning and international cooperation
Eng. Omar Salem Al-Bayti	Public works and roads
Eng. Nayef Saleh bin Shamlan	Public works and roads
Dr. Mohamed Salem Bakhlgha	Director General of the Office of the Ministry of Works
Eng. Haider Mohsen Al-Attas	Hygiene and Improvement Fund - Mukalla

Eng. Fadi Awad Al-Qunzel	Water Corporation - Mukalla
Eng. Salem Yasser Salem Bafarj	Hygiene and Improvement Fund - Mukalla
Eng. Salah Mohamed Awad Badros	Public Authority for Rural Water - Mukalla
Eng. Abdul Rahman Mahrous Barshid	Ministry of Public Works and Roads
Eng. Sami Abdul Rahim Al-Amoudi	Local Authority - Mukalla
Eng. Saleh Fayez Al-Omari	Director General of Mukalla Directorate
Eng. Awad Rabie Barfaa	Road Maintenance Fund - Mukalla
Iman Muhammad Ahmad Al-Zubayri	civil society organizations
Abeer Muhammad Al-Hadrami	Sawaed Watan Foundation for Development
Shorouk Saleh Al-Ramadi	Adalah Foundation
Afnan Abdullah Al-Batati	Laws of the National Committee
Aboud Awad bin Aboud Sheikh	Education Office - Mukalla
Khaled Awad bin Sobeih	Education Office - Mukalla
Abdul Rahman Nabil Bahbara	Civil Society Organizations Coordinator - Mukalla
Safa Hamdi Abdel Rahim Yousef	My platform - Mukalla
Maryam Muhammad Obaid Al-Maari	Hope Foundation
Reem Rais Nahdi	Hope Foundation
Taiba Muhammad Obaid Al-Maari	THR
Eng. Maria Othman Salmin Al-Ajili	Yemeni Architects Association around the world
The doctrine of Abdullah Hammam	Media Sac Foundation
Eng. Ehab Awad Al Jaidi	Electricity Corporation - Mukalla
Eng. Sabri Awad Al-Duqail	Electricity Corporation - Mukalla
Ayat Mohamed Ahmed Salah	Silah Foundation

3. Main Consultation Outcomes

- The YIUSEP II AF (P178270) proposed funding and interventions for WASH and roads were not sufficient to meet the local increasing priority needs (i.e., the WASH infrastructure of Sana'a Old City and road conditions in Yarim).
- Project-affected parties needed additional gender-sensitive engagements and consultations to enhance their awareness of the project's institutional arrangements, needs selection and prioritization and the importance of the project GM and its confidentiality.
- Stakeholders appreciated the prior disclosure and dissemination of relevant project information and requested more consultations that support active and inclusive engagement with project-affected parties. UNOPS implementing partners (PWP, RMF-IU and UW-PMU) reaffirmed their understanding of the ESF objectives and their plans to have adequate resources to implement them (for example by recruiting a full-time Gender Officer). However, they also expressed concerns regarding: the complexity of these instruments, particularly the requirements for GBV/PSEA awareness raising stipulated in the SEA/SH Prevention and Response Action Plan, the Security management Plan (SMP), and the Labor Management Procedures (LMP). The "long list" of requirements and the "need to build implementing partners' capacity" to comply with these requirements.
- The main outcomes of the CSOs' consultations were:
  - The CSOs have a good understanding and experience in adopting and implementing safeguard plans and engagements.
  - The CSOs' capacity to comply and deliver environmental and social requirements,

including consultation, is subject to donors' (or main partners') enforced policies and guidelines, and on the extent of capacity support provided by donors.

- ➢ They hoped that UNOPS could implement the project SEP as planned because the increasingly challenging situation in Yemen (i.e., ground fighting, limited access, and the pandemic) could hinder its smooth implementation.
- ➢ They recommended that UNOPS organize SEP consultations based on the WASH sector and CSO specialization, to ensure relevant productive discussion and feedback during SEP consultations. UNOPS has taken this recommendation into consideration.
- ➢ All CSOs expressed their "huge interest" to participate in capacity training and stakeholder consultations that mutually benefit them and local communities under YEHCP. UNOPS indicated that it would notify these CSO (and others) regarding any upcoming ESF training opportunities, as well as stakeholder consultations in the different target areas.

❖ Feedback forms were distributed to 903 participants to capture the views and suggestions from persons who may have refrained from expressing their views or concerns in public.

❖ The main outcomes suggested that they were generally in favor of the project with:

- ➢ 97.5% of the participants were satisfied with the participatory approach in the project and,
- ➢ 2.5% of the participants were not satisfied and recommended the inclusion of per diems to enhance stakeholder participation and was agreed to pay different transportation rates according to the distance where people are coming from.

4. Key Agreed Actions

a. UNOPS to update the investment plan according to the received feedback and to finalize the project procurement plan. the investment plans for Aden and Ibb governorates were updated to include the rehabilitation of the Municipal Market center in Aden and the rehabilitation of Ibb wastewater treatment planet.
b. UNOPS would ensure the distribution and the availability of the Project information Booklet for YIUSEP II-AF (the hard copy of the PAD and ESF) at the local offices of implementing partners, local authorities, MoPIC and SCHMCHA in targeted cities.
c. UNOPS would carry out additional follow-up consultations with the project-affected parties including local CSOs to address received local feedback and comments. Additional consultations would be planned to take place during the preparation of subprojects specific ESMPs and through upcoming consultation workshops.
d. UNOPS and its implanting partners would keep stakeholders informed as the project develops, including reporting on project environmental and social performance, and implementation of the stakeholder engagement plan and grievance mechanism through information disclosure through the UNOPS web site and public meetings.

Selected Photos during the consultation works

	THE WORLD BANK UNOPS Consultation Meeting with Stakeholders of Integrated Urban Services Emergency Project for Yemen	Consultation Meeting with Stakeholders of Integrated Urban Services Emergency Project for Yemen