



**AGREEMENT BETWEEN THE UNITED NATIONS RELIEF AND WORKS AGENCY FOR  
PALESTINE REFUGEES IN THE NEAR EAST (UNRWA) AND THE UNITED NATIONS  
DEVELOPMENT PROGRAMME (UNDP)**

**A. PROJECT SUMMARY**

<b>Project Title:</b>	Social and Environmental Safeguards for Nahr el-Bared Camp
<b>Time frame:</b>	August 2009 to August 2010
<b>Location:</b>	Nahr el-Bared Camp, North Lebanon
<b>Contribution amount:</b>	US\$ 225,000 (inclusive of cost recovery)
<b>Donor:</b>	UNRWA
<b>Recipient Agency:</b>	UNDP
<b>Executing Entity/ Implementing Partner:</b>	UNDP / As relevant

**B. PROJECT DESCRIPTION AND IMPLEMENTATION**

The contribution governed by this Agreement shall be utilised by UNDP exclusively for the activities described in, and UNDP shall execute the Project in accordance with, the Concept Note-Social and Environmental Safeguards (project description) attached as Annex 1. In accordance with, and not in variation of, the Concept Note (project description), the main objectives are to:

- i. Improve social standards ensuring a rights-based implementation mode in reconstruction and recovery interventions through the a) Design of an Institutional Grievance Mechanism for the beneficiaries of the reconstruction of Nahr el-Bared camp (NBC), promoting larger participation and ownership of beneficiaries in the reconstruction and recovery activities; b) Implementation of a functioning Institutional Grievance Mechanism for the beneficiaries of NBC; and c) Provision of gender-based analysis and input into the recovery process and the mainstreaming of gender in recovery activities in NBC.
- ii. Assess the environmental impacts of construction activities as well as the impact of the construction and establishment of sanitation facilities such as water pumping or sewage sea outlet.

This contribution will be administered in accordance with the regulations and rules applicable to UNDP.

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**C. CONTRIBUTIONS AND SCHEDULE OF PAYMENTS**

This contribution will be allocated in one installment of US\$ 225,000 immediately after this Agreement has been signed by both parties. The total contribution is inclusive of UNDP's fee to recover the costs of general management support services, which is 7%, and the cost of implementation support services, which shall be charged to the project according to standard service rates reflecting the cost to the service provider. UNRWA will inform UNDP when the contribution is paid via an e-mail message with remittance information to [lynn.khoury@undp.org](mailto:lynn.khoury@undp.org); [elie.tawil@undp.org](mailto:elie.tawil@undp.org)

**D. UNDP REPORTING**

**Narrative Reports**

UNDP shall provide to UNRWA an Interim Narrative Report after six months of the start of the project that shall detail achievements, constraints and impacts with regards to the utilisation of this contribution. The final narrative report shall be submitted within three months after the date of completion of the activities. This report will be accompanied by a financial report signed by the Resident Representative of UNDP in Lebanon.

**Financial**

The Financial report signed by the Resident Representative of UNDP Lebanon shall be submitted within three months of the completion of project activities. The Financial report signed by the Resident Representative of UNDP will provide information according to the following categories:

- a. Amount received
- b. Staff and other personnel costs
- c. Travel
- d. Contractual services
- e. Procurement
- f. Fellowships, Grants and other
- g. Sub-total
- h. Cost recovery
- i. TOTAL EXPENDITURES

At the termination of the project, any unexpended or uncommitted part of the contribution, will be returned to UNRWA, unless otherwise agreed in writing by the parties.

**E. PAYMENT INSTRUCTIONS**

Upon receipt of this Agreement, the funds shall be paid into the following account:

<b>Bank Name:</b>	<b>BANK OF AMERICA</b>
<b>Address:</b>	1401 Elm St., Dallas TX 75202
<b>ABA No.:</b>	111000012
<b>Wire Routing Number:</b>	026009593
<b>SWIFT Code:</b>	BOFAUS3N
<b>Account No.:</b>	3752218192
<b>Account Name:</b>	UNDP Lebanon Representative in Lebanon US Dollar Account
<b>Reference:</b>	"UNRWA" "S&E Safeguards for NBC"

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**F. SETTLEMENT OF DISPUTES**

Any dispute between the parties, controversy or claim arising out of or in connection with this Agreement or its implementation, breach or termination, or the invalidity thereof, not settled between UNDP's Resident Representative in Lebanon and UNRWA's Director of UNRWA Affairs in Lebanon, shall be settled by consultations between UNDP's Administrator and UNRWA's Commissioner-General.

**G. CERTIFICATION AND AGREEMENT BY UNDP**

UNDP certifies that the statement herein, under the heading "Project description and implementation", is an accurate description of the Project and that agreement and acceptance of the terms and conditions of this Agreement Document is indicated by the duly authorized signature below.

Signed: Marta Ruedas, UNDP Resident Representative



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Date: 29 JULY 2009

**G. CERTIFICATION BY UNRWA**

It is hereby certified that the activities described in this document are consistent with the objectives of UNRWA and that agreement and acceptance of this Agreement Document is indicated by the duly authorized signature below.

Signed: Salvatore Lombardo, Director of UNRWA Affairs (Lebanon)



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Date: 28 July 2009

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## Concept Note

### Social and Environmental Safeguards

## SOCIAL AND ENVIRONMENTAL SAFEGUARDS

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## II. SOCIAL SAFEGUARDS

### 1.1. BACKGROUND

The target area of this intervention, Nahr el-Bared Camp (NBC), is located in the Northern part of Lebanon 16 km from the city of Tripoli, wedged between 6 surrounding municipalities and the Mediterranean Sea. The United Nations Relief Works Agency (UNRWA) started providing services to the inhabitants of the camp in 1950 and with its mandate still today intact acts as the sole manager responsible for the area known as the “Old Camp” the original area of habitation. Over the years a belt of new buildings have risen around the original camp. NBC today consists of the “Old Camp” and these newer Adjacent Areas, of which the management requires significant coordination between UNRWA, local and national stakeholders and international agencies. The total number of registered refugees in NBC is 31,023<sup>1</sup>.

In May 2007, whilst most of Lebanon was still struggling to recover from the destruction caused by the July 2006 conflict, violent clashes erupted between the Lebanese army and militants from the Fatah Al Islam radical group in NBC. Three months of heavy fighting took place including aerial and artillery bombardment, leaving the camp in ruins and 31,000 inhabitants displaced and forced to seek temporary shelter in the neighbouring Beddawi and other Palestine refugee camps. Similarly, the residents of the surrounding municipalities found themselves partially displaced, and after the end of hostilities on 2 September a gradual process of return started on 10 October 2007.

The intense aerial and artillery bombardment had caused immense physical destruction in the camp and the neighbouring communities, destroying around 85% of both public and private infrastructure and eroding livelihoods (resulting in 90% unemployment after the war).

In response to the 2007 crisis, UNDP and UNRWA entered into a mutually supportive relationship in order to provide continuous support to those most affected by the crisis, including the preparation of the Return Plan for refugees and the recovery component of the *NBC Emergency Appeal*. UNDP provided support to building the capacity of the Lebanese Palestinian Dialogue Committee (LPDC)<sup>2</sup>. Collaboration between UNDP and UNRWA has resulted in the successful implementation of electricity works in the *Adjacent Areas* and in a contractual agreement to implement the Rubble Removal Project in the *Old Camp*. Similarly, to support the surrounding Lebanese communities, UNDP developed a project for the *Early Recovery of Municipalities of Mubammara, Bebnine, Bhanine, Minieh, Beddawi and Deir Amar*. The intervention is strategically in line

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<sup>1</sup> Figure from survey conducted by UNRWA in 2007-2008

<sup>2</sup> The LPDC, established in 2005, includes representatives from the Lebanese Prime Minister and several Line Ministries, aimed at improving the living conditions of Palestinian refugees and at providing political leverage for the reduction of tensions and the enhancement of security.

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with UNDP's approach to reduce regional disparities and promote peace-building approaches through the reduction of tensions between the Lebanese and Palestinian communities.

### 1.2. SITUATION ANALYSIS AND OBJECTIVES OF INTERVENTION

In May 2008, UNRWA and UNDP conducted an Environmental Assessment (EA) for NBC and surrounding municipalities, which informed the entire recovery and reconstruction process. In addition, some *Social Safeguards* have been already implemented through the recovery and reconstruction process of NBC, such as an extensive consultation on the planning of the reconstruction, provision of monthly rental subsidies, and the organization of *ad hoc* Town Hall meetings with Palestinian counterparts. Acknowledging this experience, the key document delivered at the NBC Donors Conference<sup>3</sup> outlined some Social Safeguards to ensure that interventions are guided by international good practice and implemented with accountability towards beneficiaries. These safeguards will need both implementation and subsequent fine-tuning, by including the UN early recovery guiding principles. These principles stem from a human rights-based approach (including gender issues and vulnerable groups) and should be mainstreamed throughout the reconstruction and recovery of NBC, and UNDP strives to assist UNRWA in the implementation of these social safeguards throughout these processes.

In response to requests to UNDP from UNRWA and the Government of Lebanon, these activities will be conducted in close partnership between the three entities and in collaboration with other key stakeholders.

The **main objective** of this intervention is to improve social standards of beneficiaries through introducing safeguards to ensure a rights-based implementation mode in recovery and reconstruction interventions.

The **specific objectives** of this project are: i) design of an Institutional Grievance Mechanism for the beneficiaries of the reconstruction of NBC, promoting their greater participation and ownership in the reconstruction and recovery process; ii) implementation of a functioning Institutional Grievance Mechanism for the beneficiaries of the reconstruction of NBC in collaboration with UNRWA; and iii) provision of gender-based analysis and input into the reconstruction and recovery process and the mainstreaming of gender equality in NBC recovery activities.

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<sup>3</sup> Government of Lebanon: *A common challenge, A shared responsibility*, Vienna, June 23, 2008. p.72

### 1.3. PROPOSED INTERVENTION

#### *Output 1 – Design of an Institutional Grievance Mechanism for beneficiaries, constructed and functional*

As the recovery process has expanded at a rapid speed due to the nature of the NBC context, there has been a lack of follow-up in terms of perception and concerns of beneficiaries of the process. UNDP shall create an “Institutional Grievance Mechanism” for the Beneficiaries throughout the duration of the recovery and reconstruction operation to set up a platform for community complaints and concerns to be formally and neutrally processed and integrated into future activities, in order to address the gap between the implementation of activities and the perceptions the beneficiaries have of the process. The maintenance of the Grievance Mechanism will be done in partnership with UNRWA. The overall aim of the Institutional Grievance Mechanism will be to improve the quality of service delivered to the beneficiary population – in achieving this the Institutional Grievance Mechanism will deal with (and seek to correct) not only individual beneficiary grievances but also root causes of these grievances. The Institutional Grievance Mechanism will facilitate the participation of beneficiaries in the programming of UNRWA’s interventions – promoting a predictable, empowering, and transparent delivery of services. The main activities under this Institutional Grievance Mechanism will include the following:

- Design of the institutional grievance mechanism for beneficiaries, by a consultant to be hired by UNDP. This design will seek to incorporate and build upon existing efforts by UNRWA in this area; furthermore it will also seek to build upon existing intra-community structures to manage grievances.
- With the support of the consultant, the UNRWA Grievance Officer will interact with various stakeholders to identify the needs, analyse bottlenecks, disjuncture in communications between UNRWA (and other service providers) and its beneficiaries.
- The consultant will analyse existing mechanisms (both formal and informal) for raising grievances and the strengthening of these mechanisms through their inclusion and adaptation in a broader and more systematic model.
- The consultant will identify key staff members in UNRWA (and other service providers) that require specific training on dealing with grievances, and the integration of these individuals into the design process in order to ensure ownership and thus the sustainability of the mechanism.
- The consultant will ensure active participation of direct beneficiaries in the design of the grievance mechanism to ensure that the mechanism reflects the needs of the community.
- The completion of a disseminated report which will be drafted by the consultant, detailing the designed institutional grievance mechanism. The content of this mechanism will need to be agreed upon by relevant stakeholders including UNDP and UNRWA management.



***Output 2 – Implementation of a functioning Institutional Grievance Mechanism for the refugees still displaced from and already returned to Nahr el-Bared Camp***

UNDP shall implement the ‘Institutional Grievance Mechanism’ which is designed as above with the direct cooperation of UNRWA. In achieving this aim UNRWA will commit funds to recruit a Grievance Officer to oversee the implementation of the grievance mechanism throughout UNRWA’s relief, recovery and reconstruction activities once the system has been designed by the UNDP consultant. The responsibility of UNDP will be to train and build the capacity of this staff member (and other staff members as relevant) to ensure that the grievance mechanism is implemented as designed. Consequently there will be significant overlap between Output 1 and 2; however the design vs. implementation stage should be seamless. UNDP’s activities under this output will therefore be as follows:

- Training by the UNDP consultant of an UNRWA ‘Grievance Officer’ (to be hired by UNRWA as an obligation under this project) and other impartial focal points to document and follow-up on both verbal and written concerns.
- Formation and training of a committee/panel, in coordination with the UNDP consultant and relevant UNRWA/UNDP staff, consisting of various stakeholders to process concerns on a regular basis and provide feedback to the beneficiary concerned, as well as to maintain a record of complaints and provide feedback to project implementers. The committee will also follow-up to ensure that concerns are taken into consideration in the redesign and next implementation phase of individual projects.
- Conduct of regular training sessions for UNRWA’s Grievance Officer, Focal Points and the Committee and provision of technical assistance as necessary.
- Conduct of two (2) beneficiary perception surveys.
- Documentation of the lessons learned from the intervention.
- Conduct and documentation of workshops by the UNDP consultant on Protection and a Rights-Based Approach to reconstruction and recovery.

***Output 3 – Mainstreaming gender considerations into NBC recovery and reconstruction activities advocated***

UNDP strives to implement its recovery activities through a rights-based approach. Whilst there is an established Working Group for Human Rights and Protection, gender equality has so far been without a lead agency to drive the agenda. This output aims to target overall recovery and reconstruction interventions in NBC from a gender sensitive perspective, through education of actors as well as construction of a specific action plan geared for the particular NBC context.

The main activities under this output include:

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- Recruitment of a Gender Advisor to provide analysis and tools for the recovery and reconstruction process, mainstreaming gender into all activities undertaken under the Protection Cluster and at ground level, and to provide technical expertise for interventions.
- Formulation and implementation of a Gender Action Plan for the NBC recovery and reconstruction process.
- Formulation of gender tools that are specific to the interventions and context of NBC.
- Conduct of cluster-specific gender sensitisation workshops covering each working group sector.

### 1.4. BUDGET

Personnel (staff, consultants, travel and training) <sup>4</sup>	US\$ 90,000
Training	US\$ 55,000
Miscellaneous	US\$ 5,000
<b>TOTAL</b>	<b>US\$ 150,000</b>

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<sup>4</sup> Note that UNRWA will set aside at least \$25,000 for the hiring of a 'Grievance Officer' over the period of the project's implementation, in addition to the allocation under 'Personnel' for this post.

## II. ENVIRONMENTAL SAFEGUARDS

### 2.1. INTRODUCTION

#### 2.1.1 BACKGROUND

The rebuilding process requires major activities such as rubble removal, and the total rebuilding of thousands of housing units and all associated infrastructure. According to international and national guidelines, an Environmental Impact Assessment is needed to evaluate the potential impacts that may result from the projected activities. As noted in the Government document delivered at the Donor Conference, *“a full, comprehensive Environmental Impact Assessment (ELA) of all NBC recovery interventions could delay significantly the return of the displaced population of NBC. Therefore, the ongoing EA will be expanded in order to assess all possible effects of the return process to the environment in a timely manner, evaluating alternatives and designing appropriate mitigation, management and monitoring measures. The ELA will consider the natural and social aspects of the project in an integrated way”* (p.73).<sup>5</sup>

For funding purposes, the reconstruction of Nahr el-Bared Camp (NBC) also requires an EIA that complies with international standards, such as the environmental guidelines of the World Bank.

The main goal of this project is to assess the impacts of construction activities as well as the construction and establishment of sanitation facilities such as a water pumping station and a sewage outlet to the sea.

#### 2.1.2. PROJECT OBJECTIVES

In order to achieve the goal of the project, it is a necessary prerequisite to understand the area, evaluate the major receptors of environment impact, and identify the potential sources of impact, as follows:

- Identify, describe and understand all the main project activities that are projected to occur during reconstruction and recovery activities;
  - Assess the baseline conditions prior to the initiation of any activity, especially in terms of receptors' sensitivity in the area;
  - Evaluate the potential impacts on the identified receptors that may result from reconstruction and recovery activities;
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- Propose feasible, practical and integrated measures that help mitigate the identified impacts resulting from the reconstruction and recovery activities; and
- Propose an environmental management plan that helps achieve environmental standards in the reconstruction and recovery activities, and ensures sustainability of future operations.

The EIA shall be completed within 3 months of the date that the inter-agency agreement is signed.

### **2.1.3. STRUCTURE**

The assessment shall consist of the following tasks:

- Description of the project activities;
- Baseline assessment (desk review, and additional field work);
- Identification of sources of impacts on receptors, and EIA; and
- Development of an environmental management plan.

## **2.2.SCOPE OF WORK**

### **PHASE I: PROJECT DESCRIPTION**

This phase includes the description of the project, along with all the involved activities, which include but are not limited to:

- Excavations;
- Construction of buildings, including housing and business units;
- Implementation of a short term sea outlet for raw sewage discharge through a pipeline to the sea;
- Construction of waste water and water supply networks including a pumping station, reservoirs, pipes etc.;
- Installation of power infrastructure (network, transformers, etc.); and
- Construction of a road network.

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### **PHASE II: BASELINE ASSESSMENT**

Based on desk review (notably the Damage Assessment Report prepared by ELARD), and additional field investigations, the baseline assessment will aim at the characterization of the area (meteorology, topography etc.) and of the major receptors as follows:

- Sea water, marine ecosystem, seashore, biodiversity;
- Available water resources in the area (surface and ground water);
- Soil;
- Air quality and noise; and
- Human health upon completion of the reconstruction of NBC.

Except for the marine ecosystem, information about soil conditions after rubble removal, air and noise quality, general topography, meteorology, surface water and ground-water are all available from the field investigation of the Rapid Damage Assessment conducted in NBC.

Among the receptors that need to be evaluated in the EIA is the marine environment, which shall be thoroughly assessed in terms of biodiversity, dilution capacity for pollutants, etc. given the proximity to the seashore of the whole area and projected activities there. In addition to biodiversity identification, sediments and water characterization, a dilution model is proposed to acquire dilution and dispersion parameters for the sea as a function of distance from the shoreline.

Additional investigation shall include grid soil sampling in the cleared area, upon rubble removal completion. It is anticipated that about 20 samples shall be analyzed for indicator parameters such as TPH (Total Petroleum Hydrocarbon) for diesel or gasoline contamination, and lead for exploded ordnance contamination. Measurements for noise and air quality including particulate matter, and air emissions shall be undertaken in the area, to set the baseline for air quality and noise prior to initiation of construction activities.

### **PHASE III: ENVIRONMENTAL IMPACT ASSESSMENT (EIA)**

The EIA will entail the following:

- Identify all the environmental impacts associated with the activities of reconstruction and recovery;
- Propose criteria to assess the significance of the impacts;
- Using the agreed upon criteria, identify significant environmental impacts from the proposed activities on the major receptors;
- For each significant issue of concern, provide a sufficient level of quantification and assessment, to the extent possible, to allow for development of appropriate measures to be adopted in mitigating the impacts.

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### **PHASE IV: DEVELOPMENT OF AN ENVIRONMENTAL MANAGEMENT PLAN**

Based on available collected information, and the EIA, an environmental management plan will be developed for the reconstruction activities including all the projected activities. The plan will help secure sustainability and enforcement of environmental standards in the rebuilding process

### **2.3.BUDGET**

Personnel (staff, consultants, travel and training)      US\$ 75,000

*(1) Including: air noise quality monitoring, sea water sampling and analysis, TPH, dry matter, lead*