

Action Contre la Faim, Lebanon Cash for Work Programmes Standard Operating Procedures



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Glossary

| | |
|---------|---|
| ACF | Action Contre la Faim, Lebanon |
| CBI | Cash Based Intervention |
| CfW | Cash for Work |
| e-Cards | Electronic Cards |
| DRC | Danish Refugee Council |
| ECHO | Directorate-General for Humanitarian Aid and Civil Protection |
| EMMA | Emergency Market Mapping and Analysis |
| FSL | Food Security and Livelihoods |
| IGA | Income Generation Activities |
| INGO | International Non-Governmental Organization |
| ITS | Informal Tented Settlements |
| LHIF | Lebanon Humanitarian INGO Forum |
| MFT | Multi-Functional Team |
| MoU | Memorandum of Understanding |
| MoSA | Ministry of Social Affairs |
| NFI | Non-food Items |
| NGO | Non-Governmental Organization |
| M&E | Monitoring and Evaluation |
| PAB | Pre-Assistance Baseline |
| PDM | Post-Distribution Monitoring |
| TdH | Terre des Hommes |
| SCI | Save the Children International |
| SDC | Social Development Center |
| UNHCR | United Nation's High Commissioner for Refugees |
| VASyR | Vulnerability Assessment for Syrian Refugees |
| WFP | World Food Programme |
| WVI | World Vision International |

1. Objective and Scope of this document

The present document intends to define the roles of responsibilities of all the actors involved in the Cash for Work (hereinafter CfW) activities being developed by Action Contre la Faim (hereinafter ACF) and his partners in Lebanon.

The activities regulated by this document are to be developed within a pilot CfW scheme in south Lebanon and under the framework of the project “Humanitarian assistance to the population affected by the Syrian conflict” (reference 2013/00801/RQ/01/02), which is being implemented in South Lebanon from November 1st, 2014 until June 30th, 2014, and is funded by ECHO – the Directorate-General for Humanitarian Aid and Civil Protection –

ACF ran a specific feasibility study on potential cash for work activities in South Lebanon between June and August 2013. Tyre and Nabatyeh municipalities were assessed on potential support needed in neighbourhoods with high density of Syrian refugees.

The methodology included secondary data review, interviews with main stakeholders and five focus group discussions with resident refugees. The assessment was run by ACF team in the field. The stakeholders' mapping included Syrian refugees in Tyre and Nabatyeh and local municipalities (majors and managers); advice and opinions of other agencies and UN bodies were also considered.

2. Background Information

ACF started food distribution activities in southern Lebanon in December 2012 as implementing partner of WFP in the *Food for Vouchers* Program. At the moment, ACF is distributing food e-Cards in the districts of Saida, Jezzine, Tyre, Bint Jbeil, Hasbaya, Marjeyoun and Nabatiyeh. ACF has also been involved from October to December 2013 in the verification visits for the appeal process of Syrian refugees excluded from food and non-food items (NFI) assistance in the districts of Saida, Jezzine and Tyre.

In order to provide cash support and create livelihood opportunities for vulnerable households, ACF is setting up a pilot CfW work scheme in Tyre and Nabatiyeh. Beneficiaries – mostly Syrian refugees but the scheme is open to Lebanese and other vulnerable households – will apply to be considered in the scheme and will be selected according to certain criteria (i.e. vulnerability).

In the context of the Syrian refugee crisis, CFW interventions can fulfil a number of parallel objectives:

- Support households to meet their minimum expenditure requirements and reduce negative coping strategies by providing a temporary income source

- Provide temporary employment to refugees and host community members (with limited or no income) on community-driven projects
- Provide flexibility to beneficiaries to withdraw from work if they find a permanent employment.
- Reduce tension and enhance relations between refugee and host community (if designed appropriately)
- Strengthen the relation between ACF and local municipalities

In line with similar programs run by other INGOs in Lebanon, and taking into consideration the current labour market for Syrian refugees (see the EMMA assessment for Lebanon 2013¹), the scheme relies on the foundation that each beneficiary will work a maximum of 10 working days per month, on a daily rate of 20 USD per day and for a maximum cycle of 3 months.

During the meetings held with the local authorities on the design phase, a support to the municipal solid waste collection and management services was identified primarily. This primary axis of activities for the CfW scheme would be specifically focused on poor areas; therefore targeting specially those zones that have recently witnessed an increase in population due to the influx of Syrian refugees.

Regular planning meetings with responsible representatives of the authorities have taken place to organize activities, works and responsibilities. Local authorities will provide transport for the workers and machinery to collect the solid urban residues. The waste collection at municipal level will be performed by men and will be remunerated through electronic cards (e-Cards). Apart from improving the overall situation of the public health, through a strengthened solid waste management (part of the WASH projects' cycle); the CFW scheme also contributes, through an engagement of refugee population in public-service activities, to diffuse tension between refugee population and host community. Other kinds of activities to consider as feasible and suitable for the CFW scheme would be:

1 Agriculture:

- 1.1 Maintaining planting areas,
- 1.2 Cutting, raking and burning grass or looking for alternative disposal methods;
- 1.3 Spreading topsoil and seeding greens;
- 1.4 Collection and disposal of residues

2 Construction:

- 2.1 Laying and/or patching tarmac or concrete pavements, gutters, culverts, etc.
- 2.2 Digging ditches and laying pipes;
- 2.3 Repairing sandstone;
- 2.4 Painting old buildings;
- 2.5 Moving furniture, equipment, and materials;

¹<http://reliefweb.int/report/lebanon/lebanon-emergency-market-mapping-and-analysis-emma-executive-briefing-analyses>

In addition to this main set of activities, a second complementary line of intervention might be articulated if necessary. If during the application process, especially vulnerable cases are detected with genuine protection concerns (i.e. to avoid child labour), unconditional cash assistance can be provided.

3. Cross cutting issues

Two main cross-cutting components will be taken into consideration in any CfW activity:

- a. Gender: Specific attention will be placed on promoting the involvement of female workers in ACF's Cash Based Interventions (CBI) and/or ensuring the support of especially vulnerable female-headed households through unconditional cash assistance and/or income generating activities (IGA) support. Specific identification of suitable tasks for female beneficiaries will be encouraged, which enable them to participate without undermining the protection scenario of the whole household and without reinforcing stereotyped gender roles while the visible feature of the CWF related activities is maintained. Moreover, ACF International has recently elaborated a Gender Policy and a Toolkit that will be rolled out in all missions during the first half of 2014.
- b. Environmental care: considering that the main line of pre-identified CfW activities is focused on urban solid waste management, an environment-sensitive approach shall be ensured throughout the present document and the whole programme. Specific attention shall be given to:
 - i. Establishment of adequate waste disposal areas that are far from dwellings, with very limited potential of contamination of ground water;
 - ii. Recycling of waste which will reduce the accumulation of garbage and may favour local economy and will possibly generate a small income for local actors if economic compensation is finally introduced;
 - iii. Conservation of the environment and creation healthier and cleaner environment that will contribute to enhance living standards for refugee population and hosting communities.
 - iv. Compliance with ACF's Environmental Guidelines as an integral part of these standard procedures, as well as with the specific Waste Management Guidelines (revised in 2010 and based on the IASC Guidelines on Humanitarian Action and Environment)

4. Methodology

The methodology to be followed is explained in the following subsections. The order of the sections tries to follow the logical order on which each dimension should be addressed but in certain cases, there are parallel efforts implied in order to develop components affecting one each other and an actual need to plan them accordingly.

As a summary, below is summarized the CFW workflow as it has been designed and to be followed during the implementation of the present programme:



Figure 1: ACF's workflow and methodology for CFW

As it will be described in the following sections, certain steps are merged within the same methodological steps

4.1 Previous considerations

As there are a high number of refugees presently residing in Lebanon at this time, the project aims to identify the most vulnerable beneficiaries.

Vulnerability will be assessed on the basis of the guidelines provided by WFP and UNHCR under the Vulnerability Assessment Guidelines (June 2013). Among the main parameters used to score vulnerability are: minimum food basket, dependency on humanitarian aid, sources of income/temporary employment, food expenditure share (for food/cash for work related activities) and presence of latrines/toilets, access to water, incidence of water borne diseases,

access to hygiene items (for WASH related activities), along with general criteria on vulnerability (number of children, general health conditions, housing).

On the other hand, the programme's constraints that need to be born in mind are:

| Cash for Work | Unconditional Cash |
|---|--|
| 350 beneficiaries | Margin to cover these from CFW resources: 200USD/month (max. x3 months) |
| 160 workers per municipality (Tyre/Nabatiyeh), total of 325 regular workers | Possibility to support extremely vulnerable cases and to address protection concerns |
| 25 supervisors/focal points | IGA |
| Maximum 10 days of work per month | Max. 50 beneficiaries |
| Maximum 3 months of work | Flexibility: unconditional cash can be considered |
| 20USD for workers | Budgeted 400USD per this kind of beneficiary |
| 25USD for supervisors/focal points | Can be used for vulnerable cases |

Table 1: CFW Programme Constraints

4.2 Partnership with Municipalities

ACF is registered in Lebanon and coordinating its work with the Ministry of Social Affairs (MoSA), to which it regularly provides information on its humanitarian activities.

Starting from ACF previous work in south Lebanon and more especially during the first assessment conducted, good formal relationships have been established with several local authorities. During the preparation phase of the cash for work initiative ACF held meetings with the local authorities in Sour and Nabatiyeh.

In such identification phase ACF discussed and agreed about the CFW project's overarching principles with representatives from the Municipalities without formal agreement. Additionally, further negotiation and discussions had to be held after the kick-off of the project in order to define the basic terms and areas of responsibilities for each partner.

The next table summarizes the main duties/tasks to be covered within the agreements and discussions hold with municipalities:

| Municipality | ACF |
|---|---|
| Ensure to inform all involved staff of the CfW approach of goals | |
| Nominate a Focal Point | |
| Publish the Announcement in different platforms | |
| Agree on the selection criteria | Ensure the selection criteria comply with humanitarian standards and other agencies efforts |
| Identification of municipal works and sites | Contribute to the selection of works |
| Agree on a workplan according to the programme's constraints | |
| Select and assign (technical) supervisors to oversee the works | Assess the municipal capacity to supervise all the groups and sites |
| Compile the needs (tools and materials) to carry out the works and inform ACF staff | Procurement and supply of items according to ACF logistic standards |
| Store and distribute the purchased needs and materials | Facilitate the nomination of a beneficiary focal point per workgroup |
| Provide transport to the beneficiaries to the working sites | FinAdmin management of the beneficiaries : beneficiary contracts, payment methods, issue payments |
| Ensure protection and safety of beneficiaries during the working hours | Liaise and follow-up with the beneficiaries |
| Continuous work follow up and planning adaptation | |
| Provision of heavy machinery needed for the implementation of the works | Ensure transparency and effectiveness through, but not limited to, field visits |
| | Ensure accountability and problem solving mechanism |
| | Liaise with ECHO |
| | Manage the visibility of the project |
| | Decide upon the final ownership of the purchased items |

Table 2: Shared and specific responsibilities

After the main aspects of the table above have been agreed upon, ACF have outlined a model of formal Memorandum of Understanding (MoU) with Municipalities regulating the partnership during the implementation time of the programme.

During the whole process, both ACF and Municipalities will closely coordinate on the plan of activities and supervision of beneficiaries.

An English model of MoU has been included in **Annex A**.

4.3 Selecting works and work plan designing strategies

After the first rounds of negotiations with the municipalities, it has been detected an actual need to clarify with them the constraints of the programme. One of the key messages in need to be reiterated is that the objective of the programme is not the creation of job positions but the support to vulnerable families, with the additional benefit for the communities thanks to the works performed.

The constraints defined previously in Table 1 determine closely the way these works are organized. From the first rounds of meetings with the municipalities, it seems that they tend to believe they can organize tasks for some 160 persons and during 6 months. However, the reality and limits of those constraints led to identify two kinds of works and way of organizing them:

- a. Continuous works: the continuous works are those maintained during the whole year at municipal level, probably were ongoing even before the project began and may need for further support due to the additional burden derived from the increased refugee population.
 - i. These are, in general, the municipal services, and have the advantage of having already certain capacities developed around them
 - ii. The main works mentioned and identified so far are urban solid waste collection and municipal gardening (beautification of public spaces)
 - iii. These are more labour intense – demanding and consuming in terms of workforce – and need of better planning because they require to assign multiple groups in order to ensure time-continuity (please recall the 10 days per month limit)
- b. One-shot works: when the CFW scheme is presented, municipal representatives tend to think more on an increased support of continuous works but after several conversations there are specific persons in the municipalities that also realize that there is space for small municipal projects that have lost priority as time passed by.
 - i. These are in general, needed works that might not require a continuous effort but have been forsaken for other more-urgent issues.
 - ii. Even if the typology is similar so far, they may include the cleaning of certain specific forest areas spreading some *dunums* that can be used for other public activities (parks) or to avoid future problems (beautification, firewalling).
 - iii. These can be planned as one shot intervening assigning a bigger workforce for less time in order to complete the tasks faster.
 - iv. The time forecast need to be accurate in order to avoid future planning issues.

For example, in the figure below a tentative workplan is presented for 160 cash workers with 12 supervisors. It would comprise a continuous work during the 6 month and another smaller task (one-shot) planned for three months:

- b. Availability of supervisors: in the previous example, there is a minimum of 2 groups and maximum of 4 groups to be supervised and follow up. Enough staff from the municipality shall be ensured accordingly
- c. Need for transportation: in the same example, there is a need to move from 32 (months 1, 5 and 6) to 54 persons (months 2, 3 and 4) from the municipal office to the working site. The availability of vans, cars and trucks to move all these people (depending on the distance to the working sites) needs to be discussed.
- d. Machinery: also depending on the specific tasks, the available (heavy) machinery shall be verified accordingly.
- e. Safety: the application of safe and secure work environment measures shall be discussed and addressed and the capacity of the municipality to deal with unexpected scenarios. A component of safety tools and materials shall be included within the procurement process agreed together with the municipality.

If there is not enough capacity to handle the tasks and groups the involvement of other municipalities in the areas can be sought in order to ensure geographical coherence.

4.5 Public Announcement and Dissemination

After the basic minimum assignation of roles and responsibilities has been outlined within the MoU signature, a public announcement shall be published in order to inform the different stakeholders of the programme and the different alternatives to participate as well as the requirements.

The basic idea is to fit the announcement on an A4 or A3 sheet, thus being able to pin it in different places. The minimum information contained shall be:

- a. The project information and the donor (ECHO)
- b. The call for applications
- c. Working modalities (if any)
- d. Specific examples of the kind of works pre-identified
- e. Eligibility criteria
- f. Final selection and criteria
- g. Practical information
 - i. Timeframe of the call
 - ii. Documentation to be provided with the application (refugee card, eCard copy)
 - iii. Working conditions
 - iv. Additional information

An English model of the Public Announcement has been included in **Annex B**.

The dissemination of the announcement shall be done following three communication channels:

1. **Municipality:** in the municipality building and any other offices and premises they might manage and have access to, such as Social Development Centers – SDC – the announcement shall be placed both in and outdoors, also spreading the word and informing the candidates pre-identified by them or on their list and any other mean they might consider. Special care shall be given to outreach non-Syrian candidates (Lebanese, other refugees, unemployed economic migrants)
2. **ACF:** making sure the announcement is spread by its staff and during its activities (distributions, household visits, ITS visits, shop monitoring, field assessments, coordination meetings) or through ad-hoc activities (handing out leaflets on ITS and other sites) in the areas of concern (Tyre and Nabatiyeh)
3. **Other stakeholders:** due to joint efforts of both ACF and the municipalities, other stakeholders such as UNHCR, WFP, local associations, I/NGOs² will be contacted and briefed in the programme and its timeframe. For those organizing distributions (household or ITS level), field activities, information desks and other interventions where direct engagement of the refugee community is foreseen, hardcopies of the announcement (leaflets) will be provided to distribute among beneficiaries.

Special attention shall be given to the potential candidates living in non-collective shelters (rented flat of shared houses) to ensure they are effectively reached by the announcement.

Involvement of media in different stages shall be also considered in order to maximize the effectiveness of the dissemination efforts: on the signature of the MoU, after the first groups start working, through ACF communication officer and on formal events or project's milestones.

4.6 Working Modalities

Linked to the preparation and planning stage, the working modalities should be established and pre-defined. Currently, there are three modalities that have been pre-identified:

| # | Modality | Description | Payment mode |
|---|------------------------|--|--------------|
| 1 | Daily Workers | This modality refers to non-specific works and tasks that do not require previous skills and/or training. They are usually physical tasks carried out outdoors on the municipalities. This modality and category will be the main group within the programme | 20USD/day |
| 2 | Skilled Workers | This modality refers to workers performing tasks that require previous specific skills or training (computer skills, construction knowledge, | 25USD/day |

² In South Lebanon: Sheild, InterSOS, DRC, Terre des Hommes (TdH), Mercy Corps and any other actor operating in either Tyre or Nabatiyeh

| | | | |
|---|---------------------|---|--------------------------------|
| | | gardening...). If requested by the municipalities these workers would be conducting the technical overview of the works including briefing/training of the daily workers to perform such tasks | |
| 3 | Supervisors | If the municipality and/or ACF requires a coordinator from the beneficiaries, supervisors can be sought in order to overview and follow up the daily/skilled workers, check the attendance, liaise with the municipalities, etc. attention should be paid to the recruitment in order to avoid tensions within the beneficiary groups (ensure acceptance) and always if there is proven need for a full-time supervisor. The supervisors can also join the daily workers in conducting the tasks if deemed necessary in order to complement the whole working day. | 25USD/day |
| 4 | Focal points | <p>When the supervisory function can be ensured by the municipality through its staff or it cannot be ensured the need for a full time supervisor, an alternative focal point can be sought. The main idea of the focal point is, at least, to make a more effective coordination. The focal point would be the link between ACF, the municipality and the group of workers. He/she should be appointed by the group of workers itself (or as much as possible) in order to ensure acceptance and facilitated by ACF in order to make sure that someone knowledgeable of his/her peers is chosen. This person would be in charge of :</p> <ol style="list-style-type: none"> informing on people not able to attend work due to sickness or other major reasons, remind them to appoint a substitute and report on people leaving the city/country and the like He would also gather complains and feedback from the workers towards ACF/municipality He would transmit message from ACF/municipality to his/her group <p>He/she has no additional responsibility than liaise with ACF/municipality, acting as a daily worker during the rest of the time. An allowance for at least communication/transportation would be added to this position.</p> | 20USD/day + extra allowance |

Table 3: CFW working modalities

So far in the early stages of the programme the need for skilled workers and supervisors has not been deemed necessary. As the programme evolves and the nature and scope of the tasks performed is more clearly assessed, this fact might be amended. Therefore, and during the initial stage, the working and coordination scheme will rely on daily workers and focal points. The focal points will be appointed during the briefing with the beneficiaries and creation of working groups.

4.7 Application procedure

There are several variables to consider in the application procedure which are closely link to the work plan and the actual tasks/works and working modalities pre-identified.

One of the main issues will be the number of calls for applications. The number of cycles needs to ensure the following constraints:

1. The amount of candidates per cycle will closely determine the staffing capacity to conduct the planned tasks,
2. Each cycle needs to be tailored in order to be able to absorb the amount of candidates selected through an effective mapping of persons needs
3. It is advisable to start with low numbers during the first cycle of works until the real capacity of the municipality is verified and until a regular rhythm of work is ensured
4. Due to external factors such as the increased mobility of the refugees (both inside Lebanon and back to Syria), the waiting time before being called to participate should be reduced as much as possible
5. If the numbers of applications received allow, a balance between the waiting time and the need for a quick procedure to substitute workers must be designed: there are different approaches to be considered
 - a. A pool of preselected candidates that will be prioritized for the next cycle of works
 - b. Increasing the number of calls for applications and speeding up the selection procedure for each
6. Subsequent calls for application will make sure that other potential candidates that might have not been reached by the public information efforts can apply at a later stage.

After the first round of internal discussions and planning it was decided that, tentatively, **two calls for proposals will be organized** on each location and dividing the targeted amount of beneficiaries among them. Therefore the first call for candidates will seek 60-80 workers both in Tyre and Nabatiyeh and a second call will be organized in three months' time. In any case, depending on the amount of application further rounds might be needed; in that case, they will be planned for and organized accordingly.

The application procedure will be on site: with the support of municipality a place will be looked for and made available to gather together all the potential interested people. During the “application day”, three objectives will be pursued:

- a. Clarify any doubts the potential candidates might have
- b. Support the applicants to fill in the application/questionnaire on a format aligned and designed specifically to speed up the scoring of the applications and the final selection.
- c. Enable the participation of illiterate applicants
- d. Compile concurrently additional required information: copies of IDs, refugee cards, available CBI e-cards and signature of the application clauses (confidentiality and data sharing agreement with municipalities)

The application procedure shall be closed and maximum transparency shall be ensured. There will be no application accepted outside the agreed dates and locations and potential applicants would need to wait until the next call if they do not apply on time.

In any case, there might be a need to consider the setup of a fast-track application channel if extremely vulnerable cases are detected during the implementation of the programme.

The model of the application form (questionnaire) has been included in **Annex C**.

4.8 Hotline, troubleshooting and accountability

In order to support the public announcement and dissemination of information, two ad hoc hotlines have been set up, one for each localization:

- Tyre Hotline: (+961) 76870898
- Nabatiyeh Hotline: (+961) 76812660

Each hotline is managed by a dedicated field officer and a checklist is under preparation in order to make sure that all the potential interested candidates are properly informed on the key issues and aspects of the programme.

The hotlines will be especially relevant and needed while the calls for applications are open but they will also be open and available regularly to establish an alternative communication channel for beneficiaries apart from the supervisors, and always when the focal points may not be the best alternative or when there are sensitive issues that need to be raised privately.

The hotline is also intended to be an accountability mechanisms towards beneficiaries enrolled in the programme.

Other alternative accountability mechanisms that might be used as needed would be:

- Project info leaflet to be shared with municipality

- MoU document to be clearly discussed and explained to the municipality through formal sessions in order to ensure an effective and aligned partnership
- Regular follow-up on the project approach (assistance, not work), sensitization of stakeholders and explanation of the project and its accountability mechanisms during project visits
- Setup of a mobile helpdesk to inform and collect complaints and suggestion

4.9 Selection criteria

The selection criteria must ensure three main **principles**: flexibility, compliance and accuracy. First of all, flexibility, because there are three main scenarios for the calls for applications that have been already pre-identified and are detailed below: hence, the selection criteria has to be flexible enough to be able to adapt to these accordingly.

Secondly the compliance principle needs to be ensured, because the current situation in Lebanon requires a careful alignment with other humanitarian processes. For instance, the Vulnerability Assessment for Syrian Refugees (VASyR), conducted by WFP, which triggered the change to a targeted assistance strategy for food and NFIs on 2013, needs to be considered. Moreover, once the VASyR was published, and given the “ongoing verification” of Syrian refugees planned for 2014, there is a need to align the selection criteria of the present CFW programme with this kind of efforts in order to avoid undermining these processes and any other assistance scheme. In the same way as with assistance modality, which has been aligned to other major efforts in CBI, the selection criteria needs to make sure it targets the population in dire need of support for their families; and always avoiding to create a flow of beneficiaries migrating from other kinds of assistance. In parallel, compliance will be sought with ACF’s policies and guidelines for cash based interventions (CBI) and Food Security and Livelihoods (FSL) activities.

Finally the selection criteria must prove to be accurate. Different dimensions and parameters need to be assessed in order to provide an adequate stratification of the applicants. Similarly, the parameters assessed shall provide information enough to prioritize and select even among those beneficiaries that are in similar vulnerability conditions.

Considering these main principles, **three main scenarios** have been envisaged:

- a. Under-application: due to the nature of the works offered and/or the conditions, less applications than the available positions are received.
- b. Regular application: enough applications are received to cover all the available positions
- c. Application with exceptions: special cases of concern (protection-wise) are received during the regular application. This is actually a special scenario that might occur in any case; hence these cases will be screened carefully.

Following the principles and scenarios the **main selection criterion is the self-targeting**: beneficiaries shall apply in order to express their willingness to participate and accept both the nature of tasks they will be performing and the conditions of the assistance. Drawing on past experiences of similar cash for works schemes, the unskilled nature of tasks that have been preselected might cause certain reluctance to participate by certain potential beneficiaries such as the Lebanese host community. On the other hand, the assistance rates, which are in line with the wages for daily workers according to the Syrian labour market prior to the crisis, may hold potential candidates back from applying if they have access to other casual work opportunities with higher payment rates. Hence, the self-targeting criterion has been selected as the overarching principle for selection.

Apart from the main criterion, the selection and targeting shall be based upon two sets of criteria that are aligned with the principles described above in this section:

- a. Lightweight criteria: mostly demographic.
 - i. Gender
 - ii. Nationality (to ensure the 70% Syrian refugee and 30% host communities ratio)
 - iii. Age
 - iv. Size of the household
 - v. Access to assistance
- b. Heavyweight criteria: Vulnerability and FSL related parameters but also those linked to protection and dependency.
 - i. Protection status
 - ii. Number of dependants in the household
 - a. Number of children under 5
 - b. Presence of pregnant and lactating women
 - c. Presence and number of persons with disabilities and sickness
 - iii. Kind of residence
 - iv. Kind of occupancy
 - v. Recent access to job
 - a. Debts
 - vi. Expenditure level (and % of expenditure for food and rent)
 - vii. Food consumption score
 - viii. Coping strategies index

The specific scoring, weights (if a weighted schema is chosen) and details for each set and every parameter, as well as the in-depth procedure applied to calculate the numeric scoring for each application form (questionnaire) has been included in **Annex D**.

The questionnaire has been developed in order to align and harmonize it with exercises to capture vulnerability adopted by humanitarian agencies in Lebanon (VASyR questionnaire, Verification questionnaire, UNHCR winterization program and its PAB/PDM forms, WFP Food voucher program's PAB/PDM mechanisms and M&E tools). Due to the self-targeting principle

of the program, the VASyR vulnerability scoring has been adopted, thus fully harmonizing the calculation of vulnerability with the VASyR and appeal verification methodology.

Considering that VASyR is the most comprehensive tool to detect vulnerability in Lebanon and the verification questionnaire is a simplified version of the VASyR. It can be concluded that there is a general agreement on this fact (especially after the VASyR meeting held on January 30th in Beirut) among the vast majority of the humanitarian community in Lebanon, including the Lebanon Humanitarian INGO Forum (LHIF). As a consequence of this, what it was finally suggested and agreed between ACF and WFP was the possibility of using the verification questionnaire – and the consequent data analysis – to detect and score vulnerability. This would benefit as well on the following advantages: (i) harmonization with other approaches and general humanitarian trends; (ii) methodologically sound; (iii) data gathering and analysis streamlined within ACF current expertise and operations in south Lebanon; and (iv) improvement of timing given the involvement of WFP.

Therefore, the same VASyR methodology and scoring system has been chosen and it's been agreed to be followed to ensure the stratification and discrimination features enabling to properly select the final beneficiaries. In any case, and following on the vulnerability scoring³, the threshold⁴ used during the verification of the appeals for the excluded refugees does not necessarily need to be followed and applied. Following WFP's defined threshold may override the self-targeting principle; therefore the VASyR score will be used to stratify and discriminate but cases below such threshold may be selected by ACF as final programme beneficiaries.

Finally the combined selection criteria can be applied for each scenario:

| Scenario | Selection criteria | Remarks |
|-------------------|--|---|
| <i>Under</i> | The self-targeting criteria will be prioritized and applied over the complete selection criteria based on the final score | Cases meeting exclusion criteria need to be filtered |
| <i>Regular</i> | The complete criteria combining self-targeting and final application score will be applied | Cases meeting exclusion criteria need to be filtered |
| <i>Exceptions</i> | Based on genuine protection concerns such as female headed households, extreme dependency ration on the head of household, avoidance of child labour, the exceptions need to be assessed on a case to case basis to determine their eligibility for an unconditional cash assistance or IGA support. | Exceptions might need further information to be gathered on an ad hoc household visit. Specialized protection staff's support from UNHCR or other agencies may be required |

Table 4: Applicability of selection criteria (with remarks) per scenario

³ 8 categories analyzed, maximum 4 points on each giving a maximum score of 32 for the most vulnerable
⁴ Above 20 is the minimum score for re-inclusion. Cases close to the threshold (20 points) and below were analyzed on a case by case basis by the Multi-Functional Teams (MFT) called by WFP and composed by them and UNHCR and implementing partners (ACF and SHEILD in South Lebanon)

As it is mentioned in the previous section and table there are certain exclusion criteria that need to be cross checked at the very first stage of selection. Some of them are quite unlikely to be found, such as potential applicants stating they already have a longer term job, however it is worth clarifying them and even requiring a household visit to make sure of validity of the application form.

4.10 Selection procedure

In order to ensure the validity and accountability of the final selection, the final list of beneficiaries for each call for application would be validated by a committee composed by:

- ACF staff (one expatriate and one national staff)
- Municipality representatives (the focal point for the project and the responsible for community services)
- One community representative
- One external agency such as UNCHR and/or WFP (protection staff will be prioritized)

The main idea after compiling the applications is to make sure the final selection per cycle ensures transparency and accountability through the endorsement of the selected beneficiaries by the committee. Therefore, the entry point to assess each batch of applications will be the scoring system described in the previous section.

WFP's support will be requested in order to score the applications and a list will be compiled and ordered by vulnerability score will be discussed during the committee meeting. The list will be composed following the following criteria:

- Each application will be identified by either UNHCR registration number or ID (for Lebanese nationals). Other univocal documents can be used if needed.
- The list will follow the blind selection principle: the nominal information (full name, parents name, etc.) will be removed from the list to ensure a selection based on vulnerability and technical criteria and avoid conflicts of interest.
- The rest of information (categories) allowing the committee to verify specific cases' vulnerability will be maintained on the list for discussion.

Following on this list, a general discussion on the available applicants, their vulnerability score and the actual needs of work groups as agreed by the municipality will be held and, as it's been pointed out before, beneficiaries whose vulnerability score is below the threshold might be eligible if agreed and endorsed by the committee, after having checked the final list.

Moreover, the objectives of the committee's sessions would be:

1. Compare the list of applicants against the data available by the participants in order to avoid assistance overlapping and triangulate the information

2. Validate the rapid selection of cases via the numerical scoring system (a small sample might be verified depending on the caseload)
3. Agree on possible excluded cases
4. Identify protection concerns among the applications and agree upon the steps forward (household visit with protection specialist, referral and propose for unconditional cash/IGA support)

The committee will sign the final list of the selected applicants and only the selected candidates will be contacted and called for a briefing session before starting the works.

4.11 Briefing and organization of the teams

After each batch of beneficiaries is selected, a briefing session will be organized with the selected applicants.

The briefing sessions' objectives will be the following ones:

1. Explain and sign the beneficiary agreement with ACF and any other document required. Emphasis on confidentiality and data sharing with municipalities (information for daily follow up lists) will be ensured.
2. Organize the working groups following geographical criteria to facilitate the flow of information between beneficiaries living nearby
3. Facilitate the process of nominating one focal point per group
4. Informing on the tasks to be carried out, the organization, the communication channels and the tentative work plans
5. Explaining the accountability mechanisms and the use of the hotline
6. Setting contingencies and mechanisms in case of sickness
7. Gather the documents needed to issue the new e-cards (when applicable) or the e-card number for actual card holders from other programmes

The model of the Beneficiary Agreement has been included in **Annex E**.

4.12 Pre-Assistance Baseline and Post distribution Monitoring

After each cycle's selection and once the groups have been organized and they are actually carrying out the tasks agreed upon with the municipality, the measurement of the provided assistance's impact will be streamlined through Pre-Assistance Baseline (PAB) versus Post Distribution Monitoring (PDM).

The PAB is directly done on registration, because the application includes the form to score each applicant's vulnerability and, thus, their suitability to be covered by the program. Hence, the

PAB is directly the questionnaire reflected in **Annex C**, which follows the logic and criteria for selection and scoring described before (see section 4.9).

With such baseline, and after the first distribution of e-cards have been completed, at least one (after the finalization of assistance) and up to three additional rounds of PDM can be conducted (one per month following the work cycles) in order to check the evolution and impact of the assistance provided.

ACF shall assess the technical suitability of the finally agreed questionnaires and forms, more especially in the case of PDM, where more detailed information might be needed to effectively perform the impact evaluation of the assistance.

In addition, focus group discussions shall be held with beneficiaries. These should aim to capture issues relating to community perception of the CFW project and assess group-related impact dimensions (gender and women involvement, for instance) and also as an additional accountability mechanisms.

Finally ACF staff with the support from the Communication Officer shall document the CFW activities through photos, recording footage and case studies.

Annex A

Memorandum of Understanding

Between the parties

Action Against Hunger (ACF) - Lebanon

P.O. Box 118, Zahle, Bekaa

Phone: +96176152765

as the implementing agency
and hereinafter referred to as ACF

And

The Municipality of Tyre

Tyre

Phone: +961 7 740017

as the coordinating partner
and hereinafter referred to as the Municipality

1. Introduction

This Memorandum of Understanding (MoU) is signed within the framework of the project, “*Humanitarian assistance to the population affected by the Syrian conflict*” under the Cash for Work component, which is to be implemented in South Lebanon from January 1st, 2014 until August 31st, 2014, and is funded by the Directorate-General for Humanitarian Aid and Civil Protection – **ECHO (2013/00801/RQ/01/02)**.

The present introduction as well as any other section contained herein are considered integral to the present agreement for cooperation and include the mutual targets for both interested parties undersigning below.

2. Purpose

The main objective of this MoU is to set forth the general terms and conditions of the cooperation between the parties regarding the objectives of the project, in order to carry out efficient and effective implementation of the Cash for Work component of the project.

3. Roles and Responsibilities of the Municipality

- 3.1 To ensure that all involved municipal staff are aware and understand the objectives and goals of the project
- 3.2 To nominate a focal point who will support the implementation of the project.
- 3.3 Assist in publishing the project announcement within the agreed deadline (see **Annex A** for more details).
- 3.4 To agree with ACF a common approach by which to select the beneficiaries of the project and develop selection criteria for inclusion.
- 3.5 To provide support in the selection of beneficiaries and preparation of the primary beneficiary list in line with the developed selection criteria (see **Annex B** for more details).
- 3.6 To organize the identification of suitable work enterprises such as garbage collection, public infrastructure rehabilitation, municipal / community maintenance works, garden and parks renovation and any other appropriate activities.
- 3.7 To draft and agree with ACF staff on the provision of a detailed and feasible work-plan of tasks to be organized and carried out by the beneficiaries (see **Annex C** for more details).
- 3.8 To identify, assign and allocate supervisors to monitor daily works in the sites for the duration of the project.
- 3.9 To inform ACF’s logistics department of the required tools and materials for the works and report on additional needs and quantities.
- 3.10 To store and distribute the tools needed by the beneficiaries on a daily basis to perform the works.

- 3.11 To collect workers' attendance sheets, which will be filled in by beneficiary supervisors, checked by municipal supervisor and secured in the municipal office until the originals are collected by ACF staff.
- 3.12 To provide transport for beneficiaries between the municipal building or agreed pick up location and the working sites.
- 3.13 To coordinate with ACF on planning and works follow-up and report any specific issues
- 3.14 To ensure the protection and safety of the beneficiaries when carrying out the assigned tasks.

Deliverables to be produced by the Municipality

- A. A detailed work plan.
- B. Worker attendance sheets.

4. Roles and Responsibilities of the ACF

- 4.1 To clearly outline the aims, objectives and goals of the project to the Municipality and facilitate the dissemination of such information to involved municipal staff
- 4.2 To nominate a focal point for the project
- 4.3 To procure and ensure the timely delivery of the tools requested by the Municipality to perform the planned works (as allowed within the project budget).
- 4.4 To ensure the selection criteria are aligned with the humanitarian principles and with other efforts conducted by the humanitarian community.
- 4.5 To facilitate the final selection process for beneficiaries in compliance with the agreed selection criteria.
- 4.6 To prepare and authorize the final beneficiaries list.
- 4.7 To prepare and sign the working contracts of the selected beneficiaries.
- 4.8 To analyse and select the most suitable cash transfer modality in close coordination to other humanitarian agencies.
- 4.9 To issue the workers' payments and the transfer of funds according to the selected cash transfer modality and based upon the attendance sheets.
- 4.10 To manage the project funds and all the project expenditure according to the donor's and ACF internal procedures.
- 4.11 To ensure transparency and effectiveness through conducted field visits and informing beneficiaries on selection procedure.
- 4.12 To follow up on project's and beneficiaries progress.
- 4.13 To monitor and evaluate project implementation.
- 4.14 To report to and liaise with ECHO.
- 4.15 To manage the visibility of: the project, the donor and the partners according to the applicable funding regulation and donor/agency guidelines.
- 4.16 To decide upon the final ownership of any purchased goods and assets and perform all handover procedures.

5. Amendments

Either party may request changes to this MOU. Any changes, modifications, revisions or amendments to this MOU must be agreed upon in writing by the two parties and will only be effective when executed and signed by all parties to this MOU.

6. Termination of Contract

Both parties have the right to cancel the present MoU at any moment with a written notice of one month.

The MOU will be deemed null and void if continuation of the project is not possible due to *force majeure*. ACF is allowed to cancel the present MOU in case of:

- Inaccessibility or limitation of ACF programs in the region due to the security situation
- ACF activities in Lebanon are suspended

7. Conclusive Provisions

- 7.1 The provisions of the MOU shall prevail over any other verbal or written agreement made previously between the parties.
- 7.2 The parties will do their best to settle any dispute and/or misunderstanding arising out of the present MOU by negotiation.
- 7.3 In case that a dispute and/or discrepancy cannot be resolved by negotiation the matter will be resolved under the jurisdiction of the courts of Lebanon.
- 7.4 The MOU is made in the English and Arabic languages and both parties will receive one copy of the contract in each of the languages

For and on behalf of

ACF

The Municipality

Richard Maxfield
Country Director

Name

Date: XX/XX/XXXX

Annex B

Announcement



Public Announcement ⁵

Within the framework of the project entitled “**Humanitarian assistance to the population affected by the Syrian conflict**”, funded by the *European Commission’s Directorate-General for Humanitarian Aid and Civil Protection* (ECHO, project code 2013/00801/RQ/01/02) and implemented by Action Contre la Faim, Lebanon (ACF) in partnership with the Municipality of TYR.

We are announcing the launch of the **Cash for Work scheme** for vulnerable residents of Tyre area under the two categories:

| | | |
|--|--|---|
| <p>Unskilled Workers</p> <ul style="list-style-type: none"> ➤ Waste Collection ➤ Public maintenance work (infrastructure) ➤ Streets and Garden renovation ➤ Other similar tasks |  | <p>Skilled Worker</p> <ul style="list-style-type: none"> ➤ Computer task (data entry) ➤ Waste Collection ➤ Public maintenance work (infrastructure) ➤ Streets and Garden renovation ➤ Other tasks |
|--|--|---|

⁵ Draft Announcement sketch in English for the beneficiaries residing within the boundaries of the municipality of Tyre (final version shall be in Arabic)



Interested candidates meeting all the following criteria are invited to fill in an application:

- Residents in TYR area and surroundings (Syrian and Lebanese)
- Being unemployed with no adequate source of income
- Only one application per family will be accepted

Further Information:

- ❖ Filling project application starts from Monday till Thursday from 9 a.m until 1 p.m at municipal police center near General Security Base
- ❖ Submitting an application does not necessary mean that applicant will benefit from the project
- ❖ The selected applicant is the only person authorized to benefit from the project
- ❖ Refugee applicants must bring copy of UNHCR/UNRWA registration certificate or personal identification documents.
- ❖ All selected candidates will sign an agreement/contract with ACF
- ❖ Selected candidates will commit to work for 10 days per month over 3 months (a maximum of 30 working days in total)
- ❖ 6 working hours a day
- ❖ Finally selected candidates will be paid 20 USD/day.
- ❖ For data verification, ACF reserves the right to visit all registered applicants in their homes
- ❖ For any clarification or complains contact the following hotline: +961 76870898

Annex C

Application form/questionnaire

The form is composed by two parts: one introductory page with basic information for ACF and a second part which is exactly WFP's rapid targeting questionnaire:

ACF's first page questionnaire:

| | | | | | | | |
|---|---|---|-------------------|---|---|--|--|
|  | | ACF Application Form (Cash For Work النقد مقابل العمل) | | | |  EUROPEAN COMMISSION Humanitarian Aid | |
| 1. GENERAL INFORMATION | | | | | | | |
| معلومات عامة | | | | | | | |
| 1.1 | Questionnaire code رقم الاستمارة | | | | | | |
| 2.1.1 | Name of Applicant اسم مقدم الطلب | Nationality: الجنسية | 1. Syrian سوري | 2. Lebanese لبناني | 3. PRS | | |
| 2.1.2 | Phone Number رقم الهاتف | Address: العنوان | | | | | |
| 2.1.3 | Are you registered? If yes (write down the case number) هل أنت إذا نعم مسجل لدى المفوضية، اكتب رقم الملف | 1. Yes نعم | 2. No كلا | 2. Specify identification documentations: وثائق الهوية والأوراق الثبوتية | | | |
| | UNHCR Refugee Registration number: رقم التسجيل لدى المفوضية | | | 2. 1. 4 | ID, indicate ID serial number بطاقة هوية، مع تحديد رقم البطاقة | | |
| | UNRWA Refugee Registration number: رقم التسجيل لدى المفوضية | | | 2. 1. 5 | Family Book, indicate family book number دفتر عائلة، مع تحديد رقم دفتر | | |
| | | | | 2. 1. 6 | Passport, indicate passport number جواز سفر، مع تحديد رقم الجواز | | |
| | | | | 2. 1. 7 | Municipality registration number رقم الملف في البلدية | | |
| 3.1 | In the past 3 months, did anyone in the household receive any assistance? في الأشهر 3 الماضية هل استلم احد من أفراد الاسرة اي مساعدة | | | 1. Yes نعم | 2. No كلا | | |
| 3.2 | Type of assistance that the HH currently benefits from: نوع المساعدة التي تتلقاها الاسرة | | | 1. UNHCR/Winterization E-C من الامم بطاقة الكترونية المتحددة | | | |

| | | | | | | |
|---|---|--|--|---|---------------------------|---------------------------|
| | 2. Food E-C بطاقة الكترونية غذائية | 3. Cash for rent مال لاجل الايجار | 4. New comers قادمون جدد | 5. Other, write down حدد ذلك غير | | |
| 3.5 | Are you currently working? بالاسفل هل انت تعمل حاليا ؟ اذا نعم ضع دائرة على الاجابة | | | | | |
| | 1 = Daily Worker عامل يومي | 2 = Permanent Worker عامل دائم | 3 = Jobless عاطل من العمل | | | |
| 3.7 | Area of expertise? مجالات الخبرة في العمل؟ | | | | | |
| 3.8 | are you physically fit for the work you are requested to perform? هل لديك القدرة الجسدية على انجاز العمل كما هو مطلوب؟ | | | | 0 = No كلا 1 = Yes نعم | |
| 3.9 | in case you were selected for the program, are you able to work 10 days a month in a period 3 months? في حال تمّ الطلب منك للعمل هل انت قادر على العمل لمدة 10 ايام في الشهر على مدى ثلاثة اشهر ؟ | | | | 0 = No كلا 1 = Yes نعم | |
| 6.5 | What is the estimated amount spent by the household during LAST MONTH for the following items: Write 0 if there is no expenditure. Circle the currency used ما هو المبلغ التقديري الذي أنفقته الأسرة خلال الشهر الماضي على المواد التالية: اكتب "0" إذا لم يتم إنفاق أي مبلغ. ضع دائرة حول العملة المستخدمة | | | | | |
| | a. FOOD (Including voucher) LBN P \$ غذاء (بما في ذلك القسائم الغذائية) | b. HOUSE RENT LBN P \$ ب. السكن | c. FUEL (cooking gas/petrol) LBN P \$ ج. الوقود (غاز للطبخ/مواد نفطية) | | | |
| | e. BABY/HYGIENE ITEMS LBN P \$ د. مستلزمات النظافة الصحية | f. EDUCATION LBN P \$ هـ. التعليم | g. UTILITIES LBN P \$ و. المنافع | | | |
| | h. SAVINGS LBN P \$ ز. المدخرات | i. MOBILE PHONE LBN P \$ ح. الهاتف الجوال | e. CLOTHING LBN P \$ ط. الملابس | | | |
| | k. STOVE LBN P \$ ي. الموقد | l. TRANSPORT LBN P \$ ك. النقل | m. DEBT REPAYMENT LBN P \$ ل. تسديد الديون | | | |
| | n. HEALTH COSTS LBN P \$ التكاليف الصحية م. | o. SHELTER MATERIALS LBN P \$ مستلزمات ن. السكن | p. GAVE MONEY TO FAMILY / FRIENDS LBN P \$ س. إعطاء المال إلى أقارب أو أصدقاء | | | |
| | q. OTHER LBN P \$ ع. غير ذلك | r. TOTAL LBN P \$ ف. المجموع | | | | |
| | 8.1.1 | Foot Size "by Number" حجم القدم | | Shirt size (S,M,L,XL,XXL) حجم القميص | | Pant size حجم البنطلون |
| Observations ملاحظات | | | | | | |
| I certify that all the information provided is true and accurate. I understand that any information found to be false with automatically disqualify my application. I understand that this application does not guarantee assistance أؤكد أن جميع المعلومات المقدمة صحيحة ودقيقة. أنا أفهم أن أي معلومات تبين أنها كاذبة يتم استبعاد طلبي تلقائياً. أنا أفهم أن هذا الطلب لا يضمن المساعدة | | | | | | |
| Date التاريخ | | | signature توقيع | | | |



WFP’s Verification Questionnaire:

COMPLETE BEFORE THE INTERVIEW

Date : |__| / |__| / |__| Agency ID: |____| Interviewer Name : |_____
Month Day Year

Location ID : Governorate/|__| District/|__| Village/|_____| Household/|__|

Consent: We are conducting a needs assessment with the aim of having a better understanding of the living conditions of your family. I would like to ask you some questions about your family. The survey usually takes about 20 minutes to complete. Any information that you provide will be kept strictly confidential. This is voluntary and you can choose not to answer any or all of the questions. However we hope that you will participate since the information you will provide is essential to evaluate your evaluation. Do you have any questions? May I begin now?
 YES _____ NO _____

A household is defined as a group of people who routinely eat out of same pot and live in the same compound.

| | | | | | |
|------------|--|------------------------|------------|---|-----------|
| 1.1 | What is the sex of the household head? CIRCLE the answer | Male = 1 Female = 2 | 1.2 | What is the age of the household head? <i>(in years)</i> | __ years |
|------------|--|------------------------|------------|---|-----------|

2.1. UNHCR Refugee Registration number: |_____|

| 2.1.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | __ | __ | __ | __ | __ | __ | __ |
| | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | __ | __ | __ | __ | __ | __ | __ |
| | 18 – 59 years | __ | __ | __ | __ | __ | __ | __ |
| | ≥60 years | __ | __ | __ | __ | __ | __ | __ |

2.2. UNHCR Refugee Registration number: |_____|

| 2.2.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | __ | __ | __ | __ | __ | __ | __ |
| | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | __ | __ | __ | __ | __ | __ | __ |
| | 18 – 59 years | __ | __ | __ | __ | __ | __ | __ |
| | ≥60 years | __ | __ | __ | __ | __ | __ | __ |

2.3. UNHCR Refugee Registration number: |_____|

| 2.3.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | __ | __ | __ | __ | __ | __ | __ |
| | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | __ | __ | __ | __ | __ | __ | __ |
| | 18 – 59 years | __ | __ | __ | __ | __ | __ | __ |

ACF Lebanon – Cash for Work SoP



| | | | | | | | | | | | | | | | |
|---|---|----------|--------------------------------|--|---|--|---------------------------|------------------------|----------------------|-----|----------------|-----|------------------|-----|--------------|
| | ≥60 years | | | | | | | | | | | | | | |
| 3. | Is there any child under 18 that is not member of your immediate family? If yes, how many? If no, write 0. | | | | | | no immediate family | | | | | | | | |
| 4.1 | Type of housing CIRCLE ONLY ONE OPTION | | | | | | | | | | | | | | |
| | 1 | 2 | | | 3 | | 4 | | | | | | | | |
| | Villa / Independent House/ Apartment/ | | | Separate room / Official camp Collective shelter | | Factory/Warehouse/ Worksite Garage/Magasin Unfinished shelter/Tent | | Pedestrian Homeless | | | | | | | |
| 4.2 | Type of occupancy CIRCLE ONLY ONE OPTION | | | | | | | | | | | | | | |
| | 1 | 2 | | | 3 | | 4 | | | | | | | | |
| | Owned apartment/house Furnished rental Hosted (for free) | | | Unfurnished rental Provided by Employer | | Assistance | | Squatting | | | | | | | |
| 4.3 | If renting, how much per month (\$) | \$ | 4.4 | Bathrooms <i>Able to use by your HH</i> 1=Yes 0=No | | | | | | | | | | | |
| 4.5 | Living space in m² (Occupied by your HH) | | 4.6 | Number of people sharing the living space | | | | | | | | | | | |
| 5. | What kind of toilet facility does your household use? CIRCLE ONLY ONE OPTION | | | | | | | | | | | | | | |
| | 1 | 2 | | | 3 | | | | | | | | | | |
| | Improved latrine with cement slab / Flush latrine | | | Traditional pit latrine/ without slab/ open pit | | Open air (bush, stream)/ corner place in the compound → if 4, skip to section 3 | | | | | | | | | |
| 5.1 | If using latrines, are they shared with 15 or more people 1= Yes 0=No | | | | | | | | | | | | | | |
| 5.2 | Does your household have access to sufficient water for drinking, cooking washing and toilet purposes? CIRCLE ONLY ONE OPTION | | | 0 = No 1 = Yes | 5.3 | Does the household have soap and hygiene items? (observation) CIRCLE ONLY ONE OPTION | | | 0 = No 1 = Yes | | | | | | |
| 6. Does the household have access to the minimum amount of the following items? (in usable condition) 0=no 1=yes | | | | | | | | | | | | | | | |
| 6.1 | Mattresses | 6.2 | Beds | 6.3 | Winter clothes | 6.4 | Blankets | 6.5 | Refrigerator | 6.6 | Stove/ kitchen | 6.7 | Kitchen utensils | 6.8 | Water heater |
| | | | | | | | | | | | | | | | |
| 7. | What is the level of education completed (Write the code) 0 None 1 Below secondary 2 Secondary or higher | | | | | | Head of the household | | | | | | | | |
| 8. | How many household members have worked in the last 30 days? | | | | | | | | | | | | | | |
| 8.1 | How many of the employments (income sources) of the last 30 days are permanent, seasonal or temporary? | | | | | | Permanent | Seasonal | Temporary | | | | | | |
| | | | | | | | | | | | | | | | |
| 8.2 | In the last 30 days, what is the main source of cash/income to sustain your household? (Use the codes below - If other specify) | | | | | | | | | | | | | | |
| | 1 = Income from labor | | 2 = Assistance, begging, gifts | | | 3 = Remittances, informal commerce | | | | | | | | | |
| | 4 = Savings, sale of assets | | | | | | | 5 = Debts/Loans | | | | | | | |
| 9. | What is the estimated amount spent by the household during LAST MONTH for the following items: Write 0 if there is no expenditure. Circle the currency used. | | | | | | | | | | | | | | |
| | a. TOTAL | | LBN P | \$ | b. FOOD (Including voucher) | | LBN P | \$ | c. HOUSE RENT | | LBN P | \$ | | | |
| 10. | How many days in the last 7 days has your household eaten the following food items? Write the code: 3 = 0 days; 1 = 1-7 days | | | | | | | | | | | | | | |
| a | Nuts and Pulses Beans; lentils; Chick peas, Groundnut; Ground Bean; Peas, Other Nut/Pulse | | | | | | | | | | | | | | |
| b | Fruits: banana, apple, avocado, citrus – (mandarin, lemon), melon, watermelon, pomme grenade syrup. | | | | | | | | | | | | | | |
| c | Flesh meat. Beef; Goat; Pork; Chicken, turkey, sheep, other Meat, Liver, organ meat, | | | | | | | | | | | | | | |
| 11.1 | During the last 30 days, did you experience lack of food or money to buy food? | | | | 0= No → skip to question 10.4 | | 1 = Yes | | | | | | | | |
| 11.2 | During the last 7 days, did your household have to employ one of the following strategies to cope with a lack of food or money to buy it? | | | | | | | | | | | | | | |
| | a. Borrowed food or relied on help from friends or relatives | | 0 = No | | c.Reduced the number of meals eaten per day or portion size of meals | | | | | | | | | | |



| | | |
|------------------------------|---------|---|
| b. Spent days without eating | 1 = Yes | d.Restrict consumption by adults in order to young-small children to eat? |
|------------------------------|---------|---|

11.3 During the past 30 days, did anyone in your household have to do one of the following things because there was not enough food or money to buy it? Read all of them. Write 0 if "No" or 1 if yes or if it was not applied because it was already done and it is not possible to continue doing it. Circle the MAXIMUM code if any of the strategies below was applied.

| 1 | 2 | 3 | 4 |
|------|---|---|--|
| None | Spent savings | Sold productive assets/ transport means (sewing machine, bicycle, car, livestock) | Had school children (6 -15 y) involved in income generation |
| | Asked for credit / loan | Withdrew children from school | Begged |
| | Bought food on credit or borrowed money to buy food | Reduced essential non-food expenditures such as education, health, etc | Accept high risk, illegal, socially degrading or exploitative temporary jobs? (e.g. theft, prostitution) |
| | | Married of children under 18 | Sold house or land |

| | | | |
|-----------|--|--------|--------|
| 12 | During the past three months, did any member or your household borrow money or receive credit? | 0 = No | 1= Yes |
|-----------|--|--------|--------|

| | | | | | |
|-------------|---|------------|-----------------|-------------------|----------------|
| 12.1 | Total amount of debt up to now (Circle the answer) | 1: No debt | 2: <=200 USD \$ | 3: 201-600 USD \$ | 4: >600 USD \$ |
|-------------|---|------------|-----------------|-------------------|----------------|

| | |
|------------|---------------------|
| 13. | Observations |
|------------|---------------------|

| | | | | | |
|------------|-------------------------------|------------------------------------|---------------------------------------|--|--|
| 14. | Recommended referrals: | a. Health <input type="checkbox"/> | b. Education <input type="checkbox"/> | c. Protection <input type="checkbox"/> | d. Registration <input type="checkbox"/> |
|------------|-------------------------------|------------------------------------|---------------------------------------|--|--|

IF the household have more than 3 registration numbers please complete the information below for each extra registration number.

| | | | | | |
|----------------------|--------------------------|-----------------------|--------------------------------|---------------------------|---------------|
| Date : | _ / _ / _ | Agency ID: | _ _ _ | Interviewer Name : | _ _ _ _ _ _ _ |
| | Month Day Year | | | | |
| Location ID : | Governorate/ _ _ | District/ _ _ | Village/ _ _ _ _ _ _ _ | Household/ _ _ | |

| | |
|--|---------------|
| 2.4. UNHCR Refugee Registration number: | _ _ _ _ _ _ _ |
|--|---------------|

| 2.4.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ |
| 2.4.2 | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ |
| | 18 – 59 years | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ |
| | ≥60 years | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ |

| | |
|--|---------------|
| 2.5. UNHCR Refugee Registration number: | _ _ _ _ _ _ _ |
|--|---------------|

| 2.5.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|--------------|--------------------------|-------------------|----------------------|--------------------|----------------|---------------------------------|----------|
| | # HH members | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ | _ _ |
| 2.5.2 | Age | a. Pregnant or lactating | b. Disability | c. Temporary injured | d. Serious medical | e. Others | f. People in need of support to | g. TOTAL |

| | | women | | | conditions | | daily activities | |
|--|---------------|-------|--|--|------------|--|------------------|--|
| | 0 – 17 years | | | | | | | |
| | 18 – 59 years | | | | | | | |
| | ≥60 years | | | | | | | |

2.6. UNHCR Refugee Registration number: | _____ |

| 2.6.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | | | | | | | |
| 2.6.2 | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | | | | | | | |
| | 18 – 59 years | | | | | | | |
| | ≥60 years | | | | | | | |

2.7. UNHCR Refugee Registration number: | _____ |

| 2.7.1 | Age | a. 0-23 months | b. 24 – 59 months | c. 5-15 years | d. 16 -17 years | e. 18-59 years | f. ≥60 years | g. TOTAL |
|-------|---------------|--------------------------------|-------------------|----------------------|-------------------------------|----------------|--|----------|
| | # HH members | | | | | | | |
| 2.7.2 | Age | a. Pregnant or lactating women | b. Disability | c. Temporary injured | d. Serious medical conditions | e. Others | f. People in need of support to daily activities | g. TOTAL |
| | 0 – 17 years | | | | | | | |
| | 18 – 59 years | | | | | | | |
| | ≥60 years | | | | | | | |

(Source: WFP, “Annex 3 - rapid targeting questionnaire 4.doc”)

Annex D

Application scoring system

The Vulnerability Assessment of Syrian Refugees (VASyR) in Lebanon provided the profile of this population according to main indicators that reflect their situation in terms of economic vulnerability, education, food security, health, non-food items (NFIs), protection, shelter and water and sanitation (WASH).

Based on the indicators and results obtained in the VASyR, as well as through inter-agency and multi-stakeholder discussions at sector working group level, eight sector-specific vulnerability criteria were defined and households were classified into four categories (low vulnerability, mild vulnerability, moderate vulnerability and severe vulnerability) under each of these sectors. Each category was assigned a weight so that each household received 8 scores representing the vulnerability for each sector. These scores were then combined to get a final classification representing overall vulnerability. Finally, households with an overall classification of severe or high vulnerability were founded to be in need of assistance to cover their basic needs, and this percentage was estimated to be some 70% of the registered Syrian refugee population.

The vulnerability criteria applied for the verification questionnaire is a simpler version of the one described above. Indicators and categories included in the verification questionnaire were taken and used since they were identified, through VASyR analysis, as the most sensitive ones to differentiate between severely/highly vulnerable households and low/mildly vulnerable ones. When the questionnaire is complete, the information is centralized and analyzed at WFP offices⁶. The final score and classification of household vulnerability is obtained following an objective and standard analysis process following the steps describer

- The indicators collected through the questionnaire are combined and coded following the 8 sector specific criteria (shelter, WASH, food security, protection, NFI, health, education and economic vulnerability)
- For each of the 8 sectors, households are classified into one out of the four vulnerability categories and then assigned a weight that ranges from 1 to 4, with being 1: low vulnerability; 2: mild vulnerability; 3: moderate/high vulnerability; and 4: severe vulnerability.
- The final classification is a combination of the vulnerability scores obtained by each of the eight sector-specific criteria. Finally, households with an overall classification of severe or high vulnerability will be eligible for assistance.

⁶ In the specific case of the present programme, ACF will submit the questionnaires from the applicants to WFP, who will provide the scores for each of them. There is no overloading problems anticipated since the caseload is quite limited (maximum 400 cases)

- It is worth noting that since the main assistance types affected by this vulnerability criteria will be food and NFI distribution, more weight has been given to food security and economic vulnerability to ensure that the severely and moderately food insecure as well as economically vulnerable receive assistance.

(Source: WFP, “Targeting verification criteria – basic.doc”)

Annex E

Beneficiary Agreement

Beneficiary Agreement

Background

Action Against Hunger - Lebanon (hereinafter ACF) is implementing a Cash for Work scheme under the project “**Humanitarian assistance to the population affected by the Syrian conflict**” (project code 2013/00801/RQ/01/02), which is funded by Directorate-General for Humanitarian Aid & Civil Protection (ECHO) in coordination with Municipality of [REDACTED].

The project needs certain number of workers who will work in Urban Solid Waste Collection, Gardening and Infrastructure rehabilitation among other relevant tasks in agreement with the municipality.

From the First Party to the Agreement:

Action Against Hunger (ACF), Lebanon

Address: [REDACTED]

Office telephone: + 961 - [REDACTED]

Represented by the Country Director

Mr. Richard Maxfield

And from the Second Party to the Agreement:

“The worker” or “The beneficiary”

Name: [REDACTED]

ID number: [REDACTED]

Therefore, both undersigning parties agree on the following terms and conditions regulating the scope of their collaboration:

General Terms

1. The First Party to the agreement (ACF) agrees to provide the Second Party (The beneficiary) with the assistance outlined in the present agreement, given that all the terms and conditions are fulfilled by both parties
2. The Second Party (The Beneficiary) agrees to participate in the cash for work programme implemented by the First Party (ACF) and performing the works and

tasks assigned by ACF in exchange for the assistance to be provided by the first party, given that all the terms and conditions are fulfilled by both parties

Work Description

1. The present agreement covers the specific case of SUPERVISOR⁷ or SKILLED WORKER
2. The Beneficiary⁸ agrees to be assigned by ACF and/or the Municipal Supervisor tasks that need no specific previous knowledge or experience. These tasks include but are not limited to: tree cleaning, public gardening, urban waste collection, etc.
3. The Beneficiary⁹ also agrees to be assigned additional tasks by ACF and/or the Municipal Supervisor that might require previous knowledge of skills.
4. The specific¹⁰ skills and tasks pre-identified under the present agreement are the following ones:
 - a. Skills: administrative follow-up and computer literate
 - b. Tasks:
 - i. Act as focal point of ACF on behalf of the group of workers
 - ii. Follow-up the attendance of the group of workers and duly inform ACF and the Municipal Supervisor of absences (both justified and unjustified)
 - iii. Fill in the daily attendance lists in hardcopy and data entry in a digital follow-up sheet
 - iv. Submit the filled in daily attendance list to designated ACF staff

Work Organization

5. The Beneficiary will start his/her work in the locations assigned to him by ACF (or the Municipal Supervisor)
6. ACF will ensure that the Municipality involved provides The Beneficiary with both ways transportation between the Municipality's Office and the Working Site
7. ACF will ensure that the Municipality provides The Beneficiary with all the clothes, tools and safety equipment deemed necessary to conduct the assigned tasks
8. ACF will ensure that the specific roles & responsibilities for the tasks to be conducted are informed and assigned to The Beneficiary by the municipal supervisor
9. ACF will ensure that the specific roles & responsibilities assigned to The Beneficiary will take into consideration safety and security considerations.
10. The Beneficiary will commit to work 6 hours per day with a 30 minutes break.
11. The Beneficiary will commit to work from Monday to Friday
12. ACF will ensure that The Beneficiary does not work more than 10 days per month and for a maximum of three months
13. In case of sickness or major impossibility to ensure the attendance, The Beneficiary will duly inform ACF through the designated focal point and/or hotline
14. The Beneficiary must be capable to work within his assigned duty

⁷ For regular beneficiaries this term is updated stating an agreement for REGULAR WORKER

⁸ This term is maintained for the REGULAR WORKER agreement

⁹ This term does not appear in the REGULAR WORKER agreement

¹⁰ Ibid.

Assistance Modality

15. ACF will provide The Beneficiary with cash assistance based on a rate fully equal to **25 USD¹¹** (net) per worked day.
16. ACF will assist The Beneficiary for no more than 10 working days per month and no more than 3 months in total for a maximum of 30 non-consecutive days.
17. The Beneficiary acknowledges that the maximum amount of cash assistance he/she can receive will never exceed **750USD¹² (25USD x 10 days x 3 months)**
18. Rates are calculated in proportion to achieved working days according to sheets of attendance and are to be loaded in a period of 10 days after work completion for each month.

Payment modality

19. ACF is responsible to provide the cash assistance using the most adequate means for the specific case of The Beneficiary. Unless otherwise is agreed with The Beneficiary, the chosen ACF cash assistance modality will be through CSC cards.
20. ACF is responsible for the timely distribution of the CSC e-card to The Beneficiary
21. The Beneficiary is responsible to duly inform ACF in case of e-card lost, robbery or any other unforeseen scenario
22. ACF is responsible for the replacement of the CSC e-card in case of lost, robbery or any other unforeseen scenario
23. ACF will ensure to brief The Beneficiary and assist him/her with any doubt/eventuality that might arise when using/operating the CSC e-card

Data Sharing

24. ACF will keep strict confidentiality with the information provided by The Beneficiary.
25. The Beneficiary authorizes ACF to share the following information with CSC and municipality in order to ensure the attendance follow up and the proper management of the payments through the CSC cards: full name, beneficiary father's name, telephone (contact) number. This is the sole and only exception to the confidentiality clause stated in the previous article to the present agreement.

Insurance

26. ACF will be responsible of providing The Beneficiary with insurance in case of a work accident during the agreement's length, and always ensuring compliance with the insurance company's rules and conditions.
27. ACF does not assume any responsibility for any previous chronic disease or injuries that may complicate during the work's period.
28. ACF will not bear responsibility for any medical expense and condition non covered by the working insurance

Termination and non-compliance

29. Both parties agree on a length of three (3) months for the present agreement.

¹¹ The daily rate for REGULAR WORKERS is 20USD (net)

¹² The maximum assistance amount is 600USD for REGULAR WORKERS

30. ACF reserves its right to amend the length of the agreement based on evidence provided and given a genuine impossibility by The Beneficiary to complete the assigned tasks in such length. This clause by no means overrides the limits in terms of maximum amount of worked days and total payment reflected previously in the present agreement.
31. ACF has the right to terminate the agreement with The Beneficiary in case of non-compliance with the agreed work conditions contained in the present agreement or negligence in the fulfilment of duties.
32. ACF has the right to withhold or cancel the payment to The Beneficiary in case of unjustified absence for more than 3 days without duly informing his/her supervisor or focal point from the first party.
33. In case of project termination due to “*Force Majeure*”, ACF will pay all the completed working days (according to the attendance sheets) and The Beneficiary does not have the right to ask for any additional compensation

Annex F

Cash for Work Logistic and Administrative Considerations

Procurement of the cash transfer service provider through e-card will be done in compliance with ACF internal regulation for contracting service, thus being able to opt for a direct purchase.

When assessing the different service providers, the main aspect to consider has been compatibility with other e-card based programmes. During the first stages of the project technical staff from ECHO requested ACF to avoid providing additional cards to beneficiaries that already have another one. So far it has been detected the existence of different e-Cards: UNHCR, WFP, SCI, WVI, DRC (to be transferred to UNCHR during 2014), and there might be even more.

After the first round of contacts, it was clarified that the principal service provider was **CSC bank**, therefore it was decided to establish contact with that bank given its condition as *de facto* reference in e-card provision in Lebanon.

Further additional requirements that have already been kept in mind are listed as follows:

- Cost efficiency
- Need to be able to transfer cash to other clients
- Need to be able to transfer the e-Cards management to UNHCR upon completion of the programme

Finally, the contract between CSC and ACF was signed in January 2014 and the second category was chosen as the best fit for the project purposes (see next subsection below)

CSC Pricing and Service categories

Category 1¹³:

The card account management fee will be free of charge.

For every Loading fees/Reloading fees request processed by CSC on a card; will be priced for LBP 6,000 for an amount up to LBP 225,000; any time the loading amount exceed LBP 225,000, then the loading fees will be equal to 2% of the loading amount with a minimum of LBP 7,500 per loading request per card account.

¹³ Extract from an email conversation between CSC and ACF (may contain typos)

The client shall solely bear the cost of printing the blank plastic cards including all shipping, and related handling fees.

Category 2:

The card account management yearly pricing will become tiered pricing so that as the number of card accounts issued/renewed per year grows, the price per card will be reduced as follows:

| Cards issued/renewed during billing year | Price per year |
|---|--------------------------|
| 1 – 5000 | USD6 per card in tier |
| 5001 – 10000 | USD5 per card in tier |
| 10001 – 25000 | USD4.50 per card in tier |
| 25001 – 50000 | USD4.25 per card in tier |
| 50001 – 100000 | USD4 per card in tier |
| 100001 – 200000 | USD3.75 per card in tier |
| Above 200000 | USD3.50 per card in tier |

The loading fees are priced for USD 2.65 for every loading or reloading request processed by CSC not exceeding USD250 per card account. Should the amount of the loading request per card account exceed USD250, then CSC will charge the NGO'S a loading fee of 2% percent of the loading amount per loading request per card account.

The client shall solely bear the cost of printing the blank plastic Cards including all shipping, and related handling fees.

ACF Procedures to handle CSC e-cards

After the final meeting held with CSC to finalize and sign the contract, there are different considerations that need to be considered in order to manage CSC cards. The following aspects regulate the procedure when dealing with CSC cards in general:

1. General working principle: bank account approach
 - a. ACF has opened one (1) bank account with CSC as the main holder for the funds to be transferred into the e-cards
 - b. Each prepaid e-card is considered a separate “subaccount” that needs to be loaded
 - c. Loading the e-cards (transferring from the main holder to each card subaccount) can only be requested by authorized signatures in the main account
 - d. ACF has appointed three authorized signatures because the card loading needs minimum two of them to be authorized (one is the backup).
2. eCard management issues
 - a. ACF has requested 400 e-cards to be printed in January 2014.

- b. The estimated printing time is 3 weeks
 - c. Further printing requests rely on the quotations requested, their validity and the stated unit price (higher quantities significantly reduce the unit printing cost).
 - d. The quotations need to consider additional cards to be used for replacement (lost/stolen cards). The current replacement stock will be set on 50 e-cards
 - i. There are additional fees to be considered when replacing e-cards due to the funds transfer from one subaccount to other
 - ii. The e-cards are not actually replaced (the card number will be lost) but substituted with new ones with different cards numbers and different subaccount, hence, the need to transfer funds stated in 2.d.i which implies further fees
 - e. The e-cards have printed in their back the hotline number of CSC
 - i. ACF will make sure to inform the beneficiaries that that number is just for card-related issues
3. Distribution issues
- a. There is no need for any physical document from the beneficiaries and to be handed out to CSC
 - b. ACF will have to share with CSC the following information for the distributed eCards¹⁴:
 - i. Full name
 - ii. Father's name
 - iii. Cellphone number
 - iv. eCard number
 - c. The information is just used to identify that the card holder is who he/she claims to be when they call to CSC's hotline
4. Loading information
- a. The loading orders (transfers to the main account to each pre-paid card subaccount) can be requested via email. However they need to be signed by the authorized signatories. CSC will provide the specific form to ACF
 - b. CSC will send a SMS to the cellphone number provided in 3.b.iii when the cards are loaded. The SMS includes a reference to the card number that has been loaded for cellphone numbers shared among different beneficiaries
 - c. After 2013's experience, CSC has specifically request to distribute the cards only once they have been effectively loaded for the first time, because beneficiaries tend to use them on the same day and preloading it avoid problems and misunderstandings
 - d. ACF can transfer the eCards to UNHCR due to the modality chosen (Scheme II) upon finalization of the programme
 - e. ACF can load directly from its main account UNCHR-managed cards (this action is called co-funding in the contract). ACF just need the information of the beneficiary it's being targeted (name, father's name, eCard number).
 - i. Need to be careful with the follow up of these transfers
 - ii. Need to verify whether co-funding is to be reported by CSC to ACF on its CSC reports (see below)
5. Reporting and Follow up information

¹⁴ Clause to be included in the Beneficiary Agreement under the "data sharing" section

- a. CSC can provide daily, weekly and monthly reports on the usage of the e-cards (subaccounts movements).
 - i. CSC to share with ACF the model to include it on ACF M&E Database
 - b. CSC also provides a web access to check the state of the accounts (for follow up)
6. Miscellaneous information
- a. CSC to provide ACF with fliers/leaflets with practical info/tips for beneficiaries after their extensive experience dealing with eCards.
 - b. CSC to share with ACF the list of banks/ATMs of Tyre and Nabatiyeh