

**Global
Concessional Financing Facility
Operations Manual**

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1. INTRODUCTION¹

1. The *New Financing Initiative to Support the Middle East and North Africa (MENA) Region* was presented in October 2015 during the WBG-IMF Annual Meetings in Lima at the *International Stakeholders' Roundtable Meeting for the MENA Region*, which was co-chaired by United Nations (UN) Secretary-General, the President of the World Bank Group (WBG) and the President of the Islamic Development Bank Group (IDB Group), and convened representatives from over 50 countries and international organizations. Participants formed a Working Group – co-chaired by the UN, the WBG, and the IDB Group – to finalize the details and implementation roadmap of the financing initiative.

2. The aim of the *New Financing Initiative to Support the MENA Region* was to provide additional financing on more favorable terms to countries in the MENA region impacted by forced displacement, conflict, and economic instability. The initiative proposed two new financing facilities – the Concessional Financing Facility (CFF) and the Guarantee Facility – which have distinct, yet complementary, objectives.

3. The CFF is focused on providing concessional financing to middle income countries most affected by the presence of large numbers of refugees. With an initial focus on the Syrian refugee crisis as it impacts Jordan and Lebanon, the CFF has been adapted to address the impacts of current and future refugee crises on a global scale for the reasons set forth in the value proposition note entitled “Global Concessional Financing Facility to Address Refugee Shocks in Middle Income Countries.” A number of middle income countries face major development financing needs given the extraordinary costs of conflict and unrest. Therefore, participants of the New Financing Initiative underlined, in addition to ongoing development, humanitarian, and resilience assistance, the importance of scaling up support from the international community in the form of additional and more favorable medium- and longer-term development assistance to address the scope of the challenge.

4. Participants at the *International Stakeholders' Roundtable Meeting* recognized the need for effective financing instruments to be in place in order to address the gap in financing for countries impacted by displacement crises. There is a consensus that existing financing instruments of multilateral development banks (MDBs) are insufficient to engage on the required scale, and that additional arrangements are needed on top of existing development and humanitarian sources of financing.

5. Supporting Countries, Benefitting Countries and Implementation Support Agencies (ISAs) have joined to form the CFF, supported by a financial intermediary fund trust fund (FIF or Trust Fund) at the World Bank,² as a sustainable and predictable financing platform, well-coordinated with other ongoing humanitarian and development assistance channels. Designated MDBs and, under exceptional circumstances, UN agencies participating as ISAs can use financing provided by the CFF as part of a coordinated international response. The CFF thus seeks to provide more effective coordination of both humanitarian and development support. This Operations Manual is a framework arrangement describing the governance structure, operating principles, guidelines and procedures for the operations of the CFF.

¹ Defined terms used in this Operations Manual appear in the Glossary in Section 6.

² The World Bank serves as the Trustee of the Trust Fund and the Coordination Unit for the CFF, and also plays a role as one of the ISAs. As with other FIFs at the Bank, these functions are separate and provided by different units in the World Bank.

2. OBJECTIVE AND SCOPE

6. **Objective.** The objective of the CFF is to support middle income countries impacted by the influx of refugees through the provision of concessional financing and improved coordination for development projects addressing the impact of the influx of refugees.

7. **Scope.** In furtherance of its Objective, the CFF provides flexibility to respond to various sectors, provided that operations are part of those countries' development agendas with a demonstrated objective of supporting refugee populations and host communities. In particular, financing may be used to provide concessionality to Underlying Operations that support impacted or vulnerable populations by promoting the effective delivery of basic services (e.g., education, health), social protection, expanding economic opportunities (e.g., work permits, job creation), or that strengthen and develop critical infrastructure, promote private sector participation, and provide host countries with necessary budget support as it relates to the impacts of the refugee crisis. In exceptional cases (at the request of a Benefitting Country, and with the consensus of the Supporting Countries that the exception is justified), the CFF may instead provide direct funding to Grant Operations.

3. ELIGIBILITY

8. **Supporting Countries.** Any country or intergovernmental entity that has committed a minimum of US\$5 million to the Trust Fund through a signed Contribution Agreement with the Trustee is a Supporting Country. To become a contributor to the Trust Fund, the country or intergovernmental entity enters into a Contribution Agreement with the World Bank as Trustee based on the form of Contribution Agreement approved by the Working Group prior to establishment of the Trust Fund. Upon effectiveness of the Contribution Agreement for an amount that meets the minimum threshold, the country or intergovernmental entity becomes a Supporting Country of the CFF. Other types of entities may contribute to the Trust Fund and participate in the CFF as may be agreed by the Steering Committee with consent of the Trustee.

9. **Benefitting Countries.** The following countries may benefit from the CFF through funds provided to ISAs: Jordan and Lebanon. Upon request to the Coordination Unit by a Supporting Country, additional Benefitting Countries may be agreed on a consensus basis among the Supporting Countries and consent of the Trustee, subject to meeting the following criteria at the time of decision, as determined by each Supporting Country:

- (a) The country hosts more than 25,000 refugees and such refugees represent more than 0.1 percent of the host country's population; and
- (b) The country is committed to principles that contribute to long-term solutions benefitting both refugees and host communities. First, the country should have an adequate framework for the protection of refugees, based on adherence to the 1951 Refugee Convention or its 1967 Protocol, or the adoption of national policies and practices consistent with the principles within these instruments (as well as considering its adherence to any relevant regional instruments). Second, the country should demonstrate its commitment to progressive policy or legal reforms with regard to refugees, including, for example, on freedom of movement, identification documents and residency permits, access to the formal labor market and labor rights, access to education, social services and basic infrastructure.

In addition to the above criteria, Supporting Countries would consider additional factors when deciding to add a Benefitting Country, including, but not limited to: (i) the country's total financing needs and existing financing support (comprising of humanitarian and development support); (ii) the country's debt sustainability; (iii) the socioeconomic impact of the influx of refugees on host communities of the country; and (iv) whether the country is experiencing an active refugee crisis.

10. **MDBs as ISAs.** The following multilateral development banks (MDBs) are eligible to become ISAs for the CFF: the European Bank for Reconstruction and Development, the European Investment Bank, the Islamic Development Bank, and the World Bank (consisting of the International Bank for Reconstruction and Development and the International Development Association) (collectively, the Designated MDBs). To become an ISA for the CFF and receive funds from the Trust Fund, a Designated MDB enters into an appropriate Financial Procedures Agreement (FPA) with the World Bank as Trustee based on the form of FPA for MDBs approved by the Working Group prior to establishment of the Trust Fund. Upon effectiveness of the FPA, the Designated MDB becomes an ISA for the CFF with respect to Concessionality Components and Grant Operations.

11. **UN Entities as ISAs.** The following UN entities, which have each signed a Memorandum of Understanding (MOU) with the United Nations Development Programme Multi-Partner Trust Fund Office (the MPTF-O), as the Administrative Agent for country-level UN Multi-Donor Trust Funds established to support UN operational activities in one or more of the Benefitting Countries (each a Benefitting Country Fund), are eligible to become ISAs for Grant Operations: the Food and Agriculture Organisation, the International Labour Organisation, the United Nations Human Settlement Programme, the United Nations Development Programme, the United Nations Environment Programme, the United Nations Education, Science and Culture Organisation, the United Nations Population Fund, the Office of the United Nations High Commissioner for Refugees, the United Nations

Children's Fund, the United Nations Industrial Development Organisation, the United Nations Entity for Gender Equality and the Empowerment of Women, the United Nations Office of Project Services, the World Food Programme and the World Health Organization (collectively, the Designated UN Entities). For a Designated UN Entity to become an ISA for the CFF (a UN ISA), it accedes to and becomes a party of the FPA entered into by the MPTF-O, as administrative interface between the Trustee and such ISAs with respect to the CFF, and the World Bank as Trustee based on the form of FPA for the UN agreed by the Working Group prior to establishment of the Trust Fund. Upon accession to the FPA by such Designated UN entity, it becomes an ISA for the CFF with respect to Grant Operations.

12. **Accreditation for Additional ISAs.** In the event a Supporting Country or Benefitting Country wishes to propose an additional MDB or UN entity as an ISA for the CFF, the Steering Committee reviews the request and the Supporting Countries determine whether they are prepared on a consensus basis to approve such entity, subject to consent of the Trustee, as a Designated MDB or Designated UN Entity without an accreditation process. If not, the Supporting Countries agree on an accreditation process satisfactory to the Trustee for verification of minimum standards, as a condition of the Trustee's entry into an FPA with such MDB or UN entity. Such accreditation process would be designed to assess the entity's record and capacity to manage funds entrusted to it, including guarding against the misuse or ineffective use of funds, in line with high international standards related to safeguards, procurement, financial management, and other critical areas that are acceptable to the Supporting Countries and the Trustee. If after such assessment, the Supporting Countries agree on a consensus basis to approve such entity, subject to consent of the Trustee, as a Designated MDB or Designated UN Entity, such MDB or UN Entity becomes an ISA for the CFF upon effectiveness of or accession to an FPA, as relevant.

4. IMPLEMENTATION ARRANGEMENTS

13. **FIF Trust Fund.** The CFF is a collaboration among Supporting Countries, Benefitting Countries and ISAs, supported by a financial intermediary fund (FIF) administered by the World Bank as Trustee and supported by a Coordination Unit located at the World Bank.

14. **Contributions.** Supporting Country Contributions to the Trust Fund can be provided in the form of cash, either in installments or as a one-time payment, in any freely convertible currency.

15. **Trust Fund Windows.** Supporting Country Contributions are applied by the Trustee to one or more Windows, including a Global Window, as indicated in the relevant Contribution Agreement or amendment thereto, with funds pooled within each Window. Contributions for Lebanon and Jordan are expected to be received into the Lebanon/Jordan Window. In specific cases where a Supporting Country is contributing funds only available for a particular Benefitting Country, such funds may be designated by the Supporting Country for, and received by the Trustee into, the relevant Country Window, such as the Lebanon Window or the Jordan Window. The Trust Fund may include additional Windows upon consensus of the Supporting Countries and consent of the Trustee. No additional designations or restrictions may be specified by a Supporting Country relative to its Contributions. As a general principle, Funding Requests are first funded by available funds in the relevant Country Window before drawing from funds in other multi-country Windows.

16. **Concessionality Amount.** The CFF provides upfront funding (the Concessionality Amount) for a Benefitting Country to an ISA in an amount that would cover, on a net present value basis, a pre-defined Concessionality Spread for the disbursement period of an ISA loan. The relevant ISA is responsible for implementation of the Concessionality Amount as described in the corresponding Funding Request submitted by the Benefitting Country and approved by the Steering Committee. To provide concessionality through the Concessionality Amount, the ISA transfers funds in the amount received from the CFF to the Benefitting Country at the time of each loan disbursement on a pro rata basis. The Benefitting Country is responsible for repaying the ISA loan on its original terms, whereas the additional funds have no cost to the Benefitting Country. The additional funds do not become part of the loan (but can become part of an overall financing package) and are not used by the ISA to pay down interest or principal on the ISA loan. Concessionality Amount funds held by the ISA that have not yet been transferred to the Benefitting Country are expected to be invested in accordance with the ISA's applicable policies and procedures.³ Accrued investment income is returned to the Trustee for deposit in the respective originating Window of the Trust Fund on an annual basis or other periodicity agreed with the Trustee. At the end of the ISA's loan disbursements to the Benefitting Country, any amount not transferred to the Benefitting Country is returned to the Trustee for deposit in the respective originating Window of the Trust Fund. All calculations and operations for the Concessionality Amount are in United States dollars, including for Funding Requests, Allocations, Commitments and transfers to ISAs.

17. **Concessionality Amount Calculation.** The calculation mechanics of the Concessionality Amount are as follows:

³ Under the FPAs, ISAs are not responsible for investment losses or for currency shortfalls due to exchange rate fluctuations, as long as the investments and currency exchanges were undertaken in accordance with the ISA's applicable policies and procedures.

(a) ***Concessionality Spread***

- (i) The Concessionality Spread, which reflects the spread between the IBRD fixed lending rate and IDA regular terms, and its Euro equivalent is posted on the CFF website on a quarterly basis, as an updated calculation by the Coordination Unit to reflect then-current market and pricing conditions.
- (ii) The application of the Concessionality Spread across all Underlying Operations enables consistent implementation of CFF support.
- (iii) At quarterly intervals, the Coordination Unit reviews the Concessionality Spread and its Euro equivalent based on market conditions and may adjust the amounts for subsequent Funding Requests to ensure consistent concessionality levels (previous Allocations are not affected).

(b) ***Concessionality Amount***

- (i) The amount of funds needed to meet the Concessionality Spread is calculated by the ISA and included as part of the Funding Request submitted by the Benefitting Country. Although loans in Underlying Operations may be in any currency under the ISA's applicable policies and procedures, the Concessionality Amount is calculated on the basis of the posted Concessionality Spread or Euro equivalent and then requested in United States dollars.⁴
- (ii) Following the calculation worksheet of the Funding Request Template, the amount is calculated as the net present value of the Concessionality Spread, applied to the projected outstanding notional amount of the loan over its life, discounted using the corresponding swap curve, and based on a projected disbursement schedule, at the time of Funding Request submission. The calculation and related information are expected to be current within one week of the Funding Request submission.
- (iii) At the time of the Concessionality Amount calculation for the Funding Request, the fixed rate equivalent of the ISA lending rate⁵ minus the Concessionality Spread will be floored at IDA regular terms.
- (iv) After Allocation and Commitment, as described in this Operations Manual, and in response to a Cash Transfer Request from the ISA, the Trustee transfers funds to the ISA for the total Concessionality Amount.
- (v) After using the Concessionality Amount to provide concessionality to loan financing through an expanded financing package, the ISA transfers funds to the Benefitting Country at the time of each loan disbursement on a pro rata basis with the loan amount.⁶

18. **Concessionality Components.** The Concessionality Amount is provided for use by the ISA to provide concessionality and is accordingly not project-based financing for use by a recipient. The designated ISA prepares and implements the provision of concessionality (the "Concessionality Component") through use of the Concessionality Amount for the Underlying Operation described in the Funding Request. Use of the Concessionality Amount occurs when the ISA commits to provide an amount totaling the Concessionality Amount to the Benefitting Country in disbursements over time proportional to the loan funds, as in an effective financing agreement. The ISA is expected to apply the same operational policies and procedures applicable to the loan portion of the Underlying Operation (excluding any repayment terms) to the additional concessionality portion as part of

⁴ ISAs use the calculation worksheet based on the U.S. dollar Concessionality Spread and the U.S. dollar swap curve, or the Euro equivalent spread and the Euro swap curve. For Euro calculations, the Euro amount is converted into U.S. dollars using the screen FX rate on the date of the calculation to determine the Concessionality Amount in U.S. dollars.

⁵ The fixed rate equivalent of the ISA lending rate is calculated in Bloomberg through the Swap Manager tool.

⁶ Designing Underlying Operations with frontloaded disbursements would accordingly increase the speed of disbursement of the Concessionality Amount to the Benefitting Country.

an expanded financing package, except as may be modified to apply to non-loan funding. Regardless of the manner in which the ISA provides the concessionality portion to the Benefitting Country, once the ISA uses the Concessionality Amount to enter into a committed financing arrangement, the additional funding provided to the Benefitting Country is the full responsibility of the ISA under its applicable operating terms, acting on its own behalf, not on behalf of the CFF or the individual Supporting Countries.

19. **Underlying Operations.** An Underlying Operation is a financing package that fits within the Objective and Scope of the CFF and couples a new or existing loan⁷ issued by an ISA to a Benefitting Country with additional funds that provide concessionality to the loan. Underlying Operations are expected to be Benefitting Country-executed in order to maximize country ownership and sustainable capacity, except as agreed by the Steering Committee where applicable ISA policies and procedures allow other modalities,⁸ but are in any case implemented in accordance with the policies and procedures of the designated ISA. The relevant ISA and the Benefitting Country are responsible for the Underlying Operation in accordance with the ISA's policies and procedures applicable to the expanded financing package (loan plus concessionality).⁹ The ISA and the Benefitting Country are responsible for keeping the Underlying Operation within the project development objective and the geographic, thematic and sectoral scope, and for managing the Project through the relevant ministry, as specified in the approved Funding Request, unless amended in accordance with the terms of this Operations Manual. Notwithstanding the Steering Committee's reliance on each ISA to manage the Underlying Operation as its own financing package, if the Benefitting Country or the ISA becomes aware of significant circumstances that could materially impede implementation of the Underlying Operation, the Benefitting Country or the ISA, as the case may be, is expected to inform the Steering Committee through the Coordination Unit, consistent with the ISA's policies and procedures, including those on disclosure of information.

20. **Exceptional Grant Operations.** On an exceptional basis, with an understanding that the purpose of the CFF is to provide concessionality to financing from ISAs, a Benefitting Country, with the support of a designated ISA, may request funding to be directed to such ISA, under the ISA's applicable policies and procedures, in connection with an operation that does not involve a loan to the Benefitting Country (a Grant Operation). Such a Funding Request would specify any justifications for providing grant funding instead of concessionality funding, including in light of other potential funding sources and in answer to why the request was not or could not be structured as a loan operation. Exceptional Grant Operation Funding Requests are evaluated for decision by consensus or no objection on a case-by-case basis by the Supporting Countries, including whether the justification merits the exceptional request and is consistent with the Objective and the Scope of the CFF. Such Funding Requests would specify the designated ISA, as well as the degree to which implementation would be by the Benefitting Country and/or the ISA. The relevant ISA and the Benefitting Country are responsible for the Grant Operations in accordance with the applicable policies and procedures of the designated ISA. The ISA and the Benefitting Country are responsible for keeping the Grant Operation within the project development objective and the geographic, thematic and sectoral scope, and for managing the Project through the relevant ministry, as specified in the approved Funding Request, unless amended in accordance with the terms of this Operations Manual. If the Benefitting Country or the ISA becomes aware of significant circumstances that could materially impede implementation of the Grant Operation, the Benefitting Country or the ISA, as the case may be, is expected to inform the Steering Committee through the Coordination Unit, consistent with the ISA's policies and procedures, including those on disclosure of information.

⁷ The options and procedures for existing loans are as agreed by the Steering Committee.

⁸ See footnote 11.

⁹ For clarity, neither the Supporting Countries, Steering Committee, Trustee nor Coordination Unit are responsible for implementation of the Underlying Operation.

21. **Funding Requests.** Funding Requests may be submitted to the Coordination Unit by Benefitting Countries,¹⁰ through their respective Benefitting Country Focal Points, with endorsement of the respective designated ISAs following the relevant Funding Request Template.¹¹ The Coordination Unit has three working days to review a proposed Funding Request package. After considering compliance with CFF requirements (including the completed Funding Request Template) and providing feedback as needed to the Benefitting Country and designated ISA, the Coordination Unit transmits the Funding Request for decision to the Supporting Countries, copied to the rest of the Steering Committee for information. Decisions on Funding Requests are made by the Supporting Countries under the decision making terms of this Operations Manual and are subject to the availability of funding, as determined by the Trustee. Funding Requests for Concessionality Components consist of the Concessionality Amount and the Concessionality Component ISA Costs. Funding Requests for Grant Operations consist of the Project Costs and the Grant Operation ISA Costs. To ensure clear accountability, each Funding Request is limited to one designated ISA. Coordination with respect to Underlying Operations and Grant Operations may result in multiple Funding Requests involving different ISAs for different Underlying Operations and Grant Operations being submitted to the Steering Committee at the same time. Funding Requests are submitted on a rolling basis after completion of the respective designated ISA's appraisal of the Underlying Operation or Grant Operation (understood to be just prior to negotiation of the financing agreement and final board or other approvals).

22. **Funding Request Criteria.** Each Funding Request is submitted in writing and reflects the following criteria, as such criteria may be modified over time by the Steering Committee in consultation with the Coordination Unit:

- (a) Completion of the relevant Funding Request Template following the requirements set forth in this Operations Manual;
- (b) Submission of a written endorsement letter from the designated ISA endorsing the Funding Request, indicating that the ISA is ready to support the implementation of the Underlying Operation or Grant Operation as ISA, subject to receipt of final approvals under ISA policies and procedures, and the Underlying Operation or Grant Operation has been prepared in accordance with the ISA's policies and procedures;¹²
- (c) Clear demonstration that the Funding Request for a Concessionality Component properly applies the Concessionality Spread to calculate the Concessionality Amount, as set forth in this Operations Manual;
- (d) Clear description in writing of the Underlying Operation or the Grant Operation, as the case may be, consistent with this Operations Manual and reflecting the following key criteria: (i) clearly demonstrated objective of supporting refugee populations and host communities that have been significantly affected by refugee shocks; (ii) part of the Benefitting Country's development agenda; (iii) clear development impact; and (iv) project readiness;
- (e) Preparation (through appraisal) and implementation plans consistent with the ISA's applicable policies and procedures; and

¹⁰ In limited circumstances, funding may also be approved by the Supporting Countries directly in response to an ISA request if an ISA has exceptional policies and procedures for implementation that do not require formal government consent, as for example when there is no government in power and the ISA may under its policies and procedures rely instead directly on requests from the international community, e.g., through country-level coordination structures, to provide assistance.

¹¹ For efficiency in specific cases, the Coordination Unit may allow relevant portions of the Funding Request to be submitted by the ISA with endorsement of the Benefitting Country, provided that all portions submitted by either the Benefitting Country or ISA are clearly endorsed in writing, and reflected as such in the transmission to the Steering Committee, by the other party.

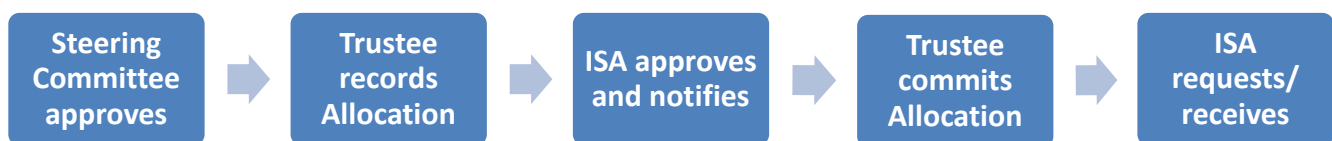
¹² The ISA endorsement is understood to include confirmation that the ISA's applicable policies and procedures were followed in preparing the Concessionality Component and the Underlying Operation, or the Grant Operation, as the case may be, through appraisal; i.e., just prior to negotiation of the financing agreement and final board or other approval.

- (f) Submissions in English and United States dollars.

23. **Country-Level Coordination.** Recognizing the importance of coordinating and integrating support provided by the CFF with other development and humanitarian assistance, existing in-country coordination structures or those being set up are expected to be engaged by each Benefitting Country prior to the submission of Funding Requests, so as to serve as an efficient basis for early information sharing on the CFF pipeline of proposals and broader international aid coordination.

24. **Allocations.** A decision by the Supporting Countries to approve a Funding Request constitutes an Allocation of funds from the FIF, which is recorded by the Trustee. Funding is approved on the basis of, and is to be administered in accordance with, the applicable policies and procedures of the designated ISA and its obligations under the FPA. Allocated funds are transferred to the ISA, used by the ISA, reported upon by the ISA and returned as applicable to the Trust Fund by the ISA. Funding Requests for supplemental Allocations may be submitted by the Benefitting Country, with support of the ISA, in cases where market or other forces beyond their control result in a degree of concessionality that is less than originally intended (for example, to compensate ex post for insufficient or reduced balances held by the ISA due to exchange rate fluctuations or negative interest rates).

25. **Commitments.** Once an Allocation has been approved by the Supporting Countries, the designated ISA seeks to promptly complete all approvals required under its applicable policies and procedures. This completion is then notified by the ISA to the Trustee through a Completion Notification. The Trustee relies on such Completion Notification (with no responsibility for confirming any aspect thereof) to change the relevant amount from Allocation status to Commitment status in the Trustee's systems. The Trustee then provides the ISA, copied to the Benefitting Country, with a Letter of Commitment for the Commitment amount, which entitles the ISA to submit a Cash Transfer Request for the transfer of funds from the Trust Fund. The Cash Transfer Request is expected to be for the full amount of the Commitment, and the Trustee is expected to provide this amount in one full transfer to the ISA. If the ISA has not submitted a Completion Notification to the Trustee within twelve months of the Allocation decision by the Steering Committee, or a Cash Transfer Request to the Trustee within twelve months of the change from Allocation to Commitment status, as the case may be, the Steering Committee may review the situation with the Benefitting Country and designated ISA to consider alternate measures.



26. **Coordination Unit Tracking.** The Coordination Unit tracks and compiles reports on progress based on information received from the ISAs and the Trustee. Initially twice a year, with a view to moving to annual reporting with agreement of the Steering Committee, the Coordination Unit distributes progress reporting on Concessionality Components and Grant Operations compiled from individual progress reports received from ISAs during the reporting period, and also shares information about progress of the Underlying Operations as reported by ISAs. This reporting system helps the Steering Committee oversee Allocations and disbursements, and achievement of outputs and outcomes for CFF-financed activities. Over time, the operational update may include a focus on problem cases to evaluate performance such as: (i) performance ratings provided in the individual progress reports; (ii) levels of disbursements; and (iii) lead time to effectiveness. This may facilitate discussions around solutions to bottlenecks and other issues that are impeding progress of the Underlying Operations or Grant Operations.

27. **Reporting.** Reporting to the Steering Committee involves the following:

- (a) **Implementation Support Agency.** Each ISA is responsible for providing implementation support for the Concessionality Components, Underlying Operations and Grant Operations for which it is the designated ISA. This includes monitoring and evaluating the overall Project performance in accordance with its policies and procedures. ISAs provide progress reporting on a six-month basis, and following completion of each Project, to the Coordination Unit, for compilation and distribution to the Steering Committee. Reporting on Concessionality Components and Grant Operations will be on a fiduciary basis for Supporting Countries. Reporting on Underlying Operations will be on an information basis for Supporting Countries. Each ISA will also be responsible for reporting financial information on a six-month basis, in accordance with its FPA, through the Trustee to the Steering Committee, with respect to the use of any funds received from the Trust Fund. ISAs are expected to follow the relevant Reporting Template.
- (b) **Coordination Unit.** The Coordination Unit reports to the Steering Committee on progress of the Concessionality Components (and for information, on the Underlying Operations) and the Grant Operations based on information received from the ISAs and the Trustee as described in this Operations Manual.
- (c) **Trustee.** The Trustee provides semi-annual reports and an annual single audit report to the Steering Committee on the financial status of the Trust Fund, in accordance with the terms set out in the Contribution Agreements.

28. **Results Monitoring.** The results framework for the CFF, as initially presented in this Operations Manual, is focused on the provision of concessionality to financing from ISAs for Underlying Operations that address the development impact of the influx of refugees and on improved coordination among Benefitting Countries, Supporting Countries, ISAs and others around such ISA financing. Each Funding Request includes information on the separate results frameworks of the relevant ISA specific to each Underlying Operation or Grant Operation. Progress in relation to such results frameworks are tracked by the ISAs and reported to the Steering Committee through the Coordination Unit for informational purposes. Over time, the operational update will include a focus on problem cases, if any, to evaluate performance, such as (i) performance ratings provided in the individual progress reports; (ii) levels of disbursements; and (iii) lead time to effectiveness. This may facilitate discussions around solutions to bottlenecks and other issues impeding progress of the Underlying Operations or Grant Operations.

29. **Cost Recovery for the Trustee and Coordination Unit.** The Trustee and the Coordination Unit operate on the basis of full cost recovery. The Trustee and the Coordination Unit each annually submit to the Steering Committee a Budget of their respective costs and expenses anticipated for the subsequent Fiscal Year. Upon approval of the Budgets by the Steering Committee, the Trustee may deduct the respective, corresponding amount from the Trust Fund for itself and for the Coordination Unit, payable pro rata from each Window based on total contributions deposited in the respective Window relative to total contributions to the FIF, as determined by the Trustee. Such amounts are then reconciled at the end of the Fiscal Year based on actual costs and expenses incurred, payable in the same manner.. Trustee and Coordination Unit costs and expenses incurred for preparation and establishment of the CFF and the Trust Fund are included for reimbursement in the initial Budgets provided to the Steering Committee.

30. **Project Amendments.** When a Benefitting Country seeks to make a material change to the project development objective, geographic area, thematic or sectoral scope, or ministry managing the Project for an Underlying Operation or a Grant Operation, and the ISA concurs with the change under its applicable policies and procedures, the Benefitting Country notifies the Steering Committee, through the Coordination Unit and with endorsement of the ISA, of the nature and rationale of the proposed change before it can take effect. After a review period of 14 calendar days following transmission of the notification by the Coordination Unit to the Steering

Committee, such change is considered approved and may take effect, unless any Supporting Country objects to such change or requests further review by the Steering Committee in writing to the Coordination Unit during the review period. The Supporting Countries may decide not to approve the change with respect to any amount of the Concessionality Component, or Grant Operation funding that remains undisbursed by the ISA, in which case the Benefitting Country can elect (i) not to make the change and continue the Underlying Operation or Grant Operation as originally approved by the Steering Committee, or (ii) to make the change and stop receiving the subsequent ISA disbursements relative to the Allocation.

31. **Operations Manual Amendments.** This Operations Manual may be amended by a Steering Committee decision for aspects subject to Steering Committee decision and by the Supporting Countries for aspects subject to Supporting Country-only decision; provided that such amendments are consistent with the World Bank's Articles, policies and procedures, as determined by the World Bank, and the ISAs' applicable policies and procedures, as determined by the respective ISA. All amendments are expected to be consistent with the terms and conditions of the signed Contribution Agreements and Financial Procedures Agreements. In the event of any conflict between either the Contribution Agreements or the Financial Procedures Agreements and this Operations Manual, the provisions of the Contribution Agreements and Financial Procedures Agreements, as the case may be, prevail.

32. **Duration of the CFF.** CFF operations are bounded by two aspects: (i) the last date by which the Steering Committee can approve Funding Requests (the "End Approval Date"), and (ii) closure of the Trust Fund. The Steering Committee is not expected to meet after the End Approval Date, unless the Members of the Steering Committee agree to do so according to decision making procedures in this Operations Manual. The Trustee and the ISAs will, however, continue to support operations of the Trust Fund, in particular with respect to funds returned to the Trustee by the ISA after the End Approval Date.

33. **End Approval Date.** The CFF's End Approval Date is June 30, 2021, subject to extension by the Steering Committee with consent of the Trustee. No new Allocations will be approved by the Steering Committee after the End Approval Date, unless agreed by the Steering Committee with the consent of the Trustee.

34. **Return of Funds Transferred to ISAs.** For purposes of calculating any amounts to be returned to the CFF, ISAs monitor disbursements to Benefitting Countries and investment income generated on retained funds from the CFF. It is expected that ISA disbursements for Underlying Operations will not exceed ten years, and Grant Operations will also be less, with closure of the Trust Fund to occur thereafter. Funds will be returned by the ISA to the Trustee for deposit in the respective originating Window of the Trust Fund with respect to:

- (a) *Investment income on CFF fund balances held by the ISA.* Investment income is returned to the Window from which the original funds were transferred on an annual basis or other frequency agreed with the Trustee, on terms of transfer agreed with the Trustee.
- (b) *Unused funds that were not used for concessionality or Grant Operation purposes.* Such unused funds are expected to arise if the full loan amount of the Underlying Operation, or the full amount for the Grant Operation, is not disbursed by the ISA, or if such funds were disbursed but not used for the Project and were returned to the ISA, as for example when procurement is under budget or implementation is partial or cancelled. Such unused funds may be returned at any time, but at the latest at the end of the disbursement timetable for an Underlying Operation or at the end of a Grant Operation, the ISA calculates the unused amount (proportional to the Concessionality Amount in the case of an Underlying Operation). Unused funds are returned to the Window from which the original funds were transferred, on terms of transfer agreed with the Trustee.
- (c) *Used funds that were misused and refunded to the ISA.* In the event funds provided in the financing package for an Underlying Operation were misused and subsequently refunded to the ISA by the recipient of the financing package, the ISA returns an amount of such refund (proportional to the

Concessionality Amount in the case of an Underlying Operation) to the Window from which the original funds were transferred, on terms of transfer agreed with the Trustee.

The ISA is not responsible for returning disbursed funds that are unused or misused, unless such funds are returned by the recipient to the ISA under its applicable policies and procedures. Funds to be returned by the ISA to the Trust Fund that are not in United States dollars may be refunded as converted at the foreign exchange rate commercially available to the ISA in accordance with the ISA's applicable policies and procedures.

35. **Return of Funds to Supporting Countries at Closure.** At closure of the Trust Fund, the Trustee will return any remaining balance of the Trust Fund with respect to each Window, including funds returned to the Trustee by the ISAs after the End Approval Date, to each Supporting Country on a pro rata basis with regard to the total funds deposited in the respective Window by such Supporting Country relative to the total funds deposited in the respective Window by all Supporting Countries, or as otherwise specified in the respective Contribution Agreements or agreed by the Trustee and relevant Supporting Country.

36. **CFF Review.** The Steering Committee is expected to commission a midterm review of the CFF after 18 months and an independent evaluation of the CFF after 3 years of operation. The midterm review and evaluation will, inter alia, (i) draw lessons learned, (ii) assess progress towards the Objective, and (iii) recommend any changes to design and management.

37. **Status.** This Operations Manual and the mechanisms set out in it, including participation by Supporting Countries in the CFF, do not create, nor will they create in the future, a joint venture, an association, or a legal partnership, employment or agency relationship, mandate, representation or delegation among the Supporting Countries, the Benefitting Countries, the ISAs and the World Bank as Trustee and Coordination, collectively or individually. Financial contributions from the Supporting Countries are limited to the amounts specified in their respective Contribution Agreements.

38. **Disputes.** Any disputes between participants in the CFF are to be handled under the terms of the Contribution Agreements and FPAs.

39. **Privileges and Immunities.** Nothing in this Operations Manual may be considered a waiver of any privileges or immunities of any participant under its relevant governing documents, including the World Bank under its Articles of Agreement, and other ISAs under their respective governance documents, or under any applicable law, all of which are expressly reserved.

40. **Disclosure.** The CFF seeks to operate in a transparent manner, which includes disclosure of and public access to this Operations Manual, the Contribution Agreements, FPAs, Funding Requests, financial and progress reports, midterm review and independent evaluation, including as posted on the CFF website by the Coordination Unit. CFF information may be disclosed by each CFF participant with respect to its policies, procedures and, in the case of countries, applicable legislation, except with respect to information that has been presented or marked in writing as confidential. Such confidential information may be disclosed only with the presenting party's prior written consent. If a CFF participant is required to disclose such confidential information upon receipt, it will refrain from receiving such information without such prior consent.

5. GOVERNANCE

41. The CFF has a governance structure consisting of a Steering Committee, a Coordination Unit, a Trustee, and ISAs, as described below.

A. STEERING COMMITTEE

42. The Steering Committee serves as the decision-making body of the CFF and comprises decision-making Members and non-decision-making Observers. Decisions of the Steering Committee are made by consensus in meetings or by no objection through email by the deciding Members, as specified in this Operations Manual.

43. **Decision-Making Members.** Each Supporting Country and each Benefitting Country is a decision-making Member of the Steering Committee. A designated representative of each Member is notified at all times to the Coordination Unit. A Supporting Country may designate only one designated representative for the Steering Committee regardless of the number of its national or other entities contributing to the CFF. Decisions are made by the Members, except as otherwise specified in this Operations Manual.

44. **Non-Decision-Making Observers.** Observers of the Steering Committee do not participate in decision-making, but may participate in Steering Committee discussions. The Trustee and the Coordination Unit are Observers that are expected to participate in all Steering Committee meetings. All Designated MDBs that are ISAs, the International Monetary Fund, the UN Resident Coordinator for each Benefitting Country (for purposes of coordinating country-level UN activities), the UNHCR (for purposes of providing refugee-related expertise and coordinating with ongoing UN humanitarian efforts at the global level), and one UN entity as designated by the Executive Office of the UN Secretary-General (for purposes of coordinating with ongoing UN development efforts at the global level) may attend Steering Committee meetings as Observers on an as-interested or as-relevant basis. Designated UN Entities that are ISAs may attend Steering Committee meetings as Observers when Funding Requests they are respectively supporting are under consideration. A designated representative of each Observer is notified at all times to the Coordination Unit. The Co-Chairs of the Steering Committee may, in their discretion and taking into account Members' views where feasible, invite other participants, including prospective Supporting Countries, to Steering Committee meetings as deemed appropriate, who may participate in a non-decision making capacity to the extent indicated by the Co-Chairs.

45. **Membership Terms.** The Steering Committee decides on the terms related to its membership, pursuant to decision making procedures in this Operations Manual, including changes to size and composition, participation of Member representatives and engagement of Observers; provided that the Trustee and the Coordination Unit at all times remain as Observers.

46. **Roles and Responsibilities.** The roles and responsibilities of the Steering Committee include:

- a) Selecting the Co-Chairs of the Steering Committee;
- b) Agreeing on rules and procedures for Steering Committee business, in alignment with this Operations Manual;
- c) Approving strategic documents of the CFF;
- d) Advising on the process and common format for Funding Requests, including adjustments to the Funding Request Templates in this Operations Manual;
- e) Reviewing Funding Requests and getting Supporting Country approval for Allocations, based on funding availability as determined by the Trustee;
- f) Approving Budgets from the Trustee and the Coordination Unit;

- g) Reviewing progress reports from the ISAs as compiled by the Coordination Unit and the annual report prepared by the Coordination Unit;
- h) Reviewing financial reports from the Trustee and financial information from the ISAs as compiled by the Trustee;
- i) Approving and amending this Operations Manual as specified herein;
- j) Facilitating coordination among Benefitting Countries, Supporting Countries, ISAs and Observers, as well as other country-level stakeholders and in relation to other financing instruments;
- k) Commissioning periodic reviews and evaluations of the CFF; and
- l) Exercising such other functions as it may deem appropriate to fulfill the purposes of the CFF.

47. **Decision Making at Meetings.** Decisions by the Steering Committee at physical meetings, including face-to-face, audio or video participation, are made by consensus of its Members, unless otherwise specified in this Operations Manual. Consensus is a procedure for adopting a decision when no Member blocks a proposed decision. For the purposes of the CFF, consensus does not necessarily imply unanimity. A dissenting Member that does not wish to block a decision may state an objection to be recorded in the meeting minutes (or by written statement for electronic decision making); a Member may also record an abstention without stating a view or blocking a decision. If consensus is not possible, then the proposal is postponed, modified for a subsequent decision or withdrawn. The Co-Chairs participate in the consensus decision making of the Steering Committee and articulate the consensus view.

48. **Decision Making by No Objection.** Decisions made between meetings, including on Allocations by Supporting Countries in response to Funding Requests, may be made by email or other electronic communication media on a no objection basis through procedures handled by the Coordination Unit. No objection decision requests are distributed to each deciding Member's designated representative, and copied to the designated representatives of any non-deciding Members and Observers that are notified to the Coordination Unit and on record at the time. Standard no objection review periods are expected to last fourteen calendar days. If a relevant Member objects within the review period specified for the particular decision, the proposal is postponed, modified for a subsequent decision or withdrawn. If a relevant Member objects for purposes of taking the decision at a physical meeting, the matter may be taken up at the subsequent Steering Committee meeting.

49. **Conflicts of Interest.** The Steering Committee is mindful at all times of perceived and actual conflicts of interest. To avoid conflicts of interest, the following decisions are made by Supporting Countries only, although still in the context of full Steering Committee distribution and discussion: (i) revisions to the Scope of the CFF; (ii) addition of any Benefitting Countries; (iii) addition of any Windows; (iv) addition of ISAs; (v) approval of Funding Requests; and (vi) any Project amendment that constitutes a material change to the project development objective, geographic, thematic or sectoral scope, or managing ministry of an Underlying Operation or Grant Operation. Other decisions that pose conflict of interest issues may be similarly handled. Individual designated representatives, on behalf of themselves or their institution or country, are expected to disclose any conflicts of interest related to their decision making and recuse themselves as appropriate.

50. **Steering Committee Co-Chairs.** The Steering Committee has two Co-Chairs chosen from among its Members (one from the Supporting Countries and one from the Benefitting Countries). The Co-Chairs are selected by consensus of the Steering Committee, retain their decision-making status, and serve for a term of one year.

51. **Steering Committee Meetings.** The Steering Committee is expected to meet twice a year or as needed, with at least one annual physical meeting. The Steering Committee may conduct any of its business electronically, including making decisions by no objection, unless a deciding Member requests a meeting for a specific decision within the no objection review period. The costs of such meetings are included in the Coordination Unit's

administrative Budget approved by the Steering Committee.

52. **Agenda and Documentation.** The Coordination Unit prepares the provisional agenda and relevant documentation for Steering Committee meetings (including for any Funding Requests to be considered at such meetings) and provides these to each Member's and each Observer's designated representative by email prior to the meeting with a service standard of fourteen calendar days. At the beginning of each meeting, the Steering Committee confirms the agenda for the meeting.

53. **Decisions, Minutes and Disclosure.** Following discussion of any agenda item or other issue raised during a meeting that requires a decision of the Steering Committee, the Co-Chairs present a summary of the main discussions and determine whether there is a consensus. A summary of decisions taken at the meeting is highlighted in the minutes of the meeting, which are prepared by the Coordination Unit. Prepared minutes are circulated by the Coordination Unit after the meeting to each Member's and each Observer's designated representative for confirmation or comment, after which the Coordination Unit prepares and distributes final minutes, including for public disclosure and posting on the CFF website. Information regarding the CFF is disclosed to the public consistent with the World Bank's Access to Information Policy.

B. COORDINATION UNIT

54. The Coordination Unit supports the work of the Steering Committee by serving as a liaison between the Steering Committee, the Trustee, and the ISAs. It comprises a small team of professional and administrative staff headed by a program manager assigned by the World Bank (staff from other CFF participants may be seconded to this unit). The Coordination Unit operates as part of the World Bank under World Bank management and applicable policies and procedures and is also accountable to the Steering Committee for the performance of its functions. In this respect, the Coordination Unit handles CFF operations in accordance with the World Bank's Access to Information Policy.

55. **Roles and Responsibilities.** The roles and responsibilities of the Coordination Unit include:

- a) Receiving Funding Requests from Benefitting Countries;
- b) Reviewing proposed Funding Requests for compliance as a matter of completeness and consistency with the Operations Manual, for feedback to the Benefitting Country and designated ISA, before transmitting the Funding Request to the Supporting Countries for decision;
- c) Notifying the Trustee of Allocations approved by the Steering Committee;
- d) Organizing meetings of the Steering Committee;
- e) Preparing and circulating minutes of Steering Committee meetings;
- f) Handling no objection decision making processes;
- g) Managing the CFF website and providing public information on the CFF;
- h) Posting the Concessionality Spread and its Euro equivalent on the CFF website on a quarterly basis;
- i) Compiling progress reports from ISAs for distribution to the Steering Committee and preparing the CFF annual report;
- j) Providing guidance on the CFF's processes and requirements;
- k) Preparing proposed amendments to this Operations Manual for decision by the Steering Committee;
- l) Supporting the Steering Committee in commissioning the midterm review and independent evaluation;

- m) Attending Steering Committee meetings as an Observer; and
- n) Coordinating with the Trustee.

C. TRUSTEE

56. The World Bank serves as the Trustee for the FIF Trust Fund that supports the CFF. The Trustee administers the Trust Fund for purposes of receiving funds from Supporting Countries and holds those funds under the terms of Contribution Agreements with the Supporting Countries. The Trustee operates as part of the World Bank under World Bank management and applicable policies and procedures.

57. **Roles and Responsibilities.** The roles and responsibilities of the Trustee include:

- a) Establishing the Trust Fund at the Bank to receive and hold Contributions;
- b) Signing Contribution Agreements with Supporting Countries;
- c) Signing FPAs with ISAs;
- d) Issuing Payment Requests to Supporting Countries and receiving funds into the Trust Fund;
- e) Holding and investing contributed funds pending transfer to ISAs;
- f) Determining funding availability and notifying the Steering Committee for decisions on Allocations;
- g) Providing Letters of Commitment to ISAs, receiving Cash Transfer Requests from ISAs, and disbursing funds from the Trust Fund;
- h) Receiving returned funds from ISAs;
- i) Providing financial reports and single audit reports;
- j) Returning funds to Supporting Countries under the terms of their Contribution Agreements upon closure of the Trust Fund;
- k) Attending Steering Committee meetings as an Observer; and
- l) Coordinating with the Coordination Unit.

D. LIMITATIONS OF COORDINATION UNIT AND TRUSTEE RESPONSIBILITY

58. Neither the Coordination Unit nor the Trustee has responsibility for the use of funds transferred to ISAs from the Trust Fund. (For clarity, as with other ISAs, the World Bank as ISA retains its responsibilities under its respective FPA and this Operations Manual.) In particular, neither the Coordination Unit nor the Trustee has responsibility, fiduciary or otherwise, for the use of funds by ISAs or for Concessionality Components, Underlying Operations and Grant Operations, including without limitation, any duties and obligations that might otherwise apply to a fiduciary or trustee under general principles of trust or fiduciary law. The Coordination Unit and Trustee have, without limitation, no responsibility for (i) reviewing the appropriateness of any decision by the Steering Committee or Supporting Countries; (ii) confirming that funds transferred to ISAs were used for their intended purposes; (iii) implementing, monitoring, supervising, evaluating, or providing quality assurance with respect to Concessionality Components, Underlying Operations and Grant Operations; (iv) providing individual Supporting Countries with customized financial, progress, results, impact or other reporting; (v) collecting funds from any ISA or other entity in connection with an Allocation; (vi) handling any alleged misuse or misprocurement that may arise with respect to funds transferred to ISAs or Concessionality Components, Underlying Operations or Grant Operations; or (vii) ensuring the repayment or return of any funds. The Coordination Unit and the Trustee have no obligations under the anti-terrorist financing and asset control

laws, regulations, rules and executive orders of any individual Supporting Country.

E. IMPLEMENTATION SUPPORT AGENCIES (ISAs)

59. Designated MDBs and Designated UN Entities may participate in the CFF by signing FPAs with the Trustee, after which they become ISAs eligible to support Funding Requests submitted by Benefitting Countries. Fund flows for Designated UN Entities are expected to occur through the UN's Multi-Partner Trust Fund Office under the UN Framework FPA for relevant Benefitting Countries. Each ISA carries fiduciary responsibility to the Steering Committee and the Supporting Countries for any funds it receives from the CFF, including proper use of the Concessionality Amount to provide concessionality to the Underlying Operation or proper use of the funds for the Grant Operation, as the case may be, and in so doing is obligated to follow its applicable policies and procedures, in accordance with the terms of its FPA, including application of this Operations Manual.

60. **Applicable Policies and Procedures.** Funds received from the CFF are expected to be used and administered in accordance with each ISA's applicable policies and procedures, as the same may be amended from time to time, with regard to Concessionality Components, Underlying Operations and any Grant Operations, including its procurement, financial management, disbursement and safeguards (environmental and social) policies, its framework to prevent and combat fraud and corruption, and its screening procedures to prevent the use of CFF resources to finance terrorist activity, in line with any ISA obligations to give effect to the relevant decisions of the Security Council taken under Chapter VII of the Charter of the UN, it being understood that this provision does not create any obligations of the ISAs under the anti-terrorist financing and asset control laws, regulations, rules and executive orders of any individual Supporting Country. In the event an auditor's report indicates that funds transferred to an ISA were misused or not returned, the Steering Committee and Supporting Countries are to proceed in accordance with the relevant FPA.

61. **Roles and Responsibilities.** The roles and responsibilities of the ISAs include:

- a) Conducting discussions with Benefitting Countries on Underlying Operations, or in exceptional cases Grant Operations, that can benefit from CFF support;
- b) Coordinating and exchanging information with relevant country level coordination mechanisms;
- c) Coordinating and exchanging information among MDBs and other international financial institutions, as relevant, including through existing fora or coordination platforms;
- d) Supporting Benefitting Countries in preparing Funding Requests for which they are designated ISAs, including providing endorsements, Concessionality Amount calculations and relevant materials;
- e) Providing implementation and/or implementation support to Benefitting Countries consistent with approved Funding Requests, including with respect to Concessionality Components, Underlying Operations and Grant Operations;
- f) Ensuring that Concessionality Components, Underlying Operations and Grant Operations are administered in accordance with the designated ISA's applicable policies and procedures;
- g) Providing financial and progress reporting, including for the annual report of the CFF, to the Steering Committee through the Trustee and Coordination Unit in accordance with this Operations Manual and their respective FPAs; and
- h) Cooperating with reviews and evaluations of the CFF commissioned by the Steering Committee under terms acceptable to the ISAs.

6. GLOSSARY

“Allocation” means a Funding Request amount approved by the Supporting Countries and recorded by the Trustee, which may also be an amount supplemental to the original amount, or such other amount proposed by the Coordination Unit and agreed by the Supporting Countries for conducting the Steering Committee’s business.

“Benefitting Countries” mean Jordan and Lebanon, as well as any other country that may be added under procedures set forth in this Operations Manual.

“Benefitting Country Focal Point” means the specific ministry or agency designated in writing to the Coordination Unit by the Benefitting Country to participate in the Steering Committee, submit Funding Requests and otherwise be in charge of any Benefitting Country interaction with the CFF.

“Budget” means the estimated costs expected to be incurred annually by each of the Trustee and the Coordination Unit, as presented to the Steering Committee for approval.

“Cash Transfer Request” means a proper request submitted by an ISA in accordance with its FPA to the Trustee for the transfer of funds from the Trust Fund following receipt by the ISA of a Letter of Commitment.

“Co-Chairs” means the two Members of the Steering Committee, one Supporting Country and one Benefitting Country, chosen by the Steering Committee under the terms of this Operations Manual.

“Commitment” means an amount recorded by the Trustee as having “committed” status following proper receipt by the Trustee of a Completion Notification from the ISA.

“Completion Notification” means a notification provided under an ISA’s FPA in which the ISA represents that it has completed all requisite approvals to proceed with, as the case may be, (i) an Underlying Operation, including the Concessionality Component, or (ii) a Grant Operation.

“Concessional Financing Facility” or “CFF” or “Global Concessional Financing Facility” or “GCFF” means an international collaboration supported by a World Bank-administered FIF established and operated under the terms described in this Operations Manual.

“Concessionality Amount” means the amount of funds calculated to meet the Concessionality Spread that may be requested in a Funding Request.

“Concessionality Component” means all the activities undertaken by an ISA to prepare and implement the provision of concessionality through use of the Concessionality Amount for an Underlying Operation.

“Concessionality Component ISA Costs” means the ISA’s costs for preparing and implementing a Concessionality Component, not including other costs for implementing the Underlying Operation, that may be requested in a Funding Request.

“Concessionality Spread” means the amount in United States dollars determined on a quarterly basis by the Coordination Unit to reflect the spread between the IBRD fixed lending rate and IDA regular terms and posted on the CFF website for calculating the amount of concessionality that is funded by the CFF.

“Contribution” means the amount of funds agreed by a Supporting Country in a Contribution Agreement to be contributed to the Trust Fund, as such amount may be supplemented through amendments to such Contribution Agreement from time to time.

“Contribution Agreement” means the agreement or arrangement, as the case may be, entered into between the Trustee and a Supporting Country in respect of the Supporting Country’s Contribution to the Trust Fund.

“Coordination Unit” means the unit established within the World Bank to support the Steering Committee, as described in this Operations Manual.

“Country Window” means a country-specific Window for a particular Benefitting Country that is segregated from other Windows and cannot be used to fund Allocations for other Benefitting Countries, but can be used to fund Budgets, and into which funds contributed by a Supporting Country are deposited as specified in the respective Contribution Agreement.

“Designated MDBs” means the European Bank for Reconstruction and Development, the European Investment Bank, the Islamic Development Bank Group, and the World Bank, or as may be additionally agreed under the terms of this Operations Manual, that are eligible to enter into FPAs.

“Designated UN Entities” means the Food and Agriculture Organisation, the International Labour Organisation, the United Nations Human Settlement Programme, the United Nations Development Programme, the United Nations Environment Programme, the United Nations Education, Science and Culture Organisation, the United Nations Population Fund, the Office of the United Nations High Commissioner for Refugees, the United Nations Children’s Fund, the United Nations Industrial Development Organisation, the United Nations Entity for Gender Equality and the Empowerment of Women, the United Nations Office of Project Services, the World Food Programme and the World Health Organization, or as may be additionally agreed under the terms of this Operations Manual, that are eligible to accede to the UN Framework FPA.

“End Approval Date” means June 30, 2021, the date after which no new Allocations may be approved by the Steering Committee, unless modified by the Steering Committee with consent of the Trustee.

“Financial Intermediary Fund” or “FIF” means a World Bank-administered financial intermediary fund, such as the Trust Fund.

“Financial Procedures Agreement” or “FPA” means the framework agreement or arrangement, as the case may be, entered into between the Trustee and an ISA, or the MPTF-O for UN ISAs, with an agreed form of FPA for all Designated MDBs (accommodating Concessionality Components and Grant Operations) and an agreed framework FPA for all Designated UN Entities (accommodating only Grant Operations).

“Fiscal Year” means the fiscal year of the World Bank from July 1 through June 30.

“Funding Request” means an application for funding from the Trust Fund submitted by a Benefitting Country with the support of an ISA, requesting either (i) the Concessionality Amount and the Concessionality Component ISA Costs in the case of a Concessionality Component, or (ii) the Project Costs and the Grant Operation ISA costs, in the case of a Grant Operation, and which may also include additional amounts that the Benefitting Country and the supporting ISA wish to request due to market or other forces out of their control, whether presented on an ex ante or ex post basis, for Supporting Country consideration.

“Funding Request Template” means the relevant common template for requesting funds from the CFF for Concessionality Components or Grant Operations, as set forth in Part 9 of this Operations Manual, or as may be circulated by the Coordination Unit or posted on the CFF website following consultations with the Steering Committee.

“Global Window” means a multi-country Window that is segregated from other Windows and can be used to fund Allocations for any Benefitting Country, as well as Budgets, and into which funds contributed by a Supporting Country are deposited as specified in the respective Contribution Agreement.

“Glossary” means this Glossary appearing as part of this Operations Manual, as may be amended from time to time by the Steering Committee, subject to consent of the Trustee and the Coordination Unit.

“Grant Operation” means an operation financed by the Trust Fund on an exceptional basis that is supported by an ISA, but does not involve a loan to the Benefitting Country.

“Grant Operation ISA Costs” means an ISA’s costs for preparing and implementing a Grant Operation, not including Project Costs, which are UN Fees in the case of UN ISAs, that may be requested in a Funding Request.

“Implementation Support Agency” or “ISA” means a Designated MDB or a Designated UN Entity, or such other multilateral development bank or UN entity that is approved or accredited in accordance with this Operations Manual, after signing a Financial Procedures Agreement, which includes UN ISAs.

“ISA Account” means one or more dedicated accounts in which the ISA holds funds from the Trust Fund separate and apart from its own funds.

“ISA Funds” means funds transferred by the Trustee from the Trust Fund to an ISA.

“Lebanon/Jordan Window” means the two-country Window for Lebanon and Jordan that is segregated from other Windows, and into which funds contributed by a Supporting Country are deposited as specified in the respective Contribution Agreement, and in which those funds are pooled and available for any Funding Requests from Lebanon or Jordan, as well as for Budgets.

“Letter of Commitment” means a letter sent by the Trustee to the ISA following receipt of a satisfactory Completion Notification indicating that the specified amount is “committed” in the Trustee’s systems and available for transfer.

“Members” means the decision making participants of the Steering Committee, namely all Supporting Countries and all Benefitting Countries.

“MPTF-O” means the Multi-Partner Trust Fund Office of the United Nations Development Programme, acting as the administrative agent of certain Benefitting Country trust funds of the UN, and as the administrative interface between the Trustee and the UN ISAs.

“MPTF-O Account” means one or more dedicated accounts in which the MPTF-O, as administrative interface for the UN ISAs, holds funds from the Trust Fund separate and apart from its own or other funds.

“New Financing Initiative to Support the MENA Region” refers to a broader initiative to provide additional sources of financing to countries severely impacted by refugees, comprising the CFF and the proposed MENA Guarantee Facility.

“Objective” means the development objectives of the CFF, as set forth in Part 2 of this Operations Manual.

“Observers” means the non-decision making participants of the Steering Committee as specified in this Operations Manual.

“Operating Currency” means United States dollars, the operating currency of the Trust Fund.

“Operations Manual” means this Operations Manual, as may be amended from time to time under its terms, of which the English version is the operative version.

“Payment Request” means a request from the Trustee to a Supporting Country for the payment of a Contribution amount, or portion thereof, to the Trust Fund in cash, as specified in the relevant Contribution Agreement.

“Project Costs” means the direct costs of a Grant Operation that may be requested in a Funding Request.

“Reporting Template” means the relevant common template for reporting on Concessionality Amounts or Grant Operations, as set forth in Part 10 of this Operations Manual, or as set forth in the relevant FPAs, in either case as may be circulated by the Coordination Unit or posted on the CFF website following consultations with the Steering Committee.

“Scope” means the scope of the activities and projects to be supported by the CFF through Underlying Operations and, in exceptional cases, Grant Operations, as set forth in Part 2 of this Operations Manual.

“Steering Committee” means the CFF’s decision making body as described in this Operations Manual.

“Supporting Country” means any country or intergovernmental entity that enters into a Contribution Agreement committing the minimum required amount to the Trust Fund.

“Supporting Country Share” means, with respect to each Supporting Country, an interest in the Trust Fund equal to such Supporting Country’s pro rata share of the remaining amount in the Trust Fund that has not yet been allocated or committed by the Trustee.

“Trustee” means the World Bank in its capacity as trustee of the Trust Fund.

“Trust Fund” means the FIF supporting the CFF.

“Underlying Operation” or “Project” means an integrated financing package consistent with the Objective and Scope of the CFF from the ISA for a Benefitting Country, consisting of loan funds alongside additional (non-loan) funds reflecting the Concessionality Amount.

“UN” means United Nations.

“UN Fees” means 1% for the MPTF-O and 7% for the relevant UN ISA of the Project Cost for a Grant Operation, which together may be requested as Grant Operation ISA Costs.

“UN Framework FPA” means the FPA entered into between the MPTF-O and the Trustee, to which Designated UN Entities may accede under its terms.

“UNHCR” means Office of the United Nations High Commissioner for Refugees.

“UN ISA” means a Designated UN Entity that has acceded to the UN Framework FPA under its terms.

“Windows” means separate accounts in the Trust Fund for which separate financial reporting is provided to the Steering Committee, such as the Lebanon/Jordan Window and any Country Windows.

“Working Group” means working group convened by participants in Lima, Peru in October 2015 of the International Stakeholders’ Roundtable Meeting for the MENA Region, co-chaired by UN Secretary-General, the

President of the World Bank Group and the President of the Islamic Development Bank Group, tasked with finalizing the details and implementation roadmap of the New Financing Initiative to Support the MENA Region.

“World Bank” means the International Bank for Reconstruction and Development and the International Development Association.

“World Bank Group” means the World Bank, the International Finance Corporation and the Multilateral Investment Guarantee Agency.

7. PROCESS GUIDE

STEPS	DETAIL
1. Supporting Country (SC) contributes to the CFF	
	<ul style="list-style-type: none"> • Pledging process to be followed by Contribution Agreements (CAs) • Contribution Agreement (CA) signed between SC and Trustee based on agreed form of CA • CA specifies payment details (installment schedule and window designations) • Trustee issues Payment Requests to SCs • Supplemental Contributions may be provided through amendments to CA
2. Trustee receives funds from SC	
	<ul style="list-style-type: none"> • Trustee deposits funds into designated Windows • Trustee monitors and reports on fund availability in each of the Windows.
3. Benefitting Country collaborates with ISA on proposal	
	<ul style="list-style-type: none"> • BC and ISA prepare and coordinate on Funding Request documents • ISA calculates Concessionality Amount
4. Benefitting Country submits CFF Funding Request to Coordination Unit	
	<ul style="list-style-type: none"> • Funding Request follows Funding Request Template • Submission of Funding Request occurs after ISA appraisal • Funding Request includes endorsement of designated ISA
5. Coordination Unit distributes Funding Request to Steering Committee	
	<ul style="list-style-type: none"> • Coordination Unit first checks for compliance with OM and Funding Request Template and Trustee confirms amount is within funding availability • Request is sent out by Coordination Unit to Steering Committee via email on a rolling basis for no objection decision by SCs, copied to other Members and all Observers for information • Can also be decided at Steering Committee meeting by Supporting Countries depending on timing of meeting or Supporting Country request during no objection review period
6. Steering Committee reviews Funding Request	
	<ul style="list-style-type: none"> • If not approved by Supporting Countries, BC has option to revise and resubmit with ISA • Approved amount is an “Allocation”
7. Trustee receives Coordination Unit notice of the Allocation and records	
	<ul style="list-style-type: none"> • Coordination Unit informs Trustee of Steering Committee decision • Recorded in Trustee systems as “allocated”; no longer available for future Funding Requests
8. ISA completes negotiations and approvals	
	<ul style="list-style-type: none"> • Pertains to either to the Underlying Operation, including the Concessionality Component, or to the Grant Operation

9. ISA notifies Trustee of completion¹³	
	<ul style="list-style-type: none"> • To occur within 12 months of approval (Allocation) or brought back for review / adjustment
10. Trustee receives ISA notice of completion and records	
	<ul style="list-style-type: none"> • Allocation becomes a “Commitment”; amount is recorded in Trustee systems as “committed” • Trustee issues a Letter of Commitment to the ISA • After commitment, ISA submits a Cash Transfer Request to the Trustee
11. ISA submits a cash transfer request for the full amount to the Trustee	
	<ul style="list-style-type: none"> • To occur within 12 months of ISA completion (Commitment) or back for review / adjustment
12. Trustee makes cash transfer to the ISA	
	<ul style="list-style-type: none"> • One transfer upfront for total Allocation
13. ISA receives and uses the requested funds	
	<ul style="list-style-type: none"> • Funds are transferred by ISA to BC at time of each loan disbursement on pro rata basis • Untransferred funds may generate investment income under ISA policies and procedures • Funds transferred for Grant Operations are used in accordance with Funding Request
14. Trustee and Coordination Unit report to the Steering Committee	
	<ul style="list-style-type: none"> • Trustee reports to include Contributions, cash transfers and funds available for allocation • Coordination Unit reports to include compiled information on use of funds, project results • ISAs to provide semiannual financial and progress reports for further distribution
16. ISA returns funds to Trustee for deposit in respective Window of Trust Fund	
	<ul style="list-style-type: none"> • Returns of investment income on balances plus unused funds at end of loan disbursements, as well as any proportional amount of refunds from misused funds • Returns of any unused funds or refunds from Grant Operations • Trustee provides pro rata return of available balance to SCs upon closure of Trust Fund

¹³ For UN ISAs, some of these steps are handled by or channeled through the Multi-Partner Trust Fund – Office of the UNDP.

8. RESULTS FRAMEWORK

Concessional Financing Facility Results Framework

The Results Framework for the CFF is focused on the results achieved in provision of concessional financing to middle income countries impacted by the influx of refugees, and improved partner and donor coordination. The results of the Underlying Operations in addressing the impact of the influx of refugees in the Benefitting Countries will be tracked and provided separately.

Objective: The objective of the CFF is to support middle income countries hosting refugees through the provision of concessional financing and improved coordination for development projects addressing the impact of the influx of refugees.			
Indicator	Description	Source	Frequency
Indicator 1: Amount of grant contributions raised <u>Baseline:</u> 0 (2016) (<i>initial pledges made in April 2016 of US\$140 million in grant contributions and US\$1 billion in loans that will generate additional grant contributions</i>) <u>Target:</u> US\$1 billion in grant contributions (2021)	Amount (USD) raised in grant contributions from Supporting Countries for the CFF	CFF Coordination Unit	Annual
Indicator 2: Amount allocated by the CFF per year <u>Baseline:</u> 0 <u>Target:</u> US\$150-200 million (yearly)	Total concessional amount (USD) and exceptional grants approved by the CFF for eligible activities in the Benefitting Countries on a yearly basis	CFF Coordination Unit	Annual
Indicator 3: Amount of total MDB financing made on concessional terms from the CFF <u>Baseline:</u> 0 (2016) <u>Target:</u> US\$3 billion in concessional MDB financing (2021)	Total amount of MDB financing made on concessional terms due to the CFF for projects addressing the impact of the influx of refugees	CFF Coordination Unit based on reporting by Benefitting Countries and ISAs	Annual
Indicator 4: Share of respondents from Benefitting Countries, ISAs, and Supporting Countries who indicate that CFF implementation is making a useful contribution to coordination efforts	Percent of respondents indicating that the CFF is making a useful contribution to coordination efforts (a) of the MDBs involved; and (b) between the MDBs and the UN around country level interventions to address the impact of the influx of refugees	CFF Coordination Unit based on responses to Annual Satisfaction Survey	Annual

9. FUNDING REQUEST TEMPLATES

A. Concessionality Components

FUNDING REQUEST TEMPLATE CONCESSIONAL FINANCING FACILITY

Filled-in form to be submitted to the Coordination Unit, for submission to the Steering Committee. To be accompanied by the ISA's supporting project document (appraisal stage), including Results Matrix and M&E.

Date of Submission to Coordination Unit:

1. Name of Underlying Operation

2. Requesting Country

3. Implementing Supporting Agency (ISA)

4. Amount Requested (US\$ millions)¹⁴

Concessionality Amount	Concessionality Component ISA costs ¹⁵	Total Concessionality Amount and Concessionality Component ISA costs <u>TOTAL AMOUNT TO BE APPROVED</u>

5. Overall Financing Plan (US\$ millions)

Underlying Operation		Country Financing	Other Financing (specify)	Total Financing Plan
Loan	Concessionality Amount			

6. Underlying Operation Milestones

Expected Approval Date by ISA		Expected Start Date (effectiveness):		Expected Closing Date:		Expected End Disbursement Date:	
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¹⁴ Based on information provided on the Calculation Worksheet.

¹⁵ ISA costs for preparing and implementing a Concessionality Component not including costs for implementation of the Underlying Operation.

7. Objective of Underlying Operation (Project Development Objective)

8. Thematic or sectoral scope of Underlying Operation

9. Brief description of what the Project will support, including geographic areas

10. Brief description of coordination with country-led mechanism / donor coordination

11. Justification. Describe how Project aligns with CFF Scope and Funding Criteria

Scope

<i>Key Criteria</i>	<i>Comment</i>
<i>Demonstrated objective of supporting refugee populations and host communities</i>	
<i>Part of Benefitting Country's development agenda</i>	
<i>Clear development impact</i>	
<i>Project readiness</i>	

12. Requester and Recipient Information.

Benefitting Country Focal Point:	Title:
Organization and Address:	
Telephone:	Email:
Recipient Name / Ministry managing project:	Title:
Organization and Address:	
Telephone:	Email:

13. Implementing Supporting Agency (ISA) Information.

Name of Authorizing Director:	Title:
Organization and Address:	
Telephone:	Email:
Name of Project Task Manager:	Title:
Organization and Address:	
Telephone:	Email:

SUPPLEMENTAL INFORMATION: RESULTS MONITORING ON HOW UNDERLYING OPERATIONS SUPPORT THE IMPACT OF THE INFLUX OF REFUGEES

This is to provide, in addition to the Project's own results framework, a subset of results and indicators specifically on how the Underlying Operations address the impact of the influx of refugees. It provides a common reporting framework based on information the ISAs would be collecting for its own reporting purposes, in order to communicate on results of projects that are being supported through this CFF. List 2-3 key measurable indicators referring to menu of CFF suggested and sample Indicators below. Indicate unit of measure, i.e. percentage, number of people, etc. Indicate baseline value and annual targets thereafter cumulatively.

Project Development Objective (PDO):							
PDO LEVEL RESULTS INDICATORS							
PDO Level Results Indicators	Unit of Measure	Baseline	Cumulative Target Values**				
			YR 1	YR 2	YR3	YR 4	YR5
Indicator One:							
Indicator Two:							
Indicator Three:							
Milestones/Outputs linked with CFF Scope							
INTERMEDIATE RESULTS							
Intermediate Result (Component One):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Two):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Three):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							

Menu of CFF Underlying Operation Suggested and Sample Indicators. Projects may track other indicators that are linked with the influx of refugees than listed below, depending on what the project is intending to achieve. Progress of individual projects is measured through the individual project results frameworks.

- Direct project refugee beneficiaries (number), of which female (percentage)
- Direct project host community population beneficiaries (number), of which female (percentage)

Improved Social Service Delivery for host and refugee populations

- Refugees and Host community population receiving improved access to education through project (number), of which female (percentage)
- Refugees and Host community population receiving improved access to health services through project (number), of which female (percentage)

Improved economic opportunities for host and refugee populations

- Work permits issued to refugees (number), of which female (percentage)
- Refugee and Host Community SMEs supported (number)
- Jobs provided to or created for refugee and Host Community populations (number), of which female (percentage)
- Refugees and Host Community trained (number), of which female (percentage)

Improved access to and quality of infrastructure for host and refugee populations

- Refugee and Host Community Population receiving access to improved Water Sources or improved sanitation facilities/Wastewater (number), of which female (percentage)
- Roads rehabilitated or constructed, benefitting refugees and Host community (km)


Other indicators related to addressing the impact of the influx of refugees (specify) *Use pre-specified core indicators whenever possible for aggregation.*

CALCULATION WORKSHEET

Concessionality Amount and ISA Costs

The **Concessionality Amount** is calculated as the Net Present Value of the then-current Concessionality Spread, (as posted on the CFF website) applied to the projected outstanding notional amount of the loan (ISA loan) over its life, discounted using the relevant swap curve, and applying a projected disbursement schedule at time of Funding Request submission. The **Concessionality Amount** is calculated on the basis of the **ISA loan amount** and becomes part of the overall financing package.

Calculation Date:

Underlying Operation ISA Loan Amount	Original Currency (indicate), millions	USD , millions ¹⁶
Grace Period		
Final Maturity Date		
ISA Loan Lending Rate	Lending Rate= Reference Rate + Spread	
Projected Disbursement Schedule, Repayment, Outstanding Balance Schedule	<i>(excel file is part of the worksheet and should be submitted with this form)</i>  Schedule.xlsx	
Concessionality Spread¹⁷	bp amount per annum in USD / bp amount per annum in EUR	
Discounting Curve Date	Swap curve in the original loan currency as of (please insert date)	
Concessionality Amount¹⁸	In USD millions	

¹⁶ For EUR, use “REUTERS EBS SPOT FX FIXINGS” as of the calculation date to convert to USD. “REUTERS EBS SPOT FX FIXINGS” appears on the Reuters Screen FXFIX Page as of 11:00 a.m., London time.

¹⁷ Refer to the USD amount or Euro equivalent of the Concessionality Spread calculated quarterly and posted at the CFF website. . At the time of the Concessionality Amount calculation, the fixed rate equivalent of the ISA lending rate minus the Concessionality Spread will be floored at IDA regular terms.

¹⁸ Calculated at the NPV of the Concessionality Spread.

Associated ISA Costs for the Concessionality Component¹⁹

Description	Amount (USD)
Total Costs	

Example to Calculate Concessionality Amount:

Assuming a USD 100 million loan with 2 disbursements repayable in 2 years.

Accrual Start Date	Accrual End Date	Payment Date	Disbursement Amount	Repayment Amount	Outstanding Balance at Accrual Start Date	Concessionality Amount (pre-discounting)	Discount Factor	Present Value
1-Sep-16	1-Mar-17	1-Mar-17	50,000,000	-	-	312,500	0.996452	311,391
1-Mar-17	1-Sep-17	1-Sep-17	50,000,000	-	50,000,000	937,500	0.991933	929,937
1-Sep-17	1-Mar-18	1-Mar-18	-	50,000,000	100,000,000	1,250,000	0.986810	1,233,513
1-Mar-18	1-Sep-18	1-Sep-18	-	50,000,000	50,000,000	625,000	0.981105	613,191
Concessionality Amount								3,088,032

* Assume disburses mid-period

$$\text{Concessional Amount} = \sum \left[\left(\text{Outstanding Balance at Accrual Start Date} \times \frac{180}{360} + \text{Disbursement Amount} \times \frac{90}{360} \right) \times 2.50\% \times \text{Discount Factor} \right]$$

Discount Curve: use USD swap curve for USD loans and EUR swap curve for EUR loans

¹⁹ Expected to be minimal. Costs for the Underlying Operation such as staff time and travel for project preparation and supervision is to be covered by the ISA in connection with its Underlying Operation and not from the CFF.

B. Grant Operations

EXCEPTIONAL CASES: APPLICATION FOR GRANTS UNDER THE CONCESSIONAL FINANCING FACILITY

Filled-in form to be submitted to the Coordination Unit, for submission to the Steering Committee. To be accompanied by: (i) the ISA's supporting project document (appraisal stage); and (ii) project budget information.

Date of Submission to Coordination Unit:

1. Name of Grant Operation

2. Requesting Country

3. Implementing Supporting Agency (ISA)

4. Project Financing (US\$ millions)

Direct Project Costs	ISA costs (attach breakdown)	Direct Project and ISA costs <u>Total Amount to be approved</u>

5. Project Milestones

Expected Approval Date by ISA		Expected Start Date (effectiveness):		Closing Date:		End Disbursement Date:	
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6. Type of Execution (check the applicable box)

✓	Type	Justification
	Country-(Recipient) Execution	
	ISA-Execution for Country (in case for example of UN)	(Provide justification for ISA-Execution)

7. Objective of Project (Project Development Objective)

8. Thematic or sectoral scope of Project

9. Brief description of what the Project will support, including geographic areas

10. Brief description of coordination with country-led mechanism / donor coordination

11. Justification. Describe how exceptional grant request aligns with CFF Scope and Funding Criteria

Key Criteria	Comment
<i>Demonstrated objective of supporting refugee populations and host communities</i>	
<i>Part of Benefitting Country's development agenda</i>	
<i>Clear development impact</i>	
<i>Project readiness</i>	

12. Requester and Recipient Information.

Benefitting Country Focal Point:	Title:
Organization and Address:	
Telephone:	Email:
Recipient Name / Ministry managing project:	Title:
Organization and Address:	
Telephone:	Email:

13. Implementing Supporting Agency (ISA) Information

Name of Authorizing Director:	Title:
Organization and Address:	
Telephone:	Email:
Name of Project Task Manager:	Title:
Organization and Address:	
Telephone:	Email:

PROJECT INFORMATION

Results Framework and Monitoring. *This is to provide a common reporting framework to be able to communicate as needed on results of projects that are being supported through this FIF.*

PDO Level Results Indicators: List 2-3 key measurable indicators directly linked to project objectives. Indicate unit of measure, i.e. percentage, number of people, etc. Indicate baseline value and annual targets thereafter cumulatively. **Intermediate Results Indicators:** List intermediate measurable indicators directly linked to each project component. Indicate unit of measure, i.e. percentage, number of people, etc. Indicate baseline value and annual targets thereafter cumulatively.

Project Development Objective (PDO):							
PDO LEVEL RESULTS INDICATORS							
PDO Level Results Indicators	Unit of Measure	Baseline	Cumulative Target Values**				
			YR 1	YR 2	YR3	YR 4	YR5
Indicator One:							
Indicator Two:							
Indicator Three:							
Milestones/Outputs linked with CFF Scope							
INTERMEDIATE RESULTS							
Intermediate Result (Component One):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Two):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Three):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							

Menu of Suggested and Sample Indicators. Projects may track other indicators that are linked with the influx of refugees than those listed below, depending on what the project is intending to achieve.

- Direct project refugee beneficiaries (number), of which female (percentage)
- Direct project host community population beneficiaries (number), of which female (percentage)

Improved Social Service Delivery for host and refugee populations

- Refugees and Host community population receiving improved access to education through project (number), of which female (percentage)
- Refugees and Host community population receiving improved access to health services through project (number), of which female (percentage)

Improved economic opportunities for host and refugee populations

- Work permits issued to refugees (number), of which female (percentage)
- Refugee and Host Community SMEs supported (number)
- Jobs provided to or created for refugee and Host Community populations (number), of which female (percentage)
- Refugees and Host Community trained (number), of which female (percentage)

Improved access to and quality of infrastructure for host and refugee populations

- Refugee and Host Community Population receiving access to improved Water Sources or improved sanitation facilities/Wastewater (number), of which female (percentage)
- Roads rehabilitated or constructed, benefitting refugees and Host community (km)

Other indicators related to addressing the impact of the influx of refugees (specify) *Use pre-specified core indicators whenever possible for aggregation.*

10. PROGRESS REPORTING TEMPLATES

B. Underlying Operations, including Concessionality Components

Progress Report for Underlying Operation Template

Date of Submission to Coordination Unit:

Underlying Operation Information

Project Name:		
Benefitting Country:	Name of Implementation Support Agency (ISA):	
Name of ISA Project Leader:	Email of ISA Project Leader:	
Recipient Entity:	Name and Email of Recipient Entity Contact:	
Concessionality Amount Approved (US\$):	Total Project Amount (US\$):	Total Amount Disbursed (US\$):
CFF Approval Date: Click here to enter a date.	Project Implementation Start Date: Click here to enter a date.	Project Closing Date: Click here to enter a date.

A. Summary of Underlying Project Implementation Progress and Key Issues

Project Development Objective:	
Rating for progress towards achievement of objective: <ul style="list-style-type: none"> • Satisfactory: The project is <u>likely to achieve almost all or exceed</u> its major objectives efficiently without any significant shortcomings. • Moderately Satisfactory: The project is <u>likely to achieve the majority</u> of its major objectives efficiently with moderate shortcomings. • Moderately Unsatisfactory: The project is <u>not likely to achieve at least half</u> of its major objectives efficiently with moderate shortcomings. • Unsatisfactory: The project is <u>not likely to achieve most or any</u> of its major objectives efficiently. • Not applicable: The project is not yet effective. 	Choose an item.
Rating for overall implementation progress: <ul style="list-style-type: none"> • Satisfactory: Implementation of <u>most components is in substantial compliance</u> with the original/formally revised plan except for only a few that are subject to remedial action. • Moderately Satisfactory: Implementation of <u>some components is in substantial compliance</u> with the original/formally revised plan with some components requiring remedial action. • Moderately Unsatisfactory: Implementation of <u>some components is not in substantial compliance</u> with the original/formally revised plan with <u>most components requiring remedial action</u>. • Unsatisfactory: Implementation of <u>most components is not in substantial compliance</u> with the original/formally revised plan. • Not applicable: Implementation has not yet started 	Choose an item.

Brief Summary of Underlying Project Implementation Status: *Enter overall implementation status and any key issues (i.e. reasons for implementation delays, implementation challenges, funding status, and other relevant information as applicable) to raise to the Steering Committee's attention. Please note, this section is meant to provide a summary.*

Actions to be Taken <i>Add specific actions, as appropriate, that need to be taken over the next six-months to advance project implementation.</i>	Responsible Party	Expected Date of Delivery
		Click here to enter a date.
		Click here to enter a date.
		Click here to enter a date.

B. Disbursements for Underlying Operation

Underlying Operation Amount	Total (US\$) Disbursed to Benefitting Country	% Disbursed to Benefitting Country

C. Disbursement Forecast of Funds for Underlying Operation by Calendar Year (US\$)

Year	Total by Year End
2016	
2017	
2018	
2019	
2020	

D. Supplemental Information: Results Framework and Monitoring

Please update the cumulative target values section of the results framework as appropriate

Project Development Objective (PDO):							
PDO LEVEL RESULTS INDICATORS							
	Unit of Measure	Baseline	Cumulative Target Values				
			YR 1	YR 2	YR3	YR 4	YR5
Indicator One:							
Indicator Two:							
Indicator Three:							
Milestones/Output linked with CFF scope							
INTERMEDIATE RESULTS							
Intermediate Result (Component One):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Two):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Three):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							

Menu of CFF Underlying Operation Suggested and Sample Indicators. Projects may track other indicators that are linked with the influx of refugees than those listed below, depending on what the project is intending to achieve.

- Direct project refugee beneficiaries (number), of which female (percentage)
- Direct project host community population beneficiaries (number), of which female (percentage)

Improved Social Service Delivery for host and refugee populations

- Refugees and Host community population receiving improved access to education through project (number), of which female (percentage)
- Refugees and Host community population receiving improved access to health services through project (number), of which female (percentage)

Improved economic opportunities for host and refugee populations

- Work permits issued to refugees (number), of which female (percentage)
- Refugee and Host Community SMEs supported (number)
- Jobs provided to or created for refugee and Host Community populations (number), of which female (percentage)
- Refugees and Host Community trained (number), of which female (percentage)

Improved access to and quality of infrastructure for host and refugee populations

- Refugee and Host Community Population receiving access to improved Water Sources or improved sanitation facilities/Wastewater (number), of which female (percentage)
- Roads rehabilitated or constructed, benefitting refugees and Host community (km)

Other indicators related to addressing the impact of the influx of refugees (specify) *Use pre-specified core indicators whenever possible for aggregation.*

B. Grant Operations

Progress Report for Exceptional Grant Template

Date of Submission to Coordination Unit:

A. Grant Information

Grant Name:		
Benefitting Country:		Name of Implementation Support Agency (ISA):
Name of ISA Project Leader:		Email of ISA Project Leader:
Recipient Entity:		Name and Email of Recipient Entity Contact:
Grant Amount Approved (US\$):	Total Project Amount (US\$):	Total Amount Disbursed (Direct Project and ISA Costs in US\$):
CFF Approval Date: Click here to enter a date.	Project Implementation Start Date: Click here to enter a date.	Project Closing Date: Click here to enter a date.

B. Summary of Project Implementation Progress and Key Issues

Project Development Objective:	
Rating for progress towards achievement of objective: <ul style="list-style-type: none">• Satisfactory: The project is <u>likely to achieve almost all or exceed</u> its major objectives efficiently without any significant shortcomings.• Moderately Satisfactory: The project is <u>likely to achieve the majority</u> of its major objectives efficiently with moderate shortcomings.• Moderately Unsatisfactory: The project is <u>not likely to achieve at least half</u> of its major objectives efficiently with moderate shortcomings.• Unsatisfactory: The project is <u>not likely to achieve most or any</u> of its major objectives efficiently.• Not applicable: The project is not yet effective.	Choose an item.
Rating for overall implementation progress: <ul style="list-style-type: none">• Satisfactory: Implementation of <u>most components is in substantial compliance</u> with the original/formally revised plan except for only a few that are subject to remedial action.• Moderately Satisfactory: Implementation of <u>some components is in substantial compliance</u> with the original/formally revised plan with some components requiring remedial action.• Moderately Unsatisfactory: Implementation of <u>some components is not in substantial compliance</u> with the original/formally revised plan with <u>most components requiring remedial action</u>.• Unsatisfactory: Implementation of <u>most components is not in substantial compliance</u> with the original/formally revised plan.• Not applicable: Implementation has not yet started	Choose an item.

Brief Summary of Project Implementation Status: *Enter overall implementation status and any key issues (i.e. reasons for implementation delays, implementation challenges, funding status, and other relevant information as applicable) to raise to the Steering Committee's attention (include any information related to comments made previously by the Steering Committee on this project). Please note, this section is meant to provide a summary.*

Actions to be Taken <i>Add specific actions, as appropriate, that need to be taken over the next six-months to advance project implementation.</i>	Responsible Party	Expected Date of Delivery
		Click here to enter a date.
		Click here to enter a date.
		Click here to enter a date.

C. Implementation Status of Components

Component 1: <i>Enter name and brief description</i>		
Previous Rating: <i>Choose an item.</i>	Current Rating: <i>Choose an item.</i>	Cost (US\$):
Status of Implementation:		

Component 2:		
Previous Rating: <i>Choose an item.</i>	Current Rating: <i>Choose an item.</i>	Cost (US\$):
Status of Implementation:		

Component 3:		
Previous Rating: <i>Choose an item.</i>	Current Rating: <i>Choose an item.</i>	Cost (US\$):
Status of Implementation:		

D. Disbursements of Grant Funds for Direct Project Activities²⁰

	Total (US\$)
Approved Amount for Direct Project Activities:	
Amount Received from Trustee:	
Total Amount Disbursed:	

E. Disbursement Forecast of Funds for Direct Project Activities by Calendar Year (US\$)

Year	Jan-June	Jul-Dec	Total by Year End
2016			
2017			
2018			
2019			
2020			

F. Disbursements of Funds for ISA Costs (US\$)²¹

Disbursed (US\$)	Available (US\$)	Total (US\$)

²⁰ Direct costs comprise only those costs related to the grant activities for the Benefitting Country.

²¹ Funds for ISA administration of CFF funds and ISA project preparation and supervision costs

G. Results Framework and Monitoring

Using the results framework provided in the funding request submitted to the Steering Committee for approval, please update the cumulative target values section of the results framework as appropriate

Project Development Objective (PDO):							
PDO LEVEL RESULTS INDICATORS							
	Unit of Measure	Baseline	Cumulative Target Values				
			YR 1	YR 2	YR3	YR 4	YR5
Indicator One:							
Indicator Two:							
Indicator Three:							
Milestones/Outputs linked with CFF scope							
INTERMEDIATE RESULTS							
Intermediate Result (Component One):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Two):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							
Intermediate Result (Component Three):							
Intermediate Result indicator One:							
Intermediate Result indicator Two:							

Menu of CFF Underlying Operation Suggested and Sample Indicators. Projects may track other indicators that are linked with the influx of refugees than those listed below, depending on what the project is intending to achieve.

- Direct project refugee beneficiaries (number), of which female (percentage)
- Direct project host community population beneficiaries (number), of which female (percentage)

Improved Social Service Delivery for host and refugee populations

- Refugees and Host community population receiving improved access to education through project (number), of which female (percentage)
- Refugees and Host community population receiving improved access to health services through project (number), of which female (percentage)

Improved economic opportunities for host and refugee populations

- Work permits issued to refugees (number), of which female (percentage)
- Refugee and Host Community SMEs supported (number)
- Jobs provided to or created for refugee and Host Community populations (number), of which female (percentage)
- Refugees and Host Community trained (number), of which female (percentage)

Improved access to and quality of infrastructure for host and refugee populations

- Refugee and Host Community Population receiving access to improved Water Sources or improved sanitation facilities/Wastewater (number), of which female (percentage)
- Roads rehabilitated or constructed, benefitting refugees and Host community (km)

Other indicators related to addressing the impact of the influx of refugees (specify) *Use pre-specified core indicators whenever possible for aggregation.*