



Municipality of Yerevan

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ARMENIA: YEREVAN SOLID WASTE PROJECT – ENVIRONMENTAL AND SOCIAL DUE DILIGENCE

“ESDD8”

LIVELIHOOD RESTORATION FRAMEWORK

27th May 2015

CONTRACT No. C29500/AMIF-2014-07-07



Client:

Municipality of Yerevan

Consultant: **Joint-Venture**



BERNARD Ingenieure ZT GmbH

Bahnhofstrasse 19

A-6060 Hall in Tirol, Austria



HYDRO INGENIEURE Umwelttechnik GmbH

Steiner Landstraße 27a

A-3504 Krems-Stein, Austria

Register of Submissions

DOCUMENT NAME:	7332_Solid_Waste_Yerevan_ESDD_08_20150519.docx
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REV NO.	DATE	DESCRIPTION
00	27.02.2015	Final submission
01	25.03.2015	Final submission (EBRD comments)
02	17.04.2015	Final submission (EBRD comments II)
03	27.04.2015	Final submission (EBRD comments III)
04	19.05.2015	Final submission for disclosure

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1. PREPARATION OF THE LIVELIHOOD RESTORATION FRAMEWORK

The capital city Yerevan intends to build a new sanitary landfill next to the existing one. This new sanitary landfill will cover an area of about 29 ha and shall meet the state-of-art and best available techniques (BAT) for solid waste projects according EU directive for landfills. The landfill site has a life-span of 30 years. This project is also in accordance to the National Waste Strategy of Armenia.

This LRF sets out the principles to be applied when compensation is being provided. In case of the Yerevan solid waste project economic displacement of project affected people (PAPs) has been identified during the social appraisal (refer to ESIA)

The project affected people (PAPs) are a community of waste pickers who gain their income from this waste picking and selling recyclable materials. In most cases most of the family members are involved, including women, children and elderly people. Currently the activity is linked to the old landfill and will no longer proceed at a new mechanized landfill.

On the new landfill with its technical requirements (fencing, machinery and safety regulations) waste picking activities will no longer be able to take place. Moreover, adapted recycling programmes are envisaged to be implemented subsequent to this solid landfill project. Therefore, the loss of income and the loss of activity require appropriate addressing measures to mitigate respective compensate the project's economic impacts.

Gender mainstreaming is described, where appropriate, throughout the whole document and not in a separate chapter.

1.1 Social Baseline study

The ESIA (ESDD 04) was conducted in October 2014 in order to identify the affected community of waste pickers. A sample of 18 persons was interviewed. The interviews followed a certain design support by a questionnaire to later on allow conclusions on the entirety of the affected persons. The exact number of men and women could not be estimated.

1.2 Vulnerable Groups

The social baseline study identified the following groups as vulnerable:

- Unemployed individuals engaged in waste-picking activities,
- Formal staff of "Erebuni Makrutyun "CSJC" working at the landfill and engaged in "informal" income generating waste-picking activities,
- Families of waste-pickers, including women, children and elderly.

2. LEGAL AND REGULATORY FRAMEWORK

2.1 National Social Welfare due to Armenian Legislation

The most part of social welfare programs are provided by the government of Armenia. The Minister of Labour and Social Affairs is responsible for all welfare programs. The Government is in charge of decisions within the framework of the employment policy and adjusts regulations in case if needed.

All social programs within the framework of the unemployment policy that should be implemented during an entire year are enclosed in this decision.

In 2015, the implementation of the employment policy is based on the RA Government decision "On employment" 534-N. All details about the social programs, requirements for participants in these programs, requested documents and other related issues are presented in this decision. Only people who are registered in employment centres can participate in these social programs.

The decision on the employment policy is made on the base of the Law of Republic of Armenia (RA) about employment. For 2015 the decision made by the Government is number 534-N. The RA Government 534-N decision was made according

- to the 6th and 10th points of the 1st part of the 4th article,
- to the 5th part of the 6th article,
- to the 1st part and to the 6th point of the 5th part of the 9th article ,
- to the 2nd, 6th and 8th points of the 1st part of the 11th article,
- to the 2nd and 5th points of the 12th part and to the 15th part of the 20th article,
- to the 1st-3rd points of the 2nd part and to the 4th part of the 21st article,
- to the 2nd part of the 22nd article,
- to the 2nd-7th points of the 1st part of the 23rd article,
- to the 6th part of the 24th article of the Law of RA about employment.

In the year 2015 The Minister of Labour and Social Affairs is implementing the following programs regarding to employment policy:

- Supplementary payment to salaries. The objective of the program is to encourage the employer to recruit uncompetitive individuals of the labour market by providing partly payments of their salaries. [\[Appendix 15 of the 534-N decision made by RA Government\]](#)
- Organization of professional trainings. The objective of the program is to contribute to the employment of unemployed people and job seekers, to reduce the risk failure, as well as to support in starting entrepreneurial activities. The program gives the opportunity to acquire professional skills and knowledge corresponding to requirements of labour market. [\[Appendix 11 of the 534-N decision made by RA Government\]](#)
- The acquisition of professional experience. The objective of the program is to support the unemployed person who already has professions. But, the person enters into labour market for the first time and needs professional experience. [\[Appendix 12 of the 534-N decision made by RA Government\]](#)

- Organization of job fair. The objective of the program is to provide the recruitment of job seeker and effective recruitment by the employer for the available vacancy through direct communication. [Appendix 7 of the 534-N decision made by RA Government]
- Lump sum payment to the employer. The objective of the program is to encourage the employer to recruit uncompetitive individuals of the labour market. The project gives the opportunity to acquire working skills and knowledge at work place. [Appendix 8 of the 534-N decision made by RA Government]
- Financial benefits for using the services provided by non-governmental recruitment organizations (governmental recruitment organizations services are free). The objective of the program is to provide vaster opportunities for finding jobs. [Appendix 17 of the 534-N decision made by RA Government]
- Refund of expenses related to visits of employers. The objective of the program is to contribute to activation of uncompetitive individuals of labour market and to look for jobs on their own. [Appendix 18 of the 534-N decision made by RA Government].
- To support to an unemployed person in finding a job in the other place. The objective of the program is to provide the stable employment and replenishment of available vacancies in the regions of RA (excluded Yerevan), especially in rural and frontier areas through the regulation of internal labour mobility (movement). [Appendix 13 of the 534-N decision made by RA Government].
- To support to an uncompetitive person of the labour market in starting a small entrepreneurial activity. The objective of the program is to provide the stable employment, to support to the uncompetitive individuals of the labour market in realizing small entrepreneurial activities, to contribute to self-employment and to create additional workplaces. [Appendix 16 of the 534-N decision made by RA Government].

The Minister of Labour and Social Affairs also implements the following welfare programs:

Programs for people with disabilities:

- Program supporting people with disabilities with prosthetic appliances and their repair, program including devices providing voice and eye prosthesis.
- Provision of wheelchairs and hearing devices.
- "Medical and mental health rehabilitation services program".
- "Preparation of books for people with eyesight loss".
- "Social rehabilitation of youth and adolescents with mental health problems".
- "Professional orientation, employment recovery and advisory services program for people with disabilities"

Programs for elderly people:

Elderly day care services:

- Single elderly day care services under the supervision of the Ministry of Labour and Social Affairs in the special facilities (1 in Yerevan). Care is provided to 1090 pensioners (shelter, care, three-time food, clothing, livelihood resources, psycho-social rehabilitation, cultural and spiritual activities). [5.1 point of 3rd part of 39th protocol decision made by RA Government]

Home-care for elderly:

- This program is designed for single elderly households. Provided by the governmental agency. "In-home care for single elderly and disabled -social centre". The organization serves 1500 single elderly and disabled pensioners of Yerevan. Recipients are provided the following services: Household services, psycho-social, medical and legal advice. [5.3 point of 3rd part of 39th protocol decision made by RA Government]

Temporary housing for homeless people:

- The Ministry of Labour and Social Affairs supports "Hans Christian Cofoed" charity fund in providing temporary shelters for 100 people (can stay no longer than 3 months). [5.4 point of 3rd part of 39th protocol decision made by RA Government]
- Future programs for the elderly:
- Development of a proposal for "Provision of free and universal support for winkle-headed elderly and disabled people".
- Needs assessment study of homeless people with the aim of developing programs to support them.

2.1.1 Legal Acts and Types of Social Allowances

The Law on "State allowances" provides four types of benefits allowances:

- Family allowance,
- One-time payment to support a new-born,
- Children allowance,
- Support to the families of deceased National Heroes and soldiers awarded with Military Cross Award.

Family allowance and one-time payment programs

Family allowance: is intended for the poorest families, especially families with children, particularly large families, taking into account the family's place of residence or mountainous frontier settlements.

One-time payment: In the circumstances the birth of a child, a child's enrolment into the school, support in case of death (funeral expenses). [Appendix 8 of 145-N decision made by RA Government].

Child care benefits for up to two years:

This allowance is equal to 60% of minimum salary. [Appendix 9 of 145-N decision made by RA Government].

Child-birth lump-sum allowance:

This allowance is depending on the number of children in the family.

2.2 International Social Welfare in Armenia

US Aid: The **Livelihood Improvement through Fostered Employment (LIFE)** project applies new approaches to increase employment opportunities for disabled people in the local labour market. The project works to identify and remove legislative barriers to

employment of the disabled, develops systems for reintegrating the disabled into the labour force, and supports necessary institutional reforms.

The **Pension Reform Implementation Project (PRIP)** provides technical assistance to support Armenia in implementation of its pension reform agenda and in provision of integrated social services with the goal of helping individuals, households, and communities better manage social risks and needs.

Social Inclusion of Vulnerable Children in Armenia

The program supports Armenia's national child welfare reform to reduce the number of children in institutions by developing alternative community- and family-based social services. In parallel, the program will also help strengthen the network of community social workers and incorporate child protection into the integrated social services package.

Support to Social Sector Reforms in Armenia

The project seeks to promote an improved social protection system in Armenia that is responsive to the needs and concerns of citizens. The project will encourage citizens to participate in the monitoring of social sector reforms; strengthen the capacity of civil society organizations to advocate for and monitor these reforms; and develop recommendations for further improvement of social policies and better protection of social rights in Armenia.

Fund for Armenian Relief

Another organization named fund for Armenian relief has a program supporting vulnerable children or children from poor families. Depending on the situation they provide children with clothes, food or money. They also organize 2 month craft courses for these children and contribute to their recruitment and also provide them with all necessary tools.

World Vision Armenia

World Vision has a program of supporting vulnerable children in regions of Armenia and also in community of Qanaqer-Zeytun in Yerevan. The participants of the program, located in Yerevan, can be children up to 11 year, living in community of Qanaqer-Zeytun, registered in centres of World Vision and meet the criteria requested by the program. This program is organized for disabled children, one-parent children or children from poor families. If the child corresponds to requested criteria he or she is taken under the protection of World vision.

In scope of program specialists work with children; children participate in different events or visit courses and acquire necessary life skills and knowledge. Furthermore, the participant's brother or sister of working age, or another adult of the family are supported to acquire work skills or to learn crafts (necessary tools are provided) and to find jobs.

2.3 EBRD – Performance Requirements

EBRD Performance Requirement 5 (“Economic displacement”)

The impact factor economic displacement is subsumed in performance requirement 5 (PR 5). PR 1 and PR 10 formulate the request for an ESAP dealing with social issues and requiring the conduction of social compensation measures based on the outcomes of the environmental and social appraisal and the technical project. A Grievance mechanism connected to the field of economic displacement should be in accordance with PR 10.

Economic displacement is defined as a loss of assets or a loss to access to assets that leads to loss of income sources or means of livelihood caused by project-induced restrictions.

The project design should include consultations of all affected persons (PAPs) and facilitate their early information and participation in the decision-making process.

Affected persons shall be given the opportunity to participate in the negotiation of the compensation packages, eligibility requirements, resettlement assistance and the proposed timing.

A Livelihood Restoration Framework (LRF) shall establish the entitlements of affected people provided in a transparent, consistent and equitable way. Thereunder common tools to be considered are a census and an economic survey of the PAP’s (a full census and detailed economic survey is part of the follow-up process) Afterwards (during the follow-up process) a cut-off date procedure defines the eligibility for entitlements and discourages the possible arising inflow of people.

Moreover, the LRF should take every effort to derive development benefits from the project, explore assistance or national practice to help to accelerate payments from national or international donor sources or generally assist people to find solutions to deal with the loss of income.

In order to focus of the income earning capacity – according to PR 5 – targeted assistance is required (i.e. credit, training, job-opportunities).

Transitional support resp. allowance to economically displaced people should be based on a reasonable estimation (time required for restoration of income earning capacity and standard of living).

As defined by PR 5, the LRF document should clarify the following points (in case of the present project):

- State of the LRF objectives
- Description of project impacts, Identification of all people who are economically displaced and provide an inventory of affected assets or resources.
- Demonstration that displacement is unavoidable and has been minimised.
- Description of the legal framework for compensation.
- Description of the process for consultation with affected people regarding alternatives, and their level of participation in the decision-making process.
- Description of the entitlements for all categories of displaced people.
- Description of methods applied for valuing affected assets or resources, or the access thereto, at full replacement cost and enumerates the rates of compensation to be paid.
- Description of other measures for improving or, at a minimum, restoring the livelihoods and standards of living of displaced persons
- Description of the process whereby affected people can appeal against valuations

they deem to be inadequate

- Outline the institutional/organisational responsibility for the implementation of the LRF and procedures for grievance redress
- Provision of details of arrangements for monitoring, evaluation and reporting
- Provision of timetable and budget for the implementation of the LRF.

The PR 5 also describes the RAP and its required objectives. Due to no physical displacement no resettlement is envisaged. These parts of PR 5 are not applicable for the present LRF.

2.4 Gap analysis

The following table presents a review of potential gaps between the provisions of Armenian law and EBRD's requirements.

ISSUE	EBRD PERFORMANCE REQUIREMENTS	PROVISIONS OF ARMENIAN LAW	GAPS	MEASURES TO BRIDGE GAPS
Identification of Project affected people Need for Livelihood Restoration Framework	Identification of economic displacement as an outcome of environmental and social appraisal (Unavoidable impact)	None	Armenian legislation envisages no compensation for lost income (as assistance, co.) This means also Armenian Legislation does require an LRF	LRF and LRP will be conducted (follow-up process) Full-census and economic survey of LRP and compensation framework (follow-up process) with a mixed team of men and women to consider a gender perspective
Public disclosure of LRF procedure	Early information in decision-making process	None	Armenian legislation requires no public disclosure with affected PAPs	Full-census / Distribution of information within the affected communities (follow-up process)
Participation	Participation of PAPs in eligibility requirements, types of assistance and timing of assistance	None	Armenian legislation requires no participation with affected PAPs	Participation of affected communities within the process of finalisation of entitlements (follow-up process)
Eligibility	Conduction of entitlements transparent, consistent and equitable (Method	Registration at unemployment centre Registered at national	No gaps	Dissemination of eligibility criteria. Assistance should be given to reach support of social welfare

ISSUE	EBRD PERFORMANCE REQUIREMENTS	PROVISIONS OF ARMENIAN LAW	GAPS	MEASURES TO BRIDGE GAPS
	of valuing).	welfare programs Adequate official documents for registration		programs. (e.g. obtaining necessary documents)
Assistance	LRF should derive development benefits from the project and explore assistance	RA Law (Ministry of Labour and Social Affairs) Social welfare for unemployment and vulnerable groups	No gaps	Existing social welfare is recorded in the LRF. Assistance to benefit from the existing programs.
	Targeted assistance (as training, credit or job-opportunities)	RA Law (Ministry of Labour and Social Affairs) Social welfare for unemployment and vulnerable groups	No gaps	Assistance to benefit from the existing programs (under consideration of gender issues; e.g. child care during training)
	Special assistance for vulnerable people	Specialised assistance for disabled, children and elderly people, pensions. Allowances are provided by the Armenian state	No gaps	Assistance to benefit from the existing programs for vulnerable groups
Allowances	Transitional support based on an appropriate estimation	Allowance in case of unemployment is not envisaged	No transitional allowance provided by the Armenian state.	In case neither national programs nor international programs exist to reduce hardship a transitional is envisaged to be provided by the Municipality Cascade system for

ISSUE	EBRD PERFORMANCE REQUIREMENTS	PROVISIONS OF ARMENIAN LAW	GAPS	MEASURES TO BRIDGE GAPS
				entitlements include transitional allowance up to 3 months (based on average income derived from the detailed economic survey) (refer to table Table 4)
Procedural requirements	Grievance Mechanism	No provision according to RA Law	No specific grievance mechanism in case of economic displacement (e.g. court)	LRF includes grievance mechanism and grievance is continued in the follow-up process
	Monitoring, Evaluation and reporting	No provision according to RA	No Monitoring; Evaluation and reporting	LRF includes definitions on monitoring, evaluation and reporting

Table 1: Gap analysis of EBRD PRs and Armenian Legislation

Generally, the Livelihood Restoration Framework has to be designed to meet the requirements of the EBRD. Where differences to national legislation exist, the higher standards have been adopted, which in most cases represent the EBRD requirements, including in the areas outlined above. The LRF therefore includes specific provisions, such as regular consultations with affected people, the establishment and implementation of a project grievance mechanism, carrying out a census and establishing a cut-off date for eligibility, as well as monitoring the implementation of livelihood restoration measures and reporting on progress to the Municipality of Yerevan and the EBRD.

3. DEVELOPMENT OF THE LIVELIHOOD RESTORATION PLAN

3.1 Identification of Project Impacts

For a state of the art landfill project (refer for technical details to the ESDD 04 and FS) it is not envisaged that waste picking activities proceed. The reasoning is based on the technical requirements and safety issues, Best-available techniques and the EU-landfill Directive.

Due to a high risk of accidents for unauthorized people because of the deployment of machinery (compactor, bull-dozer), access to the new landfill site will be restricted. Using a handling station (refer to FS) with restricted access for waste pickers is also technical not feasible regarding security, safety and health requirements on a modern landfill site.

Moreover, the recycling process which is currently organized in an informal way (system of sellers and buyers of waste) is envisaged to be refurbished by a prospective implementation of a recycling project launched by the Municipality of Yerevan (refer to ESDD 02, E+S Management Review). This would automatically involve the loss of any waste picking activities.

Taking into account the mentioned technical requirements and the loss of any possibility to gain income by waste-picking, the people who are currently pursuing this activity will lose this source of income in the wake of the project.

This will have consequences on the livelihood of the household including the family members.

3.2 Identification of Broader Impacts

Waste-picking does not only affect the waste pickers themselves. The recyclable materials are sold or bought from buyers who regularly come to the settlements to collect the materials. This means a recycling process is currently ongoing on an informal basis.

Waste-picking is ongoing since 1989. Therefore, linkages between picking, selling and buying have to be regarded as a kind of informal system. Thereunder are also long-time informal connections between sellers and buyers.

As waste picking activities are to be discontinued, the sellers or buyers might foster uncontrolled dumping ahead of the landfill or in the area in order to obtain recyclable materials. Selling and buying and also waste-picking structures could possibly remain as long as there is no general recycling project plan of City of Yerevan. Uncontrolled dumping needs to be strictly controlled within the surrounding area of the Nubarashen landfill. This could be put into operation e.g. by establishing penalties for the waste collection company

3.3 Identification of Affected Population

A social assessment was performed based on the identification of affected groups based on GIS maps provided by the project team. The status of "Erebuni Maqrutyun" CJSC as a license holder for operation from the Yerevan Municipality was clarified with the deputy head of Nubarashen district and the Project GIS expert.

The methodology of the study involved analysis of the secondary official data provided by the Armenian Statistical Service, as well as by the Ministry of Labour and Social Affairs. The interviews with the Erebuni deputy community head, the head of the landfill operator "Erebuni Makrutyun" CJSC, as well as a semi-open-ended survey with waste-pickers, their families and landfill staff were conducted during October 19-24, 2014.

In addition, expert interviews with nurses and doctors were conducted on public health status in Nubarashen and Erebuni communities, and an interview with the head of Nubarashen Service on the social allowance was conducted on October 30, 2014. Secondary sources were consulted when no official data was available.

So called waste-pickers are people who collect waste from the landfill, and use it either for their own purposes, or separate and resell it to buyers.

The field survey suggests that - there are also some employees at the landfill who benefit from income - generating activities. Normally, these staff members receive low salaries from performing unqualified work at the landfill, such as cleaning, but gain extra income from waste-picking at the landfill. For those “unofficial” employees of the landfill whose salaries are relatively low the landfill provides extra income. The landfill is the main income source also for socially and economically vulnerable people who occupy the territory around the site. There are huts and shacks made from the waste remains around the area or semi-constructed stone houses, where those people, including also some employees of the landfill live. The Nubarashen streets #2 to #4 are the main areas, other houses and shacks are scattered around the landfill territory.

The number of waste picker is estimated at around 160-200 people. This number is derived from a reported number of 40 families having an average number of family members of 4-5, including children. The landfill is used both by some employees and residents of nearby areas as a source of economic income. **The exact number of affected people and their traceable income is identified and assessed at the end of the census and the economic survey.**

The Nubarashen streets # 2 – 4 have around 40 families, ranging from 1 to 7 family members. While the residents were not able to tell the exact number of people living in the area, they knew the number of families. The majority of these house dwellers have no certificates of ownership. As for many the privatization is expensive and unaffordable, not all inhabitants are registered on Nubarashen streets #2 - 4. Nevertheless the area has centralized electricity and water supply; the inhabitants of the shacks and huts who have no access are assisted by their neighbours. All interviewed attested having some documents, like passports or birth certificates. The streets are isolated from the town and look more like a settlement or a small village. There is no means of public transportation reaching the street, so going to Yerevan or Nubarashen requires either a car or walking a considerable distance up to the main road connecting Yerevan to Nubarashen.

Normally, men either walk to the landfill or drive a shared car to transport the waste to their backyards. There are no particular waste type collection preferences, and people collect whatever they find, including bread, glass bottles, plastic, metals, and packaging materials. The waste is then separated by origin and sold to buyers, who drive to the settlement to collect the recycled materials. In women-headed households the same tasks are performed by women. Women-headed households, including elderly women are more disadvantaged, since many cannot pay for the waste to be brought by a car, do not drive a car and have to carry it uphill themselves. Nevertheless, there is a sense of community and mutual support and people try to help to each other. The daily income of the families varies, based on the availability of a car and family members’ ability to collect and separate waste. The daily income ranges from AMD 1,000 – 4,000 (Euro 2– 7.5), varying from 40,000 to 120,000 per month, depending on the number of family members involved and the availability of a car. (the exact income will be assessed at the end of the census and the economic survey). The collection also depends on the weather, in summers and winters it is harder to collect the waste because of heat or frost. The community members and those employed at the landfill were wary to disclose the information regarding the income from the landfill, fearing that this can affect their livelihoods. Based on the comparison of answers of unemployed people and

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people employed at the landfill engaged in waste collection, reuse and reselling, one can conclude that the absolute minimum income from the landfill per month should be at around AMD 25,000.

GENDER, NAME INITIAL, AGE	EMPLOYMENT STATUS	FAMILY MEMBERS	WASTE-PICKING ACTIVITY	MONTHLY AVERAGE INCOME FROM THE LANDFILL (AMD)	INCOME FROM THE LANDFILL TO THE HOUSEHOLD	OTHER INCOME
Households where one or more members engaged in waste salvaging						
Male A, 75	Retired	Wife (retired)	Shoes, metal, plastic	40,000	60%	Pension of husband and wife
Female R, 30 years old	Unemployed	Husband (unemployed) + 3 children below 18	Husband collects bottles, plastic	90,000	70%	Children allowance 32,000
Female Ts, 53	Unemployed	Husband	Husband collects bread, bottles, metals, clothes	45,000	100%	No
Male K, 41	Unemployed	Wife (unemployed) + 4 children below 18	Bread, copper, aluminium	50,000	70%	Children allowance 32,000
Male A, 34	Unemployed	Wife (unemployed)	Copper, paper, bottles, iron	60,000	100%	No
Female S, 54	Unemployed	3 children (2 below 18) – women headed household	Bread, shoes, other items	60,000	100%	No
Male N, 68	Retired	Wife (unemployed) + 2 children (2 below 18)	Collects various items together with two adult sons	70,000	65%	Retirement 40,000
Female Ts, 59	Unemployed	Lives alone	Bread, shoes, bottles, other items	60,000-80,000	100%	No
Female M, 33	Unemployed	Husband + 4 children	Husband, son and herself collect metals, bread, glasses, shoes, other items	60,000	100%	No
Male A, 24	Unemployed	Mother and	Father and	12,0000	100%	No

GENDER, NAME INITIAL, AGE	EMPLOYMENT STATUS	FAMILY MEMBERS	WASTE-PICKING ACTIVITY	MONTHLY AVERAGE INCOME FROM THE LANDFILL (AMD)	INCOME FROM THE LANDFILL TO THE HOUSEHOLD	OTHER INCOME
		father	son collect bottles, metals, bread			
Female A, 17	Does not attend school	Mother, grandmother + 2 siblings (below 18), woman-headed household	Grandmother and mother collect bottles, bread, metals, old clothes	50,000	90%	Children allowance 32,000
Male A, 41	Unemployed	Wife (unemployed) + 2 sons	Iron, bottles, other items	100,000	95%	One son serves in the army
Female M, 26	Unemployed	Husband (unemployed + 2 children below 18)	Iron, bottles, other items	60,000	100%	Probably children allowance
Landfill employees, who also engage in waste salvaging						
Male K, 49	Employed, at the landfill	Wife (farming) + 3 children (1 below 18)	Bread, bottles, glass	25,000	25%	Salary 85,000
Male E, 58	Employed at the landfill	Wife (unemployed) + 2 children	Various items	No answer is provided		Salary 76,000
Male L, 43	Employed at the landfill	Wife + 3 children (2 below 18)	No answer is provided			Salary 59,000
Male H, 47	Employed at the landfill	Wife + 4 children (2 below 18)	No answer is provided			100,000
Female A, 68	Employed at the landfill	Grandchildren (2 below 18) + other members, women-headed household	No answer is provided			50,000

Table 2: Survey results of the landfill operators and waste-pickers

The aforementioned table (Table 2) shows a sample of about 10% of the affected community identified by the social assessment of October 2014.

The sample of 18 people was designed to allow conclusions on the entirety of the affected persons. The exact number of men and women is not possible to estimate based on non-legal nature of activities, sense of fear from disclosing information. One can conclude, however, that waste-picking is more intense during warmer seasons, and is a subject of intense fluctuations based on the access to the landfill, demand and pay of buyers of specific materials, etc.

The identified PAPs have to be categorized as vulnerable, due to their dependency on the income from the landfill (more than 60% depending on income from the landfill).

4. FOLLOW-UP PROCESS

4.1 Livelihood Restoration Plan (LRP)

For the implementation of the Livelihood Restoration Plan the following steps need to be taken in order to:

- Achieve the necessary data (full census, economic survey) to determine the definitive entitlements (vocational trainings and assistance) and the exact amount of transitional allowance
- Ensure that all people have entitlement rights (e.g. training, unemployment programs, programs for vulnerable groups) are registered
- Ensure best possible aid to get people back into the job market
- Ensure participation of PAPs within the decision-making process

The process has to be carried out on place and by people with knowledge of Armenian society to ensure acceptance and trust by the affected people. This requires the presence of an independent (local) consultant in order to lead through the LRF/LRP procedure. In order to assure a gender perspective, the team should consist of men and women.

For this purpose, an independent consultant has to be identified. The consultant has to have experience in participation processes and should be located in Yerevan.

4.2 Public Information and Participation and Meetings

In order to provide information on the project, the process for establishing entitlements and give opportunity to PPA to participate in decision-making process entitlements and livelihood restoration measures, affected persons need to be informed in advance.

The opportunity to discuss the approach for entitlements and livelihood restoration needs to be distributed among the community.

A suitable place for holding such meetings is the playground at the waste picker settlement (Nubarashen roads #2-4). As the waste picker community is well networked, information will be distributed rapidly among the people. For information, a leaflet needs to be prepared with:

- Project outline
- Details on the census process
- Participation process
- Details on the entitlement process - thereunder the possibility of vocational training and assistance to benefit from social welfare and re-enter the job market.
- Grievance mechanism

The meeting provides moreover possibility to discuss questions. A kick-off for the census should be held about a week in advance to the on-site census.

4.3 Census of all affected persons

In order to establish a list of people who will experience displacement and therefore are eligible for entitlement and assistance, a full census is required to be conducted by the time of the project approval. Almost all households, with the exception of elderly people's ones, have a cell phone, which enables the communication among each other. The information in the community spreads fast, since many of the community members are extended family

members. In the community many non-formal support mechanisms exist, such as sharing resources or based on trust support mechanisms.

About a week after the information meeting was held, as described in chapter 4.2, the consultant should set up registration points for the census process for approximately three days. As this spot already serves as meeting point, again the playground at the waste picker settlement (Nubarashen roads #2-4) would be an appropriate place for the census.

In advance and to facilitate a standardized census process, a questionnaire has to be prepared. It should be easy and fast to fill in, e.g. with check boxes. It has to include the following questions (example, no conclusive enumeration). Every one, also children, need to have their own questionnaire in order to facilitate evaluation and to exclude redundant information on family members. In order to verify the openness of the answers, additional questions should be asked about the average income, time spend at the landfill, other incomes of people living in the community and immediate neighbours and actual receiving of social benefits.

Name	Age:		Gender:		<input type="checkbox"/> Woman	Family has
(to be anonymised)		headed
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	household	members
Employment status:	<input type="checkbox"/> retired	<input type="checkbox"/> unemployed	<input type="checkbox"/> employed	<input type="checkbox"/> school	<input type="checkbox"/>	<input type="checkbox"/> child
Waste picking activity:	<input type="checkbox"/> bottles	<input type="checkbox"/> plastic	<input type="checkbox"/> paper	<input type="checkbox"/> metals	<input type="checkbox"/>	<input type="checkbox"/> food
	<input type="checkbox"/> shoes	<input type="checkbox"/> other	<input type="checkbox"/> ...	<input type="checkbox"/> ...	<input type="checkbox"/>	<input type="checkbox"/> none
Monthly average income from waste picking activity (AMD per month)	<input type="checkbox"/> < 40,000	<input type="checkbox"/> 40,000 to 80,000	<input type="checkbox"/> 80,000 to 120,000	<input type="checkbox"/> 120,000 to 160,000	<input type="checkbox"/>	<input type="checkbox"/> >160,000
Any months that there is no waste-picking activity	<input type="checkbox"/> No	<input type="checkbox"/> Some days in a year because of bad weather	<input type="checkbox"/> One or two months per year (mention)	<input type="checkbox"/> Winter or summer	<input type="checkbox"/>	<input type="checkbox"/> Winter and summer
Other income (social benefits)	<input type="checkbox"/> pension	<input type="checkbox"/> Child allowance	<input type="checkbox"/> salary	<input type="checkbox"/> Other	<input type="checkbox"/>	<input type="checkbox"/>
(AMD per month)	<input type="checkbox"/> < 20,000	<input type="checkbox"/> 20,000 to 40,000	<input type="checkbox"/> 40,000 to 60,000	<input type="checkbox"/> 60,000 to 100,000	<input type="checkbox"/>	<input type="checkbox"/> >100,000
Share of income from the landfill to the household	<input type="checkbox"/> < 20%	<input type="checkbox"/> 20-50%	<input type="checkbox"/> 50-80%	<input type="checkbox"/> >80%	<input type="checkbox"/>	<input type="checkbox"/>
Daily time spent at the landfill (eligibility criteria)	<input type="checkbox"/> <3 hours	<input type="checkbox"/> 3 to 5 hours	<input type="checkbox"/> 5 to 8 hours	<input type="checkbox"/> >8 hours	<input type="checkbox"/>	<input type="checkbox"/>
Personal documents / registration	<input type="checkbox"/> Birth certificate	<input type="checkbox"/> passport		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Registration	Where _____				
Education				
Former occupation				

Table 3: Standardized questionnaire for census

In order to establish a control mechanism against redundant information and registration of people who are not entitled for compensation, parallel a list should be prepared, where people put their name and signature after being interviewed. This list will be helpful for the cut off registration process.

The data from the census will enable the establishment of a provisional entitlement matrix, eligibility criteria, and calculation of transitional allowance rates (refer to chapter 4.7) and serves as a data base for the vocational trainings.

4.4 Socio-economic survey

In order to evaluate the income level, an independent surveyor should carry out an economic survey. This person has to be familiar with the market prices of recyclable materials and the possibilities of selling these materials.

The purpose of this independent study is to achieve a certain level of reliability in regard to potential income generated from waste-picking activity derived from the census procedure. It has to be noted that waste-picking is a “grey-market” and transparency cannot be assumed directly.

4.5 Cut-off date registry

As soon as the full census of affected people is available, a date for registration has to be provided and announced. The chosen independent consultant has to supervise the registration process to prevent unauthorized registration and to ensure registration for all affected people, and diminish the chances of corruption or nepotism.

Vulnerable individuals and groups, for whom special measures are required to ensure they are appropriately represented in consultation, compensation and livelihood restoration are required to register by a specific date. The date must be announced in the community in a certain timeframe, e.g. a week in advance to the cut-off date.

People also need to be informed, what kind of entitlements (e.g. vocational training, assistances) are foreseen.

4.6 Grievances and Grievance Mechanism

As stated in EBRD PR5 grievance mechanisms should be set up as early as possible in the process, to receive and address in a timely fashion specific concerns about compensation displaced persons including a recourse mechanism, designed to resolve disputes in an impartial manner. A summary of complaints and the measures taken to resolve them shall be made public on a regular basis.

Project Affected People will be able to submit grievances to the consultant that carries out the process.

All comments and complaints will be forwarded and processed by the responsible person of the consultant and addressed to the Yerevan Municipality.

The consultant that executes the census and the follow-up process has to establish a grievance mechanism and establish a committee responsible for the grievance mechanism by appointing experienced persons and involving the client.

For this purpose, the following issues need to be defined:

- How and to whom can grievances be addressed?
- Who is part of the grievance committee?
- Who deals in which way and timeframe with different grievance issues?
- How is the affected person informed on the outcome of his or her grievance?

Furthermore, a monitoring process with reports to the Municipality and the EBRD has to be established.

4.7 Entitlements

4.7.1 Entitlement matrix and compensation framework

Based on the full census, an Entitlement Matrix will be prepared which describes the entitlement policies for each category of impact. In accordance with EBRD PR5 requirements, all categories of affected persons (gender and age) will be included in the entitlement matrix and eligible for appropriate compensation and assistance.

The main aim is to support the PAPs to find alternative job and to re-integrate to the PAPs on the job market. For vulnerable people like elderly people and children, targeted assistance focuses on benefits from social welfare. In the long run, the entitlement should support all PAPs to benefit from social welfare (state programs or alternative programs). Also the requirements to be eligible social welfare (e.g. registration) will be part of an assisted process.

For a successful process and in order to prevent hardship cases, this process should start before construction works to overall avoid economic displacement. Just in those cases, where none of the other measures is successful, a transitional allowance is foreseen. The transitional allowance can amount up to 3 month (arranged with Yerevan Municipality, Rudik Tadevosyan 03/2015).

The following cascade describes the successive steps of envisaged entitlements. The entitlement procedure should follow the stepwise concept in order to provide also measures in case further assistance is required or no successful re-integration to the job market could be achieved (step 2 and step 3).

The procedure should start at least half a year before project implementation in order to avoid the economic displacement of PAP by the conduction of entitlements before the waste-packing activity definitely terminated by the start of construction works. It is intended to avoid economic displacement due to an early start of the LRP.

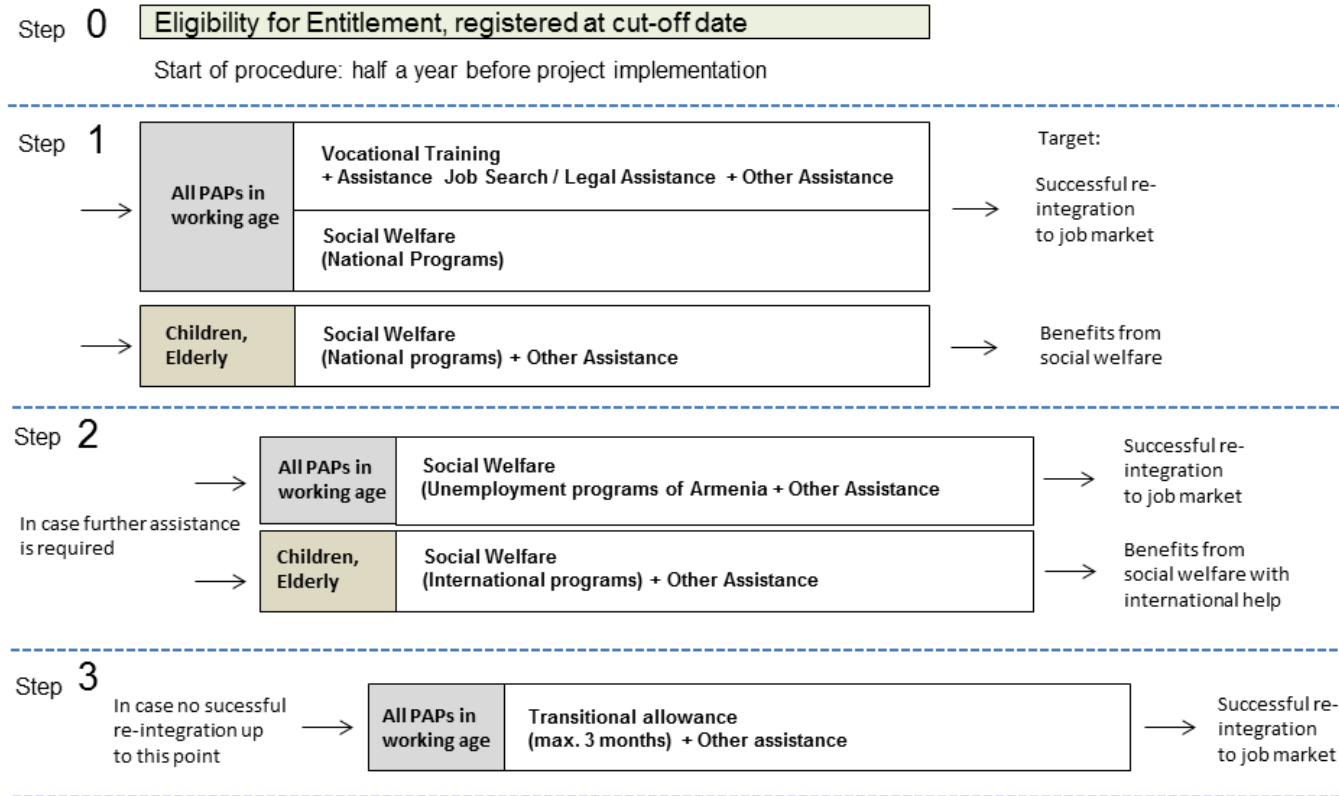


Table 4: Entitlement cascade

In addition, the overall LRP process will involve:

- On-going Public Consultation and Participation
- Operation of a Grievance Mechanism and
- Monitoring and Evaluation of LRP implementation.

4.7.2 Entitlement based on vocational training

For vocational training and job re-integration it is required to facilitate workshops to help to identify employment opportunities (but will not be held liable for those participants failing to obtain a job). This training should be based on demands of the job market, preferably involving the State Employment Agency.

All recorded members were literate and had either incomplete or complete middle school or secondary professional education. When asked about alternative livelihood options, the majority of the waste-pickers reported the willingness to return to employment. If it is feasible and job market demands for these positions, vocational training can link to the former occupation and knowledge of the waste pickers. Table 5 shows the open-ended answers from the PAPs.

VOCATIONAL TRAINING OPTIONS (OPEN-ENDED ANSWERS FROM THE PAPS)
Driver (previous occupation)
Continue education and study law
Cleaner, Waitress
Working on a farm (previous job), Cleaner
Dish-washer, Nanny
Construction Worker
Controller at the metro (previous job, now is employed at the landfill, retirement age)
Driver (previous and current job at the landfill),
Accountant (currently works at the landfill as a labourer)
Bulldozer operator (currently works at the landfill)
Smith, builder (till recently was working at the landfill)

Table 5: Vocational training preferences by respondents

Suitable training in courses, which seem to be realizable in the recommended timeline, are the following occupations: (This is underlying previous knowledge from former occupation)

- Waiter/waitress
- Cleaner
- Nanny
- Construction Worker
- Controller at metro
- Driver
- Bulldozer operator
- Accountant

The main reasons for turning to waste-picking, was the inability to find a suitable job and becoming unemployed or reaching retirement age. Persons above retirement age reported that the waste-picking is the activity that generates income in the absence of other employment options, very low pensions, and lack of family members who are able to support them financially.

Nevertheless, prior to the trainings, it is important to analyse the job market in Yerevan with regard to the actual demand for certain occupational groups, especially in regard to low

qualification jobs. Thus, the training measures can be tailored to this demand and the chance to get many people back into the job market increases. For this intention, an agreement has to be reached with the state and private employment agencies. A starting point would be to consult the Ministry of Social Affairs on this issue.

It is recommended to offer vocational courses with duration of a week as a minimum.

The workshops and training courses are preferably launched at the settlements or within nearby locations in Yerevan. Participants will have to sign a training contract.

But also the new landfill site offers some job alternative that could be suitable for those people, who could be affected by economic displacement. As mentioned in the E+S Management Report (ESDD 3) the new project offers up to 10 new jobs for unskilled workers and guards. The vocational training should therefore take the requirements for these jobs also into consideration. Equal access to these jobs and an equal payment should be guaranteed. Those companies should be encouraged to tender for the operation of the landfill site that considers gender issues as part of their company's philosophy.

Also the construction phase might offer a temporary employment. These aforementioned gender aspects should be also be considered in the bidding process of the construction phase. These issues should be monitored by the envisaged person of the Yerevan Municipality (responsible for equality of men and women).

Special assistance for women needs to be ensured. Men and women should be given equal opportunities to benefit from any vocational training. To ensure the participation of women, child care has to be organized. The Yerevan Municipality agreed to take of child for those women, who need support (e-mail Rudik Tadevosyan Yerevan Municipality 04/2015). The vocational trainings should be equally open, even if typical men domains are attended by women.

4.7.3 Entitlement based on social welfare

An equally important aspect is the access to social welfare programs provided by the State of Armenia or international welfare organisations (refer to chapter 2.1). The consultant leading through the LRP procedure should ensure as far as possible that PAPs can profit from social services included all required legal assistance. As indicated in Table 4 it is intended that PAPs outside the working age as children and elderly where the focus is not set on job search are enabled to benefits from the national welfare programs and have the opportunity to register and stay within these programs as long as possible / necessary.

In case this is insufficient within the first approach, the national social welfare framework can be enhanced by the consideration of international welfare programs.

For PAPs in the working age further assistance can be acquired by the involvement of unemployment aid measures envisaged by the Ministry of Labour and Social Affairs.

4.7.4 Other assistance

A second vital issue is mobility. Especially women have problems entering the market as it is very expensive for them to go to Nubarashen centre (from where they can take marshrutka to the city centre), or time-consuming if they attempt to walk. For low-paid jobs, such as house-keeping or dish-washing, a cost-benefit analysis should be carried out to see whether the amount of money spent on public transport pays back. Thus, the issue of affordable transportation needs be solved in order to ensure mobility and effective job search. This is also applies for schoolchildren, for whom it is important to organize affordable transportation in order to minimize drop-out rates.

As the settlement is isolated and there is no public transportation to Nubarashen or Yerevan centre, the waste-pickers and their families share costs for a taxi-ride to the highway and from there catch marshrutkas from Nubarashen. Coming back to the settlement is done in a similar manner by sharing a taxi ride by 4 - 5 people. This requires a considerable amount of coordination and therefore consumes time that could otherwise be spent more profitably.

As well, safety issues have to be taken into consideration, as there are no bus stops or shelters at the highway where people can safely wait for taxi or bus, especially during winter time when it gets dark early.

For a dweller of Nubarashen community getting to the Yerevan city centre by a minivan (so-called marshrutka) is AMD 100, whereas for the ones living in the settlement is minimum AMD 200 assuming there are 4 - 5 people who agree to share the ride (this is without counting added mobile fees for calling a taxi). In addition, normally a family living in Nubarashen does not pay for their children's transportation to school, since schools are within a walking reach, however people in the settlement pay for a hired bus that takes children to the school in Nubarashen and back once per day, plus shared taxi rides when for some reasons children have to stay longer or shorter in the school. The Nubarashen Municipality has to ensure that the transportation network covers also that settlement.

The Yerevan Municipality ensured that a bus stop will be set-up close to the houses of the waste-picker. (Yerevan Municipality, Rudik Tadevosyan 03/2015)

The transportation schedule should cover at least the following times:

- Early in the morning (for people to get to work)
- For start of school time

Return lines at:

- midday / after school time
- after work e.g. at 7 pm

The bus stop should be illuminated to satisfy in particular women safety needs. Until the public transportation system is expanded to the Nubarashen settlement, personal financial aid to get to work/school/etc. should be provided.

4.7.5 Entitlement based on the average financial values

If none of the other aforementioned steps to be taken into account (vocational training, other welfare programs) is successful, it is recommended to warrant a 3 wages equivalent average income as a transitional allowance. The average income of from the landfill derived from the sample is approx. 60.000 AMD (110 €) per month per person who is involved in waste picking. This value has to be adapted for the final fixing of a compensation rate determined by the results of the socio-economic survey work.

For comparison: According to the latest Statistical Service's Social Snapshot and Poverty (2013) in Armenia¹, upper total poverty line is equal to AMD 37,044 (71.46 Euro roughly), lower total poverty line – AMD 30,547, food or extreme poverty line is AMD 21,713 (roughly 43 Euro). This means that measures of extreme poverty is survival on 1.4 Euro per day.

As the poverty lines represent extreme living conditions, it is recommended to base the compensation on the average incomes derived from their waste picking activities.

¹ National Statistical Service of Republic of Armenia. 2013. Social Snapshot and Poverty in Armenia. URL: <http://www.armstat.am/en/?nid=539&id=1503>

4.7.6 Provisional Entitlement Matrix

In order to distinguish between PAPs who spend more than 20 % of their time at the waste dump and who are expected to make their income from this activity and PAPs who spend only short time on the waste dump, a non-eligibility criterion for people spending less than 20 % at landfill is placed by the Provisional Entitlement matrix.

This specification reflects the fact, that everybody who works more than 20% of its time at the landfill site makes their living from waste picking. Due to the low income derived from the waste picking activities all of these people have to be considered as vulnerable.

CATEGORY OF PAP	ENTITLEMENTS
PAPs who spend more than 20% of their time at the old landfill, at the time of the cut of date (all PAPs in the working age)	<ul style="list-style-type: none"> - 1st step: Access to vocational training - 1st step: Assistance for job application - 1st step: Gender related assistance (child care during trainings) Transportation aid for public transport for one year - 2nd step: Assistance with obtaining personal documents - 2nd step: Assistance with access to social welfare, health care and education - 2nd step: Access to employment / income generation programmes available in Yerevan, provided through city / Republic level institutions or agencies or other organisations - 3rd step: Entitlement to 3 months' worth of the average income from the landfill, based on the detailed economic survey - Step 1-3 are accompanied by other assistance as public transport, financial transport aid, etc.
PAPs who spend more than 20% of their time at the old landfill, at the time of the cut of date (Children, Elderly people)	<ul style="list-style-type: none"> - 1st step: Assistance with obtaining personal documents - 1st step: Assistance with access to social welfare, health care and education - 2nd step: Assistance of targeted social welfare of International welfare organisations - Step 1-2 are accompanied by other assistance as public transport, financial transport aid, etc.
PAPs who spend less than 20% of their time at the old landfill, at the time of the cut of date	No assistance beyond this level of waste-picking activity.

Table 6: Entitlement matrix

4.8 Agreement for Entitlements and Rights of Appeal

Minutes containing all details of the agreed entitlements will be prepared and both parties will sign the minutes. Within the documents is given the opportunity for grievance mechanism. The following table sum up the entitlement fixing procedure and fixes the time for grievances.

The consultant that executes the census and the follow-up process has to establish a grievance mechanism and arrange a committee whose responsibility is the grievance mechanism by appointing experienced persons and involving the client.

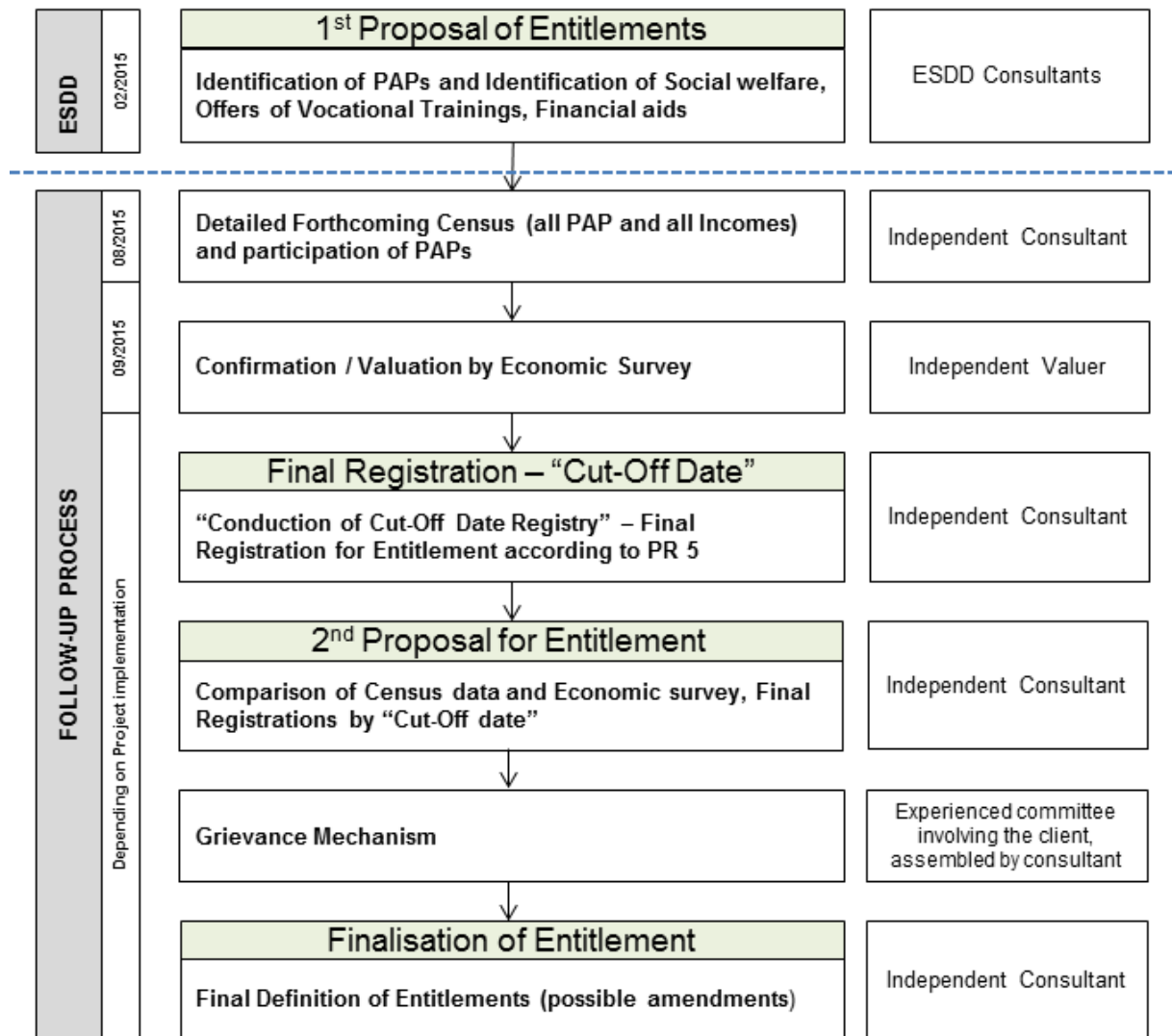


Table 7: LRF process with compensation fixing and responsibility

4.9 Disclosure of Information, Participation and Consultation

Public meetings, consultations with representatives of the local government of the Municipality of Yerevan were held in October 2014 during the scoping phase of the Environmental Impact Assessment (EIA) for the Project.

In addition, public opinion interviews with individuals from the affected area were undertaken for the purpose of the ESIA, aiming at obtaining local residents’ opinions on project

implementation issues and including land acquisition issues.

Future meetings should be held during the follow-up process as the full census and the cut-off date registry procedure. The disclosure is scheduled for 2015/2016.

Any further consultations will be made in conjunction with the Stakeholder Engagement Plan (SEP) developed for the Project.

4.10 Monitoring and Reporting

As aforementioned the monitoring needs to be conducted by an independent consultant. The LRP implementation may not be conducted by the project operator or a related institution due to the possibility of conflicts of interests.

Reporting should be conducted monthly during LRP process. In all other cases it should be reported quarterly. The following issues have to be reported:

- Description of LRP process,
- Description of LRP stage,
- Description of grievances,
- Date of receipt acknowledgement returned to the complainant,
- Description of action taken (investigation, corrective measures)

4.11 Cost estimation

The number of estimated vulnerable PAPs amounts to 160 – 200. Due to children and elderly people being involved in the waste picking activity the cost estimation considers a number of 200.

The final budget will depend on the census economic survey and the final number of eligible people identified by the cut-off date (final registration). At this stage the average income is determined by the entirety of project affected people.

As identified by the sample survey conducted in October 2014, an active waste picking activity is recommended to be compensated by the amount of approx. 60'000 AMD (approx. 110 Euros). The budget for the vocational training should not exceed 850 Euros (460'000 AMD) per unit. Based on the former occupation of the waste pickers the course offer is expected with a number of 8-10 different courses. It is assumed that the courses are attended by 20 people.

LRF COST ESTIMATION				
Action	Persons/units	Quantity	Total AMD	Total € (Exchange rate of 27.04.2015)
Conduction of Follow-up process				
Consultant for follow-up process (census etc.)	1 External consultant	1 year period	6,000,000 AMD	11,678
Independent valuer for economic survey	External consultant	1 survey	1,000,000 AMD	1.946
Vocational training for PAPs (1st step of Entitlement matrix)				
Vocational training per unit course (estimated 10 courses per 20 persons)	450,000 AMD per course	10 courses	4,500,000 AMD	8.758
Additional cost for vocational / legal help	Lump sum		1,000,000 AMD	1.946
Other assistance				
Transportation aid until public transport is developed (200 AMD per day per person; estimation: 150 persons entitled by this measure)	150 persons	300 days (25 days/month)	9,000,000 AMD	18.491
Transitional allowance (3rd step of Entitlement matrix)				
Compensation sum (based on average monthly income) 60,000 AMD (exact number according to economic survey)	exact number according to economic survey		Exact number of people and average income according to economic survey	Exact number of people and average income according to economic survey

Table 8: Cost estimation for the Livelihood Restoration Framework

5. REFERENCES

Cited laws:

- Law RA “On employment”
- The 534-N decision of RA Government
- The 39th protocol decision of RA Government
- The Law of RA on “State allowances”
- The 145-N decision of RA Government

Social welfare institutions:

The Ministry of Labour and Social Affairs

- Site: <http://www.mlsa.am>

USAID

- Site: <http://www.usaid.gov/social-protection>

Fund for Armenian Relief

- Site: <http://www.farusa.org>

World Vision Armenia

- Site: <http://www.wvarmenia.am>

European Commission 2007: Manual for Gender Mainstreaming of Employment Policies

EBRD 2010: Strategic Gender Initiative