

CLIMATE INVESTMENT FUNDS

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Agenda Item 9

ADDENDUM TO REVISED CTF INVESTMENT PLAN FOR UKRAINE

CTF Investment Plan Revision Ukraine Co-Benefits

Gender dimension in District Heating

Within the CTF's policy orientations, there has been growing interest in assessing the co-benefits of financing climate operations, where co-benefits could arise in areas such as employment, health, poverty, and gender equality. The EBRD ("the Bank") recognises equality of economic opportunity, where economic opportunities should be made available to people regardless of their gender, social background, ethnic origin etc., as a fundamental aspect of a modern, well-functioning market to be promoted in its countries of operation.

As part of the implementation of the Bank's new Municipal and Environmental Infrastructure Sector strategy, to be further built upon in the current draft Strategic Gender Initiative being prepared by the EBRD, the Bank will seek to address gender inequalities as regards access to certain services, including urban transport, provision of heating, water and management of solid waste. In this context, the Bank is looking to develop a pilot project approved under CTF frameworks in Ukraine with a gender component in the district heating (DH) sector. Issues which could be addressed through the EBRD's engagement with its clients might include:

- **Access to Employment**

Traditionally employment within the district heating sector has been male-dominated, much of which has arisen from the fact that historically the sector has not been attractive to the female population given the nature of the work involved. The introduction of more sophisticated automatic heating systems allows for there to be a targeted approach towards expanding employment opportunities to encompass both genders equally. As such, for those projects where the EBRD is engaged in financing such systems the Bank will seek to work with its clients to assess their Human Resource approach and to more effectively market employment opportunities so as to ensure equality of opportunity.

- **Customer Engagement and Service Delivery**

In addition to this, the Bank will seek to work with its clients with regards the customer orientation of their service delivery. There is data to show that weak customer orientation by heating companies can lead to lower tariff collection rates. Bill collection is the primary interface between service providers and customers. Given that, generally, in much of the EBRD's region women are responsible for settling the heating bills the promotion of female bill collectors could enhance customer engagement and provide for tangible improvements in service delivery.

- **Access and more efficient use of Services**

In the Bank's region a lack of awareness in the energy conservation of district heating can be an issue among heat users. Ultimately the provision of training, or the production of related marketing material, on energy conservation to women - the primary users of heat - could lead to quantifiable benefits both in terms of conservation and cost efficiency.