

**SUB-REGIONAL CONSULTATION
ON THE NEW ENVIRONMENT STRATEGY
(AMMAN, FEB 8-9, 2010)**

I. INTRODUCTION

Sub-regional consultation: Jordan, Syria, Lebanon, West Bank & Gaza, Iraq

Location of consultation: Amman, Jordan

Date: February 8-9, 2010

Opening Session: Mr. Hedi Larbi, Country Director, Middle East, World Bank provided the welcome remarks to the participants, followed by opening remarks from H.E. Dr. Saleh Kharabsheh, Secretary General, Ministry of Planning and International Cooperation. Mr. Larbi's speech is attached as Annex 1.

The full agenda of the meeting is included as Annex 2.

Organization of Consultation: The formal program began with presentation of the World Bank video from the Director of the Environment Department. This video set the stage for the development of a new Environment Strategy for the World Bank Group. This was followed by the keynote presentation which provided additional context and background from the World Bank perspective on the new and emerging challenges facing the environment, and the process being put in place to develop the new environment strategy. This session was followed a presentation on the regional context, including an overview of the cost of environment degradation and environmental performance indices for specific countries in the region. These sessions were followed by an extensive question and answer session. In the afternoon, after a short briefing session, the participants were organized into break-out sessions where each group focused on 3 specific questions, before reconvening in plenary to present highlights of their discussion at plenary. The feedback from the individual breakout groups was consolidated and presented at plenary the following morning following which there was a good and substantive discussion, as participants worked to consolidate the main messages to be transmitted to the World Bank from this sub-regional workshop. The consultation convened a voluntary focus group discussion on an analytical piece of work on '*Environment, Conflict and Climate Change*' which is one of the contributory pieces of work into the Environment Strategy. A summary of this discussion is provided in Annex 3.

Participants: The consultation was attended by 56 participants from 5 countries: namely, Iraq (2), Jordan (43), Lebanon (2), Syria (2), and West Bank & Gaza (5), including the World Bank Group. The full list of participants, including staff from World Bank and IFC, is provided in Annex 4. The workshop was attended by a broad range of stakeholders groups, including: government (22), NGOs (14), academia (2), private sector (8), media (2) and others (7). A total of 15 of the 55 participants were female, reflecting gender representation of about 30%.



II. FEEDBACK FROM THE SUB-REGIONAL CONSULTATION - Responses to Main Questions

1. What are the top three major environmental challenges and opportunities in the region/country/stakeholder perspective?

1.1. *Major environmental challenges:*

The group felt that these challenges directly affect the quality of environment, and which consequently undermine the potential of growth and development in the region. Priority challenges identified (not in order) include:

- ▶ Water – in all its dimensions: quality, quantity/ scarcity, resource management, wastewater reuse (as an opportunity)
- ▶ Ecosystem degradation/land degradation/desertification
- ▶ Climate change
- ▶ Waste management
- ▶ Urban air pollution/deterioration of air quality
- ▶ Energy (renewable and energy management, including energy efficiency)
- ▶ Solid and hazardous waste management (including recycling as an opportunity)
- ▶ Poverty
- ▶ Unemployment
- ▶ Public awareness/lack of education
- ▶ Enforcement of environmental legislation
- ▶ Persistent Organic Pollution (POPs)
- ▶ Trans-boundary pollution
- ▶ Desertification and urban encroachment on agricultural lands
- ▶ Environmental health
- ▶ Environmental disasters
- ▶ New emerging diseases

1.2. *Key environmental opportunities:*

Several opportunities were identified by the group as being important for the region, including some which would represent win-win options in addressing environmental challenges. There was an overarching comment that since poverty is a priority issue, and not environment, it would be important to integrate poverty reduction into environment management. Key opportunities identified (not ranked) for the region, include:

- ▶ Renewable energy, energy management, including energy efficiency
- ▶ Creation of sustainable markets (solid waste management)
- ▶ Use of indigenous knowledge ;Indigenous and cultural traditional practices as an opportunity for enhanced environmental management
- ▶ Water rights
- ▶ Public awareness
- ▶ Re-use and recycling
- ▶ Efficient land use
- ▶ Solid and hazardous waste recycling
- ▶ Trans-boundary pollution as an opportunity for joint management
- ▶ Capacity building and training



1.3 Ranked priority issues for environmental management in the sub-region

The participants felt strongly the need to send a set of ranked priority environmental issues from the sub-regional consultation to the WBG as a critical input into the formulation of the new WBG Environment Strategy. There was an involved and substantive exchange and discussion to reach a consensus on the priority ranking based on the long list. The following were the agreed top four ranked issues:

1. Water resource management: (in all its facets: scarcity, man-made, drought management, including waste water)
2. Ecosystem/land degradation/desertification
3. Waste Management: including solid, hazardous, wastewater, health, and nuclear waste management – both in the rural and urban context
4. Energy security (supply) and overdependence on fossil fuel, and transition to secure sustainable energy supply

Some additional comments that emerged during this discussion worth noting:

- ▶ While climate change was not seen as a priority issue, but seen as an over-arching issue.
- ▶ Poverty as a priority issues, lowest attention to environment as an issue.
- ▶ Public awareness both as an opportunity and challenge.

1.4 Special Case of Iraq and West Bank & Gaza

The sub-regional consultation agreed that it was important for some additional priorities, over and above those listed above, to be transmitted for the special case of Iraq and West Bank & Gaza.

West Bank and Gaza:

- ▶ Basic (environmental) projects (e.g. new treatment plant or solid waste project) need to be implemented, which are outside the current mandate of Palestine? There is a need for permission (from Israel) to build in certain areas. How can the World Bank help in the process of implementing such priority projects, and help contractors to obtain licenses?
- ▶ Palestine – water, quality and quantity, aquifers are not fully accessible, hazardous waste (waste from Israel) cross border

Iraq:

- ▶ Hazardous waste management
- ▶ Need to know trends of environmental degradation
- ▶ Land mines of eastern Iraq
- ▶ Degradation of unique marshlands

2. **What should the role of the Bank be in helping developing countries to address the challenges and opportunities they face in achieving environmentally sustainable development? (*The World Bank Group is a relatively small source of finance for major economic transformation in developing countries.*)**



2.1 Over-arching responses relating to World Bank Group

- ▶ Success of any strategy depends on the review of key WB principles (e.g. transparency, energy, redefinition of income etc.).
- ▶ Revise the criteria for defining low and middle income countries to achieve a realistic picture of individual income: countries in the region do not have a middle class, but rather extreme rich and poor;
- ▶ Reshape the WBG governance structure and the principles on which it is based, including the economic ones.
- ▶ How can countries that are developing national environmental strategies be adapted or be informed by the WB strategy
- ▶ Redefine the different stakeholders within the World Bank Group and their mandates and roles (e.g. IFC, IBRD)
- ▶ Strengthen coordination and harmonization between the different WBG entities namely the IBRD vs. IFC and WB policy support group
- ▶ Communicate and publicize the mandate and role of the World Bank Group entities to the public and media.
- ▶ It is important that the WB listens to countries and country dialogue should be highlighted. WB needs to be more focused
- ▶ Country assistance strategy processes in-country should be more inclusive

2.1 Responses targeted to Environment strategy

- ▶ Better need to understand success and what was achieved under the 2001 strategy
- ▶ WB should walk the talk i.e. it should lead the way to mainstream environment into its other sector strategies (e.g. transport, urban, etc.)
- ▶ Need for the strategy to focus on externalities, both natural and man-made – the latter being especially relevant in the region (see reference to case of Iraq and West Bank and Gaza)
- ▶ Sustainable Development should include a fourth pillar – good governance
- ▶ Enhance the coordination with other international donors/partners to avoid duplication and conflicting situations.
- ▶ Provide direct technical assistance and support to civil society organizations (CSOs), and to governments (on policies).
- ▶ Collaborate with stakeholders and partners on the creation of Green Jobs
- ▶ ES will affect the agriculture sector both directly and indirectly. Biofuels, price hikes, etc. will severely affect the agriculture sector. There is a threat of increase in agricultural products for an increase in demand for biofuels.
- ▶ Agriculture sector is one of the main engines to develop the agronomic economy in the Middle East. How can we develop future ES that will not adversely affect the agriculture sector in these countries.
- ▶ Bank needs to use its leverage to engage the governments to address/prioritize environment through its policy dialogue
- ▶ Development in itself compromises environment. Therefore the negative impacts of development should be minimized.



- ▶ Development and Sustainability don't have to be a zero sum game. We need to address how to create incentives for developers as well as creating a cultural shift that will take us to the next phase. Therefore it will not be a zero sum game for these developers as they will need to pay.
- ▶ Results of 'Cost of Environmental Degradation (COED)' needs to be shared with public to raise public awareness on the link between environment and economic.
- ▶ Need to bridge gap between decision makers and private sector
- ▶ WB should not use country's performance as the only criteria. WB Environment Strategy should favor "risk management" instead of "crisis management".
- ▶ The WBG needs to reach out and dialogue with all element of society, including tribal systems. Dialogue with all elements of a society, you need knowledge information and education.
- ▶ WB needs to work with and engage civil society more directly; Need to include methodologies and vehicles in the ES
- ▶ As countries have different development priorities—both short-term and long-term—these should be included in the WB environment strategy.
- ▶ How can countries that are developing national environmental strategies be adapted or be informed by the WB strategy
- ▶ GEF is an important source of funding, but accessing the funds continues to be slow and complicated
- ▶ Consensus versus consultation - ultimately leads to a compromise
- ▶ What are the next steps with regards to the ES? Will it be funded? Will there be a WB dedicated budget for this?

3. What should be the balance in the Bank's Groups role between addressing country/client specific priorities and the global public goods agenda? (*The World Bank Group has worked to become a country/client driven organization.*)

3.1 Responses

- ▶ Bank should better understand counties priorities, and find a better balance when seeking to address the global agenda.
- ▶ Bank should see the national agenda/strategies and then see how to match these to global strategies
- ▶ Need to prioritize our objectives: think globally, act locally
- ▶ Two dimensions – countries giving money to the WB – countries are contributing more to global problem should pay more to the WB which then can be invested globally
- ▶ Bank could see the national agenda/strategies and then see how to match these to global strategies
- ▶ Money from WB – distributed by national agenda of each country – to have coalition among countries, if countries XYZ – can come together with mutual projects so that we don't act on small country level but at regional/sub-regional level
- ▶ The Bank has a one way dialogue – talking only to governments, and asking them to present their priorities. In many cases, Government try to modify what exist in their countries in order to make WB happy - this is risky!



- ▶ Some people come very new into the Government, and often these Ministers and officials do not know or understand the global agenda, there is role for the WBG to educate the government officials – but not merely as an academic exercise
- ▶ The Bank should open its dialogue with all stakeholders (e.g. listen to all political parties) – the Bank should not have its work under one Government, as things are changing different.
- ▶ National agenda does not mean necessarily this is the agenda of all people in a country, what the Government is presenting to Bank is not the bible and does not reflect all the people in the country
- ▶ Sustainable development – we have to go back to this – in some countries – why is Jordan behind in some aspects what are the reasons stopping us to be more sustainable and here the Bank should help us to understand how to become more sustainable. We believe in the sustainable development approach, help us to pursue it more efficiently
- ▶ The WBG needs to reach out and dialogue with all element of society, including tribal systems. Need to have dialogue with all elements of society, as WBG needs knowledge, information, and education.
- ▶ There is a missing link- WBG is not working with legislators in countries – who play a critical role in shaping the future

4. What should be the role the private sector stakeholders to achieve higher levels of performance in pursuing environmental sustainability? (IFC and MIGA)

4.1 Responses

- ▶ Need to bridge gap between decision makers and private sector
- ▶ Enhance role of private sector in environmental preservation. Ensure that such a measure will also be profitable for the private sector
- ▶ Role of private sectors should include: (i) creativity and initiative; (ii) support for public awareness; (iii) investing in environmental projects; and (iv) commitment to national priorities
- ▶ Subsidies for SMEs (in partnership with public sector & NGOs)
- ▶ Adhere to country priorities(by sector)
- ▶ Technical assistance to countries on raising awareness among the population
- ▶ Finance investment cost of switching to renewables (cover the difference in cost)
- ▶ Environmental projects to be funded
- ▶ Cooperation projects to be funded
- ▶ Coalition between private sector and both the public sector and NGOs.
- ▶ However CSR is only considered for doing projects aside – EIA should be part of the CSR
- ▶ Private sector should be committed to public policies,
- ▶ WBG should include support for SMEs
- ▶ To give private sector role to take up innovative and creative issues in the environment area such as recycling
- ▶ Need to bridge gap between decision makers and private sector

5. How can the WBG put in place a systematic approach to assess environmental sustainability in sector portfolios?



5.1 Responses

- ▶ Better need to understand success and what was achieved under the 2001 strategy
- ▶ Use of media is very important. Syria has launched media campaigns to cover a host of environmental issues. These are included in the country's 5-year environmental plan.

III CLOSING SESSION

Mr. Ziad Badran, Head of Mission, Amman Office, World Bank provided closing remarks to the participants. He thanked the participants for their attendance at this sub-Regional consultation in Amman on the Environment Strategy, and their active participation over the two days. He noted that the group was sending some very candid messages to the World Bank as it sets out to formulate its new environment strategy.

The participants sent in their responses to the survey. The results of this survey are provided in Annex 5.



Annex 1

**Welcome address by Mr. Hedi Larbi
Director, Middle East Department
Middle East & North Africa region
The World Bank**

H.E. Dr. Saleh Kharabsheh, Secretary General, Minister of Planning and International Cooperation; distinguished guests from Jordan, Iraq, Lebanon, Syria, and West Bank and Gaza; ladies and gentlemen.

It is my great pleasure to be among you today. The World Bank Group is developing its new Environment Strategy which will be finalized by the end of 2010 whereas it will be implemented over the coming ten years. This new strategy, which is an update of the Bank Group's strategy of 2001, is being developed for the World Bank Group as a whole, that is, the World Bank, International Finance Corporation (IFC), International Development Association (IDA) and Multilateral Investment Guarantee Agency (MIGA). It is important for the World Bank to hear your views and hence, the importance of this consultation on the new Environment Strategy of the World Bank Group. What we are seeking and hoping to achieve in this consultation is to have a beneficial and useful exchange of information and ideas on: (i) the challenges and opportunities related to environmental sustainability in the MNA region, and more specifically in the countries represented here today; and. (ii) how the World Bank group can be better positioned to provide direct support and assist countries while catalyzing and leveraging other stakeholders' support in pursuing and achieving higher levels environmental sustainability.

Ladies and Gentlemen

In 2001, the World Bank launched its Environment Strategy entitled "Making a Sustainable Commitment" which is to be implemented until 2010. While this strategy recognized the importance of mainstreaming environmental issues across various sectors of the economy at the national level, it nonetheless addressed the environmental priorities through project and program design. In terms of its objectives, it pursued three main objectives, namely: (1) improving the quality of life, (2) improving the quality of growth, and (3) protecting the Regional and Global "commons".

The 2001 environment strategy made significant progress in including environmental concerns into the Bank's operations as well as in the on-going policy dialogue with the countries. We believe that the Strategy also helped countries to set their own environmental priorities – and private sector clients to address potential environmental impacts. Furthermore, many success stories for mainstreaming environment into various sectors in countries worldwide were evident during the implementation of the strategy. Nonetheless, the World Bank is always looking for ways and means to strengthen the impacts of its projects and interventions on the ground. In this regard, greater attention to environmental sustainability will be provided; Better measurement of activities and results through strengthened monitoring and evaluation. We would also like the new environment strategy to put even more emphasis on institutional aspects – and to have stronger links to climate change. In addition, we would work towards having a new strategy that is more responsive to the Country priorities.

Ladies and Gentlemen

The last decade has witnessed groundbreaking efforts by MNA countries towards environmental management and protection.



Annex 1

- With the establishment of ministries of environment and national sustainable action plans/strategies, the implementation of national environmental projects, as well as the ratification of the Barcelona Convention, environment has become a major national priority affecting every production sector as well as livelihoods.
- Despite these achievements, environmental challenges for MNA countries remain, and have in fact increased - reaching the level of crisis in some areas. Economic and population growth have accentuated the pressures on natural resources, especially water and land, which are already under stress.
- The region continues to urbanize rapidly with high population densities and economic activity concentrated in a narrow coastal strip, creating increased pressure on the countries' rapidly degrading and stressing natural resources. Coastal zones are degraded due to over-urbanization, industrialization, overfishing, and tourism development.
- The impacts due to climate change in our MNA region, will not only exacerbate the significant economic and social damages among the poorest segments of the population, but will also have economy-wide repercussions as existing climate models predict further declines in rainfall and increases in temperature. The challenge for the region is alarming: would existing natural resources - being degraded by both human activities and climate change - be able to support this development pattern for a long time.
- The economic costs of environmental degradation are relatively high in the MNA region. According to studies made by the World Bank in the region, they vary from 2.3 percent of gross domestic product (GDP) in Jordan, 3.4 percent in Lebanon, to 3.5 percent of GDP in Syria. This high cost of environmental degradation spills into public finances, household budgets, the competitiveness of the economy, and inter-generational equity.

Once again, I would like to emphasize the importance of your input and feedback on the new environment strategy. We would hope that this consultation will bring about a useful exchange amongst ourselves which would feed into the new World Bank Group Environment Strategy.

In the end, I would like to thank His Excellency Dr. Saleh Kharabsheh for inaugurating this event. I would also like to thank you all for your participation. I wish you all a very productive event.



Annex 2

External Consultations

MIDDLE EAST AND NORTH AFRICA REGION, WORLD BANK
Amman, Jordan: February 8-9, 2010
Grand Hyatt Amman

AGENDA

DAY: 1 FEBRUARY 08

08:30-9:00 Registration

Session I Setting the Stage

09:00-9:30 Welcome Address

Mr. Hedi Larbi

Country Director, Middle East Department, World Bank

H.E. Dr Saleh Kharabsheh

Secretary General

Ministry of Planning and International Cooperation, Hashemite Kingdom of Jordan

09:30-10:00 Coffee Break

Session II WBG Environment Strategy Elements and Regional Context (Chair: Mr. Yehya Khaled, RSCN, Jordan)

10:00-10:15 Video Message

From James Warren Evans, Sector Director, WB

10:15-10:30 Introduction of Participants

10:30-11:00 A New Environment Strategy for the World Bank Group
Luis Constantino, Sector Manager, Middle East North Africa (MENA),
World Bank

11:00-11:30 Q & A

MENA Region: Regional Environmental Context

11:30-11:50 *Maged Hamed*, Senior Environmental Specialist, MENA, World Bank

General Q & A

11:50-12:10

Discussion on Country/Stakeholder Perspectives

12:10-13:00

Lunch

13:00-14:00

Session III Stakeholder Feedback on new WBG Environment Strategy



Annex 2

(Chair: Dr. Ali Darwish, Greenline, Lebanon)

- 14:00-14:15 Breakout Groups: Introduction
Kanta Kumari Rigaud, Senior Environmental Specialist, World Bank
- 14:15-16:15 Breakout Group Sessions
- 16:15-16:30 Analytical Background Paper – Brief Introduction
Lia Sieghart, Senior Environmental Economist, World Bank
- 16:30-17:15 Plenary: Reports from the Breakout Groups
- 17:15-17:30 Wrap-Up Day 1
- 17:30 Group Photo
- 18:00-19:00 Focus Group: Analytical Paper – Optional session

DAY 2: FEBRUARY 09

Session IV Synthesis of Stakeholder Feedback

(Chair: Taghreed Hithnawi, Ministry of Planning, Palestine)

- 09:00-09:15 Analytical Background Paper – Initial Feedback
Lia Sieghart, WB; and Vicken Cheterian, Consultant, WB
- 09:15-09:45 Synthesis of Findings from Breakout Groups
Kanta Rigaud, WB; Wael Seif Syria; Dr Maysoon Brimo, Syria; Dr Ali Darwish, Greenline, Lebanon
- 09:45-10:30 Q & A
- 10:30-11:00 Coffee Break

Session V Messages for the World Bank Group

(Co: Chairs: Hikmat Georgees, Min. of Environment, Iraq; Ms Kanta Rigaud, WB)

- 11:00-12:15 Key Messages from the Consultation for the World Bank Group
- 12:15-12:45 Consolidated Results
- 12:45-13:00 Wrap up and Closing
Ziad Badr, Head of Mission, World Bank Amman Office
- 13:00 Lunch



Annex 3

Feedback on Discussion on 'Environment, Conflict and Climate Change' Session

To be added



Annex 4

List of Participants

Name	Organization
1 Tareq Abu Ghazaleh	Nuqul Group
2 Kasim Abdo	Palestine MOA
3 Abdel Rahman Tamimi	Palestinian Hydrology group
4 Atef Qassim	Winnen Enviro
5 Professor Z. Al Qdah	Al-Balqa Applied University
6 Iyad Al Jaber	Land and Human to Advocate Progress
7 Hikmat J. Georgees	Ministry of Environment Iraq
8 Sarmad F. Mansour	Ministry of Environment Iraq
9 Sanaia Al aqqad	Water and Environment, University of Jordan
10 Imad Ibrik	Director Energy Center, University of An-Najah
11 Awwad Salameh	MOPIC
12 Yehya Khaled	RSCN
13 Yaser Abu Shanab	Environment Quality Authority
14 Dr. Ali Darwish	Green Line
15 Dr. Vicken Cheterian	CIMERA
16 Mohammad Alam	Ministry of Environment
17 Dr. Maysoon Brimo	Nat. Ass. Env.
18 Rawan Al Adwan	You for Development
19 Ruba Al-Zubi	Development Zones Comission Ministry of Environment, Syrian Society for Birds Conservation
20 May Abido	
21 Batir Wardam	Ministry of Environment/Jordan
22 Ahmad EI- Atrash	Applied Research Institute Jerusalem (ARIF)
23 Fadi Sharaiha	Royal Marin
24 Abdalla Shishani	MOA
25 Mohammad Kharouf	Engicon
26 Enas F. Sakkijha	RSCN
27 Liana Khammash	PMU, Jabal Ajloun



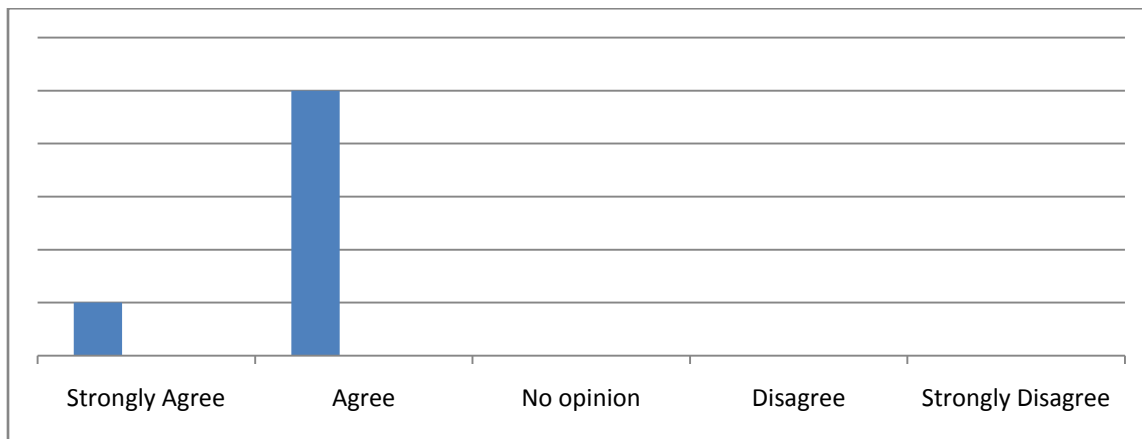
Annex 4

28	Abeer Shalan	IFC
29	Jane Hilal	ARIJ
30	Wael Seif	SDWC and Damascus University
31	Wafa Aranki	IFC
32	Lama Bashour	Engicon
33	Dr. Munjed Al-Sharif	UNCT
34	Eng. Muhieddin Tawalbeh	NERC
35	Hala Ghattas	IFC
36	Maha Al Zubi	MOPIC
37	Mohamad Afaneh	MOENV
38	Tariq Alhmedy	Al Rai
39	Bilal al Shawabkeh	MOP
40	Basel Al-Qudah	MOEV
41	Farah Attyat	Al Ghad Newspaper
42	Wael Hmaidan	Indy Act
43	Hasan Badran	MOPIC
44	Ahmad Al- Kofahi	Jordan Environment Society
45	Bilal Bashir	Development Zone Commission
46	Mohammed Dabbas	Ministry of Energy
47	Kamel Khairallah	MOPIC
48	H.E. Dr. Saleh Kharabsheh	Secretary General, MOPIC
49	Taghreed Hithnawi	Ministry of Planning
50	Heid Larbi	Country Director MNCO2
51	Luis Constantino	Sector Manger, Environment
52	Ziad Badr	Head of Mission, Amman
53	Maged Hamed	Sr. Env. Specialist
54	Banu Setlur	Env. Specialist
55	Lia Sieghart	Sr. Env. Economist
56	Kanta Kumari Rigaud	Sr. Env. Specialist

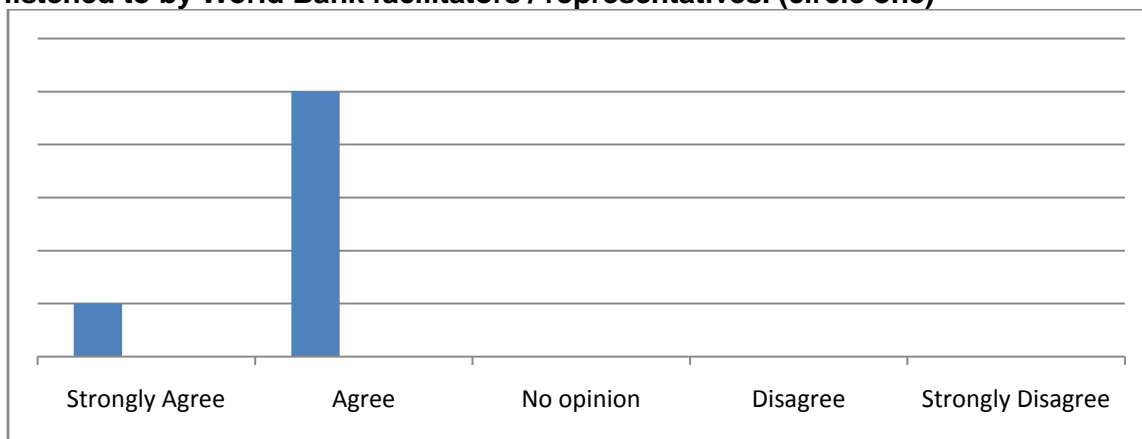
Results: Consultation Session Participants Survey

Participants were provided with the Consultation Session Participants Survey allowing soliciting feedback in a homogenous way (attached below). The main interest of the survey in form of a questionnaire was to see and display how stakeholders perceived the consultation and its outcomes and where future interventions would be needed. The results of the survey are verified in form of graphs. The graphical approach ensures the imperative responses received to remain genuine. The originals are available with the task team.

Question 1: The key strategic issues and environmental concern in my region/country/sector were discussed during the consultation. (circle one)



Question 2: Participating stakeholders had adequate opportunity to speak out and be listened to by World Bank facilitators / representatives. (circle one)



Question 3: Is there anything that you would suggest to improve future consultations? If yes, please explain: [comments received summarized]

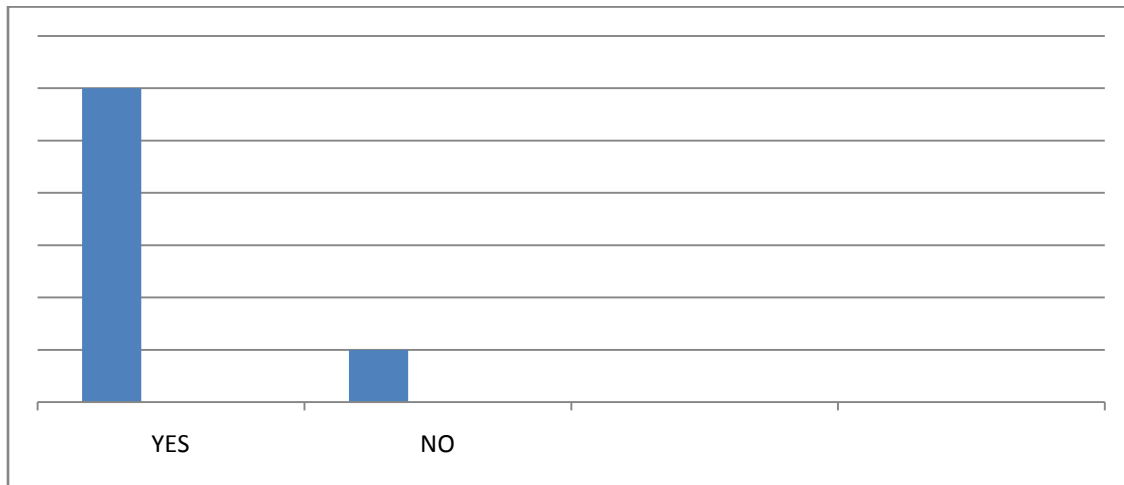
- Previous environment strategy should have been provided prior the consultations
- Presentation of challenges from the implementation of the previous strategy should have been presented



Annex 5

- Guidance for the development of a new strategy should have been solicited before the meeting in writing (form of questionnaires)
- The sub-regional consultation would have benefitted from preceding national consultations
- Groups could have benefitted from grouping in accordance to specialization
- More time would have been beneficial to the process
- Increased country-level presentations
- Cross-fertilization from other sector strategies (e.g. energy)

Question 4: Have you visited the WBG Environment Strategy Consultations web site, (www.worldbank.org/environmentconsultations)?



Question 5: Have you registered for automatic updates in the web site?

