

STAKEHOLDER ENGAGEMENT PLAN



Solomon Islands Community Access and Urban Services Enhancement II
(P181295)

Version: Final Draft (4th June 2024)

1. Introduction

The Solomon Islands Government (SIG) is proposing the Community Access and Urban Services Enhancement II Project (CAUSE II) ('the Project'). The SIG is seeking finance from the World Bank's (WB) International Development Association (IDA) for the Project. As part of project financing, the Project is required to comply with the requirements outlined in WB's Environmental and Social Framework (ESF) and ten Environmental and Social Standards (ESSs). This Stakeholder Engagement Plan (SEP) has been prepared to meet the requirements of ESS10, Stakeholder Engagement and Information Disclosure, and to satisfy a project financing requirement. It is supported by an Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Labor Management Procedure (LMP), Project Operational Manual (POM) (to be developed), and other specific plans that have been or will be prepared for the Project.

2. Project Description

The Project aims to improve access to climate resilient infrastructure and services, enhance economic inclusion, and strengthen the capacity of national and local authorities to deliver services in targeted urban centers.

The Project comprises the following five components:

- **Component 1: Resilient Township Infrastructure** aims to deliver critical municipal infrastructure and services such as climate resilient transport and access infrastructure, public amenities and economic facilities (e.g., markets and green spaces), stormwater drainage and small, protective coastal infrastructure (jetties, revetment), amongst others.
- **Component 2: Safe and Inclusive Communities** aims to improve essential community level infrastructure, such as feeder roads, drainage, pedestrian infrastructure, and waste management services.
- **Component 3: Enhanced Urban Productivity** aims to improve beneficiaries' work readiness and provide direct access to employment opportunities.
- **Component 4: Land Administration, Urban Management and Maintenance** is expected to improve efficiencies in management and maintenance.
- **Component 5: Project Management** will support project management, safeguards oversight, monitoring and evaluation (M&E), audits, communications, media support, technical assistance, training, financial management, procurement, and provision of goods and operating costs.

The Project is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

3. Objectives of the SEP

The purpose of this SEP is to provide a system for the Project to meet the objectives of the ESS10, which are:

- To establish a systematic approach to stakeholder engagement that will help a project identify stakeholders and build and maintain a constructive relationship with them, particularly with project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.

- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, meaningful, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow projects to respond to and manage such grievances.
- To define the roles and responsibilities for the implementation of the SEP.
- To define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

The SEP is a living document and will be updated periodically, throughout the Project implementation period, when the scope of works changes or becomes clearer, and new stakeholders are identified.

4. Stakeholder identification and analysis

Stakeholder analysis determines the likely relationship between stakeholders and a project and helps identify the appropriate consultation methods for each stakeholder group during the project’s life.

Stakeholders of projects can typically be divided into the following categories:

- **Project Partners** – stakeholders that contribute to the execution and implementation of a project.
- **Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way.
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project. The vulnerability may stem from a person’s origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc.

Stakeholders identified for the Project and their interest in the project are provided in Table 1. Additional stakeholders may be identified during the implementation of the Project and this plan updated accordingly.

Table 1: Stakeholders and their Interest in the Project

| Groups | Organisation | Interest in the Project |
|----------------------------|--------------|-------------------------|
| Project Partners | | |
| Implementing Agencies | HCC | Implementing Agency |
| | MID | |
| SIG Ministries and Offices | MOFT | Executing Agency |

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| | National Disaster Office | Components 1 and 2 will fund subprojects that support climate and disaster resilience. |
| | Ministry of Lands | Interest in land to be used for activities under Components 1 and 2. Project Steering Committee member |
| | Ministry of Provincial Government and Institutional Strengthening | Project Steering Committee member. |
| | Ministry of National Planning and Development Coordination | Project Steering Committee member. |
| | Ministry of Women, Youths, Children and Family Affairs | Project Steering Committee member |
| | Ministry of Environment, Climate Change, Disaster Management and Meteorology | Project Steering Committee member |
| Provincial Governments | Guadalcanal | Implementation of components 1 and 2. Sign off on land to be used for activities under Components 1 and 2. |
| | Malaita | |
| | Western | |
| | Makira | To be considered for possible inclusion in the project during the mid-term review |
| | Choiseul | |
| Town Councils | Auki | Implementation of components 1 and 2. |
| | Gizo | |
| | Noro and Munda | |
| | Kirakira | To be considered for possible inclusion in the project during the mid-term review |
| | Taro/Mainland | |
| World Bank | IDA | Financing agency |
| | Local Office | Providing support |
| Other Development Partners | ADB, MFAT, DFAT | Cross overs May be interested in collaboration with activities. |
| Affected Parties | | |
| People in the project area of influence | Individuals and community groups/organisations/businesses that will directly benefit from subprojects activities. | These people/groups can be Project beneficiaries and be affected by the social impacts associated with the subprojects |

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| | | e.g. communities impacted by the proposed Auki seawall. The consultation arrangement for land/asset owners is outlined in the Abbreviated Resettlement Plan (RP), annexed in the ESMF |
| Contractors | Various civil works contractors | Potential to be contracted or subcontracted to construct subprojects. |
| Suppliers | Various suppliers | Supply of goods and materials to contractors and/or subcontractors constructing subprojects |
| Other Interested Parties | | |
| Other Development Partners | Australian Department of Foreign Affairs and Trade | Interested in the outcomes and benefits of the Project. |
| | New Zealand Ministry of Foreign Affairs and Trade | Interested in collaboration with activities. |
| | European Union | Potential concerns regarding environmental and social impacts. |
| | International Finance Corporation | |
| SIG Ministries and Offices | Environment and Conservation Division | Permitting of select subprojects (if required) |
| Non-government Organizations | Organisations focusing on topics such as: <ul style="list-style-type: none"> • Rural development • Agriculture • Climate change • Environmental management • Woman and children's rights such as; World Vision, Oxfam and Save the Children and Provincial Women's council, Family Support Centre, Christian Care Center, Seif Ples. | Interested in the outcomes and benefits of the Project. Interested in collaboration with activities. Potential concerns regarding environmental and social impacts. Potential educational/outreach opportunities to increase awareness and acceptance of the project. Networks to that promotes project health and safety. |
| Utility Providers | Utility Providers; <ul style="list-style-type: none"> • Solomon Water • Solomon Power • Telekom | Opportunities to influence designs to cause minimal impacts to other services. |
| Essential Service Providers | Essential service providers such as: <ul style="list-style-type: none"> • Hospitals • Medical Clinics | Opportunities to influence designs to cause minimal impacts to communities including vulnerable people. |

| | | |
|-------------------------------------|--|--|
| | <ul style="list-style-type: none"> • Schools • Fire services • Markets etc. | |
| Vulnerable Groups | | |
| Vulnerable or disadvantaged groups. | Including, but not limited to: <ul style="list-style-type: none"> • Elderly • Children • Youth • Poor households • Women-headed households • Residents in hard-to-reach areas • People with disabilities • People unable to read | These people/groups can be Project beneficiaries, but project benefits cannot reach such groups. They may also be disproportionately affected by the social impacts associated with the subprojects and it is important to ensure such people/groups are included in the project planning process. |

5. Stakeholder Engagement Program

5.1. Summary of stakeholder engagement done during project preparation

During the project preparation, initial consultations were undertaken at the project sites with provincial governments (including government departments) and other stakeholders as summarised below. The aim of these initial meetings was to introduce the Project and the new World Bank E&S framework (ESF) which will be applied under CAUSE II and its distinction from the safeguards policy under CAUSE I, to the following stakeholders:

- Malaita Provincial Government, 18 March 2024, 26 April 24
- Western Provincial Government, 12 April 24 - 13 April 24
- Guadalcanal Province, 26 April 24

The initial consultations conducted with the PGs covered the introduction of the change from the CAUSE I Environmental and Social Management Guidelines (ESMG) to the new World Bank ESF and to provide them with a general overview (and differentiation) of both approaches to E&S risk management. The consultations also emphasized the difference in the screening process between Component 1 and Component 2 activities, given the PGs familiarity with the ESGM procedures. The PGs were also open to understanding the ESF, with the PMU planning on providing more detailed guidance in the next level of consultations. Malaita PG also inquired about the process on how acquire land access for their proposed shoreline protection project and were informed that detailed procedures will be disseminated as soon as the ESF instruments are ready for full disclosure. The list of stakeholders met with during project preparation is included in Annex 2.

High-level consultations are also planned with relevant SIG ministries. The consultations are to be held in early June 2024. The aim of this consultation is to collate feedback to improve the qualification of the application of the ESF instruments namely ESCP, ESMF, LMP, and SEP as an integral part of the environmental and social due diligence process. The consultative feedback such as application of the national legislation and screening potential environmental and social risks and impacts will be integrated in the relevant ESF instruments. Minutes of the consultation will be included as the Annex of the SEP, once available.

Further consultation sessions on the project ESMF will be conducted by PMU in the project provinces, namely Honiara PMU, Malaita Province-Auki PIU (Project Implementation Unit), and Western Province Gizo PIU, Noro PIU respectively. The minutes or a summary of these consultations will be shared with the World Bank team once the consultation is carried out and the minutes included as an

Annex to the SEP, once available. A summary of the main recommendations received will be integrated into the SEP when available.

Table 2 - List of Stakeholders/Communities that have been, and to be, consulted during Project and ESF Instrument Preparation, April-May 2024

| Description | Name/Group | Date/Time period | Meeting Purpose |
|---|---|------------------|---|
| Honiara | | | |
| Honiara City Council (HCC) | Physical Planning Division, Waste Management and Control Division, Works Division | 26 April 2024 | CAUSE II 2nd Preparation Mission wrap-up meeting which included updates on ESF preparation. |
| Ministry of Infrastructure Development (MID) | Transport Infrastructure Management Services Department | 26 April 2024 | CAUSE II 2nd Preparation Mission wrap-up meeting which included updates on ESF preparation. |
| Ministry of Provincial Government and Institutional Strengthening (MPGIS) | Provincial Governance Strengthening Programme | TBA | |
| Ministry of Finance & Treasury (MoFT) | Financial Economic Development Unit | 26 April 2024 | CAUSE II 2nd Preparation Mission wrap-up meeting which included updates on ESF preparation. |
| Ministry of Lands, Housing & Survey (MLHS) | Land Administration & Management Group | 26 April 2024 | CAUSE II 2nd Preparation Mission wrap-up meeting which included updates on ESF preparation. |
| Ministry of Traditional Governance, Peace and Ecclesiastical Affairs | Policy, Planning, Programme Development Division | TBA | |
| Ministry of Women, Youth, Children and Family Affairs (MWYCFA) | Women's Development Division; Youth Development Division | TBA | |
| CAUSE HCC Project Manager | CAUSE PMU | Many occasions | Directly collaborating with WB E&S team on |

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| | | | the E&S instruments preparation. |
| CAUSE MID Project Manager | CAUSE PMU | Many occasions | Directly collaborating with WB E&S team on the E&S instruments preparation. |
| CAUSE Community Liaison Officers | CAUSE PMU | TBA | |
| CAUSE Works Coordinator | CAUSE PMU | TBA | |
| Ministry of Climate Change, Disaster Management and Meteorology (MECDM) | Environmental Control Division; Climate Change Division | TBA | |
| Ministry of Commerce, Industry, Labour and Immigration | Labour Division | TBA | |
| Ministry of National Planning and Development Coordination (MPDC) | Economic and Productive Sector Division | TBA | |
| Auki | | | |
| Provincial Secretary | | 18 March 2024 26 April 2024 | CAUSE II 2nd Preparation Mission wrap-up meeting which included updates on ESF preparation. |
| Town Clerk | | TBA | |
| Provincial Physical Planning Officer | | TBA | |
| Provincial Lands Officer | | 18 March 2024 | Consultation regarding the process of acquiring access to land related to Auki seawall project. |
| Provincial Works Officer/Engineer | | TBA | |
| Ministry of Fisheries | | TBA | |
| Environmental Health Officer | | TBA | |
| Youth Coordinator | | TBA | |
| Oxfam Family Violence Program (Safe Families) Coordinator | | TBA | |
| Auki Women's Association | | TBA | |
| Gizo | | | |
| Provincial Secretary | | 13 April 2024 | General introduction to new ESF and |

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| | | | differentiating it from CAUSE I ESGM. |
| Provincial Physical Planning Officer | | TBA | |
| Town Clerk | | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| Women's Rep | | TBA | |
| CAUSE Resident Works Supervisor/NE PIU | | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| CAUSE Liaison Officer, PIU | | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| Provincial Works Officer/Engineer | | TBA | |
| Provincial Women's Desk Officer | | TBA | |
| Provincial Environment Officer | | TBA | |
| Provincial Lands Officer | | TBA | |
| Noro | | | |
| Town Clerk | | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| CAUSE Resident Works Supervisor PIU | | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| CAUSE Community Liaison Officer | | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESGM. |
| Provincial Lands Officer (Noro and Munda) | | TBA | |

The following environmental and social reports and plans will be disclosed prior to appraisal through the CAUSE website¹:

- Environmental and Social Commitment Plan (ESCP)
- Environmental and Social Management Framework (ESMF)
- Labour Management Procedure (LMP)
- Stakeholder Engagement Plan (SEP)

¹ <https://causesi.net/>

5.2. Stakeholder engagement strategy

Most public and community meetings will be facilitated by the PMU Environmental and Social Officer.

To strengthen the Project’s transparency and accountability to community stakeholders, the Project will develop inclusive information and communications strategies to support the downward reporting to communities. The reporting must be done in a manner that can be understood by rural populations with low literacy levels (e.g., using infographics and simple language) and disseminated through a variety of methods including media releases, newspapers articles, broadcasts on TV and radio stations, and posted on the provincial and ward level notice boards.

The PMU Environmental and Social Officer will ensure the regular updates of the CAUSE website² (at least quarterly) with key project updates and reports on the project's environmental and social performance. The website must also provide information about the grievance mechanism for the project.

The following engagement tools may also be developed for the Project:

- Communication materials related to stakeholder engagement to be provided through a special link embedded in the Project website and to be reiterated in the weekly wrap-ups, as when needed
- Project Scorecard to be prepared quarterly.

5.3. Stakeholder engagement plan

The steps to be taken for the final ESMF is publish is as follows:

1. An invitation to access the ESMF for CAUSE II is announced.
2. DRAFT ESMF is available online.
3. Consultation workshop/ community meeting in May 2024.
4. Feedback from community workshop by May 2024.
5. DRAFT ESMF revised and finalized.
6. FINAL ESMF for CAUSE II published online on the CAUSE website and available at the CAUSE Office.

An indicative stakeholder engagement plan is outlined in Table 3.

² <https://causesi.net/>

Table 3: Indicative Stakeholder Engagement Plan

| Project Stage | Topic of Consultation/ Message | Method Used | Target Stakeholders | Responsibilities |
|--|---|--|--|------------------|
| Planning of subprojects | Participatory planning for potential subprojects. | Face-to-face meetings | Community (potential project beneficiaries) | PMU |
| Annually throughout implementation stage | Performance of the Project over the previous year. | Performance scorecard posted to notice boards, face-to-face meetings with community | Community (potential project beneficiaries) | PMU |
| Planning and design of subprojects | Siting of infrastructure-confirmation that subproject would not result in physical or economic displacement, or restriction of access to natural resources. | Face-to-face meetings and other methods as necessary to ensure vulnerable people are included ³ | People residing in the project area, including vulnerable people | PMU |
| Prior to, during and after construction of subprojects | Construction progress (timing, likely impacts, etc.), grievance mechanism. | Face-to-face meetings | People residing in the project area, including vulnerable people | PMU |
| Six-monthly throughout the implementation phase | Key project updates and reports on the project's environmental and social performance. | CAUSE website | All stakeholders | PMU |
| Design and implementation | Subproject design (select subprojects) | Face-to-face meetings | Relevant departments SIG | PMU |
| Six-monthly throughout the implementation phase | Implementation support missions | Face-to-face and teleconference meetings; site visits | Project Partners | PMU |

³ Such arrangements could include hiring female staff/trainers; scheduling community meetings/training at locations and times that are convenient for women and people with disabilities; providing on-site child care arrangements and ensuring adequate breaks during community meetings and trainings; using infographics, video, music, storytelling and other low literacy friendly communication methods; liaising with women/youth/disability organizations as part of project outreach strategies; incorporating messaging encouraging vulnerable groups to join the Project into community outreach strategies and communication brochures; use of communication and social networks (such as church, women's, sports, and youth groups) to spread messages to community leaders and vulnerable groups to join the project; providing translation services for people with speech/hearing impediments during training if required; incorporating minimum quotas for women and youth community training and committees; socializing community leaders and male champions in the benefits of including vulnerable groups in project activities; and the mainstreaming of disability considerations into community infrastructure design (i.e., hand-railing on stairs, ramp access for footbridges)

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|----------------|---|---|--------------------------------|--------------------------------------|
| Implementation | Environmental, Social and Health and Safety, Worker GM | Formal and on-the-job training | Community and contract workers | PMU Environmental and Social Officer |
| Implementation | Environmental, Social and Health and Safety related training, including WB ESF requirements | Face-to-face and teleconference meetings | PMU | PMU Environmental and Social Officer |
| Implementation | Environmental, Social and Health and Safety, Worker GM | Disclosure of site based ESMP in provinces; Site meetings | Works contractors | PMU Environmental and Social Officer |

Table 4: Indicative Disclosure Plan

| Project Stage | Target Stakeholders | List of information to be disclosed | Method Proposed |
|-------------------------------|---------------------|---|---|
| Prior to implementation | All | <ul style="list-style-type: none"> Environmental and Social Commitment Plan Environmental and Social Management Framework Labor Management Procedure Stakeholder Engagement Plan (i.e., this document) Grievance Mechanism | <p>Conduct initial high level stakeholder consultation in May 2024</p> <p>IA and IDA websites once documents approved by WB</p> <p>Overview of CAUSE II SEF disseminated to community beneficiaries during “Redi4Woka” training sessions.</p> |
| Early in implementation phase | All | Clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder. | <p>CAUSE website, face-to-face meetings with community (including vulnerable people), notice boards</p> <p>Overview of CAUSE II GRM disseminated to community beneficiaries during “Redi4Woka” training sessions.</p> |
| Early in implementation phase | Community | How community can participate in Project. GM. | To be confirmed but may include media releases, newspaper articles, broadcasts on TV and radio stations, posted on notice boards. |

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| Implementation | Potential civil works contractors | Project bidding documents (including E&S related requirements). | Email and hard copy |
| Implementation | People residing in the project area(s) including vulnerable people | Subproject specific E&S management tools. | Face-to-face meetings |

5.4. Key Messaging

The key messaging may change at the different phases of the project due to the introduction of different activities under Components 1 and 2. However, throughout the Project the following messaging will be consistently provided to stakeholders:

- CAUSE II is committed to the prevention of SEA/SH, GBV, child endangerment, and VAC at all project locations.
- A GM is available to all affected and interested parties who may have a concern or question about the project or its activities

6. Feedback and Grievance Redress System

The Feedback and Grievance Redress System (GRS) for the Solomon Islands and World Bank CAUSE II Project is designed to allow an avenue for project participants, general community members, other interested parties and citizens of the project areas, and other stakeholders (NGOs, development partners, parliamentarians, etc.) to comment on or express concern on matters relating to project implementation. It is intended to allow these various stakeholders to pass on important information to higher levels of project oversight and management in a neutral and, if necessary, anonymous fashion.

The GRS comprises:

1. Feedback Mechanism and Feedback Form.
2. Grievance Mechanism outlining the process for receiving and managing complaints and Complaints form.
3. Critical Incident.
4. Feedback, Complaints and Incidents Register and Reporting Procedures

The GRS is further detailed in Annex III.

6.1 Grievance Mechanism

The Grievance Mechanism (GM) is a mechanism to receive and facilitate the resolution of stakeholder’s concerns, complaints, and grievances about the Project, including concerns relating to environmental and social impacts and issues. The GM allows stakeholders to comment on or express concern on matters relating to project implementation. It is intended to allow these various stakeholders to pass on important information to higher levels of project oversight and management in a neutral and, if necessary, anonymous way.

A GM for the first phase of CAUSE was established and designed to facilitate feedback from any project participant or stakeholder regarding project operation and impacts of activities. The CAUSE I GM will continue to be used for CAUSE II. The GM will be implemented by the PMU and will be used for project-related grievances. The final responsibility for implementation of the GM will sit with the PMU’s Project Manager.

The CAUSE GM is provided in Annex III and has been updated to reflect the WB ESF and the lessons learned from the former CAUSE I project.

The GM consists of five steps:

- Step 1 of the Process – Resolution by Field Staff
- Step 2 of the Process – Resolution by Local Leaders
- Step 3 of the Process – Involvement of Project Managers
- Step 4 of the Process – Referral to Implementing Agencies
- Step 5 of the Process – Involvement of Bank Staff (Last Resort)

The final GM will be updated to include the contact details for lodging a grievance (i.e., contact name/s, phone number/s, website address, etc.). Stakeholders will be informed of the project GM during the consultations.

6.2 World Bank Grievance Redress System

Communities and individuals who believe that they are adversely affected by a WB-supported Project may submit complaints to existing Project-level GM or to the WB’s Grievance Redress Service (GRS). Once the concerns have been brought directly to the WB’s attention, and Bank management has been given an opportunity to respond, complaints may be submitted to the WB’s independent Inspection Panel which determines whether harm occurred, or could occur, because of WB non-compliance with its policies and procedures. Information on the WB’s corporate Grievance Redress Service is provided at: www.worldbank.org/en/Projects-operations/products-and-services/grievance-redress-service. Information on how to submit complaints to the WB’s Inspection Panel is provided at: www.inspectionpanel.org.

7. Monitoring and Reporting

During the project implementation, the PMU will prepare semi-annual summary reports on the environmental and social performance of the Project for the WB. The purpose of these reports is to monitor the implementation of this SEP e.g., to enable the PMU, HCC, MID and PIU to respond to issues raised during consultation and to alter the schedule and nature of engagement activities to make them more effective etc. These reports will include an update on the implementation of the stakeholder engagement plan and grievance mechanism. The annual reports will be disclosed on the CAUSE website and made available in the provincial/ward offices (if required). Table 5 shows SEP-related indicators used in the semi-annual and annual summary reports.

The PMU will prepare Incident Notifications for the WB as detailed in the ESCP.

Table 5: Example SEP-related indicators for semi-annual Progress Reports

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| <p>Engagement:</p> <ul style="list-style-type: none"> • Number and location of community awareness-raising or training meetings. • Number of men and women that attended each of the meetings above. • Number, location, attendance, and documentation of the meetings held with the authorities and communities or other stakeholders. For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions. • Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, NGOs). Issues raised by NGOs and other stakeholders, actions agreed with them, and those actions' status. Minutes of meetings will be annexed to the six-monthly report. • Number and nature of project documents publicly disclosed. |
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| <ul style="list-style-type: none"> • Number and nature of updates of the project website. • Number and categories of comments received on the website. |
| <p>Grievance Mechanism:</p> <ul style="list-style-type: none"> • Number of grievances received, in total and at the provincial and national levels, on the website, disaggregated by complainant's gender and means of receipt (telephone, e-mail, discussion). • Number of grievances received from affected people, external stakeholders. • Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints. • Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. • Trends in time and comparison of number, categories, and location of complaints with previous reporting periods. |
| <p>Workers Grievances:</p> <ul style="list-style-type: none"> • Number of grievances raised by workers, disaggregated by gender of workers and worksite. • Profile of those who lodge a grievance (gender, age, worksite), by category of grievances. • Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints. • The trend in time and comparison of number, categories, and location of complaints with previous reporting periods. |

8. Resources and Responsibilities for Implementation

8.1. Responsibilities for Implementation

The owner of this SEP is the PMU. The PMU Environmental and Social Officer will lead its implementation, however, there are many roles that input to the implementation of the activities specified in this SEP. The PMU team will need to coordinate closely at the provincial and ward levels to ensure the successful implementation of this plan. The key parties involved in the stakeholder engagement process and their responsibilities are provided in Table 6.

Table 6: Responsibilities for Implementation

| Party | Responsibility |
|---|--|
| PMU Project Manager | Implement the GM |
| PMU Environmental and Social Officer | Plan and implement the SEP. Monitor and report on E&S performance to the project team and the WB. Provide E&S training |
| Community Liaison Officers and PIU Team Leaders | Liaise with community members on the performance of the project. Provide updates on timing and locations of project activities. In the provinces, assist the E&S Officer in the preparation of S&E screening and documentary requirements. The role also includes monitoring of GM compliance at the provincial level. |

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| Component 3 Training Group | The Component 3 training group will also assist in dissemination/disclosure of SEP information during the "Redi4Woka" training session. |
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8.2 Implementation Budget

Budget allocation for items that relate to the implementation of the SEP are included in the overall project budget. These include:

- PMU Environmental and Social Officer (x1) (24 months)
- Travel and PPE costs for staff to travel to sites for training and conducting project supervision, monitoring, and reporting.
- Ad hoc communications materials.
- Printing of brochures, posters, and notices for engagement activities.
Hire of halls, conference rooms, etc.

ANNEXES

ANNEX I. Abbreviations and Acronyms

| | |
|-------|---|
| CAUSE | Community Access and Urban Services Enhancement Project |
| ESCP | Environmental and Social Commitment Plan |
| ESF | Environmental and Social Framework |
| ESMF | Environmental and Social Management Framework |
| ESMG | Environmental and Social Management Guidelines |
| GBV | Gender-based Violence |
| GM | Grievance Mechanism |
| HCC | Honiara City Council |
| IDA | International Development Association |
| LMP | Labour Management Procedures |
| MID | Ministry of Infrastructure Development |
| PG | Provincial Government |
| PIU | Project Implementation Unit |
| PMU | Project Management Unit |
| POM | Project Operations Manual |
| PPE | Personal Protective Equipment |
| SEA | Sexual Exploitation and Abuse |
| SEP | Stakeholder Engagement Plan |
| SH | Sexual Harassment |
| SIG | Solomon Islands Government |
| VAC | Violence against children |

ANNEX II. Stakeholders Included in Pre-Appraisal Consultations**Table 1. Consultation Minutes**

| Stakeholder (Group or Individual) | Dates of Consultations | Summary of Feedback Received | Response of Project Implementation Team | Follow-up Action(s)/Next Steps | Timetable/ Date to Complete Follow-up Action(s) |
|--|-------------------------------|---|---|---------------------------------------|--|
| Honiara City Council (HCC) | 26 April 2024 | PGs were open to understanding the ESF. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| Ministry of Infrastructure Development (MID) | 26 April 2024 | PGs were open to understanding the ESF. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| Ministry of Finance & Treasury (MoFT) | 26 April 2024 | PGs were open to understanding the ESF. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| Ministry of Lands, Housing & Survey (MLHS) | 26 April 2024 | PGs were open to understanding the ESF. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| Provincial Secretary | 26 April 2024 | PGs were open to understanding the ESF. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| CAUSE HCC Project Manager | Many occasions | Directly collaborating with WB E&S team on the E&S instruments preparation. | PMU will continue collaboration. | Continue collaboration | Ongoing |
| CAUSE MID Project Manager | Many occasions | Directly collaborating with WB E&S team on the E&S instruments preparation. | PMU will continue collaboration. | Continue collaboration | Ongoing |

| | | | | | |
|---|---------------|---|---|--|-----------|
| Provincial Lands Officer | 18 March 2024 | Consultation regarding the process of acquiring access to land related to Auki seawall project. | Detailed procedures will be disseminated as soon as the ESF instruments are ready for full disclosure | Provide information on land acquisition process. | June 2024 |
| Provincial Secretary | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| CAUSE Resident Works Supervisor/ NE PIU | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| CAUSE Liaison Officer, PIU | 13 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| Town Clerk | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| CAUSE Resident Works Supervisor PIU | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |
| CAUSE Community Liaison Officer | 12 April 2024 | General introduction to new ESF and differentiating it from CAUSE I ESMG. | The PMU is planning on providing more detailed guidance in the next level of consultations. | Plan follow up consultations | June 2024 |

List of stakeholders met with during pre-appraisal consultations:

- Gizo - PS Patrick Toiraena, TC Charles Kelly, PIU TL Edwin Ghasapio, PIU CLO Penny Siliako;
- Noro - TC Gavin Tutu, PIU TL Titua Paul Maina, PIU CLO Meshack Kasa;
- Auki (Malaita Province) - PS Eric Ongoa, 1 Lands Officer;
- Guadalcanal Province - Provincial Planner, Provincial Treasurer, Lands Officer.

Annex III. Grievance Redress System

Updates to the GRS

The Grievance Mechanism outlined in section 6 and appendix 7 of the original Environmental and Social Management Guidelines (ESMG) for the CAUSE I project have been reviewed and remain appropriate for the CAUSE II context.

One addition made during additional financing revisions was to stipulate that the various feedback mechanisms mentioned in GRS include options for remotely submitting feedback if direct, face-to-face contact is not possible. These were already in place, where participants can contact the Project through the Project website, Facebook page or via phone. All these options are advertised on the Project website.

The Cause GM is included on the following pages and will continue to be implemented with the following amendments:

- 1.** An automated notification system for follow-up to be activated e.g., for the Project Manager.
- 2.** The Grievance Redress Mechanism (GRM) has been renamed Grievance Mechanism (GM) to reflect the updated language used in the World Bank’s Environmental and Social Framework.
- 3.** Age was added to the contact form to accurately capture complaints made by elderly or young people.
- 4.** Specific reference to handling of sensitive cases such as SEA/SH, GBV, child endangerment, and VAC added.

Feedback and Grievance Redress System

The Feedback and Grievance Redress System (GRS) for the Solomon Islands and World Bank CAUSE II Project is designed to allow an avenue for project participants, general community members, other interested parties and citizens of the project areas, and other stakeholders (NGOs, development partners, parliamentarians, etc.) to comment on or express concern on matters relating to project implementation. It is intended to allow these various stakeholders to pass on important information to higher levels of project oversight and management in a neutral and, if necessary, anonymous fashion.

The GRS comprises:

1. Feedback Mechanism and Feedback Form.
2. Grievance Mechanism outlining the process for receiving and managing complaints and Complaints form.
3. Critical Incident.
4. Feedback, Complaints and Incidents Register and Reporting Procedures.

Definition of Feedback: Comments or suggestions received from stakeholders that relate to the project but are not raised as a complaint that requires specific action for that individual stakeholder, are classified as feedback. These comments or suggestions can be either positive or negative.

Definition and Types of Grievances: A grievance arises from a complaint made which is usually negative towards the project and requires a specific response from the person or group who has made the complaint. Project staff workers are expected to handle three types of grievances. These include (i) grievances from community workers relating to project processes that might be resolved at the rudimentary level by providing accurate information that complainants are looking for and through clarification on project policies/rules; (ii) grievances brought by community workers who feel they cannot discuss with group leaders (GLs) or Contractors (e.g. payment issues) and (iii) complaints and issues regarding CAUSE II works and workers, which may be made by Councilors and the general public.

Feedback Mechanism

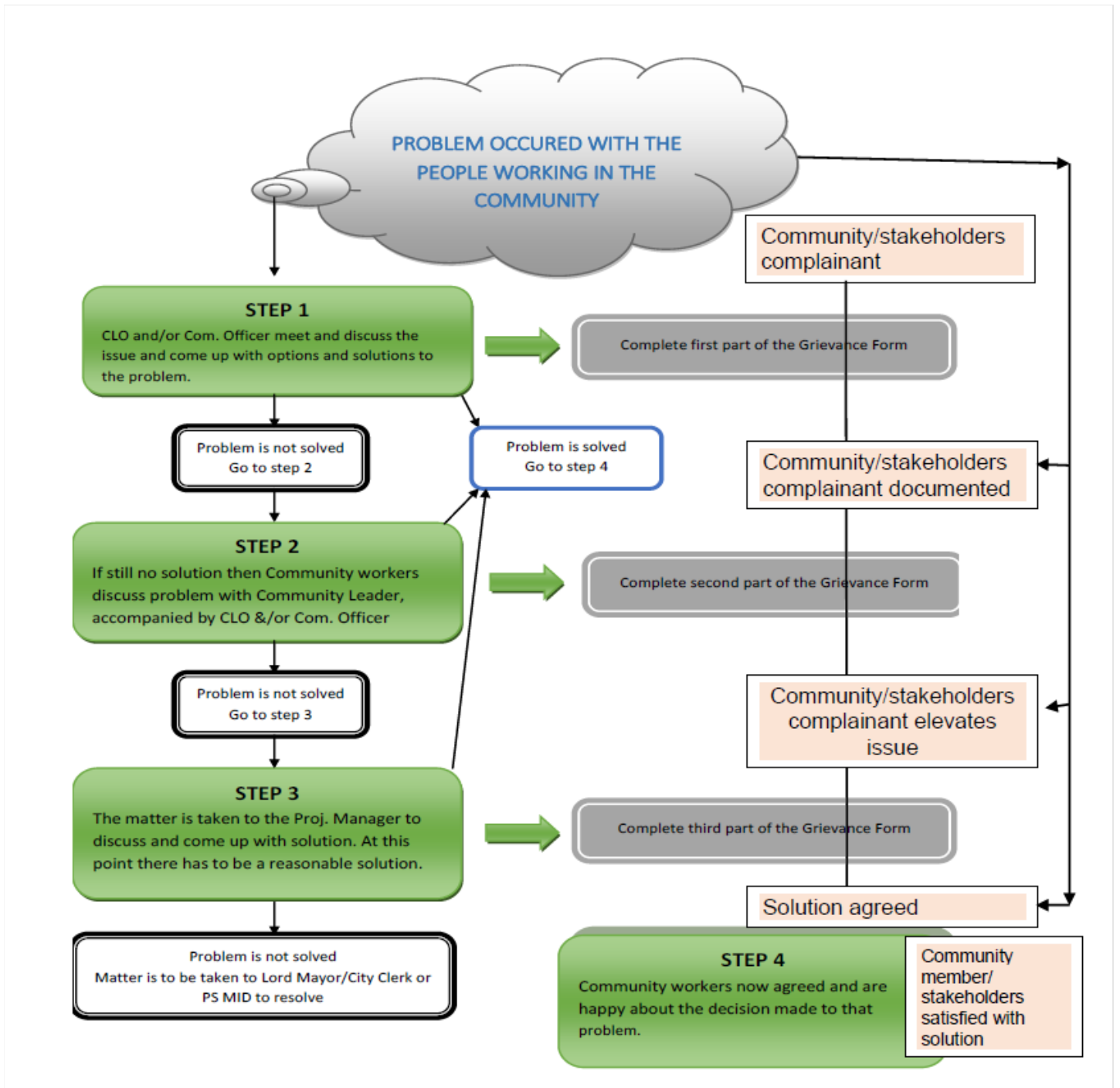
Feedback from project participants, the general community and other stakeholders should be encouraged to ensure that the project is appropriate and can continuously improve throughout implementation. A variety of ways to provide feedback should be made available. These include availability of a specific feedback form included on the following page, which individuals can complete (or request to be completed on their behalf by project staff) and submitted to any staff member of the project. A feedback hotline mobile number will be maintained within the Honiara Office to receive anonymous feedback or complaints by phone call or text. This phone should remain locked in the office outside of work hours and is assigned to staff members to receive and document feedback received each day. A suggestion box at reception could also be a way for participants to make anonymous comments without making a formal complaint. These various feedback mechanisms should be made known to communities participating (e.g. at any community meetings, information available as a flyer on how to give feedback or make complaints). It is particularly important to provide IEC materials on the GRS at the onset of project implementation, especially in subproject sites.

CAUSE Project Feedback Form

| | |
|---|--|
| Name of person giving feedback | |
| Gender and age of person giving feedback | |
| Location/s that feedback relates to (Province and local area) | |
| Name of person documenting feedback | |
| Date of receiving feedback | |
| Details of feedback | |
| Action Taken (if necessary) | |

Grievance Mechanism

This section presents the step-wise process that makes up the grievance mechanism (GM). Building from the GM developed in REP/CAUSE I, this process strives for a culture of openness to feedback and grievances, and for resolution of the majority of grievances at the initial engagement level with field staff and as necessary with the local and community level. Where this is not possible, it outlines the process for involving HCC and MID, Provincial Government Authorities and even the Bank's Honiara office as required. This process is summarized in the figure below and each step is then outlined in the following paragraphs. All grievances must be recorded using the Form at the end of this section that outlines the nature of the grievance, actions taken and eventual resolution. Key information from these (date, location, what grievance related to, who was involved in resolution, time taken to resolve) must be recorded in a central database to allow monitoring and evaluation of the GRS.



Step 1 of the Process – Resolution by Field Staff

Field staff personnel, particularly Community Liaison Officers (CLOs) and the Communications Officer (or equivalent), are normally the first layer of engagement between the project and project participants (community workers). Issues raised at this level may include queries and complaints by groups who have applied for work and have not as yet been selected, complaints relating to pay or to working conditions. All grievances entering the process at this level will be recorded and tracked with project grievance forms. Specific FAQs, brochures and posters should be developed and distributed for CAUSE to reduce the time taken to address grievances relating to selection, equity and applications. As most contracts for community works are short it is necessary that grievances related to community workers should be immediately addressed with a view to reaching resolution within one working week. All other grievances including those raised by Councilors and the general public should be addressed within two working weeks and should include advice of what further steps can be taken in cases where the complainant is not satisfied with the response. It is expected that most complaints should be addressed at this first step, however if a resolution satisfactory to the complainant/s is not at this step, the complaint should progress to Step 2. Complaints related to sexual exploitation and abuse (SEA), sexual harassment (SH), child endangerment, and/or violence against children (VC) should be immediately reported (with 24 hours) to the Implementing Agencies (Step 4) and survivors must be referred to relevant GBV service providers.

Step 2 of the Process – Resolution by Local Leaders

This stage of the GM is to acknowledge the important role that community leaders in Solomon Islands play in resolving local problems. It recognizes the respect that community members bestow upon their local leaders (chiefs, pastors, ward councilors), and their effectiveness in mediation, conflict resolution and providing practical, culturally-sensitive counsel. The experience from REP was that disputes between community workers and their group leaders at times are better resolved in the presence of more senior or respected local leaders. Contractors, Group Leaders and community workers should be made aware either through contractual requirements or through PET courses and pre-mobilization briefings that the expected standard of service for resolution of local level complaints is a maximum of two working weeks. Any unresolved issues at the end of this time should be referred to the project managers.

Step 3 of the Process – Involvement of Project Managers

CAUSE Project Managers (PMs) will deal with: grievances not resolved by field staff in the required time; with grievances with which the complainants are not satisfied with the actions taken by the CLOs or Communication Officer; grievances and complaints directly against CLOs and other field staff; complaints related to SEA/SH, GBV, child endangerment, and/or VAC; complaints and grievances brought by contractors of MID sub-projects and any and all allegations of corruption. For serious cases involving allegation of corruption, the PM shall constitute a panel of investigators which shall conduct fact-finding and recommend sanctions or any further action as needed. PMs should have taken action on grievances brought to them in at least two working weeks having investigated the matter and contacted the complainants as to their recommendations and actions. All complainants of grievances that cannot be resolved within two working weeks should be promptly advised that their complaint has been forwarded to either the office of the Lord Mayor and/or City Clerk and/or equivalent Provincial Government representative or that of the Permanent Secretary for MID. When referring issues to these representatives, the PMs must include a written brief accompanied by all documentation including the updated project grievance forms.

Step 4 of the Process – Referral to Implementing Agencies

Serious issues that cannot be resolved by the PMs should be promptly referred to either the office of the Lord Mayor and/or City Clerk or that of the Permanent Secretary for MID. The general public should be aware that they have the right to bring serious allegations and issues relating to project design directly to either of these offices. Unless otherwise advised PMs will continue to provide executive services relating to the resolution of grievances referred to the offices of the Lord Mayor and/or City Clerk or that of the Permanent Secretary for MID. These services will include communications with the complainants and updating of project grievance forms.

It is realistic to assume that with the provision by the PMs of the required executive services, responses to most grievances referred to the office of the Lord Mayor and/or City Clerk or that of the Permanent Secretary for MID should be completed in a maximum of two weeks.

Step 5 of the Process – Involvement of Bank Staff – A Last Resort

The World Bank office/staff in Honiara should be, as a last resort, available to become involved in attempts to address grievances not resolved at the level of the implementing agencies.

Complaints Handling and Grievance Redress Process – Communication and Reporting Summary

1. All community workers, communities and stakeholders should be provided with the following information at the pre mobilisation consultation:
 - The Grievance Redress Process and the steps (including a timeline).
 - Methods of possible contact for complaint and contact information; and
 - Assurances that complaints/grievances can be kept confidential if requested; and if so their complaints will be identified by a case number
2. Complainants should bring grievances directly to the CLO's and/or field staff initially since they are their first point of engagement with the project.
3. Grievances such as those against CLOs and Field staff and those dealing matters of alleged graft and corruption can be brought directly to the PMs.
4. It may be possible to involve community leadership in the resolution of complaints. The worker may prefer to deal with the Group Leader or Contractor in the presence of a third party. Thus, the second level of any complaint should be between the worker and the Group Leader (HCC sub-projects) or the Contractor or his/her representative (MID sub-projects) accompanied by the CLOs and/or Communications Officer, and the local community leader.
5. The Group Leaders and the Contractors will maintain a Register of Complaints, which includes:
 - Date of complaint
 - A specific identification number for the complaint
 - Name of complainant
 - Details of complaint
 - Other persons (if any) involved in addressing problem (community leader etc.)
 - Action planned and taken to settle the matter
6. Was problem solved? The Register of Complaints should be available at all times for inspection by the CLOs and other field staff during the sub-contract and will be submitted to the Project Manager periodically on a monthly basis.
7. Information from the Group Leader's or Contractor's Register of Complaints should be entered into the MIS system on a regular basis.
8. All grievances and complaints should be documented at the uptake point on a form or register that contains:
 - Date of complaint;
 - A specific identification number for the complaint (especially if confidentiality is required);
 - Type of communication (face to face, telephone, written, etc.);
 - Classification of the type of complaint – for entry into the MIS.
 - Person(s) to whom the complaint is directed;
 - Name, address and contact details of complainant (unless confidentiality is essential)
 - Details of complaint;
 - Action planned and taken to settle the matter with details through each step of the Grievance Redress Process – as per chart below.
 - Confirmation that resolution has been reached to the satisfaction of all Parties.

9. Data from Registers of Complaint will be codified and encoded by the administrative assistant responsible for entering the data into the MIS in the MIS database. Allow for tracking and inform trends and management mitigation strategies.
10. It is expected that community members and beneficiaries will also channel comments on the Project through this process.
11. The CLOs will inspect all Complaints Registers on a weekly basis transferring data to the project MIS and commencing action on unresolved complaints. The Project Manager will review and discuss the incoming complaints with the CLOs on a weekly basis to ensure that all received complaints have been responded to and are being/have been acted upon.
12. The Complainant can expect response to complaints reaching the Project Office within 2 weeks of registering the complaint.
13. The Project Manager will conduct a quarterly review of received and resolved/closed complaints to identify trends. Where trends are identified, the Project Manager will develop an Action Plan to address those trends. The information from this analysis will be used to inform the Project's quarterly reports.

Staff Sanctions or Actions

Sanctions shall be imposed through a resolution of an Investigation Panel formed by the Project Manager (for cases involving community workers and/or project staff) or a Memorandum Order issued by the City Clerk (in HCC cases) or Permanent Secretary of MID (in MID cases) upon conclusion of the veracity of the said complaints. Below are lists of suggested possible sanctions or actions depending on the gravity of the act.

For community workers

1. Warning (coupled with reorientation)
2. Reprimand
3. Suspension of Project activities
4. Blacklisting

For CAUSE Staff/Contractors

1. Warning (coupled with reorientation)
2. Reprimand
3. Suspension from work
4. Termination of employment
5. Blacklisting

Sanctions may be imposed upon any individuals or bodies (community worker, community groups, project staff, PM, etc.). Any action by the project management shall be without prejudice to the penal, civil or administrative sanctions imposed by any government laws or guidelines. In cases of complaints related to poor performance of duties, misconduct by community workers, misconduct by project staff, and violation of law, the Project Manager shall conduct a thorough study of the GRS findings and recommendations. They shall observe absolute impartiality in their decision vis-à-vis complaints lodged before them. They may seek the assistance of the Project Steering Committee (PSC), especially in sensitive cases that involve other implementing partners such as government officials and personnel. Cases of alleged misuse of funds should be reported to the relevant authorities for further action.

| | | | |
|-------------------------------------|-----------------------------------|--|--|
| | <input type="checkbox"/> Training | | |
| Signed by Complainant: | | | |

| LEVEL 1 (Community Liaison Officer) | |
|--|-----------------|
| Name of Project Staff: | Date of Action: |
| Details of Level 1 response/resolution (including persons involved) | |
| | |
| | |
| Result: Resolved <input type="checkbox"/> Unresolved <input type="checkbox"/> and Referred to Level 2 <input type="checkbox"/> | |
| Comments/reaction from complainant: | Date: |
| | |

| LEVEL 2 (Ward Councilor, Community/Church/Tribal Leader) | |
|--|-----------------|
| Name of Project Staff: | Date of Action: |
| Details of Level 2 response/resolution (including persons involved) | |
| | |
| | |
| Result: Resolved <input type="checkbox"/> Unresolved <input type="checkbox"/> and Referred to Level 3 <input type="checkbox"/> | |
| Comments/reaction from complainant: | Date: |
| | |

| LEVEL 3 (Project Mgr.) | |
|--|--|
| Name of Project Staff: | Date of Action: |
| Result: Resolved <input type="checkbox"/> Unresolved <input type="checkbox"/> and Referred to a Higher Authority? <input type="checkbox"/> | |
| Details of Level 3 response/resolution (including persons involved) | |
| | |
| | |
| Referred to: (City Clerk; MID PS; PSC; WB) | Date feedback was provided to complainant: |
| Comments/reaction from complainant: | |
| | |
| | |
| Final Status: | Signed: |

Classification of Feedback/Complaints for MIS System

| | |
|--|---|
| <p>Type A. Feedback B. Grievance/Complaint</p> <p>Method of Making Complaint 1.1 Via Group/Contractor Complaints Register 1.2 In person to Project Staff 1.3 Telephone 1.4 Written</p> <p>Person Making Complaint 2.1 Community worker, 2.2. Group leader or contractor, 2.3. Community member, 2.4. General public, 2.5. NGO, 2.6. Councillor, 2.7 Parliamentarian 2.8. Other (please specify)</p> <p>Complaints Against: 3.1 Group leader / contractor 3.2 Fellow workers 3.3 Works supervisors 3.4 CLOs 3.5 Project Managers 3.6 Councillors 3.7 MID 3.8 Project Processes 3.9 Project Design</p> | <p>Type of Complaint 4. About work: 4.1 Payment, 4.2 Type of work 4.3 other problem with group leader/contractor, 4.4 conflict with fellow workers 4.5 Other</p> <p>5. Project Processes: 5.1 Registration, 5.2 screening and endorsement by HCC 5.3 Targeting and Selection 5.4 Training 5.5 other</p> <p>6. Project Design 6.1 project goals 6.2 community needs</p> <p>7. Corruption Related</p> |
|--|---|

Complaint Summary Form

For direct entry into project MIS

1. Complaint Number:
2. Date of complaint :.....
3. Method of Making Complaint:.....
4. Stakeholder Making Complaint:.....
5. Complaint Made Against:.....
6. Type of Complaint:.....
7. Was Problem Solved? Yes / No
8. At What Step was Problem Solved? 1 2 3 4 5
9. Number of Working Days to Solve Problem:.....