

STAKEHOLDER ENGAGEMENT FRAMEWORK

DRAFT_March 28, 2023

FIJI:
Tourism Development Project in Vanua Levu (P178694)

Ministry of Tourism and Civil Aviation

ABBREVIATIONS AND ACRONYMS

E&S	Environmental and Social
ESF	Environmental and Social Framework
FRA	Fiji Roads Authority
GBV	Gender Based Violence
GOF	Government of Fiji
IA	Implementing Agency
MTCA	Ministry of Tourism and Civil Aviation
MoWE	Ministry of Waterways and Environment
MSME	Micro, small, and medium tourism enterprises
NGO	Nongovernment Organisation
PMU	Project Management Unit
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEF	Stakeholder Engagement Framework
SESA	Strategic Environmental, Social Assessment
TDPVL	Tourism Development Program in Vanua Levu
TAC	iTaukei Affairs Commission
TLTB	iTaukei Land Trust Board
TMP	Tourism Master Plan
WAF	Water Authority Fiji
WB	World Bank

Table of Contents

<u>A. INTRODUCTION/PROJECT DESCRIPTION</u>	<u>3</u>
<u>SUMMARY OF KEY PROJECT ACTIVITIES</u>	<u>4</u>
<u>B. OVERALL APPROACH TO STAKEHOLDER ENGAGEMENT</u>	<u>8</u>
<u>C. STAKEHOLDER ENGAGEMENT DURING PROJECT PREPARATION.....</u>	<u>8</u>
<u>D. STAKEHOLDER ENGAGEMENT DURING PROJECT IMPLEMENTATION</u>	<u>9</u>
<u>E. STAKEHOLDER IDENTIFICATION AND ANALYSIS</u>	<u>11</u>
<u>F. PROPOSED STRATEGY FOR INFORMATION DISCLOSURE</u>	<u>15</u>
<u>G. PROPOSED STRATEGY FOR CONSULTATION</u>	<u>17</u>
<u>H. RESOURCES AND RESPONSIBILITIES</u>	<u>19</u>
<u>I. GRIEVANCE MECHANISM.....</u>	<u>19</u>
<u>ANNEX A: LIST OF STAKEHOLDERS.....</u>	<u>25</u>
<u>ANNEX B. LIST OF CONSULTATIONS AND MEETINGS DURING PREPARATION.....</u>	<u>26</u>
<u>ANNEX C: FIJI NATIONAL SERVICE DELIVERY PROTOCOL FOR RESPONDING TO CASES OF GENDER BASED VIOLENCE</u>	<u>29</u>

A. INTRODUCTION/PROJECT DESCRIPTION

Project Background

1. The Government of Fiji (GoF) is seeking US\$60 million in project financing for Phase I of the Fiji Tourism Development Program in Vanua Levu (the Project). The program has two main aims: a) to improve the resilience and sustainability of the tourism industry, including short-term recovery and longer-term diversification and high-value growth; and b) to facilitate the execution of existing Government plans.
2. The Project is the first phase of a 3-phase tourism development program in Vanua Levu that will support the realization of Fiji's national development, private sector growth, and green growth plans. The

Project aims to set the foundations for sustainable tourism in Vanua Levu. The Ministry of Tourism and Civil Aviation (MTCA) will be the primary Implementing Agency (IA).

3. The Project (Phase I) will run for six years. It will directly tackle the major barriers to tourism growth, namely, the insufficient transport infrastructure and essential services, uncoordinated plans and institutions, and a cumbersome business environment. Project investments will identify and rollout: a) the upgrade of key infrastructure (for example, improving the configuration, coordination, and safety at Savusavu and Labasa airports) and selective no-regret investments in essential facilities (such as solid waste management, wastewater treatment, medical clinics, and renewable energy); b) support tourism master planning, sector and destination coordination activities, micro, small, and medium tourism enterprises (MSME) recovery and expansion to enhance services and products, access to finance, and skills development, particularly targeting women and youth, piloting public private partnership (PPP) approaches for further roll out; and c) institutional capacity building to support deeper engagements in subsequent phases.

4. Phase II will put physical and social capital infrastructure in place, building on findings from the feasibility studies in Phase I to support viable and critical mid-size investments in infrastructure and essential services, especially to open new areas for tourism investment; deepen and expand tourism sector and destination coordination and institutionalize skills training, destination awareness, and access to finance for tourism private sector development and product development. It will scale up successful interim interventions and potentially make them permanent.

5. Phase III will support the full rollout of the investments, coordination mechanisms and policy reforms identified in the sustainable tourism master plan. It will continue institutionalizing sector coordination and facilitating sustainable financing for tourism products to consolidate sector gains and growth. Building on the previous two Phases, this final Phase will see more longer-term outcomes, such as improved infrastructure connectivity, increased tourism revenue and tourism-related jobs, and increased community benefits from integrated tourism development in Vanua Levu.

6. This Stakeholder Engagement Framework (SEF) is prepared for Phase I and can be updated for use in succeeding phases. This SEF shall guide the development of more specific stakeholder engagement plans (SEP) for all project activities especially those involving civil works subprojects as soon as the needed information about the activities such as detailed engineering designs and location of activities or subprojects, become available. Each subproject is required to develop and implement an SEP, either as a stand-alone document or embedded in other subproject documents such as the ESMP which in turn shall be adapted in the bidding documents and contract agreements. Annex C contains an outline for the SEP while the Terms of Reference for SESA contains guidance on the development of an SEP. Together with the other activity or subproject documents, no activity shall proceed without the approved SEP. As committed under the Environmental and Social Commitment Plan (ESCP) of this Project, this will be updated within 30 days upon project effectivity.

Summary of Key Project Activities

7. The Project includes technical advisory (TA), such as the development of a tourism master plan, feasibility/design, capacity building, and small to medium scale civil, construction, and rehabilitation works. Component 1 will focus on (a) integrated tourism master planning; (b) tourism destination development including product development, destination awareness and skills enhancements; (c) natural resource management and biodiversity conservation to protect tourism's underlying assets; and (d) emergency

management and preparedness for tourism. Component 2 focuses on (a) investments in improving existing air connectivity infrastructure and services; (b) urgent essential facilities upgrades and investments required for local population services and natural resource protection; and (c) urban beautification of key tourism hubs in Vanua Levu through interim and permanent interventions. Component 3 activities focus on capacity building and improving the enabling environment for tourism through advisory and capacity building activities.

8. The types of proposed project activities can be summarized into the following general activity types (Table 1) which are assessed and screened for their environmental and social risks in Chapter 5 of the ESMF.

Table 1 – Summary of Proposed Project Activities

Project Activity Type	Description
Technical Advisory Activities	<ul style="list-style-type: none"> • Tourism Master Plan (TMP) (component 1a.) • Strategic Environmental & Social Assessment (component 1a.) • Strategic Marketing Plan Design & Implementation (component 1a.) • TA to inform the design of Marine PAs in Vanua Levu (component 1c.) • PA management plans & awareness raising (component 1c.) • Develop & trial IUCN/CBD conservation approach through OECMs (component 1c.) • TA – UNESCO Biosphere Reserve Status for Natewa Bay (component 1c.) • Development of tourism-specific EP&R plan with sub-sector contingency plans (component 1d). • Emergency & crisis communications plan & multi-hazard early warning system for tourism operators & visitors (component 1d). • Feasibility study for a potential green field airport in Vanua Levu (component 2a.) • Feasibility study for Savusavu wastewater management infrastructure & systems (component 2b) • Support WAF to develop “Water Sector 2050 Strategy” (component 2b) • Options analysis for renewable energy in VL (component 2c) • Technical Assistance: technical studies, ESIA, supervising engineer consultancy for the landfill & dump rehab. work (component 3b.)
Institutional Capacity Building	<ul style="list-style-type: none"> • Strengthening MSME support programs & coordination to increase tourism products and support CBT for Vanua Levu and Taveuni (component 1b.) • Upgrading management capabilities in Waisali Forest Reserve (component 1b.) • Capacity building for local medical staff & tourism officers on handling tourism-related emergencies (component 1d.) • Capacity building for TLTB in land leasing product for adventure tourism access to community trails & land (component 3a.) • Streamlining processes & institutional capacity building to facilitate tourism (component 3a.) • Establishing the MTCA PMU (component 3b.)
Infrastructure Installation/Upgrades	<ul style="list-style-type: none"> • Small-scale tourism infrastructure & equipment (component 1b) • Rehabilitation/expansion of walking/hiking trails & the development of a visitor & species education center in Waisali Forest Reserve (component 1b.) • Facilities & equipment for combined pandemic/climate early warning, emergency preparedness & management (component 1d.).

	<ul style="list-style-type: none"> • Savusavu Airport Upgrade (terminal, parking space, pavement, automated weather station and navigation aids) (component 2a.) • Labasa Airport Upgrade (parking space, pavement, automated weather station and navigation aids) (component 2a.) • Improvements to Savusavu / Labasa Cross Island Road (component 2a.) • Savusavu & Labasa cityscape improvements (foreshore upgrades, visitor welcome center, public space, city roads, road and pedestrian safety, bike lanes) (component 2c)
Waste Management System Enhancements	<ul style="list-style-type: none"> • Development of a new landfill/solid waste management system for Vanua Levu (component 2b.) • Rehabilitation of Savusavu dump site (capping, reveg., runoff mgmt.) (component 2b.) • Small-scale pilot sewerage treatment facility Savusavu town center (component 2b.)
Rooftop Solar Installations	<ul style="list-style-type: none"> • Savusavu & Labasa Town Council rooftop and Savusavu market rooftop solar installations (component 2b)

Project Location and Beneficiaries

9. The Project activities will be concentrated on Vanua Levu, Fiji’s second largest island and part of Fiji’s Northern Division (

10. Figure 1). Vanua Levu hosts approximately 130,000 inhabitants, or about 15% of the country's population in just under 5,600 square kilometres of rough, hilly terrain and coastline surrounded by coral reefs. The island's main population centers are the towns of Labasa, in the north, and Savusavu, located at the foot of the peninsula. Labasa, with a population of almost 25,000 at the 1996 census, has a large Indian community, and is a major centre of Fiji's sugar industry. Savusavu is smaller, with a population of just under 5,000, but is a popular center for tourists owing to its diving and yachting facilities¹. Taveuni is situated 6.5km to the east of Vanua Levu and is considered to be part of the Project area because of its connectivity to Vanua Levu.

DRAFT

¹ https://en.wikipedia.org/wiki/Vanua_Levu accessed 13th December, 2022

Figure 1 –Map of Fiji’s Northern Division



11. The direct project beneficiaries will be the key agencies in the tourism sector who will benefit from the enhanced coordination of the currently fragmented sector. Tourism operators, workers in MSME, Waisali forest workers, and TLTB staff will all benefit from the capacity building and skills development to be offered through the Project. On-the-job training and job placement programs, aiming to upskill tourism workers will focus on women and youth, improving their skill sets and job prospects. Communities will benefit from investments in community business development, improved safety from climate resilience and disaster preparedness, improved health by improvements to waste management infrastructure, improved road safety from the upgrading of the cross-island road and installation of bike lanes, and improved access to the foreshore facilities such as toilets.

B. OVERALL APPROACH TO STAKEHOLDER ENGAGEMENT

12. Stakeholder engagement is an extremely important step in the project preparation process and a fundamental requirement of the World Bank's environmental and social standards, particularly ESS10. Stakeholder engagement aims to achieve open and transparent stakeholder buy-in and commitment to the project which, in the process, can improve its environmental and social sustainability and social acceptability. It enables stakeholders to contribute meaningfully to the design and successful implementation of the project.

C. STAKEHOLDER ENGAGEMENT DURING PROJECT PREPARATION

13. Consultation meetings on the Project were held between September 5 and 12, 2022 in Suva and Nadi (Viti Levu), and Savusavu and Labasa (Vanua Levu). Meetings included management and staff of Ministry of Economy (MOE), MTCA, and other relevant stakeholder Ministries, Departments and Agencies (MDAs)

including Fiji Road Authority (FRA), Water Authority Fiji (WAF), Fiji Department of Energy, Energy Fiji Limited, Ministry of Waterways and Environment, Ministry of Forestry, Ministry of Women, Children and Poverty Reduction, Commissioner Northern Division's office, Town Councils of Savusavu and Labasa, the National Trust, Tourism Fiji, and MSME Fiji.

14. Another round of consultations took place during the World Bank's pre-appraisal mission from February 13-20, 2023. Consultations with the following ministries and departments in Suva were organized to present the latest updates in the project including preliminary discussions on the Project's environmental and social risks and management measures: MOE and other relevant MDAs including FRA, Airport Fiji, National Trust, and MSME Fiji. The priorities and direction of the Project were validated in these meetings including the emphasis on the need to develop and improve the potential of Vanua Levu for tourism.

15. In Labasa, the pre-appraisal consultation was organized with the Office of the Commissioner for Northern Division. Apart from the Commissioner and his staff, representatives from various ministries and departments such as the iTaukei Affairs Board, TLTB and FRA also participated in the consultation. During the consultation, the participants affirmed the need for the project and its alignment with the priorities in the region especially for key infrastructure such as the airport and acknowledged the stakeholders engagement being done by the Project. The Commissioner reiterated his team's readiness to support the project. In the consultation with the Labasa town council, the acting CEO and two other officials acknowledged the previous discussions on the proposed activities. The exchange focused on two concerns: the town's vulnerability to flooding and solid waste management. The two-pronged approach of having both hard/infra and soft components (education, awareness raising) was discussed.

16. Two consultations took place in Savusavu during the pre-appraisal mission on February 17, 2023. The first was with the CEO of the town council.² Aside from her affirmation of the list of priority projects for Savusavu, the CEO also informed the mission team that the council has found a better site for the proposed landfill and made significant progress on land acquisition. She informed the team that the new site is far from creeks, rivers or mangrove areas and from settlements, and that an environmental and social assessment will be conducted once the land is acquired. The mission team engaged the CEO in the discussion of environmental and social risks and management measures for the project. The second meeting was with the MSME/private sector. After the discussion on project updates, the participants provided the following key comments: a) it would be more helpful if there is a clearer illustration or overlay of project activities, b) consider inclusion of medical and emergency services, c) the terms of the loan with WB, d) importance of upskilling workers through training that are short, onsite, more visual, community-level and culturally appropriate. The participants provided the following topics for training: financial literacy, occupational health and safety and technical skills such those related with electrical and masonry/carpentry.

D. STAKEHOLDER ENGAGEMENT DURING PROJECT IMPLEMENTATION

17. Stakeholder engagement during project implementation focuses on the communities and groups that will be affected by the subprojects. This stage of engagement aims to generate the issues, concerns, and possible solutions to these issues from them. This will allow MTCA and its partner implementing bodies³ to

² There was a political transition happening at the town council level during the mission in that only the CEO and administrative staff were available for the consultation.

³ MoWE, Airport Fiji, FRA, WAF, Town Councils (Labasa and Savusavu)

generate support of stakeholders as a sustainability mechanism for the Project, improve subproject design, and maximize social benefits by ensuring inclusion.

18. During project implementation, stakeholder risks might occur, such as opposition of host communities and affected households to subproject construction since these might disrupt their daily activities. An example of subproject which may face stakeholder risks would be waste management. If not properly informed and consulted, host communities living in proximity to the proposed landfill in Savusavu might oppose the project due to fear of health and environmental impacts. The same is true for informal waste workers in the existing dumpsite which may be economically displaced. Construction and infrastructure activities might also cause aversion of motorists and transport service providers due to possible temporary disturbance.

19. While consultations with MSME Fiji and Savusavu MSMEs showed strong support for the project, it is foreseen that heightened tourism activities may face opposition from local and international CSOs or environmental groups, or cause the feeling of alienation of community members. On the same token, it is also possible that adjacent towns or villages may feel that they have been left behind, and therefore could cause tensions with beneficiary communities and/or with the officials and constituents.

20. These risks can be mitigated by being transparent and disclose as much information about the Project and its activities as possible and in a timely manner. Through the SEF, the Project aims to conduct regular and continuous consultations with concerned stakeholders throughout the project cycle. The inputs and concerns of stakeholders will be properly documented and responded to using channels that are accessible to them.

21. One particular avenue for stakeholder engagement on environmental and social risks and management during project implementation is the conduct of the Strategic Environmental and Social Assessment (SESA) for this project. A SESA is a set of analytical and participatory processes for incorporating environmental and social considerations, at early stages of decision making, into policies, plans, and programs that affect natural resources. The SESA will be conducted to inform the development of the Tourism Master Plan (TMP) and is expected to produce a set of actionable recommendations by which environmental, social, and cultural heritage priorities for sustainable development of the tourism sector in Vanua Levu and Taveuni and their associated risks can be properly addressed so as to enhance environmental sustainability and social development in the northern division.

22. For the SESA, the Project foresees strong engagement with the following key stakeholders: TLTB, the National Trust, DOE, Ministry of Waterways & Environment, Ministry of Forestry, Ministry of Local Government, Ministry of Trade, Cooperatives, Small and Medium Enterprises, and Ministry of Fisheries. The Project also expects regular and meaningful consultations with the private sector operators and specific interest groups e.g. fish and fruit/vegetable suppliers, restaurant owners, hotel/resort owners, handicraft associations, hiking/water sports/diving/cruise associations, transport operators, retail store owners, tourism operators, construction companies, faith based organizations, police, medical centers.

23. With the easing of restrictions related with the pandemic, on-site and face-to-face consultations are expected to be the primary mode of stakeholder engagements during project implementation phase. (See public consultation section below.)

E. STAKEHOLDER IDENTIFICATION AND ANALYSIS

24. Annex A provides the list of stakeholders for specific subprojects/subproject types as well as the government agencies and other interested parties. It also provides a list of vulnerable groups.

25. TDPVL key stakeholders within the government include the MTCA and its partner implementing agencies such as the Fiji Roads Authority (FRA), Land Transport Authority (LTA), Airports Fiji, MSME Fiji, Tourism Fiji, Water Authority of Fiji, Housing Authority, iTaukei Lands Trust Board (TLTB), the Northern Division Administrative Authority, Savusavu and Labasa town councils, and the provincial and local administration responsible for their respective subprojects. Outside the government, key stakeholders include the local social structures such as the *mataqalis* and the concerned *Turagas-de-Koros*, the affected persons and host communities (including landowners and users), MSMEs and MSME cooperatives, transport service providers, tourism service workers such as tour guides, dive guides and hotel and resort workers, tourism and heritage organizations, and local, national and international CSOs. Table 1 enumerates these stakeholders, their characteristics and needs.

26. The identified vulnerable groups include, among others, women, the elderly, children and adolescent girls, and persons with disabilities. These groups have mobility and accessibility issues and their concerns and inputs are not usually considered or integrated in the project design and implementation. Women employees of hotels, resorts, and tourism establishments are also considered vulnerable since they face the risk of harassment and other forms of gender-based violence, which may be perpetrated by tourists and other workers.

27. Other vulnerable groups include waste pickers, informal users/settlers and poor households who will be physically and/or economically displaced by subprojects, temporarily or permanently. The project areas are also known to have a large population of the Indo-Fijian sugar cane farmers who traditionally have less representation and inclusion in government processes. It is important to generate their views on both substance and processes of project activities in order to mitigate any potential adverse or negative impacts the project may create on them. For TDPVL to be successful and sustainable, there is a need to ensure that all project activities are inclusive, and should provide equal benefits to all, regardless of their status.

28. The table below summarizes the stakeholder groups and their needs related to participation.

Table 1. Stakeholders Characteristics and Needs

Community	Stakeholder group	Key characteristics ⁴	Language needs ⁵	Preferred notification means (e-mail, phone, radio, letter)	Specific needs (accessibility, large print, child care, daytime meetings)

⁴ Further details on the characteristics of the stakeholder groups would have to be generated from the local authorities, e.g., numbers, specific location, etc.

⁵ Use of Fiji's official languages that are understandable to the stakeholders.

Affected parties	Traditional/ community leaders and residents of subproject sites or host communities	Mostly rural community residents engaged in farming, fishing and small livelihood, including tourism-related livelihood	Fijian, Fiji Hindi, English	Through traditional/ community leaders (Turaga ni Koro, provincial chiefs)	Location of public consultations and meetings should be near the households; for households located in far-flung areas, service vehicles to ferry participants might be needed; arrangement for child-care and child-friendly meetings and women-specific needs
	Landowners and structure owners/users which may be affected by land and ROW acquisition or access restriction	Landowners or structure owners who might be hesitant to give up their properties; users who may have difficulty looking for housing and/or livelihood options		City/town council's public announcement system, announcement in local radio/TV stations and programs, public meetings and consultations	
	Micro, small and medium enterprises (MSMEs) in the localities	Both members and non-members of MSME cooperatives and foundations	Fijian, Fiji Hindi, English	Social media, city/town council's public announcement, local radio/TV stations and programs, local newspaper, public consultations, social media, FGDs	Consultations, meetings, and other activities would have to be conducted at their available/ convenient time and venue; transportation to and from the venue might be needed; permission from employers/ management if consultations will be conducted during working hours; arrangement for child-care and
	MSME cooperatives	Likely to cooperate as long as the project benefits are clear to them			
	Tourism service workers such as tour guides, dive guides, dive instructors, surf instructors, hotel, resort, and restaurant staff	This group is usually cooperative in tourism development/ enhancement projects	Fijian, Fiji Hindi, English	Social media, public announcements, local radio/TV stations and programs, local newspaper, public consultations, FGDs	

	Public transport service providers (operators, drivers and support services)	This group is usually cooperative in tourism development/enhancement projects. Number and other characteristics would have to be determined	Fijian, Fiji Hindi, English	City/town council's public announcement system, announcement in local radio/TV stations and programs, local newspaper, public consultations, social media, FGDs	child-friendly meetings and women and youth-specific needs
	Local tourism and heritage organizations/associations	Usually participative in any tourism-related initiative	Fijian, Fiji Hindi, English	Social media, public announcements, local radio/TV stations and programs, local newspaper, public consultations, FGDs	
	Tourists	Might be difficult to engage since they are not from the affected areas	English	Social media, public announcements, local radio/TV stations and programs, local newspaper, public consultations, FGDs	Consultations, meetings, and other activities would have to be conducted at their available/convenient time and venue; transportation to and from the venue might be needed
	Motorists and locals who could be affected by traffic during construction	Might be difficult to engage since they are not organized and may not reside in the affected areas	Fijian, Fiji Hindi, English	Social media, public announcements, local radio/TV stations and programs, local newspaper, public consultations	
	Vulnerable groups (women,	Most of them are poor and neglected	Fijian, Fiji Hindi,	Through traditional/	Consultations, meetings, and

	children, PWDs, waste workers/waste pickers ⁶ , displaced poor households, Sugarcane farmers and workers	during consultations; they are also difficult to find/locate due to the nature of their livelihood	English	community leaders City/town council's public announcement, through their partner CSOs or foundations, announcement in local radio/TV stations and programs, public consultations, social media, FGDs, participatory discussions	other activities would have to be conducted at their available/ convenient time and venue; transportation to and from the venue might be needed; permission from employers/ management if consultations will be conducted during working hours; arrangement for child-care and child-friendly meetings and women and youth-specific needs
Government Agencies	National ministries and government agencies, including their provincial, city and town offices	Strong interest in program complementation; actions usually limited by legal/organizational mandates and resources	Fijian, Fiji Hindi, English	Official communication	Coordination meetings and consultations should be conducted regularly
Other interested parties	ODAs which have projects being implemented in the provinces	Strong interest in program complementation and integration	Fijian, Fiji Hindi, English	Social media, public announcements, official communication	Coordination meetings and consultations should be conducted

⁶ These are likely to be affected by waste management subprojects.

	Civil society/peoples' organizations (e.g., environmental and cultural heritage CSOs, market vendors' associations, fisherfolks' associations, homeowners' associations, etc.)	Would have to be identified (including their programs and projects and priorities)			regularly
	Tourism-related organizations (hotel and resorts' associations, tour guides' organizations, etc.)				
	Local chambers of commerce and industry	Keen interest on PPP; Has influence over private sector stakeholders, especially businesses			
	Academe	Can provide assistance in the conduct of project-related researches/studies and information dissemination			
	Construction firms	Interested in contracts in the implementation of subprojects			

F. PROPOSED STRATEGY FOR INFORMATION DISCLOSURE

29. MTCA will facilitate disclosure of project information as early as possible to allow stakeholders, especially the vulnerable and marginalized groups, to understand the risks and impacts of the project and its subprojects. Critical information to share include:

- a) The purpose, nature and scale of the project;

- b) The duration of proposed project activities;
- c) Potential risks and impacts of the project on local communities, and the proposals for mitigating these, highlighting potential risks and impacts that might disproportionately affect vulnerable and disadvantaged groups and describing the differentiated measures taken to avoid and minimize these;
- d) The proposed stakeholder engagement process highlighting the ways in which stakeholders can participate;
- e) The time and venue of any proposed public consultation meetings, and the process by which meetings will be notified, summarized, and reported; and
- f) The process and means by which grievances can be raised and will be addressed.

30. All project materials to be released for disclosure will be made available at venues and locations frequented by the stakeholders in easily understandable formats such as flyers and brochures. Public announcements will be coursed through the MTCA website and mainstream media (radio and newspapers), as well as through the town councils.

31. For government agencies and other entities, project information will be disseminated formally and through the conduct of meetings and consultations.

32. Electronic copies of project documents will be made available online in the MTCA websites and social media pages e.g. Facebook, as available.

Table 2. Strategy for Information Disclosure

Project stage	List of information to be disclosed	Methods proposed	Timetable: Locations/ dates	Target stakeholders	Percentage reached	Responsibilities
Preparation Phase	ESMF, ESCP, SEF, LARF, LMP, GM (with project description embedded in these documents)	MTCA website and social media pages, city/town websites and bulletin boards	Acceptable draft versions to gather feedback; As soon as the documents are finalized	Affected persons and groups, interested parties like CSOs and academes	To be determined	MTCA, city/town councils

Implementati on Phase	Updated ESMF, ESCP, LARF, LMP, SEF, GM	MTCA website and social media pages, city/town websites and bulletin boards				
	SESA, EIAs, LARPs, ESCOPs/ESMPs, BMPs, CHMPs, Health and Safety plans, Waste Management Plans, Traffic management plan, Operation and Maintenance Plan, and other subproject-specific documents related to environmental and social risk mitigation	Social media; City/town public announcement system, signages, announcement in local radio/TV stations and programs, local newspaper, public consultations, workers' camps	Upon commencement of construction activities	Contractors, workers, local communities, other concerned government offices, interested parties like media and CSOs		
	Progress Reports		Upon submission and approval of progress reports	APs, communities and city/town councils, interested parties like media and CSOs		
	Monitoring and Evaluation Reports					

G. PROPOSED STRATEGY FOR CONSULTATION

33. Stakeholder engagement activities will provide stakeholder groups with relevant information and opportunities to voice their views on issues that matter to them/affect them.

34. The methods used would vary according to the target audience and would include:

- a) Public/community meetings, separate meetings for disadvantaged and vulnerable groups
- b) 'Talanoa' and other customary forms of community dialogues and decision-making
- c) Face-to-face and virtual meetings

- d) Focus Group Discussions
- e) Conduct of surveys including social media surveys
- f) Interviewing stakeholders and relevant organizations
- g) Mass/social media communication
- h) Disclosure of written information including project environmental and risk management instruments, brochures, posters, flyers, website
- i) Bulletin boards and public areas, including government offices
- j) Grievance mechanism
- k) MTCA websites and social media accounts
- l) City/town councils websites and social media accounts

35. To ensure the health and safety of stakeholders during the pandemic, the Project will abide by the government and WB guidelines for public consultations during Covid-19. Workshops and events must be COVID-19 safe. Standard precautions such as hand hygiene, physical distancing, and mask wearing will be followed as appropriate

36. To facilitate meaningful consultation with vulnerable and marginalized groups, the following strategies will be employed by the Project:

- a) A database containing the characteristics/demographics of these vulnerable groups will be developed and maintained.
- b) There will be separate, targeted consultations and meetings for persons with disabilities, women, youth, elderly, waste workers/waste pickers, market vendors and workers, affected communities especially of marginalized and other vulnerable groups.
- c) All information will be simplified and translated to the language they understand and speak.
- d) Community engagement officers will be hired to engage with them regularly.
- e) Mataqali chiefs, village heads and community representatives will be consulted regularly
- f) Accessibility of meeting and consultation venues will be ensured. When needed, targeted groups will be provided with transportation for their comfort; engagement meetings may also be held within the villages or communities to further lessen the burden on them for travelling; if telecommunication networks allow it and in times when there are travel restrictions, online/phone interviews may be considered as alternative to face to face interaction.

37. After each activity/consultation, a documentation report will be prepared and circulated to participants. They will be given a maximum of one week to provide their comments and inputs. Documentation of stakeholder engagement includes the following, as appropriate:

- a) date and location of each meeting, with copy of the notification to stakeholders;
- b) the purpose of the engagement (for example, to inform stakeholders of an intended project or to gather their views on potential environmental and social impacts of an intended project);
- c) the form of engagement and consultation (for example, face-to-face meetings such as town halls or workshops, focus groups, written consultations, online consultations);
- d) number of participants and categories of participants;
- e) summary of main points and concerns raised by stakeholders;
- f) summary of how stakeholder concerns were responded to and taken into account; and
- g) issues and activities that require follow up actions, including clarifying how stakeholders are informed of decisions.

38. The PMU Social Officer, community engagement officers and other project officers will generate all comments and inputs from stakeholders, which can be provided physically or through electronic means. The comments and inputs will then be relayed to the concerned project staff/team and implementers for their responses and actions.

39. All exchanges will be documented and recorded for future reference and to serve as guides for implementation.

40. The Project will undertake the following public consultation for the Project's Environmental and Social Safeguard instruments as soon as the PMU is constituted.

- a) Town level consultation in Savusavu in coordination with the town council with representatives from various groups and sectors, especially groups that are considered vulnerable and disadvantaged.
- b) Town level consultation in Labasa in coordination with the town council with representatives from various groups and sectors, especially groups that are considered vulnerable and disadvantaged.
- c) Provincial level consultation in the three provinces of Cadaudrove, Macuata and Bua in coordination with their respective provincial council, the Office of the Commissioner for Northern Division, TLTB, iTaukei Affairs Commission, and with representatives from various groups/sectors especially groups that are considered vulnerable and disadvantaged.
- d) Consultation with international and national CSOs and other interested parties.

H. RESOURCES AND RESPONSIBILITIES

41. MTCA will ensure the necessary personnel and budget to implement the Stakeholder Engagement Framework. A Project Management Unit (PMU) will be established during project preparation under the MTCA which will be supported by three E&S risk management staff namely an E&S Specialist, an environmental officer, and a social officer. The E&S team will ensure that all necessary implementation and monitoring of the environmental and social safeguards are carried out including the grievance concerns.

42. The stakeholder engagement activities will be integrated in the overall project work plan up to the subproject work plans with corresponding budget. The PMU E&S specialist and social officer will ensure that the activities in the SEF are implemented and complied with.

43. The social officer will be responsible for documenting and reporting the results of social engagement activities. The PMU will ensure that these documentation reports are integrated in project implementation.

I. GRIEVANCE MECHANISM

44. The Project ESMF has preliminarily identified risks and impacts associated with the Project and its components and activities. These risks are likely to create tensions or conflicts among project stakeholders, and generate complaints or grievances from them especially from project APs.

45. To receive and facilitate the resolution of APs' concerns, complaints, or grievances about the Project, this Grievance Mechanism (GM) is developed. When and where the need arises, this mechanism will be used for addressing any complaints that may arise during the implementation and operation of the Project and its subprojects, including land acquisition or resettlement complaints. The GM will address these concerns and

complaints promptly and transparently. The GM will be gender responsive and readily accessible to all APs at no costs.

46. Complaints related with gender-based violence or SEA/SH will be handled through the Fiji National Service Delivery Protocol for Responding to Cases of Gender Based Violence (Annex C). The GBV Protocol, informed by the country National Gender Policy, specifies how complaints will be handled in a confidential, ethical, and survivor-centered manner, including how data will be safeguarded to ensure that names of survivors or alleged perpetrators will not be shared.

47. The GM will use traditional systems for conflict and dispute resolution and, as far as possible, problems, concerns or grievances will be resolved at the subproject level. The GM will not however impede APs access to the Fiji's judicial or administrative remedies. The PMU E&S team, in coordination with relevant agencies and traditional/community leaders, will inform APs and other stakeholders about the GM.

48. The GM's general attributes include the following:

- **Definition:** A process for receiving, evaluating, and handling complaints and concerns from communities, beneficiaries and other stakeholders
- **Scope: Complaints** handling mechanisms will be provided for stakeholders and other interested parties to raise questions, comments, suggestions, and/or complaints, or provide any feedback from all activities funded by the project. This GM does not preclude anyone who wishes to file the same complaints in any government systems that they trust and are most accessible to them.
- **Users: Project** beneficiaries, directly and/or indirectly affected parties, interested parties. A separate GM will be established for project workers as detailed in the Labor Management Procedures.
- **Management:** GM will be managed by the PMU social officer.
- **Submission of Complaints: Complaints** can be submitted at any time during the implementation of the Project.

49. The GM will utilize all available uptake points. Among others, these include (i) verbal or in-person visits to any project or subproject offices/construction sites or community leaders' offices, (ii) calls or SMS to a dedicated line and mobile number, (iii) mail and (iv) online platforms such as the Project website, email and social media accounts.

50. The key functions of the GM will be to (i) record, categorize and prioritize the grievances; (ii) settle the grievances in consultation with complainant(s) and other stakeholders; (iii) inform the aggrieved parties about the solutions; and (iv) forward the unresolved cases to higher authorities.

51. For each subproject, the subproject manager or engineer, supported by the PMU social officer, will be the grievance focal points to receive, review and address project related concerns including land-related disputes, in coordination with traditional/community leaders and concerned government authorities. APs will be made fully aware of the project benefits and impacts during consultations, including their entitlements about compensation and assistances for any physical or economic displacements. No costs will be charged for anybody filing a complaint. APs will be exempted from any fees associated with resolving the grievance pursuant to the project's grievance redress procedure.

52. Complaints will be recorded and investigated by the PMU social officer working with relevant staff of the individual subproject. The PMU project manager will be immediately informed/updated of any complaints from APs by the PMU social officer. A GM Management Information System (MIS) – either a stand-alone GM MIS or embedded in the Project MIS – will be maintained which will show the details and nature of the complaint, the complainant, the date and actions taken as a result of the investigation. It will also cross-reference any safeguard compliance report or other relevant documentation.

53. When subproject implementation starts, a sign will be erected at all sites providing the public with updated project information and summarizing the GM process including contact details of the subproject's GM focal points. All corrective actions and complaints responses carried out on site will be reported back to MTCA through the GM MIS. MTCA will include information from the GM MIS and corrective actions/responses in its progress reports to the WB.

54. In the whole process, relevant Fiji agencies (DOL, TLTB, iTaukei Affairs Board, etc.) will be always available to review public complaints and advice on the MTCA's performance for grievance redress.

Key Steps of Grievance Redress Process

STEP 1

55. Any APs, by themselves or through their representatives like the village head/chief, can file complaints or grievances through any uptake point.

56. To avoid conflicts of interest and keep the integrity of the system, the GM provides different options for lodging a complaint. This means that people can raise their concerns with any uptake point or someone they trust and can also choose to talk with either a man or a woman. This is especially important in situations that involve gender-based violence, sexual exploitation, abuse, or harassment.

STEP 2

57. Upon receipt of the complaint, the PMU social officer will log the details in the GM MIS. The MIS will record complaints by date, name, contact address and contact information (number, social media accounts, etc.) if available, and details or substance of the complaint. If the complainant desires, their identity may be kept anonymous, but the nature of their concern should still be recorded. A duplicate copy of the entry is given to the person making the complaint for their record at the time of registering the complaint. The duplicate copy given to the complainant will also describe the procedure that will be followed in assessing the concern or complaint.

58. For non-SEA/SH and straightforward grievances, the subproject engineer, following the principles and protocol of this GM, i.e., with traditional/community leaders, can make an on-the-spot determination to resolve the issue. The PMU social officer will review the action of the SP Engineer and provide appropriate guidance. Complaints are expected to be resolved within two weeks at the most.

59. All SEA/SH related complaints lodged through the GM must proceed immediately to the PMU social officer, who, with utmost sensitivity and confidentiality, will facilitate referral to the right person or office following the Fiji GBV Protocol described previously.⁷

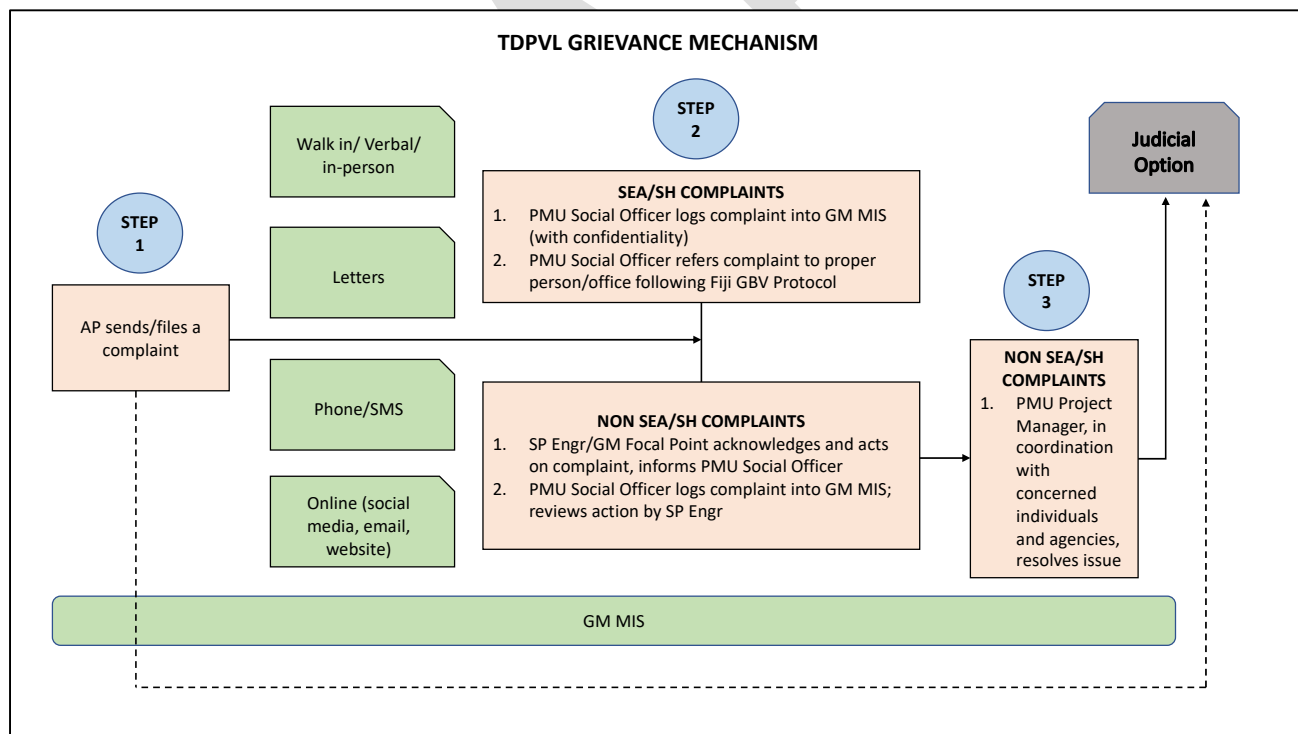
STEP 3

60. Complex cases that are not resolved within the two-week timeframe will be referred to the PMU project manager, who, in close coordination with the PMU social officer, PMU E&S specialist, traditional/community leaders and concerned government agencies, will find a solution to the issue/problem within two weeks. The PMU social officer will regularly update the affected person/s on the progress and status of the case.

Judicial Option

61. If unresolved, or at any time the complainant is not satisfied, he or she can take the matter to the appropriate judicial option including the court. The figure below sets out the process to resolve any project related grievances.

Figure 1: Grievance Redress Process



Awareness-Raising

⁷ Given the sensitivity involving SEA/SH cases, the Project will let concerned handlers and authorities do their mandates and responsibilities and will only involve itself when said handlers/authorities require its assistance. The PMU Social Officer will monitor development in the cases and update the MIS accordingly. Annex C provides the screenshot of the Fiji GBV protocol referral guidance for quick reference. However, the Project will include training on this protocol as part of its E&S safeguard training.

62. Information about the GM will be provided in accessible, easily understood formats and will be available on the MTCA and partner agencies' websites and social media pages. All information pertaining to the GM will also be included in all communication initiatives with stakeholders, particularly during public consultations and subproject-level meetings.

Staff Placement and Capacity Building

63. The PMU will assign roles and responsibilities to staff who will be assigned to the GM. Specifically the social officer who will be supported by the E&S specialist. These will be documented in the Project Operations Manual and will be regularly updated. The roles and responsibilities include:

- Information and education of stakeholders regarding the GM
- Management of the entire GM system
- Receiving and recording of complaints
- Notifying the complainants about receipt and deadlines for review of complaints received
- Sorting/categorizing complaints
- Observing problems, including its impacts to project activities and results
- Propose recommendations based on the observation
- Reporting and handling GM results

64. Capacity-building will cover important knowledge about managing grievances, including and specially SEA/SH cases. In this context, the PMU shall ensure collaboration and coordination with the Ministry of Women, Children and Poverty Alleviation and other concerned agencies to ensure concerned project staff and GM focal points are well-oriented on the use of the GBV Protocol and to establish pre-TDPVL implementation arrangements.

Transparency, Monitoring, and Reporting

65. Regular policies, procedures, and updates on the GM system, and complaints made and resolved, will be available on the MTCA and implementing partner websites and social media pages and will be updated every three months.

66. The PMU will assess the GM on a quarterly basis to: (a) make summaries of GM results, including suggestions and questions to the PMU; and (b) review the status of complaints that have not been resolved and suggest corrective actions as needed.

Submission of Midterm and Annual Progress Report to the World Bank

67. In the midterm and annual implementation reports, the PMU will include GM results providing the latest information as follows:

- Status of GM information (procedures, staffing, awareness-raising, etc.)
- Quantitative data on the complaints received and resolved
- Qualitative data on the types of complaints and responses/resolutions, including unresolved ones
- The time needed to resolve complaints
- Factors that influence the use of GM
- All corrective actions used

Monitoring and Reporting

68. Stakeholders' representatives will be part of the monitoring team and will be provided with sufficient capacity to fulfill their monitoring duties.

69. All information in relation to stakeholder activities and grievance mechanism will be part of the project progress reports and will be posted in bulletin boards, websites and social media pages of MTCA and implementing partners which can be easily accessed by stakeholders.

DRAFT

Annex A: List of Stakeholders

1. Stakeholders of Specific Subprojects/Activities

Subprojects/Activities	Stakeholders	
	Affected Parties	Interested Parties
Technical advisory services such as tourism master planning	<p>MTCA and other concerned ministries and departments</p> <p>Downstream: Vanua Levu communities who will be affected by TMP implementation</p>	Development partners, CSOs
Institutional capacity building	<p>MSMEs</p> <p>Concerned ministries or departments such as the MTCA, Investment Fiji, the National Trust, etc,</p>	Development partners, CSOs
Infrastructure installation/upgrades	<p>Concerned ministries or departments such as the MTCA, Airport Fiji, Savusavu and Labasa town councils, the National Trust, etc</p> <p>Landowners/users whose lands and other assets will be affected permanently or temporarily</p> <p>Communities who will benefit from new or upgraded infrastructures</p>	Development partners, CSOs, media
Waste management system enhancements	<p>Town councils, concerned provincial councils</p> <p>Communities near existing dumpsites especially wastepickers/wasteworkers and those who rely in scrap materials for their livelihood</p> <p>Communities and landowners/users in and near proposed landfill sites</p>	CSOs especially those in the environmental and heritage sectors

ANNEX B. List of Consultations and Meetings during Preparation

TITLE OF CONSULTATION	DATE AND VENUE	OBJECTIVES AND KEY DISCUSSION POINTS	PARTICIPANTS
<p>Consultation meeting with local government, tourism associations and key private sector players in both Savusavu and Labasa</p>	<p>May 10 – 24, 2022 Suva, Nadi, Vanua Levu</p>	<ul style="list-style-type: none"> To identify infrastructure investments to support the tourism industry improvement (e.g., road network, jetties, essential facilities, urban renewal of Savusavu). 	<p>Fiji Hotel and Tourism Association (FHTA) Energy Fiji Limited (EFL) Fiji Ports Corporation Ltd (FPCL) Savusavu Tourism Association Air Pacific Limited T/A Fiji Airways Airports Fiji Pte Limited Fiji Airports UN Women – Markets for Change Program International Labour Organisation Water Authority Fiji Ltd Tourism Fiji</p>
<p>Introduction of ESF Standards and Instruments for the Project</p>	<p>September 5 and 12, 2022 Suva, Nadi, Labasa, and Vanua Levu</p>	<ul style="list-style-type: none"> Technical support and training is needed by MCTTT and Ministry of Waterways and Environment to assist with meeting ESF requirements. E&S potential risks associated with the proposed activities. The rationale behind developing a Strategic Environmental and Social Assessment (SESA). WB’s team recommended that MCTTT engage an E&S Consultancy to develop instruments during project preparation and an E&S Specialist with experience across 	<p>Ms Jacinta Lal, Principal Tourism Officer Ministry of Commerce, Trade, Tourism and Transport (MCTTT) Fiji Ports Corporation Ltd Energy Fiji Limited (EFL) Talanoa Consulting Tourism Fiji The Pacific Community (SPC)</p>

		<p>infrastructure and natural resource management issues to be part of the PMU team.</p> <ul style="list-style-type: none"> • MCTTT will nominate an E&S focal person to coordinate the preparation of the above instruments until the time when a PMU E&S Specialist is engaged, by September 26, 2022. • MCTTT, with WB support, will share draft SESA ToR with WB for review by October 3, 2022. 	<p>Fiji Airways</p> <p>Pacific Power Association</p> <p>Visited 'Rise beyond the Reef' worksite</p> <p>Water Authority Fiji Ltd</p> <p>Energy Division</p>
<p>Briefing on Government of Fiji consultations on prior ESF Appraisal</p>	<p>February 15, 2023</p> <p>Nadi</p>	<ul style="list-style-type: none"> • To present the latest updates in the project including preliminary discussions on the Project's environmental and social risks and management measures. 	<p>Department of Environment</p> <p>Fiji Roads Authority</p> <p>Airport Fiji Limited</p> <p>National Trust</p> <p>MSME Fiji</p>
<p>DOE consultations (lead by Ministry of Tourism and Aviation)</p>			
<p>Project Update and Consultation</p>	<p>February 16, 2023</p> <p>Commissioner for Northern Division, Labasa</p>	<ul style="list-style-type: none"> • To agree on the need for the project and its alignment with the priorities in the region especially for key infrastructure such as the airport and acknowledged the stakeholders engagement being done by the Project. • Discussion on both hard infra and soft components (education, awareness raising) was discussed. • Commissioner for Northern Division's commitment and readiness to support the project. 	<p>Commissioner for Northern Division</p> <p>Labasa Town Council</p> <p>iTaukei Affairs</p> <p>iTaukei Land Trust Board</p> <p>Fiji Roads Authority</p>
<p>Project Update and Consultation</p>	<p>February 17, 2023</p> <p>Savusavu Town Council</p>	<ul style="list-style-type: none"> • List priority projects for Savusavu. • E&S assessment for the new site which can be used for the proposed landfill. • Discussion on the environmental and social risks and management measures for the project. 	<p>Savusavu Town Council</p>

Project Update and Consultation	February 17, 2023 Savusavu	<ul style="list-style-type: none"> • Discussion on the project updates. • Participants' feedbacks: <ul style="list-style-type: none"> ○ Clearer illustration/overlay of project activities ○ Inclusivity of medical and emergency services ○ Better understanding of WB Terms Loan ○ Importance of upskilling workers through trainings that are short, onsite, more visual, community-level and culturally appropriate (e.g., financial literacy, occupational health and safety, technical skills) 	MSME Fiji Fiji Airways CAAF Air New Zealand Virgin Australia Aircalin Savusavu Tourism Association
---------------------------------	-------------------------------	---	--

DRAFT

ANNEX C: Fiji National Service Delivery Protocol for Responding to Cases of Gender Based Violence
(Attached PDF File)

Screenshot of Referral Guidelines Summary

FIJI NATIONAL RESPONSE PATHWAY FOR CASES OF GENDER-BASED VIOLENCE			
FIVE IMMEDIATE ACTIONS: Responding to cases of gender-based violence.			
<ol style="list-style-type: none"> 1. Provide immediate emotional support. Comfort and tell survivor it is not her fault, Believe her. 2. Provide a safe environment. If a woman is with her partner, and it is a domestic violence/intimate partner case, talk to her alone. Prioritize her safety and security always. 3. Be attentive and listen carefully. Give the person time to say what they need to say. 4. Share information about what you can do to help her: For example, if you are the police, explain what you can do, etc. 5. Refer the survivor to trained professionals as in the GBV referral guidelines below. 			
Referral Guidelines Based on Type of Case and age			
ADULT - Sexual Violence (rape, sexual assault)	ADULT - Physical Violence (Domestic Violence, Intimate Partner Violence)	CHILD - Sexual/Physical (child sexual abuse, incest, child neglect and/or physical abuse)	OTHER TYPES Sexual harassment (non-physical), DV that is non-physical or sexual, other)
<p>Follow these steps for referral:</p> <p>Step 1: Assess the immediate needs and obtain informed consent for referrals to health, counselling, police, shelter, and/or legal aid.</p> <p>***If this is case of sexual violence within 5 days (of the assault) an immediate referral for health care is needed.</p> <p>***If a case is reported first to police, health, legal aid providers, offer a referral to a GBV counselling agency.</p> <p>Step 2: Make plans for referral and accompaniment based on survivor wishes.</p> <p>Step 3: Explain/ plan for/or deliver any services and actions that you are responsible for.</p> <p>Step 4: Conduct any follow up required.</p>	<p>Follow these steps for referral:</p> <p>Step 1: Assess the immediate needs and obtain informed consent for referrals to health, counselling, police, shelter and /or legal aid. If you do not know who to refer to call <u>1560</u>.</p> <p>***If the survivor is injured, a medical referral should take priority</p> <p>***If a case is reported first to police, health or legal aid, make a referral to GBV counselling agency.</p> <p>Step 2: Make plans for referral and accompaniment based on survivor wishes.</p> <p>Step 3: Explain/ plan for/or deliver any services and actions that you are responsible for. (For example, DVRO).</p> <p>Step 4: Conduct any follow up required.</p>	<p>Follow these steps for referral:</p> <p>Step 1: Assess immediate needs and refer to social welfare services. if you do not know who to refer to call <u>1325</u></p> <p>***If this is case of sexual violence within 5 days make a simultaneous, immediate referral for health care.</p> <p>Step 2: Obtain consent from a legal guardian for an immediate referral for clinical care for sexual/ physical violence.</p> <p>Step 3: Make a referral to a GBV counselling service provider for emotional support, advocacy throughout care and treatment.</p> <p>Step 4: Explain/ plan for/or deliver any services and actions that you are responsible for in terms of responding to the case.</p>	<p>Follow these steps for referral:</p> <p>Step 1: Assess the immediate needs, with a focus on need for referral to a GBV counselling agency.</p> <p>Step 2: Obtain informed consent to make referrals or take any action needed to ensure the survivors safety.</p> <p>Step 3: Explain/ plan for/or deliver any services and actions that you are responsible for in terms of responding to the case.</p> <p>Give the survivor as much information as you have about what services are available, where she can get help.</p>

Annex C. Template for Stakeholder Engagement Plan

The SEP shall be prepared following the Project SEF. The scope and level of detail of the plan should be commensurate and proportionate with the nature and scale, potential risks, and impacts of the project and the concerns of the stakeholders who may be affected by or are interested in the project. Depending on the nature of the scale of the risks and impacts of the subproject, the elements of an SEP may be included as part of the Environmental and Social Management Plan (ESMP) which, in turn, shall be adapted in the subproject bidding documents and the contractors ESMP.

1. Scope of Activity or Brief Description of Subproject

2. Stakeholders and Communications Needs Assessment^[1]

[?]

Stakeholder	Communication needs	Considerations	Types of communication materials	Best communication platform
e.g. Seniors	<p>hear about the activity before construction starts</p> <p>be provided opportunity to input on designs</p> <p>who can they contact with their concerns</p>	<p>Level of literacy</p> <p>Physically impaired and unable to make public meetings</p>	<p>Formal letter in simple language and large print</p> <p>Radio announcement</p>	<p>Household visitations preferred or special assistance for their participation</p> <p>Phone call</p> <p>Pamphlet drop</p> <p>Radio</p>
Women				
PWD				

3. Communications Materials and Budget

Include a simple break down of the material and budget needs

4. Timebound Action Plan

Include table outlining who, when, what for implementing and monitoring the SEP, including budget secured, production of info sharing materials, timing of consultations to who, etc.

^[1] Disadvantage and vulnerable groups must be included in the assessment