

Stakeholder Engagement Plan

Community Benefit Sharing Project Phase 2

(CBSP II)

Draft, 13 June 2023



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ACRONYMS

CBSP II	<i>Community Benefit Sharing Pilot Project – Phase Two</i>
ECD	<i>Environment and Conservation Division</i>
ESIA	<i>Environment Social Impact Assessment</i>
ESMP	<i>Environment Social Management Plan</i>
GM	<i>Grievance Mechanism</i>
GRM	<i>Grievance Redress Mechanism</i>
IA	<i>Implementing Agency</i>
IP	<i>Indigenous People</i>
MDPAC	<i>Ministry of Development Planning and Aid Coordination</i>
MECDM	<i>Ministry of Environment, Climate Change, Disaster Management and Meteorology</i>
MMERE	<i>Ministry of Mines, Energy, and Rural Electrification</i>
PG	<i>Provincial Government</i>
SEP	<i>Stakeholder Engagement Plan</i>
SIG	<i>Solomon Islands Government</i>
SP	<i>Solomon Power</i>
TRHDP	<i>Tina River Hydropower Development Project</i>
TRHDP PO	<i>Tina River Hydropower Development Project Office</i>
WB	<i>World Bank</i>

1. INTRODUCTION

1.1 Introduction to this plan

This Stakeholder Engagement Plan (SEP) defines a program for stakeholder engagement for the Community Benefits Sharing Pilot Project Phase Two (CBSP II) connected to the Tina River Hydro Power Project. CBSP II will be implemented in connection with the Tina River Hydropower Development Project (TRHDP). 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. This SEP will be implemented with the Government of Solomon Islands (Ministry of Mines, Energy and Rural Electrification) and the World Bank's requirement for stakeholder engagement.

It is supported by an Environmental and Social Commitment Plan (ESCP), Environmental and an updated Social Management Framework (ESMF) and project operations manual (POM).

This SEP was publicly disclosed by the Solomon Islands government on XXXXX.

1.2 Project Description

The Project is an Investment Project Financing (IPF) operation to be implemented over a five-year period, from 2023 to 2028. The proposed project aims are to operationalize the Community Benefit Sharing Fund (CBSF); strengthen capacity of community members; and improve access to essential basic services.

The Project is an Investment Project Financing (IPF) operation to be implemented over a five-year period, from 2023 to 2028. The Project comprises four components:

Component 1: Operationalize the Community Benefit Sharing Fund. Component 1(a) institutional support to the Fund would finance the development of all systems and procedures required for the Fund to function as an independent non-profit organization. Capacity building would target the Fund Board as well as Fund Management Office and include topics such as non-for-profit governance, financial management, citizen engagement, community participation, communications and outreach, community sub-project design and assessment, monitoring, evaluation, and reporting. This capacity building would also include key technical assistance from national and international consultants. Component 1(b) CBSF Community Sub-projects will support the construction, repair, or operation and maintenance costs of basic community infrastructure identified through a community participatory process and screened and approved in accordance with the procedures of the Fund Operations Manual.

Component 2: Improve Access to Basic Services. This Component will support improvement of infrastructure of and access to basic public services for the project's target communities through pre-identified infrastructure for water supply, rural electrification, and small road repairs. The component will consist of three sub-components: 2(a) rural water supply schemes comprising boreholes with solar

powered pumps and communal storage tanks with taps; 2(b) rural road improvements for a single community access road that would allow for community engagement in construction thus providing opportunity for on-the-job skills and wage transfer; and 2(c) rural electrification to connect 38 household in Tina village that had previously been identified under the Pilot project, 89 households in the Areatakiki community that would extend from the planned for high-voltage connection to the primary school, and if deemed feasible and cost effective, a high voltage grid extension to the Malatoha and Ado communities, including the provision of low voltage distribution and house connections in these communities.

Component 3: Enhance Knowledge and Skills of Community Members. This component will support activities that aim to increase CBSP community members' knowledge and skills and thus increase their confidence and skills level to participate in CBSF and local economic development opportunities and to provide knowledge and skills aimed at income-generating opportunities in both the formal and informal sectors. . This would be accomplished through three sub-components that address: (a) literacy and numeracy development; (b) short technical training building on existing livelihood activities and work readiness and life skills training; and (c) support services to community members to increase their potential for formal job opportunities and informal income generating activities.

Component 4: Project Management, Monitoring and Evaluation. This component will support project management (including E&S requirements) and administration, monitoring and evaluation, and reporting.

A more detailed description of project components is available in the Project Appraisal Document (PAD).



Figure 1: CBSP Beneficiary Communities

1.3 Stakeholder Engagement Purpose and Objectives

The purpose of public consultation and community engagement is to:

- inform stakeholders about the proposed activities
- gather feedback on the design and how the proposal may affect them
- provide notification prior to construction activities and;
- to gauge the effectiveness of mitigation measures once implemented.

This SEP describes the stakeholder engagement activities that are proposed for the CBSP II Project. The SEP is a useful tool for managing communications between project stakeholders.

This SEP should be considered a 'living document' that will review and update where relevant, in relation to the specific annual Project work plans. The Project will be implemented in accordance with relevant laws of Solomon Islands and the World Bank's Environmental and Social Framework (ESF). The ESF requires all World Bank Borrowers to comply with the Environmental and Social Standards (ESSs) for identifying, assessing and managing potential environmental and social risks and impacts associated with investment projects. **ESS10: Stakeholder Engagement and Information Disclosure** articulates that the borrower will engage with stakeholders throughout the duration of the Project.

The key objectives of the SEP is to provide a system for the Project to meet the objectives of the ESS10, which are as follows:

- establish a systematic approach to stakeholder engagement that will help a project identify stakeholders and build and maintain a constructive relationship with them, in particular with project-affected parties.
- Provide guidance for stakeholder engagement such that it meets the requirements of SIG and World Bank ESS10
- Identify and analyze key Project stakeholders, including affected parties (including indigenous peoples), interested parties and vulnerable groups.
- Outline an inclusive and culturally sensitive stakeholder engagement process that begins early in the planning process, providing stakeholders with an opportunity to influence Project planning and design, and continues during construction and operation & maintenance phases.
- Identify the most effective methods and structures through which to (a) *disseminate Project information and for the Project to respond to feedback* and (b) *to ensure regular, accessible, transparent and appropriate consultation*.
- Outline the Grievance Mechanism (GM) for the Project which can address stakeholder concerns and provide feedback to issues raised.
- Outline implementing arrangements including roles and responsibilities and budget; and
- Describe means of reporting and disclosure of key information and instruments in a manner that can be readily understood by all key stakeholders.

2. Legal and other Requirements

2.1 Key Solomon Islands Laws, Regulation and Policy.

Outlined Below is a summary of current Solomon Islands laws, regulations and policies regarding citizen's access to information and participation.

- Under the Preamble of the Supreme Constitution of Solomon Islands, Agree and Pledge that (e) *“we shall ensure the participation of our people in the governance of their affairs”*. Further, under Section 12 (1), it provides that, *“Except with his own consent, no person shall be hindered in the enjoyment of his freedom of expression, and for the purposes of this section the said freedom includes the freedom to hold opinions without interference, freedom to receive ideas and information without interference, freedom to communicate ideas and information without interference and freedom from interference with his correspondence”*.
- Solomon Islands' Environment Act 1998 and Environment Regulation 2008 require robust stakeholder engagement processes including public consultation as part of Environment and Social Impact Assessment (ESIA) processes and in the decision-making processes. In line with this legislation and in accordance with the World Bank's safeguards policies on indigenous peoples, the ongoing and intensive community consultation process conducted by the TRHDP PO ensures that Free, Prior and Informed Consultation is the basis for the design of the activities included in CBSP II and that the project will provide benefits that are culturally appropriate to the people.

2.2 Institutional and Implementing Arrangements

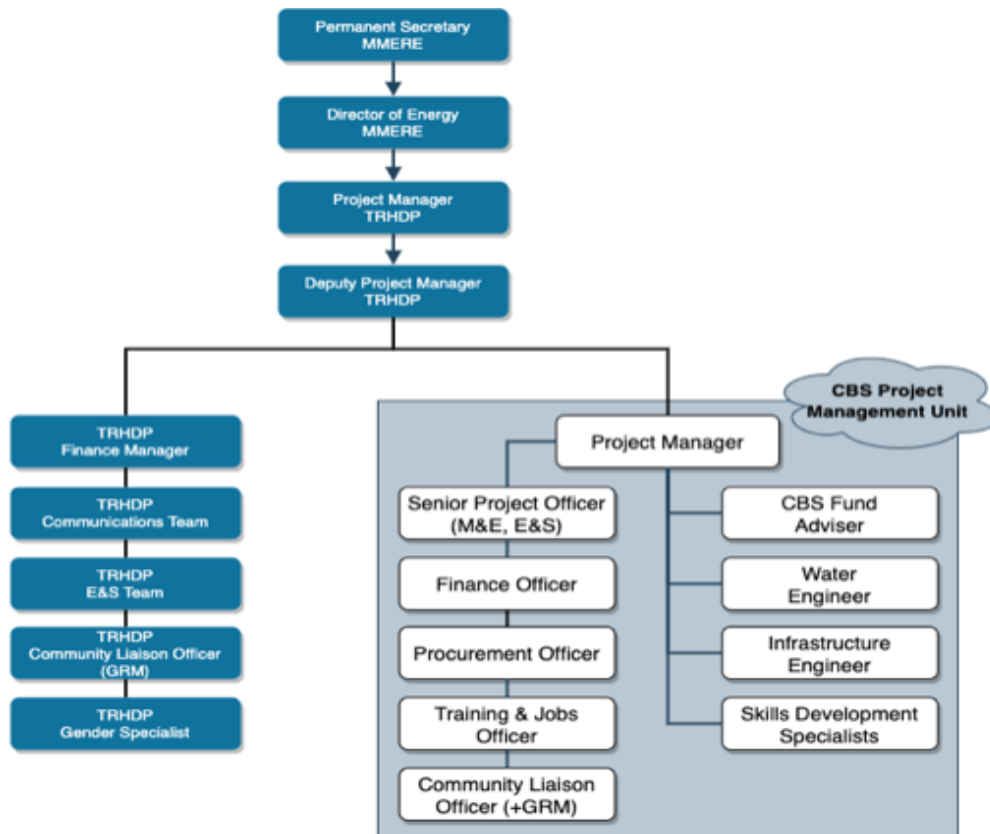


Figure 2: Project Implementing structure

1. As with the CBSP Pilot, the CBSP2 project unit will be housed within the Project Office of the Tina River Hydropower Development Project in the Ministry of Mines, Energy and Rural Electrification. Oversight of the CBSP and overall supervision of the work of the CBSP2 project coordination unit (PCU) will be the responsibility of the Tina River Deputy Project Manager under the supervision and guidance of the TRHDP Project Manager. The Project Manager, who reports to the MMERE Director - Energy, will ensure that synergies between the CBSP2 and the TRHDP (including with the construction company, HEC, and the hydropower facility operator, THL) are realized and that challenges encountered by CBSP are properly communicated to the MMERE Permanent Secretary, the World Bank and other stakeholders.
2. The PCU would specifically oversee the delivery of support under components 1 (Operationalize the CBSF), component 3 (Enhance Skills of Community Members), and parts of component 2(a) (Improve Access to Basic Services) relating to water supply sub-projects. Further institutional assessments are required to determine how other possible investments in road access and electrification would be implemented. Lastly, component 2(b) would be managed by the newly created Community Benefits Sharing Fund, which would be operationalized as part of component 1, with support from the PCU.

2.2 World Bank

ESS10: Stakeholder Engagement and Information Disclosure recognizes ‘the importance of open and transparent engagement between the Borrower and project stakeholders as an essential element of good international practice’.

ESS10 requires the borrower to;

- Conduct meaningful consultation throughout the project life cycle that: begins as early as possible in the project development process, that encourages and considers feedback to inform project design and management of E&S risks; provides stakeholders with timely, relevant and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination and intimidation.
- Maintain and disclose a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received and a brief explanation of how the feedback was considered, or the reasons why it was not.
- Develop Stakeholder Engagement Plan proportionate to the nature and scale of the project and its potential risks and impacts needs to be developed by the Borrower. It must be disclosed as early as possible, and before project appraisal, and the Borrower needs to seek the views of stakeholders on the SEP, including on the identification of stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrower must disclose the updated SEP.
- To establish and implement a grievance mechanism to receive and facilitate resolution of concerns and grievances of project affected parties related to E&S performance of the project in a timely manner.

In this Project, indigenous peoples are expected to be the sole or the overwhelming majority of project affected people. The World Bank’s Environmental and Social Framework (ESF) ESS7: Indigenous Peoples outlines additional requirements for engagement with IPs throughout the project cycle:

- Ensure that the development process fosters full respect for the human rights, dignity, aspirations, culture and natural resource-based livelihoods of Ips.
- Avoid adverse impacts of projects on Ips and where avoidance is not possible, to minimize, mitigate and/or compensate for such impacts.
- Promote sustainable development benefits and opportunities for Ips.
- Improve project design and promote local support through meaningful consultation with IP representative bodies and organizations throughout the project’s life cycle.
- Obtain free, prior and informed consent (FPIC) of Ips regarding impacts to land, residences or livelihoods.

3. Stakeholder Identification and Analysis

3.1 Approach to Stakeholder Identification

3.1.1 Stakeholder Categories

For the purpose of effective and tailored engagement, stakeholders of the proposed project(s) can be divided into the following core categories:

- **Project Partners** – stakeholders that contribute to the execution and implementation of a project.
- **Affected Parties:** persons, groups and other entities 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; and;
- **Vulnerable Groups:** persons who may be disproportionately impacted or further disadvantaged by the project(s) as compared with any other groups due to their vulnerable status.

Key Stakeholders Identified

3.2.1 Affected Parties

Affected parties include communities participating in the Community Benefit Share Pilot (CBSP) program include all villages in Malango and Bahomea cultural areas (both in Malango Ward, and including some communities along the Tina River that will be subject to impact mitigation/livelihood restoration measures of the Project). There are 88 CBSP villages in total.

3.2.2 Other Interested Parties

<ul style="list-style-type: none">• National Government:	<ul style="list-style-type: none">- Ministry of Mines, Energy and Rural Electrification- Ministry of Infrastructure and Development- Ministry of Finance and Treasury- Ministry of Development Planning and Aid Coordination- Office of the Prime Minister and Cabinet- Ministry of Environment, Climate Change, Disaster Management and Meteorology- National Disaster Management Office- Ministry of Education and Human Resources Development- Ministry of Health and Medical Services- Ministry of Women, Youth, Children and Family Affairs- Ministry of Commerce, Industry, Labor and Immigration- Ministry of Agriculture and Livestock Development- Ministry of Rural Development- SIG Project Steering Committee (consist of key Government Ministries)
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<ul style="list-style-type: none"> • Provincial Government 	<ul style="list-style-type: none"> - Guadalcanal Provincial Government - Provincial member for Malango Ward - Malango Ward Development Committee - Town and Country Planning Board – grants planning consent - Business license issuing authority to developer and sub-contractors - Women’s Development Desk
Electricity Providers	<ul style="list-style-type: none"> - Solomon Power (trading name of Solomon Islands Electricity Authority)
<ul style="list-style-type: none"> • Elected Politicians: 	<ul style="list-style-type: none"> - Member of Parliament, Central Guadalcanal Constituency
<ul style="list-style-type: none"> • Non-Governmental Organisations (NGOs): 	<ul style="list-style-type: none"> - Transparency Solomon Islands - (Ensuring Corruption free and potential involvement in Benefit distribution and nature of agreements between communities, landowners and investor) - Solomon Islands Development Trust - (Community participation and empowerment at rural level) - The Nature Conservancy – (Ecosystem conservation management – promotion of protected area and may involve in advocacy in terms of environmental impacts) - Live and Learn Environmental Education – (Environment & conservation, and may involve in education and awareness on the potential environmental impact on community livelihood, leaderships and on gender inclusion) - Solomon Islands Red Cross – (Protecting human life and dignity, advocate on social and health issues, and may involve in training on health issues & opportunities from the project) - National Council of Women – (Women participation as equal partners for development) - World Wide Fund for Nature – (Biodiversity conservation) - Guadalcanal Provincial Council of Women – (Supports women, girls and boys affected by violence and discrimination) - World Vision Solomon Islands - (Community based development for overcoming poverty) - Save the Children – (working on issues facing children such as sexual abuse, exploitation, violence and child labor) - Oxfam - (Emphasis on gender justice, capacity building advocacy and community engagement) - Solomon Islands Small Business Enterprise Centre (SISBEC) - Plan International Australia –Solomon Islands – (Supports children from early development to adolescence regardless of gender and age) - Women’s Right Action Movement (WRAM) – (Action movement for gender equality)
<ul style="list-style-type: none"> • Development Agencies: 	<ul style="list-style-type: none"> - Japan International Cooperation Agency (JICA) - Australian Government (Education, health and Gender Equality sectors) - New Zealand Government - European Union - Korea International Cooperation Agency (KOICA)

<ul style="list-style-type: none"> • Community Organizations: 	<ul style="list-style-type: none"> - Church groups, e.g. women’s fellowship groups, Men’s fellowship groups, singing & music bands/groups, Sunday School groups and youth clubs - Upper River Catchment Community - Malango Council of Women - Malango South Seas Evangelical Church (SSEC) Association - Bahomea SSEC Church Association - Bahomea Land Identification Committee – a voluntary group of knowledgeable Bahomea elders. - Bahomea House of Chiefs - Malango House of Chiefs - Roman Catholic church groups – youth groups, women groups etc - Moro or Gaena’alu Movement group - Seventh Day Adventist – women, youth and children groups, e.g. Namanu - Church of Melanesian (COM) – women, youth & children groups, e.g. Ngalimera & Good Shepard churches & their respective women, men, youth & children groups - Sports groups – Soccer team groups, Futsal team groups, Netball women team, Basketball men & women team groups, Rugby teams.
<ul style="list-style-type: none"> • Disability Organizations: 	<ul style="list-style-type: none"> - People with Disability Solomon Islands – National Disabled Peoples’ Organization - San Isidro Care Centre – Training Centre on livelihood skills for the deaf and dumb - Red Cross Solomon Islands – Offers training for children with special needs - Adventist Development and Relief Agency Solomon Islands – Community resilience and youth participation - Bethesda Disability Training and Support Centre – agriculture and carpentry
<ul style="list-style-type: none"> • Youth Organizations: 	<ul style="list-style-type: none"> - Ministry of Women, Youths, Children and Family Affairs - Guadalcanal Province Youth Development Desk - Guadalcanal Provincial Council of Youth - Ola Fou Solomons - Youth Community Development Program - Adventist Development and Relief Agency Solomon Islands - community resilience and youth participation - Church Youth Groups - All churches have youth groups
<ul style="list-style-type: none"> • Media: 	<ul style="list-style-type: none"> - Solomon Islands newspaper – Island Sun, Solomon Star, Sunday isles (printed) - Solomon Islands Broadcasting Corporations (SIBC) - Radio broadcasting media- Paoa FM - Television - Telekom Television Ltd (TT V), TTV One - Social media - Project Facebook page and Project Office web-page. - World Bank web-page - ADB web-page - Media Association of Solomon Islands (MASI)

<ul style="list-style-type: none"> • Investors in Guadalcanal (in close proximity): 	<ul style="list-style-type: none"> - Gold Ridge Mining Ltd (GRML) – Close proximity to project, villagers receive royalties from GRML or work for GRML. - Guadalcanal Plains Palm Oil Ltd (GPPOL) – Close proximity to project and villagers work for GPPOL.
<ul style="list-style-type: none"> • Training Institutions: 	<ul style="list-style-type: none"> - Don Bosco Academy (Tertiary) in Henderson and Honiara.
<ul style="list-style-type: none"> • Churches: 	<ul style="list-style-type: none"> - South Sea Evangelical Church - Roman Catholic - Anglican / Church of Melanesia - Seventh Day Adventist - Assemblies of God - Bible Way - Baptist Church - Church of the Living Word - Christian Mission Fellowship

3.2.3 Vulnerable Groups

As the Project develops, it is particularly important to identify individuals and groups who may find it difficult to participate and those who may be differentially or disproportionately affected by the project because of their marginalized or vulnerable status.

Identified vulnerable stakeholders includes:

- **Women**

Women in the Directly and Widely Affected Population make up approximately 47-48% of the population¹. The PO-led 2020 social baseline survey indicated that the figure is 48.2%. Some disadvantages experienced by women include:

- Poor access to healthcare
- Less education than men
- Less rights and participation to decision-making than men

Their interest and roles in land issues are marginalized. Most vulnerable women are:

- Single women headed households
- Women in low-income households

- **Children**

Children are often seen as not mature enough to contribute adequately to discussions and are often not involved in decision making processes on issues that affect their lives.

- Approximately 37 % of population in Malango Ward are children.

- **Teenagers/ Youth**

¹ The PO-led socio-economic baseline report of 2020 captured data from 245 households containing a total of 1,366 individuals. The proportion of women within this randomized sample across Malango Ward was 48.2%

Young people/teenagers with poor literacy skills and not easily employable as a result. This, in turn, leads to early marriage and childbearing among girls, and antisocial activities among boys.

- Teenage mothers and their infants are among the most vulnerable
- Approximately 31 % of the population in Malango Ward are youth (15-29). Number of teenagers (15-19 years old) is unknown at this stage².

- **People With Special Needs (PSN)**

Due to their state and difficulty in mobility, this group of people tend to be kept at home. The PSNs are often seen as people who cannot participate fruitfully in meetings. The Solomon Islands in general do not have adequate facilities to accommodate this group of people in a manner that protects their decency. They are disadvantaged in terms of getting access to information and participation on issues that affect their lives. The PO-led socio-economic survey indicated that 35% of surveyed households across Malango had at least one family member with a chronic health problem or disability, indicating that this vulnerable group makes up a significant proportion of the population.

- **Minority Religious Groups**

People who follow a less western influenced and more traditional way of life, such as the followers of the “Gaena’alu Way” (also known as the Moro Movement). Families living in Senge, Koropa and Choro, and some of those in the other Christian communities downstream of the Tina River, support the Moro Movement and its ideology.

- **Squatters**

‘Squatters’ are people who often originate from other islands and lack formal rights to the land they occupy and to local resources. These people are primarily located in the lower part of the catchment adjacent to the northern section of Black Post Road and on abandoned or government land between Grassy Hill and Kukum Highway Road. Squatters are vulnerable to attacks by landowners who accuse them of consuming local resources. Squatters are also seen as a threat to Project Landowners and community members as most of them are seen as opportunists and most (if not all) have no traditional connection to the Project area and the communities.

- **Settlers**

Settler communities lack formal ownership of land and local resources despite their occupancy being legitimate because they have made customary agreements with landowner tribes. Their vulnerability is primarily due to limits of the land and resources available to them for their livelihoods, as well as their lack of participation in local tribal decision making. Despite being Guadalcanal people, they remain vulnerable to occasional attack by community members from villages in Bahomea. These communities could be affected by the construction and use of the Transmission Corridor(s).

² The PO-led socio-economic survey of 2020 indicated that approximately 14% of the male population, and 12% of the female population were aged between 15 and 19.

4. STAKEHOLDER ENGAGEMENT PROGRAM

4.1 Stakeholder Engagement Principles

To ensure a best practice approach in stakeholder engagement is delivered, the Project will apply the following principles for stakeholder engagement:

- Openness and life-cycle approach: Public consultations for the Project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- Informed participation and feedback: Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities will be provided for communicating stakeholders' feedback, for analyzing and addressing their comments and concerns.
- Inclusiveness and sensitivity: Stakeholder identification will be undertaken to support inclusive communications and build effective relationships. Equal access to information will be provided to all stakeholders with all impacted stakeholders to be encouraged at all times to be involved in consultation processes. Sensitivity to stakeholders' needs will be the key principle underlying the selection of engagement methods with special attention given to vulnerable groups (people living in poverty, in settlements or outside their traditional communities, remote or inaccessible areas, women, youth, elderly, people with disabilities, those with underlying health issues and culturally diverse ethnic groups).

4.2 Stakeholder Engagement during Project Preparation

During project preparation, stakeholder engagement has been run correspondingly with the TRHDP.

4.3 Stakeholder Engagement during Project Implementation

Ongoing consultation will operate throughout the life of the Project, to disclose information and seek feedback. Channels for information dissemination will be established to ensure consistent communication at national, provincial and local levels throughout the Project. Engagement objectives will vary across the project phases and a variety of consultation methods and information dissemination techniques will be used for different stakeholder groups.

4.3.1 Information Disclosure

4.3.1.1 Project Preparation

During project preparation the CSBP team met with the community in Malango and in the project affected area to discuss the second phase of the project (CBSP II).

Consultations have been ongoing under the current CBSP. The PMU have prepared the E&S Instruments and will provide the documents to key stakeholders for review during the project appraisal phase.

A summary of consultations is found in Annex 2.

Throughout the project implementation consultations will be undertaken, the minutes and records of the consultations will be capture in the project reporting.

The SEP was disclosed on the Solomon Islands Government website – **Date XXXX**

4.3.1.2 Project Design Documentation

All project design documentation, including Environmental and Social Impact Assessments and other relevant documents for this project are to be publicly disclosed.

Stakeholders are to be regularly informed and updated on the Project by way of consultation meetings and public notices (e.g. radio, newspaper etc, as appropriate) including:

- Scope of the works proposed.
- Schedule and progress of works implementation.
- Land access requirements and procedures.
- Entitlements for Project affected persons; and
- Grievance Mechanism process.

4.3.2 Stakeholder Engagement Tools and Materials

Stakeholder engagement tools and community relations measures that will be used in conjunction with this SEP include:

- **Project Summary Documents** – For each key stage of the Project, a Project summary document will be prepared or coordinated by the Project Office to inform stakeholders of the stage of the Project and the purpose of upcoming consultation(s). Project summary documentation will be made publicly available on the MMERE website and/or associated social media channels.
- **Consultation Materials** – Prior to consultation meetings, agendas will be circulated to key stakeholders and visual presentations should be prepared, where feasible. Project summary documents will be used to support these materials.
- **Language:** Engagement is to be undertaken in a language appropriate for various stakeholder groups. While English is an official language of Solomon Islands, Pidjin is the most widely spoken, and will likely be better understood amongst community stakeholders. Literacy levels amongst stakeholders should also be considered when undertaking engagement.
- **Engagement/Meeting Notes** – To ensure that an accurate and detailed record of information and views are gathered at every stakeholder meeting consultation, meeting notes will be prepared after key stakeholder meetings throughout the Project. Photographs and attendee lists will be attached to the meeting notes.
- **Grievance Mechanism (refer Section 5)** – Provides a mechanism for communities and affected or aggrieved parties to raise complaints and grievances and allows the Project to respond to grievances in an appropriate manner. A complaints/grievance register will be developed to record all grievances reported.

4.3.3 Strategy for engaging Indigenous Peoples

Most of the direct affected parties of this project were indigenous peoples. There are also Ethnic groups identified in the project areas.

Despite this cultural diversity, common elements exist between groups and navigating differences in language, culture and custom is part of everyday life in Solomon Islands and national programs are adept at dealing with this. The Project will ensure that stakeholder engagement and information disclosure activities are designed and implemented using culturally appropriate approaches that recognizes both this diversity and common traditions.

Strategies will include utilizing the strengths of shared language (i.e.pijin) and shared religion/beliefs (i.e. Christianity/or others) to guide broader communication and engagement approaches.

More broadly, consultations with diverse ethnic groups will ensure the following engagement principles are employed:

- Consultations are conducted in a way that allows people to speak freely and openly regarding their views and concerns relating to the project and its implications for them;
- Consultation results are summarized, with formulation of responses to major issues raised. If it is determined that no further action is required to address concerns or complaints, the justification for that finding is briefly explained. If it is decided that further action or special measures should be provided, the summary describes actions and measures, how they are to be incorporated into project design, and how they will be implemented and financed.

5. GRIEVANCE MECHANISM

5.1 Grievance Procedures

There is an existing robust grievance redress mechanism (GRM) in place under the CBSP Pilot which functions well. The Project will adopt the same GRM mechanism and consultation with the key parties managing the GRM have taken place. There will be some minor changes to the GRM feedback mechanism based on lessons learned during implementation of the pilot.

The GRM is designed to facilitate feedback from any project participant or stakeholder regarding project operations, management, use of resources and impacts of activities, intentionally or otherwise, and resolution of the same by project management, Government and/or the WB. If any project stakeholder feels that the principles or processes of the project have not been adhered to or followed, or that resources have been misused or any person or persons have abused the process for personal gain, or that the Project is seen as harming households or community groups, then those stakeholders have the right to raise their concerns and to seek satisfactory acknowledgement and resolution of their grievances. This right is essential to ensure transparency and accountability. Stakeholders will be informed of the Project GRM through community meetings and project documentation.

5.2 Grievance Resolution

The Project GRM Mechanism uses a three-stage approach:

Stage 1: If the source of the concern is located within a community, or between community members, then the first attempt to resolve the problem will be made through traditional methods and mechanisms at community level (relying on village elders or other respected individuals/institutions such as churches, etc.) to report and resolve the issue if possible. If concerns are raised by an individual and concern an individual the first attempt to resolve the problem will be made at an individual level, and may involve other village elders or chiefs as required. Other mechanisms may involve small group or public meetings called to help resolve a grievance as appropriate. Resolutions may be facilitated by the CPSP's CLO or other relevant staff involved with the component to which the grievance relates.

Stage 2: If local methods cannot solve the problem to the satisfaction of the concerned stakeholders, or the source of the concern is not community based, the stakeholders may then take the matter to the CBS Project Manager who will endeavour to propose a satisfactory solution.

Stage 3: Should the CBS Project Manager be unable to offer a satisfactory solution, the matter may then be referred to the Deputy Project Manager of the TRHDP PO. The Deputy Project Manager will consider whether the grievance is genuine and, if so, will suggest an appropriate course of action to resolve the matter.

If, for any reason, stakeholders feel that the local institutions cannot assist in the resolution of grievances because they include an individual or individuals who have themselves abused the process, then they may take their grievance to the TRHDP PO, either directly, or through any other third party such as an NGO, a faith-based group, or a women's network, etc.

5.3 Grievance Records

The vast majority of complaints are likely to be made orally to project staff or contractors. As soon as possible, and within at least three days, such complaints shall be communicated to the CBSP CLO who shall be responsible for recording the grievances or complaints using the form set out in the Operating Manual. The form shall include a record of the name of the complainant/s, the date, time, and place in which the complaint is made, and the details of the concerns or grievances raised. The CLO shall record all complaint or grievance forms on a database. The database shall contain:

- Summary of the complaint or grievance;
- Follow up project management actions taken as necessary in accordance with the grievance procedure above; and
- Sign-off/closeout at resolution of grievance.

The CLO shall report bi-annually to the CBS Project manager on the grievances recorded. The report should include gender disaggregated reporting. If, due to its nature, the grievance requires immediate attention, the CLO would inform the CBS Project Manager without waiting for a bi-annual report submission. The CBS Project Manager will consult with the Deputy Project Manager of the TRHDP on all complaints received on at least a bi-annual basis to respond to any systematic issues or problems. The CBS Project Manager would track and report on the overall project grievance resolution process to the

WB for discussion and action as required during regular implementation support missions. More details on GRM will be provided in the Operating Manual.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING SEP

6.1 Stakeholder Engagement Resources and Responsibilities

6.1.1 TRHDP (PO)

The TRHDP Project Office (PO) will be the main unit within MMERE responsible for CBSP implementation. Management of CBSP and overall supervision of the work of the Community Benefit Sharing Team (CBST) will be the responsibility of the Tina River Deputy Project Manager under the supervision and guidance of the TRHDP Project Manager. The Project Manager, who reports to the MMERE Director of Energy, shall ensure that implementation of CBSP progresses in synchrony and complementation with TRHDP and that progress gained and challenges encountered by CBSP are properly communicated to the MMERE Permanent Secretary, the World Bank and other stakeholders. Day to day management and coordination of project activities will be handled by the CBST under the leadership of the Community Benefit Sharing Coordinator who reports to the Tina River Deputy Project Manager. The coordinator will be supported by an Assistant Community Benefit Sharing Coordinator who also covers the role of an M&E Officer. Other functions will be shared with TRHDP staff, including the TRHDP Finance Officer, the TRHDP Communications Officer who will also manage the TRDHDP-CBSP Grievance Mechanism, and the TRHDP Community Liaison who will, at the same time, be responsible for Environmental and Social Safeguards. The key roles will include:

A) Deputy Project Manager:

- Oversee Benefit Share Coordinator and other TRHDP PO employees and contractors in implementation of the ESMF; and
- Provide final resolution of grievances and complaints in accordance with (section 5), Grievance Redress Mechanism.

B) Benefit Share Coordinator:

- Manage consultation and disclosure of the ESMF;
- Manage roles of TRHDP PO employees and contractors in implementation of the ESMF;
- Review and approve site assessment, impact screening and mitigation measure forms for Component 2A projects;
- Ensure environmental and social safeguards are incorporated into the benefit share fund design and documentation of Component 1; and
- Resolve grievances in accordance with (section 5), Grievance Redress Mechanism. Refer any unresolved grievances to the TRHDP Deputy Project Manager.

C) Environmental and Social Safeguards Officer (TRHDP PO Community Liaison Officer):

- Facilitate consultation on the ESMF and component projects;
- Support the Benefit Share Coordinator to review and approve site assessment, impact screening and mitigation measure forms for Component 2A projects;
- Work with WASH Contractor to implement design mitigation measures for Component 2A projects;

- Prepare and retain records of the land and community approval process as set out in the Operating Manual;
- Facilitate community resolution of grievances under Stage 1 of the Grievance Redress Mechanism; and
- Report complaints and grievances to the Grievance Officer for inclusion in the grievance database.

D) Community WASH Consultant:

- Work with the WASH Contractor to conduct site assessment and impact screening for all Component 2A projects and prepare mitigation measures;
- Work with WASH Contractor to implement design mitigation measures for Component 2A projects;
- Monitor WASH Contractors implementation of the project and report any environmental or social concerns to the Benefit Share Coordinator; and
- Report any complaints and grievances to the Grievance Officer for inclusion in the grievance database.

6.1.2 World Bank

The World Bank will:

- Advise on WB Safeguard Policy requirements;
- Publicly disclose the ESMF on the WB website; and
- Monitor and evaluate ESMF implementation as part of review missions. This monitoring and evaluation could form part of a mid-point evaluation and a final evaluation of the CBSP program.

6.1.3 WASH Contractor

The Wash Contractor will:

- Conduct site assessments and risk and impact assessments for all Component 2A projects;
- Prepare mitigation measures for Component 2A projects;
- Implement mitigation measures; and
- Report complaints and grievances to the Grievance Officer for inclusion in the grievance database.

WASH Contractor will be contracted by the TRHDP PO (its CBS Team).

6.1.4 Solomon Power

Solomon Power will:

- Be the implementing agency for Component 2B, rural electrification;
- Prepare an environmental and social impact assessment (ESIA) for Component 2B once the design of the transmission line and other components is available. The environmental and social impact assessment shall comply with the requirements of the Environment Act and this ESMF;
- As part of the ESIA, prepare a detailed Environmental and Social Management Plan (ESMP) in accordance with the Environment Act and Solomon Power’s ESMP guidance document
- Participate in community consultations together with the Ministry of Environment in accordance with the requirements of the Environment Act;
- Update the ESMP at construction stage, whenever additional engineering information is available for implementing the environmental, health and safety actions included in the ESMP;

- Implement the ESMP including environmental monitoring during construction and operation of the project. ECD will be responsible for verifying the monitoring undertaken by the Solomon Power through audits and spot-checks. The outcomes of the monitoring will be included in the overall monthly progress reports to be submitted by Solomon Power to ECD.

6.1.5 Environment and Conservation Division (ECD) of the Ministry of Environment, Climate Change, Disaster Management and Meteorology (MECDMM)

ECD will:

- Under the requirements of the Environment Act, review the ESIA prepared for Component 2B, and any other aspects of the CBSP requiring development consent under the Act;
- Review the ESMP;
- Conduct public consultations where required under the Act;
- Where appropriate, issue a development consent for Component 2B with relevant conditions; and
- Monitor Solomon Power's compliance in implementing the ESIA and ESMP.

6.1.6 Benefitting Community

Benefitting Community will:

- Provide inputs for socio-environmental site assessments and impacts screening of Component 2 infrastructure projects;
- Provide inputs for design of mitigation measures for Component 2 infrastructure projects;
- Provide inputs for design of the Benefit Share Fund including design of environmental and social safeguards;
- Actively participate in environmental monitoring during construction of Component 2 infrastructure projects and report any concerns; and
- Arrange and implement proper maintenance of the Component 2A works to ensure potential impact during operation phase are mitigated.

7. MONITORING AND REPORTING

The SEP will be periodically revised and updated as necessary in the course of Project implementation. This will be undertaken in order to ensure the following:

The Project will collect quantitative and qualitative data for M&E purposes. This will allow the project to assess and report on the achievement of project performance against the planned outputs, outcomes, and impacts as defined by the project's Results Framework and Theory of Change. The Project Officer will be the main person responsible for coordination and oversight of M&E requirements, however several other positions, including the FMO, will play a role in supporting the M&E functions of the project

Any major changes to Project-related activities or schedule will be reflected in the SEP.

Project stakeholder engagement activities will be documented through quarterly and annual progress reports, to be shared with the World Bank. Quarterly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be assembled. The quarterly summaries will provide a mechanism for assessing both the number and the nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year will be included in the annual report. The project will include a key performance indicator "Project related complaints to the Grievance Redress Mechanism (GRM) satisfactorily addressed within the specified timeframe" to monitor the implementation of the Project GRM.

ANNEXES

ANNEX 1 – Abbreviations and Acronyms

ANNEX 2 – Stakeholders included in recent consultations

ANNEX 3- GRM Feedback form



Complaint Form (English) PART 1 – Contact Details	
Complaint number (assigned by THL staff):	
Date:
Recorded by:
Complainant details:	

Name: (or write 'None' if you wish to remain anonymous and do not wish to be contacted further)

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Gender (please tick one): Female / Male / Other / I prefer not to answer

Age:

Category (please tick one, or provide details for 'Other' below):

- | | | | | | |
|--|-----------------------|---------------------------------|--|-----------------------|--------------------------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Registered for
TRHDP
Community
Benefit Share
Pilot Project | Community
leader | Politician or
public servant | Member of
NGO or
community
group (e.g.
charity, church,
recreational
club) | Local
resident | OTHER
(please
detail
below) |

Details if 'OTHER' category selected above:

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Telephone
number:

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Address:

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Preferred method of contact:

Please note:

Information regarding ALL complaints received will only be recorded for the purposes of tracking and resolving complaints, and reporting on performance for the Tina River Hydropower Development Project.

Individual names and contact information will never be made public. All information will be stored in a secure digital location with access restricted to TRHDP management personnel only.

If you choose to remain anonymous, please understand that TRHDP staff will still follow up your complaint but may not be able to provide you with updates on how your complaint has been addressed.

PART 2 - Description of grievance

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Preferred method of communication (written/ verbal/ phone message/ meeting/ mediator):

Date grievance received: Date
of acknowledgement:
Acknowledged by:

Signatures

Recorder (name, organisation and title):

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Claimant:



Grievance Close Out
PART 3 - Resolution

Describe the steps taken to resolve the grievance and the outcome:

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Department:

Mode of communication for reply (meeting/ written/ verbal/display):

Date closed:

Signatures

Complainant:

Project representative:

Date:

ANNEX 4 – Minutes of consultations