

# **Republic of the Marshall Islands**

# Renewable Energy Generation and Access Increase (REGAIN) Project

## P181250

# STAKEHOLDER ENGAGEMENT PLAN

# April 2024

# **Quality Information**

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## Revision 3

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### **ACRONYMS AND ABBREVIATIONS**

ADB	Asian Development Bank		
CESMP	Contractor Environmental and Social Management Plan		
CIU	Centralized Implementation Unit (DIDA)		
CMI	College of the Marshall Islands		
CoC	Code of Conduct		
CSO	Civil Society Organization		
DIDA	Division of International Development Assistance, MOF		
EA	Executing Agency		
E-GAP	Energy-Gender Action Plan		
E&S	Environmental and Social		
ESCP	Environmental and Social Commitment Plan		
ESF	Environment and Social Framework (World Bank)		
ESSP	Education and Skills Strengthening Project		
ESMP	Environment and Social Management Plan		
ESS	Environment and Social Standard		
GBV	Gender Based Violence		
GEDSI	Gender equity, disability and social inclusion		
GoRMI	Government of the Republic of the Marshall Islands		
GRM	Grievance Redress Mechanism		
IA	Implementing Agency		
IEC	Information, education and communication		
KAJUR	Kwajalein Atoll Joint Utilities Resources Inc.		
KADA	Kwajalein Atoll Development Authority		
LMP	Labor Management Procedures		
MEC	Marshalls Energy Company		
MoF	Ministry of Finance		
MOCIA	Ministry of Culture and Internal Affairs		
MPWIU	Ministry of Works, Infrastructure and Utilities		
NEO	National Energy Office		
NEP & EAP	National Energy Policy and Energy Action Plan		
NIs	Neighbouring Islands		
NTC	National Training Council		
OCIT	Office of Commerce, Investment and Tourism		
OHS	Occupational Health and Safety		
PAPs	Project Affected Parties		
PDO	Project Development Objective		
PLWD	People Living with Disabilities		
PIU	Project Implementation Unit		
PPA	Pacific Power Association		
PSC	Project Steering Committee		
RE	Renewable Energy		
REGAIN	Renewable Energy Generation and Access Increase (the Project)		
RMI	Republic of the Marshall Islands		

RMIEPA	RMI Environmental Protection Authority
SCADA	Supervisory Control and Data Acquisition
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
SECAP	Stakeholder Engagement and Communication Action Plan
SEDeP	Sustainable Energy Development Project
SPREP	Secretariat of the Pacific Regional Environment Programme
TVET	Technical and Vocational Training
TOR	Terms of Reference
VMG	Vulnerable and marginalized groups
WAM	Waan Aelon in Majel
WB	World Bank
WUTMI	Women United Together Marshall Islands

#### 1. INTRODUCTION

#### 1.1. Environmental and Social Assessment Overview

The Government of the Republic of the Marshall Islands (GoRMI) has requested support from the World Bank (WB) to design and implement the Renewable Energy Generation and Access Increase Project (REGAIN) or 'the Project'. REGAIN follows on from the WB-funded Marshall Islands Sustainable Energy Development Project (SEDeP) implemented from 2017 to the present. REGAIN aims to (i) increase renewable energy generation and (ii) improve the reliability or access tier level of electricity service in targeted main and outer islands.

This Stakeholder Engagement Plan (SEP) has been prepared to provide direction to the Project on effective stakeholder engagement across the Project's lifecycle. The SEP follows guidance in the WB's Environmental and Social Framework (ESF) 10 (Stakeholder Engagement and Information Dissemination, the meets the requirements of the GoRMI.

The SEP is supported by the following documents:

- Environmental and Social Management Plan (ESMP) including Labor Management Procedures (LMP)
- Environmental and Social Commitment Plan (ESCP).

The draft E&S instruments will be disclosed on the MOF Centralized Implementation Unit (CIU) E&S Safeguards website<sup>1</sup>. They will be further workshopped with the Project Implementation Unit (PIU), the Project Steering Committee and key implementing agency (IA) staff to ensure full understanding of Project E&S requirements including stakeholder engagement, communication and grievance processes.

#### 1.2. Purpose, Objectives and Approach

The overall purpose of the SEP is to define a program for stakeholder engagement, including public information disclosure and consultation through the entire project cycle. The SEP outlines the ways in which the project team will communicate with stakeholders and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about project activities or any activities related to the project.

The purpose of this SEP is to provide a framework to facilitate open discussion and consensus-based decision-making about REGAIN activities by creating and sustaining an atmosphere of mutual trust and understanding. This will be achieved through regular communication and ongoing engagement with stakeholders including "project-affected parties".

The objectives are to:

- Identify key project stakeholders, including vulnerable and marginalized groups (VMGs).
- Identify parties consulted in the preparation of this SEP, as well as those who still need to be consulted during project inception and implementation including local governments, traditional leaders, landowners, service providers and affected communities.
- Establish engagement processes to ensure stakeholders have ample opportunity to influence project design and decision-making.

<sup>&</sup>lt;sup>1</sup> Refer <u>https://www.ciudidasafeguards.com/</u>

- Establish processes to ensure lessons learned in stakeholder communication and engagement are incorporated in subsequent interactions.
- Identify the most effective methods and structures through which to disseminate project information and ensure regular, accessible, transparent and appropriate consultation.
- Establish the REGAIN Grievance Mechanism, including the sexual exploitation, abuse and sexual harassment (SEA/SH) reporting and response pathway.
- Provide guidance to MEC, KAJUR and the PIU on building and sustaining mutually respectful, beneficial and lasting relationships with energy sector stakeholders.
- Describe the means of disclosing key project information to ensure it is readily available and easily understandable by all stakeholders taking into account literacy levels, access to different modes of communications etc.
- Identify potential communication challenges such as consultation fatigue, time constraints, confusion with other Projects etc., and strategies to promote stakeholder communication and engagement, and
- Identify the roles and responsibilities for implementing and monitoring this SEP and for the preparation and implementation of Stakeholder Engagement and Communication Action Plans (SECAPs), and activity-specific Consultant/Contractor SEPs.

#### The Approach

It is widely accepted that participatory, inclusive and well-planned communication and engagement is fundamental to establishing and maintaining strong relationships based on mutual trust and respect between project workers and stakeholders. Further, meaningful, consistent and respectful engagement increases the likelihood that implementing agencies, partners, constituents and beneficiaries will take ownership for achieving project outcomes. In this regard, the REGAIN SEP draws on lessons learned from previous stakeholder engagement under SEDeP, and on the extensive experience of the National Energy Office (NEO), MEC and KAJUR in relation to citizen involvement with the energy sector.

REGAIN project activities will be designed, implemented and monitored using a human rights approach with a particular focus on promoting gender equality, disability and social inclusion (GEDSI). As per the United Nations Sustainable Development Goals (SDGs), SDG #7: Access to Affordable, Reliable, Sustainable and Modern Energy for All, it is recognized that energy is not a gender-neutral resource and that women in developing countries can suffer heavily from energy poverty given they are primarily responsible for household tasks including food preparation, child and elder care, laundry, cleaning etc. and for generating income through market sales, all of which is considerably more labour intensive without power. They also lack access to assets, finance, markets, infrastructure and skills required to secure more efficient energy sources. In addition, women are generally not empowered to contribute to infrastructure planning at community, district, provincial or national level because this is still considered men's domain. The lack of women involved in energy sector work in the RMI contributes to continuation of this situation.

#### 1.3. Scope

The scope of this Stakeholder Engagement Plan is project-wide, and includes engagement strategies for all proposed activities, including those related to civil works, technical assessments, policy development, contractor liaison, public education, information disclosure/dissemination, and processes for managing project-related grievances.

This SEP also provides the basis for developing successive "Stakeholder Engagement and Communication Action Plans" (SECAPs) which will form an important part of REGAIN 6-monthly Work Plans. SECAPs are activity-specific and time-bound to enable the PIU, with support from the CIU E&S team, to prepare detailed engagement and communication plans as project locations are confirmed and works schedules are available.. SEPs are proportionate to the potential E&S risks and the likely impacts of a proposed activity, and to stakeholder concerns regarding the risks and impacts associated with that activity. As such, SECAPs developed for REGAIN activities will vary according to the complexity and scope of the works. Contractors will include stakeholder engagement activities as relevant in their Contractor ESMPs.

#### 2. PROJECT DESCRIPTION

The REGAIN Development Objective is to (i) increase renewable energy generation and (ii) improve the reliability or access tier level of electricity service in targeted main and outer islands.

The Project has three components which will support a range of work across the energy sector as outlined below.

#### Component 1: Renewable Energy and Network Upgrades

The component will increase renewable energy generation and improve reliability of power supply, while enhancing resilience of distribution assets against climate/natural hazards by funding services, supplies, installation, and small works targeting generation, distribution, and operations in the Majuro and Ebeye Grids.

#### Sub-Component 1.1: Renewable Energy Integration in Majuro and Ebeye

The sub-component will fund detailed studies, designs, supply, installation, and supervision of 5.5 MW of distributed, grid-connected solar PV systems (including solar PV modules, battery energy storage system, inverters, transformers, control systems, SCADA, necessary roof strengthening or structure erection, and any other ancillary equipment) in Majuro and Ebeye grids.

- In Majuro, 3.5 MW of grid connected solar PV panels will be installed in various sites, including rooftops of school buildings, structures over basketball/volleyball courts, rooftops of hospital facilities, and canopies of parking lots, with 2.5 MWh of battery energy storage system. To help climate-proof the current generation and battery energy storage system, the sub-component will also allocate resources to complete the construction of the MEC Power Station 1 Building.
- In Ebeye, 2 MW of grid connected solar PV panels are envisioned to be installed on canopies erected along sidewalks of selected streets, structures over basketball courts and similar open areas, and rooftops of suitable public buildings (e.g.: Ebeye Public Elementary School and Kwajalein Atoll Development Authority) with 1 MWh of BESS. The solar PV equipment and installations will respond to climate resilient standards and will withstand hurricanes/storms.<sup>2</sup>

#### Sub-Component 1.2: Majuro and Ebeye Network Upgrades

The sub-component will upgrade selected feeders or distribution line segments to enable additional renewable energy transfer; replace underground cable splices by elevated sectionalizing cabinet; raise

<sup>2</sup> All proposed solar installation sites in Majuro and Ebeye are subject to the outcomes of further study during project implementation.

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some pad-mounted transformers and switchgears above surrounding levels and supply critical/emergency operational vehicles and equipment. More specifically:

- In Majuro, selected portions of the distribution network will be rehabilitated to improve reliability of electricity service, including the distribution line between the Airport and Laura
- In Ebeye, causeway power lines will be put underground
- To enable tree pruning, procure three bucket trucks, two crane trucks, two excavators, two cable reel trailers, two mobile test rigs, and three inspection service vehicles to facilitate maintenance and accelerate power restoration after natural hazards in both Majuro and Ebeye.

#### Component 2: Improved Electricity Access in Neighbouring Islands

The Component will improve the quality of electricity access to enable productive activities in the Arno Atoll (Arno and Ine Islands) and add renewable energy in the generation mix for four other islands (Jaluit, Wotje, Rongrong, and Kili) to reduce operating costs.

#### Sub-component 2.1: Mini hybrid grid electrification in Arno and Ine Islands

Project work will support development of the Arno Atoll, the closest atoll to Majuro and where the Office of Commerce, Investment and Tourism (OCIT) intends to develop an international tourist destination with expected construction of new hotels and services. Targeted potential customers include about 130 households, one or more resort/hotel, small businesses, a National Telecommunication Authority (NTA) local office, two fish bases, two small hospitals, and two public schools.

About 400 kWp of solar PV panels with 0.37 MWh of battery energy storage, inverters, and transformers are expected to be installed to power the mini grids in Arno and Ine islands. Only two units of 40 kW-diesel generators (about 16 percent of the total installed generation capacity) will be installed to provide backup generation overnight.

#### Sub-component 2.2: Hybridization of diesel power plants in Jaluit, Rongrong and Wotje

Work under this sub-component will reduce diesel use and associated operating costs improve access and reliability of power supply in three neighbouring island communities including Jabor/Jaluit, Rongrong/Majuro, and Wotje/Wotje which together involve about 1,800 people, ten schools, and nine health centres.

- Design, supply, install and supervise solar PV modules, BESS, and other ancillary equipment.
- Rehabilitate small segments of the distribution grids to improve the reliability of electricity service, and installation of prepaid meters.

#### Sub-component 2.3: Hybridization of the Kili Island's diesel power plant

While work undertaken under this sub-component would be similar to Component 2.2 works, Project activities on Kili Island will first require an amendment to MEC's Service Areas to enable the transfer management of power plant operations from the Kili Local Government to MEC jurisdiction. The Cabinet of Ministers is considering this amendment and if approved, funding for this sub-component will be released. In 2021, the population of Kili Island was 415 people many of whom were descended from islanders who originally lived on Bikini Atoll. Kili has 124 households (but 25 of those are not occupied full-time), one school and one health centre.

Design, supply, install and supervise solar PV modules, BESS, and other ancillary equipment.

• Rehabilitate small segments of the distribution grids to improve the reliability of electricity service, and installation of prepaid meters.

#### **Component 3: Institutional Strengthening and Implementation Support**

Work under Component 3 will focus on energy sector policy and regulatory development; MEC and KAJUR institutional strengthening and provision of Project implementation support.

#### **Sub-Component 3.1: Sector Development Assistance**

The subcomponent will help improve regulations, promote energy efficiency, enable renewable energy target monitoring, and facilitate follow-on project preparation.

In undertaking energy sector development work, community engagement using a participatory, gender-responsive and socially inclusive framework that integrates the voices and concerns of all stakeholders is critical. In addition to technical and E&S assessments underpinning sector development, the project will develop and implement a gender action plan, which will contribute to reducing gender and inclusion gaps in the energy sector.

- Provide international multi-disciplinary expertise to help build regulatory capacity including a
  cost-reflective reflective electricity tariff review, consultations and adoption in
  complementarity with the ADB-funded tariff methodology in collaboration with the National
  Energy Office (NEO).
- Develop energy efficiency regulations targeting air conditioning temperature control to reduce peak load.
- Conduct energy safety and efficiency awareness campaigns with a focus on islands with new
  electricity access (Arno and Ine) or significantly improved electricity service (Kili). RE
  awareness raising will also include placement of Solar Display Monitors in schools and
  development of teaching and learning materials.
- Develop a renewable energy database and publish a state of RE report, which will record, document, and share critical information on RE, such as installed/available RE capacity, RE produced, and ongoing/planned RE initiatives/projects across the Marshall Islands.
- Conduct prefeasibility or feasibility studies for the preparation of follow-on energy projects.

#### Sub-component 3.2 - MEC and KAJUR Capacity Building

The subcomponent seeks to enhance the capacity of MEC and KAJUR to design, operate and maintain renewable energy (RE) technologies through a combination of international consultant expertise, and a gender-sensitive apprenticeship program and internships, and retention policies.

- Provide MEC and KAJUR with a RE (solar) expert (engineering level) and an electrical engineer (who will be based in Majuro and Ebeye for at least 2 years to train local MEC and KAJUR staff on RE design, operation, and maintenance.
- Collaborate with regional training facilities such as the Pacific Power Association, the World Bank-financed RMI Education and Skills Strengthening Project (ESSP) and the World Bankimplemented Pacific Women in Power program to fund an apprenticeship pilot which combines on-the-job training with external academic training for an identified number of MEC and KAJUR staff to develop certified solar technicians, upskilled diesel operators, line technicians, and other required semi-skilled workers.

- Facilitate internships, and encourage women's involvement in the energy sector by
  - (i) establishing a quota for the number of women included in the apprenticeship and internship intakes, and
  - (ii) developing, and implementing policies, procedures, and practices, to be identified under the preparation of an energy sector Gender Action Plan (E-GAP), to attract and promote retention of women.

#### Sub-component 3.3 - Project Implementation Support

The component will provide adequate resources to MEC's Project Implementation Unit (PIU) to execute the Project including:

- Provide consulting services, goods, training/workshops, and incremental operating costs to enable the PIU to manage the Project over its duration, including salaries for (i) an International Project Manager (ii) a local Assistant Project Manager, (iii) a local Project Implementation Officer, (iv) a local Procurement Officer, (v) a local Environment and Social Development Officer, and (vi) a Finance Officer.
- Citizen engagement activities, GIS-based monitoring of project realizations; purchase office
  equipment and supplies; provide for travel/local transport, part-time experts as needed, and
  training and workshops.

#### 3. MANAGEMENT OF EXPECTED RISKS AND IMPACTS

Under the WB E&S Risk Classification (ESRC) system, REGAIN is assessed as having <u>Moderate</u> E&S risk. While the project is expected to deliver positive environmental and social outcomes through improved energy supply, with low potential to harm people or the environment, working in remote areas, including six neighbouring atolls/islands, involves challenges related to proper oversight of civil works, consumption of resources (i.e., water, aggregates and energy), waste management, community and worker occupational health and safety (OHS), the potential for worker misconduct and need for written land use agreements.

In addition to these risks, it will be essential that further consultations be undertaken in Kili to ensure envisioned installation of prepaid meters in Kili are well accepted and to understand the ability of vulnerable groups to pay.

Project activities are grouped in the REGAIN ESMP by activity type, based on the potential for adverse environment and/or social impacts. The main type of risks associated with Project activities and how these impacts will be mitigated and managed are summarized below:

- Construction-related impacts such as noise, dust access, restrictions, and traffic
  delays will be managed through implementation and monitoring of Contractor
  Environmental and Social Management Plans (C-ESMPs). In works areas with potential
  food and water shortages and subject to the scale of workforce requirements,
  contractors will be required to supply workers with required provisions. Local aggregates
  will not be used in Project works without meeting the requirement set out in this ESMP.
  Incident reporting procedures will follow those set out in the ESMP.
- Generation of solid waste and e-waste will be managed by firstly considering whether they can be reused, refurbished, or recycled on-island, then sending all solid waste to Majuro for possible reuse, refurbishment, or recycling there. Material unable to be reused or recycled on Majuro, will be sent to an authorized overseas facility due to limitations with landfills in RMI.

- Occupational health and safety (OHS) risks will be managed through preparation, implementation and monitoring of Contractor OHS procedures, and implementation of any existing MEC, KAJUR and Kili power plant OHS procedures. Ensuring compliance of OHS provisions will be the responsibility of the Contractor, with oversight by the PIU and CIU. The accident and incident reporting system established for SEDeP will also be used for REGAIN.
- Permission to use land for Project works will be received in writing from landowners
  during activity design and prior to commencement of any works. Copies of leases will be
  obtained, and Land Due Diligence reports will be prepared by the CIU and provided to the
  PIU and WB Task Team.
- Potential for SEA/SH (sexual exploitation, abuse and harassment), Violence against
  Children (VAC) and Human Trafficking (HT) will be mitigated and managed through
  mandatory signing of a Worker Code of Conduct, project worker attendance at a SEA/SH
  awareness workshop, and implementation of the Project Grievance Mechanism (GM) with
  has a specific pathway for dealing with SEA/SH.
- Potential to exclude disadvantaged and vulnerable groups from project benefits if the cost of electricity increases due to improved services and some households are not able to afford new tariffs, especially low-income, single-headed and high-dependent families. This may be a particular concern for residents of Kili Island who receive wholly subsidized household electricity under the US Government Trust Fund for Kili. Residents of Kili Island are nuclear migrants who face serious impacts from climate change and are dependent on imported food which is shipped to the island only occasionally through the year.
- Complaints related to the project will be managed through the REGAIN Grievance
  Mechanism (GM) attached to this SEP. The Project Steering Committee (PSC) and all
  Project workers will receive induction training on the GM and contractors will be required
  to display GM contact information signage at all work sites. Grievance report forms and
  registers established under SEDeP will continue to be used.
- Lack of understanding and mitigation of potential environmental and social impacts arising from project activities will be mitigated through preparation of comprehensive feasibility and other studies that incorporate adequate stakeholder consultation with project affected parties, including vulnerable and disadvantaged groups, and other interested stakeholders (see Table 1). Contractor/Consultant Terms of Reference (TOR) for each scope of work will include consultation requirement and may involve preparation of an activity-specific Stakeholder Engagement and Communication Action Plan. In addition, the PIU will be responsible for developing and updating a project-wide SECAP which will form an important part of Project 6-monthly Progress Reports.

#### 4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Stakeholder analysis determines the likely relationship between stakeholders and the project and assists to identify appropriate engagement methods for each stakeholder group during the life of the project. Project stakeholders can be divided into the following categories:

Project Affected Parties are persons, households, groups of people (i.e., women, landowners, persons living with disabilities), organizations, businesses and private institutions that are directly affected (actually or potentially) by the Project.

- Other Interested Parties are 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 Project design or implementation in some way.
- Vulnerable and Disadvantaged Groups (VMGs) are persons who may be disproportionately impacted or further disadvantaged by the project as compared with any other groups due to their existing status. Vulnerability and marginalization can stem from a person's origin, gender, age, health condition, economic and social status, access to land, natural resources, level of voice and influence in decision-making processes etc.

VMGs may require special engagement efforts to ensure their equal representation in consultation and decision-making process associated with the Project. This can include, for example, holding separate focus group sessions with women, youth and people living with disabilities (PLWD) and their caretakers, at times and locations suitable to stakeholders.

Stakeholders with a general and specific interest in REGAIN are identified in Table 1. Additional stakeholders, and changes in their interests may be identified during Project implementation which will be incorporated in Project 6-month Stakeholder Engagement and Communication Action Plans.

Table 1: Stakeholders and their Interest in the Project

Group	Organization/Entity	Interest in the Project		
Project Affected Parties				
RMI Government agencies	Ministry of Finance (MoF)	Borrower, Executing Agency		
	Centralized Implementation Unit (CIU)	Project partner		
	Marshalls Energy Company (MEC)	Implementing Agency		
	Kwajalein Atoll Joint Utilities Resources (KAJUR)	Key power operator		
	National Energy Office (NEO), Ministry of Environment (MOE)	Primary government agency responsible for Energy policies and regulations in RMI, has oversight of National Energy Policy and Energy Action Plan (NEP&EAP), and Electricity Roadmap		
	Public School System (PSS)	Potential for project to access facilities for installation of solar infrastructure on select public school facilities in Majuro, Ebeye and NIs.		
		<ul> <li>Schools/students in areas potentially impacted by the Project benefit from improved power supply.</li> </ul>		
	Kili Island Local Government	Potential transfer power generation and distribution role to MEC management.		
		Project may introduce user-pay tariff system in Kili Island		
		<ul> <li>Potential changes to lease arrangements if land is required for project works.</li> </ul>		

Group	Organization/Entity	Interest in the Project				
Landowners and Tenants	Landowners of existing MEC and KAJUR leases on Majuro, Ebeye and select NIs; landowners with existing PSS leases; landowners of alternative solar sites for project works.	<ul> <li>Potential for the project to access land for project activities e.g. installation of solar panels.</li> <li>Investment may alter lease rates.</li> </ul>				
Residents living in areas potentially impacted by the Project.	<ul> <li>Individuals, households, students, businesses, service providers and community groups that will directly benefit from energy upgrade works.</li> <li>Potentially affected residents can benefit improved and more reliable supply of energitation potential to improve standards of living, livelihoods and service delivery.</li> <li>Project beneficiaries residing/working/ so close to location of physical works may be affected by short-term environmental an impacts associated with construction were reliable supply of energitation potential to improve and more reliable supply of energitation potential to improve standards of living, livelihoods and service delivery.</li> </ul>					
Energy sector workers and trainees, including interns and apprentices.	MEC, KAJUR and Kili power plant employees and women and men who participate in project supported apprenticeships & internships	<ul> <li>Opportunity for energy sector employees to receive technical training and possible certification.</li> <li>Opportunity to increase women's engagement in the energy sector through targeted apprenticeship and internship opportunities.</li> </ul>				
Local governments and community leaders	Mayors, local governments and community leaders in Project locations	<ul> <li>Manage local protocols for public consultation.</li> <li>Coordinate local development plans.</li> <li>Local governments and KAJUR are beneficiaries of solar panels.</li> <li>Kili local government current operates power plant which could transfer to MEC.</li> </ul>				
Contractors	Various civil works contractors	Contracted or subcontracted to undertake Project civil works including design, goods supplies, installation/construction, and commissioning.				
Suppliers	Various suppliers	Supply of goods and materials to contractors and/or subcontractors involved on the Project				
Consultants	Various consultants	Contracted or subcontracted to undertake feasibility studies, supervise installation/works, develop policies, establish apprenticeship pilot, provide multi-disciplinary expertise, conduct public consultations and adopt cost reflective electricity tariffs, etc.				
Other interested p	Other interested parties					
RMI Government departments and organizations	Ministry of Public Works, Infrastructure, and Utilities (MPWIU)	Provides support with oversight of civil and construction works as required				
	RMI Environmental Protection Authority (EPA)	Provides earth moving permits for select investments as required				
	Ministry of Health and Human Services (MHHS)	Health centres and patients benefit from improved power supply in areas potentially impacted by the Project.				

Group	Organization/Entity	Interest in the Project		
	Office of Commerce, Investment and Tourism (OCIT)	Potential to increase investment and tourism in areas potentially impacted by the Project (i.e., Arno Atoll) due to improved power supply.		
	Ministry of Culture and Internal Affairs (MOCIA)	<ul> <li>Potential for collaboration on development of an Energy sector Gender Action Plan (E-GAP) to attract and retain women workers in the energy sector.</li> </ul>		
Private Sector	Small and micro-businesses in operating in areas potentially impacted by the Project.	<ul> <li>Interested in the outcomes and benefits of the Project, and implications of changes to energy tariffs resulting from the Project.</li> </ul>		
Training Providers, Regulators and WB funded	Pacific Power Association (PPA), College of the Marshall Islands (CMI), University of the South Pacific (USP), RMI National	<ul> <li>Collaboration with regional training facilities (i.e., PPA) to develop certified solar technicians and upskill diesel operators, linemen, and other required semi-skilled workers.</li> </ul>		
Education Project	Training Council (NTC) and the World Bank funded RMI Education and Skills Strengthening Project (ESSP)	Collaboration with NTC re national TVET regulations.		
Civil Society Organizations	CSOs working on:  i) gender-based violence and SEA/SH including Women United Tother Marshall Islands (WUTMI) Waan Aelon in Majel (WAM)  ii) participatory community consultations	<ul> <li>Interested in the outcomes and benefits of the Project.</li> <li>Potential for collaboration with Project consultation processes, public awareness work and development of the WEAP to attract and retain women workers in the energy sector.</li> <li>Collaboration with WUTMI and WAM is essential in implementation of Project Grievance Mechanism in addressing GBV and SEA/SH</li> </ul>		
Vulnerable and Di	sadvantaged Groups			
Vulnerable and disadvantaged groups	Including, but not limited to:  Households without access to electricity supply.  Households unable le to afford access to electricity supply.  Residents of remote and under-serviced areas (i.e., schools and health centres, without electricity)  Children, elderly, infirmed, PLWD and their caregivers.  Women and men unable to establish livelihood activities due to non-existent or limited power supply.  Women unable to sustain livelihood activities due to additional work time burdens associated with managing	<ul> <li>These groups have potential to benefit from the Project through improved energy access and supply, but such benefits may not reach everyone. It is important to ensure that vulnerable and disadvantaged groups are included in all Project planning processes and that a gender equality and social inclusion (GESI) analysis is undertaken during design and implemented through mainstreaming and targeted activities to ensure vulnerable groups are not disadvantaged by project interventions including increased household tariffs.</li> <li>Prevention of GBV, SEA/SH and VAC as a result of the Project will be addressed through Worker awareness training and mandatory signing of the GoRMI-WB Code of Conduct (CoC). Workers will also be trained on appropriate response to SEA/SH should this occur.</li> </ul>		

Group	Organization/Entity	Interest in the Project
	household tasks without access to electricity.  • Students unable to complete studies due to lack of lighting and/or extra time burdens associated with living in households without power, especially for girls.  • Single-headed households  • Survivors of, and those vulnerable to GBV, SEA/SH and VAC	

#### 5. STAKEHOLDER ENGAGEMENT

#### 5.1. Previous Stakeholder Engagement

The project design of REGAIN builds on the extensive public engagement and communication undertaken during the Marshall Islands Sustainable Energy Development Project (SEDeP) implemented in the RMI from 2017 to 2024. The outcomes of engagement undertaken for SEDEP draws on lessons learned from previous stakeholder engagement under SEDeP has been used to inform the design of REGAIN as well as this SEP, and on the extensive experience of MEC and KAJUR in relation to citizen involvement with the energy sector prior to SEDeP.

In project preparation discussions with MEC and the SEDeP PIU, both stressed the importance of continual communication with contractors and key stakeholders during construction works. For example, under SEDeP extensive community engagement was undertaken in Majuro in the process of selection of solar PV locations for that Project, and then during the installation of solar PV plants at schools, the PIU engaged regularly with contractors to ensure that any on-the-spot issues (i.e., inadequate roof structures) were mitigated quickly and effectively in collaboration with the public school system (PSS). SEDeP also found that PIU-CIU pre-works meetings with school administrators played an important role in ensuring student safety. In this regard, the practice of announcing upcoming works at a student assembly and identifying male and female staff members who students consider approachable should concerns arise about the project, including potential SEA/SH worked well and should be continued, particularly in Neighbouring Islands.

#### 5.2. Stakeholder Engagement during Project Preparation

Consultation has occurred during three WB-GoRMI Project preparation missions as outlined below.

#### Identification Mission (Oct 2023).

The objectives of this mission were to

- discuss the proposed project design, including the Project Development Objective and performance indicators, proposed components and activities and implementation arrangements
- (ii) agree on an initial proposed budget envelope and possible additional funding sources

- (iii) provide an overview of the WB requirements including procurement, financial management and the ESF
- (iv) discuss the project stakeholder engagement strategy and consultation process
- (v) discuss proposed project activities including budget and timeline
- (vi) discuss the process and timeline for project preparation using retroactive financing and agree on next steps for implementation, and
- (vii) confirm and agree on a project preparation schedule and next steps.

During this mission, site visits were conducted, and meetings were held with the NEO, MEC, KAJUR, the GoRMI Office of the Chief Secretary (OCS), the Ministry of Finance, Board Members of MEC and KAJUR, and members of the SEDeP Steering Committee.

#### Project Preparation Mission (Feb 2024).

The objectives of this mission were to:

- (i) review the status of the project preparation activities
- (ii) provide an overview of the World Bank documentation requirements and timeline to meet ESF commitments
- (iii) define proposed project activities including description, budget, procurement method and timeline; and
- (iv) review the proposed Theory of Change and preliminary Results Framework.

The NEO, MEC, SEDeP PIU, CIU management and E&S Team, and a WB consultant conducting NI visits were involved in this mission. The World Bank including MEC met with MEC/KAJUR members to inform them of the main project activities under REGAIN and to respond to questions. Post project preparation meetings have also been conducted by the SEDeP PIU and MEC. For instance, a meeting was held with the ESSP Project, NTC and CMI to discuss TVET energy sector training options.

#### Project Site Visits (March 2024).

The SEDeP Project Manager (PM) and a consultant engaged by the WB visited Rongrong, Ebeye, Jaluit and Kili Island to meet with key stakeholders and conduct initial site inspections. Prior to these visits, the CIU E&S team with the with PM and consultant to discuss potential E&S issues and identify stakeholder consultation requirements. A post-visit meeting was also conducted to ensure identified stakeholder concerns were incorporated in the relevant E&S instruments.

#### • Stakeholder Engagement during Previous Project Implementation

In addition to these meetings and site visits, the CIU and PIU have maintained ongoing engagement with key stakeholder agencies throughout implementation of SEDeP including staff from MOF, MEC, RMI EPA, Ministry of Public Works, Infrastructure and Utilities (MPWIU), WUTMI, WAM and MICS. Project Stakeholder Engagement Strategy

#### 5.3. Stakeholder Engagement Strategy

REGAIN stakeholder engagement and communication falls into four categories - engagement related to:

- i) conducting physical works
- ii) preparing feasibility and other studies

- iii) providing training and capacity building support, and
- iv) disclosing and sharing information about the project purpose, activities and progress, as well as stakeholder feedback and complaint procedures.

Key elements of the REGAIN engagement strategy are summarized below.

#### i) Engagement related to physical works.

Project work in this category falls under Component 1: Renewable Energy and Network Upgrade, and Component 2: Improved Electricity Access in Outer Atolls, and includes:

- i) Identification of appropriate solar PV panel installation sites in Majuro, Ebeye and identified NIs on/near school buildings, recreational and sidewalk structures and other public buildings, considering structural issues, current lease arrangements, and impacts of construction.
- ii) Completion of the Majuro MEC Power Station 1 Building and the commissioning of new diesel generators within the building.
- iii) Installation of grid connected solar PV modules with battery energy storage, inverters, transformers, SCADA, and other necessary ancillary equipment in Ebeye and Majuro grids.
- iv) Installation of solar PV modules on existing and new rooftops of public/community buildings, including roof upgrades as required in Ebeye and Majuro.
- v) Replacement of underground cable splices between the Uliga and Jenrok in Majuro and put causeway power lines underground in Ebeye.
- vi) Construction of hybrid mini grids in identified NIs and facilitate customer connections.

These works have the potential to cause nuisance (i.e., noise, dust, traffic delays and access restrictions) to nearby residents and businesses and, as such, these stakeholders need to be kept informed of Project plans, progress and timing, as well as how to get more information and raise any concerns. In addition, the potential impact of imported labor needs to be discussed with affected communities during activity design and concerns addressed proactively. Consultation with end-users will also be required during the design phase to ensure that planned upgrades are fit-for-purpose and responsive to the needs of all beneficiaries including vulnerable and disadvantaged groups, service providers and the business community.

Consultation with parties directly affected by project physical works will be the responsibility of contractors/consultants as set out in their Terms of Reference (TORS), and/or by the Project Environmental and Social Development Officer with oversight by the CIU E&S Team.

#### ii) Engagement related to feasibility and other studies.

Work under various project sub-components include conducting prefeasibility and feasibility studies and developing activity designs including, but not limited to:

• <u>Preparation of the Energy Gender Action Plan (E-GAP)</u> to attract, train and retain women in the energy sector. This will include working with MEC and design consultants to identify facility

upgrades required for female employees such as separate and secure toilet and shower facilities<sup>3</sup>, and reviewing human resource policies from a GESI perspective.

- <u>Development of an internship/apprenticeship program</u> that combines on-the-job training with external academic training for MEC and KAJUR staff.
- <u>Completion of cost-reflective electricity tariff review</u> that includes impacts of electricity costs and people's ability to pay.

Carrying out design and feasibility studies require appropriate stakeholder engagement as set out in contractor/consultant TORs and activity-specific Stakeholder Engagement Plans developed by the contractor/consultant or PIU prior to the commencement of the study. SEPs will identify activity-affected groups (i.e., households, businesses, service providers, landowners) and set out how/when these parties will be consulted, including vulnerable and marginalized groups. These plans will also specify the objectives of the engagement and how stakeholder views and concerns will be addressed in activity design and implementation.

Project studies and designs will take into account relevant gender equity, disability and social inclusion (GEDSI) issues, including potential gender-based violence and SEA/SH risks and mitigation and empowerment strategies.

#### iii) Engagement related to training and capacity building.

Work under sub-component 3.2 focuses on enhancing the capacity of MEC and KAJUR to design, operate and maintain new RE technologies through the provision of specialized training, and provision of apprentice and internship programs for current and new employees.

Developing an appropriate and inclusive RE apprenticeship and internship program will require close engagement with:

- MEC and KAJUR (and potentially the Kili Power Plant), to identify skill sets required by their current employees and well as new recruits required for expanded operations.
- Registered training providers such as the Pacific Power Association, the Australia Pacific Technical College (APTC), the University of the South Pacific (USP) and the College of the Marshall Islands (CMI) to identify appropriate training content and course options.
- The National Training Council (NTC), the regulator of technical and vocational training in the RMI regarding certification, potential trainers, facilities and co-funding options through GoRMI training grants administer by the Council.
- The RMI Education and Skills Strengthening Project (ESSP) regarding their work on technical and vocational training (TVET) and the potential for collaboration, including use of guidelines for the prevention of SEA/SH in training/tutoring situations, which is especially important for women engage in male dominated occupations.
- The Ministry of Culture and Internal Affairs, WUTMI and GEDSI focused CSOs to assist with identifying and preparing women interested in project training and energy sector work.

<sup>3</sup> Of the six core facilities that MEC operates in Majuro, three buildings have currently been demolished and are waiting to be rebuilt with suitable facilities included. One extra building is about to be demolished and this also will have suitable facilities. An additional two new buildings are planned, and these also will incorporate appropriate facilities.

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In addition, the Project will engage an Environmental and Social Development Officer who will assist with building E&S capacity within MEC and KAJUR.

#### iv) Engagement related to sharing Project information and receiving feedback.

While the wider community is likely to have some awareness of SEDeP, ongoing stakeholder communication is essential to ensure beneficiaries are aware of REGAIN activities, especially in locations not served by SEDeP. Project information needs to be accessible to all affected parties and other interested groups including information on project objectives, activities, E&S risks and mitigation strategies, as well as how to get more information or raise concerns about the project using the grievance redress mechanism (see Section 6).

#### 5.4. Stakeholder Engagement Methods and Tools

This section describes stakeholder engagement methods, materials and record keeping systems that will be used during project implementation, with due consideration to ensuring adequate engagement of vulnerable and marginalized groups of people through customized approaches as required.

A wide range of information, education and communication (IEC) methods are available and can be used on their own or in combination with other strategies depending on the purpose and expected outcomes of the engagement.

#### **Engagement methods**

A variety of methods will be used by the Project to ensure meaningful communication with stakeholder groups, including:

- Face-to face meetings with targeted organizations, local government representatives, service providers and community leaders will be held to introduce project works, plan implementation, and review progress. Meetings will be carried out in English and/or Marshallese, depending on the situation and stakeholder preferences.
- Focus group discussions with community-based groups including meetings with men, women, youth, PLWDs/caretakers, the private sector and other stakeholders to ensure their views on activity design are well understood, and in follow-up consultations to provide update. Information on next steps etc. Meetings at community level should be conducted in Marshallese.
- Virtual meetings will mainly be undertaken when dealing with project partners to discuss design and implementation arrangements and to monitor progress.
- Workshops can be used for project planning, trainings and report reviews.
- Training and capacity-building events will be held for MEC/JAJUR employees and other identified parties. It is important to ensure that training materials are language and literacy appropriate.
- Education and awareness sessions on energy conservation and RE use and maintenance
  will be conducted with communities, schools, local governments and service providers
  using various communication methods and materials. It is important to ensure that these
  sessions are language and literacy appropriate. Awareness raising on the safe use of
  electricity will also be provided to schools.

#### **Communication materials**

A range of information, education and communication (IEC) materials will be used to engage with stakeholders, depending on the type and purpose of the engagement. This includes, but is not limited to:

- Presentations (printed and electronic) for virtual and face-to-face meetings. It is important to recognize language proficiency and literacy levels of targeted stakeholders when presenting written materials.
- Reports and studies completed by the project that contain detailed information about specific topics can be made to stakeholders in published and summary formats.
- Brochures and Information Sheets for community handouts, in English and Marshallese.
- Newsletters about project activities can be used to keep stakeholder informed of progress and issues arising. Newsletters should be available in English and Marshallese.
- Social media and IA websites can provide information on project implementation, announce events, describe completed works, include links to project studies and provide contact information.
- Newspaper and radio announcements can be used to advertise upcoming events, vacant positions and for sharing broad information about the project with the public.
- Community noticeboards can be used to provide project information to residents in areas of interest and contract details for stakeholders wanting more information about planned activities.
- Work-site noticeboards will be posted on all sites where project works are taking place and include safety information, project contact information for instructions for lodging grievances.
- © CIU E&S Website (Ministry of Finance) will be used to disclose all public documents related to the project including the ESMP, SEP, and ESCP prior to project finalization.
- Public Notices with project and contact information on community displayed on noticeboards and other high traffic areas.

#### 5.5. Measures for engaging vulnerable and marginalized groups

When engaging with women, youth, people living with disabilities and other vulnerable groups including households without access to electricity supply, those unable le to afford access and residents of remote and under-serviced areas, the Project will identify and employ appropriate IEC strategies to reduce barriers to participation and ensure their views are heard and incorporated in activity planning and prioritization. Such arrangements could include:

- Hiring female staff to facilitate the engagement.
- Engaging a CSO with expertise in participatory methods.
- Conducting women and youth only consultations.
- Scheduling community meetings at locations and times convenient for women, youth and people with disabilities/caretakers.
- Providing on-site child-care and transportation to meetings if not readily available.
- Using user-friendly communication methods and ensuring materials are language and literacy appropriate.

- Liaising with women/youth/disability organizations and working through their network to encourage involvement.
- Sharing information through community leaders and local government officials.

#### 5.6. Stakeholder Engagement Records

All stakeholder engagement will be recorded by the facilitator (or delegate) and include the following information:

- Location, date and time of meeting
- Summary of topic(s) discussed
- 2 Copy of information provided
- Views expressed and concerns raised
- 2 Next steps
- Attendee list (disaggregated by age, gender, community/ organization).

These records will be maintained in a secure and confidential manner by the PIU or Contractor and shared with the CIU E&S Team and WB Task Team when requested. A sample stakeholder engagement record form is available on the CIU E&S Website: <a href="https://ee.kobotoolbox.org/x/lgSErjOf">https://ee.kobotoolbox.org/x/lgSErjOf</a>

#### 5.7. Information Disclosure

The final draft of all REGAIN E&S Instruments (SEP, ESMP, LMP and ESCP) will be made available on the CIU E&S Website to enable key stakeholders to review and provide comments prior to documents being finalized and disclosed on MEC, CIU and WB websites.

In additional to information disclosure through websites, the PIU will ensure that all project worksites have signage that identifies the project, the implementing agency and contact information (including various means) for stakeholders who wish additional information or want to raise a concern.

For works requiring public/community consultation, project information will be made available in user-friendly formats including local language materials at appropriate literacy level and technical detail. Announcement of upcoming project consultation meetings should also be made in the Marshall Islands Journal and on local radio stations. Information about project works on each neighboring island should be provided to the local government and traditional leaders in advance of any works.

#### 5.8. Stakeholder Engagement Plan Summary

An indicative stakeholder engagement plan for implementation through the lifecycle of REGAIN is outlined in Table 2, which will be further refined during implementation as additional details regarding project works become available.

As indicated previously, the PIU will prepare successive six-month Stakeholder Engagement and Communication Action Plans (SECAPs) throughout Project implementation as part of broader work planning and progress reporting. Preparation of Project SECAPs will be led by the PIU E&S Development Officer, supported by the Project Manager and CIU E&S Team and shared with the Project Steering Committee and WB Task Team.

SECAPs will include specific stakeholder engagement plans for each activity to be implemented during the coming six-month period, including the purpose, objectives and expected outcomes of the engagement, the methods and tools to be used, timelines, worker responsibilities, budget, logistics and

documentation requirements. SECAPs also include a section on "lessons learned" from previous stakeholder engagement. The REGAIN SECAP template is contained in Annex A.

In addition to SECAPS prepared by the PIU, project activities that require significant consultation with affected persons due to their complexity or potential downstream impacts, such as energy policy development work, tariff setting, preparation of the gender action plan etc., will be required to develop detailed stakeholder engagement plans specific to that activity. The need for such plans will be set out in the activity scope of works and included in bid documents. Activity specific SEPs will be reviewed by the PIU, CIU E&S Team and cleared by the World Bank.

Table 2: Indicative Stakeholder Engagement Plan

Project stage	Topic or message	Engagement and Communication Methods	Target stakeholders	Responsibility
Project Design	Confirm project objective, components, activities, budget, M&E framework & implementation arrangements	<ul> <li>Meetings with key government agencies</li> <li>Site visits</li> <li>Analysis of SEDeP progress and lessons learned.</li> <li>Sharing and reviewing draft PAD and other project related documents</li> </ul>	Relevant RMI government agencies including CSO, MOF, MEC. KAJUR, NEO. EPA	World Bank. Executing and Implementing Agencies
Prior to Project implementation	Disclose E&S instruments, (SEP/GRM, ESMP/LMP & ESCP)	Project E&S instruments are disclosed on MEC, CIU E&S and WB websites	•All stakeholders	MEC, CIU and WB Task Team
Activity Design: Location of Solar Panels	Identification of best locations for solar infrastructure in Majuro, Ebeye and NIs	<ul> <li>Face to face meetings with occupants of proposed locations</li> <li>Site visits</li> <li>Awareness of Land Access Plan</li> </ul>	<ul> <li>Landowners</li> <li>Occupants of identified infrastructure</li> </ul>	PIU/CIU Consultant Reports
Activity Design: Cost of electricity	Discussions with consumers re electricity pricing, tariffs; effects of project activities on pricing and ability to pay	<ul> <li>Face to meetings</li> <li>Surveys</li> <li>Focus group discussions with women and other vulnerable groups</li> </ul>	•All stakeholders including vulnerable and marginalized groups in areas where electricity access and price may be affected	PIU/CIU Consultant Reports
Activity Design: Power plant upgrades at PS1	Confirm work plans and timelines	Meetings with businesses at the quit claim site of the PS1	Business on the quit claim site	PIU/CIU
Activity Design: Identify interns and apprentices.	Availability of internship and apprenticeship opportunities	<ul> <li>Information dissemination seminars at colleges</li> <li>Newspaper and radio notices</li> </ul>	Students, parents, teachers	PIU/CIU

Project stage	Topic or message	Engagement and Communication Methods	Target stakeholders	Responsibility
		<ul><li>NI Mayors</li><li>WUTMI Chapters in NIs</li></ul>		
Prior to Civil Works	Ensure stakeholders in project locations are informed and prepared for commencement of civil works.	<ul> <li>Disclosure ESMP/ESCOP and GRM.</li> <li>Meetings with police re traffic management as necessary</li> <li>Meeting with residents/ businesses/service providers (i.e., schools, health centres) in proximity to works re management of E&amp;S issues and provide GRM information.</li> <li>Post site and community noticeboards.</li> <li>Announcements on radio and newspaper if works will have wider public impacts.</li> </ul>	All stakeholders	CIU, PIU, civil works contractor
Disadvantaged and Vulnerable Groups; Throughout Activity Design & Implementation	Information about project works to determine impacts on individuals and households including people in caretaking roles	<ul> <li>Participatory, focus group meetings with women, youth, caregivers, the elderly and households with limited income.</li> <li>Meetings with community leaders including NI WUTMI chapters; youth groups and church pastors.</li> <li>Community meetings</li> <li>User-friendly IEC materials</li> </ul>	Including, but not limited to:  • elderly  • children  • youth  • poor households  • single-headed households  • residents in NI and remote areas  • PLWD  • survivors of, and those vulnerable to GBV, SEA/SH and VAC	

Project stage	Topic or message	Engagement and Communication Methods	Target stakeholders	Responsibility
Throughout Project Implementation: All Stakeholders	Public awareness of project purpose & key activities.  Disclose updated E&S instruments and receive feedback.  Information about project activities  Availability of GRM & E&S instruments	<ul> <li>Newspaper and radio announcements including GRM availability.</li> <li>Meetings with EA and IA employees to review E&amp;S requirements and roles/responsibilities of all parties.</li> <li>Meetings with mayors and local governments of atolls potentially impacted by the Project.</li> </ul>	All stakeholders including energy consumers and project implementing and executing agencies.	PIU/CIU

#### 5.9. Reporting back to stakeholders

Stakeholders will be kept informed as the project develops, including reporting on project environment and social performance and implementation of the stakeholder engagement plan and grievance mechanism, and on the project's overall implementation progress.

#### 6. GRIEVANCE REDRESS MECHANISM

Stakeholders, including project affected and other interested parties, have the right to make a complaint or file a grievance related to any aspect of the Project, at any time. This could include concerns related to project design, civil works, land access or use, impacts on livelihoods or standard of living, the attitude or behavior of project workers (including sexual misconduct), or the operational impacts of project activities. The person who makes a complaint is called the "Aggrieved Party" or AP.

The primary objective of the grievance redress mechanism (GRM) is to allow people who believe they are, or could be, negatively impacted by the project to express their concerns and achieve a timely and satisfactory resolution using a systematic (step-by-step), well-documented approach.

The REGAIN grievance redress mechanism seeks to ensure that:

- the basic rights and interests of every person affected by the project are protected; and
- any concerns arising from implementation of the project are address in an effective and timely manner.

#### 6.1. Making Contact

Anyone can ask for information, make a complaint or submit a grievance about the Project at any time and for any reason.

Until the REGAIN Project Manager is appointed, the SEDeP Project Manager, Kamalesh Doshi and the MEC Chief Technical Officer, Steve Wakefield will be the key points of contact for complaints and grievances. Stakeholders can also contact the CIU E&S Team or file a grievance on the E&S Website if they prefer. These parties can be contacted as follows:

Kamalesh Doshi: Email: kamaleshdoshi@gmail.com or kamaleshdoshi@mecrmi.net

Skype: kamalesh.doshi

Phone: (692) 456 2673 or (802) 310 2682

Steve Wakefield Email: swakefield@mecrmi.com or swakefield@mecrmi.net

Phone: (692) 625-3827 or 625-3828 or 625-3829

Skype: Steve Wakefield

Mail: MEC, P.O. Box 1439, Majuro, Marshall Islands

In person: MEC Office, Uliga Village, Majuro

CIU E&S Team Colleen Peacock

Email: colleen@tautai.com Skype: colleen.peacock.taylor

Phone: (679) 999 406

Website: https://www.ciudidasafeguards.com/grm

**Garry Venus** 

Email: gazza700@gmail.com WhatsApp +6421741410

Website: https://www.ciudidasafeguards.com/grm

Mark Moncure

Email: ciu.safeguards.mark@gmail.com Phone: (692) 625-5968 or 455-2014

In person: DIDA Office

Website: <a href="https://www.ciudidasafeguards.com/grm">https://www.ciudidasafeguards.com/grm</a>

Diane Peter

Email: <a href="mailto:ciu.safeguards.diane@gmail.com">ciu.safeguards.diane@gmail.com</a>
Phone: (692) 625-5968 or 455-2014

In person: DIDA Office

Website: <a href="https://www.ciudidasafeguards.com/grm">https://www.ciudidasafeguards.com/grm</a>

#### 6.2. Roles and responsibilities for grievance management

Implementation of the REGAIN GRM will be handled as follows.

- Manage Grievance Processes: The Project Manager will be the Designated Contact Person (DCP) who will be responsible for the proper implementation of this GRM, with support from the CIU E&S Team.
- GRM Reporting: The Project Manager, with support from CIU E&S Team, will ensure that all GRM paperwork is completed including grievance information and registry forms (see Annex B and C) which will be summarized (with complainant names and other identifying information removed) and included in 6-month project progress reports.
- Questions about Project Activities and Simple Complaints: Construction Site Supervisors will respond to simple questions and anticipated concerns complaints and inform the Project Manager within 24 hours. For example, this could involve fixing broken fencing around a construction site or dealing with construction noise/dust complaints.

Concerns related to serious and sensitive matters: The Project Manager, in collaboration with the MEC Chief Executive Officer and support from CIU E&S Specialists and referral agencies as needed (See section 6).

#### **6.3. Complaint Resolution Process**

The REGAIN grievance redress process is summarized in Table 3 and be used to develop a flow-diagram for E&S induction training with the PIU and other Project workers once appointed.

Table 3: Grievance Redress Process

Step	Process	Timeline	
1.	Aggrieved Party (AP) takes their concern or complaint to the Designated Contact Person (DCP) or to anyone else involved with the Project ("recipient").	Any time	
	The Recipient must forward all information received to the DCP within 12 hours of receipt.	Recipient: within 12 hrs.	
	During construction, the Construction Site Supervisor (CSS) becomes the DCP. In this case, in addition to the following steps, the DCP (CSS) shall report any concern or complaint directly to the REGAIN Project Manager within 12 hours of receipt.	of Receiving Complaint	
	Within 12 hours of receipt, the DCP shall:	DCP:	
	1. Log concern or complaint [Section 7 of this GRM]	within 12 hrs. of receiving	
	2. Determine whether the concern or complaint is Project related.	complaint	
	<ul> <li>a. If not Project-related DCP advises AP and forwards concern or complaint to appropriate authority. A record of the complaint is recorded on the Complaint Register, and the case in closed.</li> </ul>		
	3. Determine whether the concern or complaint is sensitive or serious matter (see Section 6.2).		
	a. If the matter relates to GBV, SEA/H or VAC or Human Trafficking, the DCP will immediately refer the survivor to WUTMI, and escalates the matter to the MEC Chief Executive Officer. If the survivor is male the person will be referred to WAM. Male perpetrators can also be referred to WAM.		
	b. Notify the CIU E&S Team and the World Bank (WB) Task Team Leader.		
2.	The DCP endeavours to resolve the concern or complaint within 24 hours of receipt and logging the grievance. For complaints that are satisfactorily resolved by the DCP, the nature and time of resolution is logged.	Within 12 hrs. of logging grievance	
3.	If the issue is unable to be resolved within 24 hours of lodging, the DCP will continue to process the grievance with the AP and input from other parties as appropriate.	Within 2 weeks of logging grievance	
	Note: the timeframe for this step may be extended if there is a valid reason	grievarice	

Step	Process	Timeline		
	and the AP and DCP agree.	(subject to extension by mutual agreement).		
4.	Where the AP is not satisfied with the resolution from Step 3, the DCP will refer the AP to the MEC Chief Executive Officer.	2 weeks after logging grievance		
5.	The MEC Chief Executive Officer endeavours to address and resolve the complaint (by way of identifying a solution or negotiating a resolution with the AP) and informs the AP in writing.	2 weeks after GM receives complaint.		
	For complaints that were satisfactorily resolved by the MEC Chief Executive Officer the incident and resultant resolution will be logged by the DCP.			
	The MEC Chief Executive Officer will refer then unresolved issue to the Chair of the MEC Board for action/resolution. Any complaints relating to GBV will be dealt with pursuant to Section 6.2.			
6.	The Chair of MEC will endeavour to address and resolve the complaint and inform the AP.	2 weeks after Secretary		
	If the matter remains unresolved within 2 weeks of the MEC Board Chair receiving the complaint, or AP is not satisfied with the outcome, the Chair will then refer to matter to the Project Steering Committee (PSC) for a resolution.	receives complaint.		
	The DCP will log details of issue and resultant resolution status.			
7.	Project Steering Committee resolves issue.	1 month after PSC receives complaint		
8.	If complaint remains unresolved or the AP is dissatisfied with the outcome proposed by the PSC, he/she is free to refer the matter to the appropriate legal or judicial authority. A decision of the Court will be final.	Anytime.		

# 6.4. Dealing with gender violence including sexual exploitation, abuse & harassment, violence against children and human trafficking

Highest priority will be given to grievances related to gender-based violence (GBV) including sexual exploitation, abuse, or sexual harassment (SEA/SH), Violence against Children (VAC) and Human Trafficking (HT). In these situations, the Project will first seek to ensure that the survivor (also referred to as the victim) is safe and has access to required support services.

If a complaint is related to the survivor, the matter will be referred to <u>Women United Together Marshall Islands</u> (<u>WUTMI</u>, Violence against Women and Girls Support Service (WUTMI - WIM). The intention of such referrals is to provide for the safety and support needs of women and girls who are in this situation. WUTMI - WIM will be responsible for assisting survivors initiate legal action as required.

In situations where the <u>survivor is male</u>, referrals will be made to <u>Waan Aelon in Majel (WAM)</u> - WUTMI does not deal with male survivors or perpetrators.

In situations involving <u>human trafficking</u> (HT), Project workers should refer the matter to WAM for counselling and legal support.

In situation involving <u>violence against children</u>, the Project will refer the matter to the Ministry of Internal Affairs (MOCIA), Child Rights Office for appropriate child protection services.

Throughout the referral and investigation processes, it is critical that confidentially is fully respected and maintained and that the safety and dignity of survivors is upheld.

In situations involving GBV, SEA/SH, VAC or HT, the Project will use a "survivor-centred approach". This means that the rights, needs, and wishes of the survivor (or victim) is the foremost priority of everyone involved.

- The survivor has a right to:
  - be treated with dignity and respect instead of being exposed to victim-blaming attitudes.
  - choose their own course of action in dealing with the violence they have experienced rather than being told what they should do.
  - privacy and confidentiality instead of exposure.
  - non-discrimination based on gender, age, race/ ethnicity, ability, sexual orientation or any other characteristic.

The survivor-centred approach aims to create a supportive environment in which the survivor's rights are respected and in which she is treated with dignity and respect. The approach helps to promote the survivor's recovery and her ability to identify and express needs and wishes, as well as to reinforce her capacity to make decisions about possible interventions.

(UN Women)

be told about the full range of legal and support options available to them and to receive comprehensive information to help them make their own decision instead of being told what to do.

As indicated in the REGAIN Environmental and Social Management Plan (ESMP), all Project Workers, including consultants and contractors will be required to sign the GoRMI-WB Code of Conduct (See Project LMP) which includes specific GBV, SEA/SH, VAC and HT provisions and attend a CoC awareness session. In addition, all REGAIN project workers will be required to attend an E&S Orientation that includes the operation of the GRM including use of the survivor-centred approach.

#### 6.5. Informing Project Stakeholders about the GRM

As outlined in Table 2, REGAIN stakeholders will be made aware of project activities and grievance procedures through various means, including:

Radio announcements:	Announcements about project activities and stakeholder engagement opportunities will be made prior to significant project works and will include information about the complaint process.
Newspaper	Articles on Project activities and works prepared for the Marshall Islands Journal need to include contact and grievance information.

Internet:	Project information will be posted on MEC website and updated as required.			
	All Environmental and Social (Safeguard) Project documents will be housed on the CIU E&S Website.			
I	https://www.ciudidasafeguards.com/essp-safeguards-instru			
	This site also contains allows concerned parties to register complaints and grievances anonymously.			
I	In all areas where construction and renovation work will be conducted, a notice board will be installed outside each operational area, describing the Project, where to get further information and how to raise concerns.			
School Meetings	In situations where renovation and construction work will be conducted on school premises or other public buildings, school/facility administrators and students will be notified in advance and informed about the grievance process, including strategies to prevent incidents of GBV, SEA/H and VAC. Schools will be asked to nominate a male and female designated contact who are known and accessible to students should they have any concerns. These designated contacts will need to be informed of Project GRM processes and how to deal with sensitive matters.			

#### 6.6. Reporting on Grievances

The template for documenting a grievance or complaint in contained in Annex B. It is also available on the CIU E&S Website: <a href="https://www.ciudidasafeguards.com/grm">https://www.ciudidasafeguards.com/grm</a>.

The **Grievance Report Form** needs to be completed by the person who receives the complaint through any means (i.e., phone, in person, by email, through a third party etc.) and given to the Designated Contact Person (Project Manager or Construction Site Supervisor) in a confidential manner, within 12 hours of receipt. The DCP will then log the complaint on the **Grievance Register** which is provided in Annex C and also available on CIU E&S Website.

ALL grievance and complaints must be recorded and entered into the Grievance Register by the DCP, who will also document all steps taken to investigate and resolve the matter. If the concern is not project related, it is referred to the appropriate agency (as required) and closed on the register.

If there are more than 15 complaints/grievances recorded, the Project Steering Committee may decide to investigate any patterns or repetition of issues that need to be addressed proactively. This could include a decision to engage independent consultancy services to review and provide advice.

**Project six-month reports** shall contain the following grievance information:

- Total number of grievances and complaints received.
- > Total number of grievances and complaints resolved.
- > Total number of grievances and complaints active.
- Total number of grievances and complaints unresolved.
- Average number of days to resolve grievances and complaints.
- Changes the project has made in response to existing or previous complaints.

#### Immediate reporting to the CIU and World Bank of the following:

- 1. Grievance or complaint relates to physical injury, harm or death, including those incurred because of gender-based violence.
- 2. Grievance or complaint relates to GBV, SEA/SH, VAC or human trafficking.

#### 6.7. Handling and Storing Grievance Information

- ➤ Each concern or complaint received by the DCP shall be allocated a unique File identifier REGAIN GRM 2024 #1, REGAIN GRM 2025 #2 etc.
- A hard copy of the Grievance Report Form will be filed by the DCP in a locked location (filing cabinet and password protected e-files).
- As noted previously, all names and other identifying information related to a project grievance will be redacted from the grievance form and register before it is shared with the World Bank and Project Steering Committee.
- Detailed information relating to GBV, SEA/H, HT, VAC will be treated as personal and confidential (retained only by the DCP and CIU E&S Specialist (if required) and shall only be made available to WUTMI with the permission of the survivor. In cases of alleged criminal activity, the police will be informed. Any other information shall be treated as confidential unless all parties have approved release.

#### 7. MONITORING AND REPORTING ON THE PROJECT SEP

The SEP is a living document and will be periodically reviewed and revised, as needed, through project implementation particularly early in project implementation, to ensure that stakeholders and their needs have been appropriately identified, and that engagement strategies remain relevant and effective. Any major changes to project activities and schedules will be duly reflected in a revised SEP.

Throughout Project implementation, the PIU will prepare six-month progress reports which will include environmental and social risk management performance. With respect to reporting on stakeholder engagement, the PIU will include a copy of the Project-wide Stakeholder Engagement and Communication Action Plan (SECAP) for the coming six-month period, which will include information on lessons learned from previous interaction with project affected parties.

In addition to SECAPs, the PIU will summarize:

- Number and location of community awareness-raising or training meetings.
- Number of men, women and youth that attended these sessions.
- Number, location, attendance, and documentation of the meetings held with the authorities and communities or other stakeholders.
- For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions.
- Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder.
- > Issues raised by civil society organizations and other stakeholders, actions agreed with them, and the status of those actions.
- Number and nature of project documents publicly disclosed.

- Number and nature of updates of the project website.
- Number and categories of comments received on the website.

Reporting will also include details of any grievances received during the reporting period, and the status in managing and resolving those grievances.

#### 8. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTATION

#### 8.1. Responsibilities for Implementation

The owner of this SEP is the PIU who will lead its implementation. However, there are many aspects of stakeholder engagement outlined in this plan that require the input of other parties including implementing agency employees, project consultants/contractors, partners and collaborators-including GoRMI agencies and civil society organizations, as well as the CIU E&S team. As such, the PIU will need to work closely with other parties to ensure the successful implementation of this SEP.

The key parties involved in stakeholder engagement processes and their responsibilities are shown in Table 4

Table 4: Responsibilities for Implementation of SEP

Party	Responsibilities
PIU	<ul> <li>Implement the SEP.</li> <li>Manage the GRM.</li> <li>Prepare 6-monthly SECAPs as part of project work planning and reporting.</li> <li>Report on grievances received as part of project reporting.</li> <li>Manage project information (i.e., media releases, community notices).</li> <li>Ensure adequate resources for SEP implementation is included in Project budget updates.</li> </ul>
CIU Safeguard Team	<ul> <li>Support the PIU with implementation of the SEP, including the GRM.</li> <li>Support the PIU in preparation of SECAPs and activity specific SEPs as required.</li> <li>Assist with preparation of E&amp;S aspects of consultant/contractor TORs; review draft SEPs prepared by contractors and monitor implementation.</li> <li>Provide E&amp;S training on SEP and GRM responsibilities to PIU and Project workers.</li> <li>Assist with SEP reporting.</li> </ul>
Consultants	<ul> <li>Design and implement activity specific stakeholder engagement plans as per TORs and work in collaboration with the PIU and CIU to monitor and revise methods as needed.</li> <li>Document participant attendance and outcomes of engagement sessions as per requirements and provide copies of consultation materials.</li> </ul>
Civil Works Contractors	<ul> <li>Capture requirements for stakeholder engagement and information dissemination in CEMPS and ensure that these are implemented prior to and during civil works.</li> <li>Support the PIU in engaging with stakeholders to communicate the scope and timing of works.</li> <li>Serve as the Designated Contact Person for grievances related to civil works, as delegated by the Project Manager, and comply with the Project GRM process.</li> </ul>

#### 8.2. Implementation Budget

The PIU and the CIU will ensure that the total cost of implementation of this SEP (including time inputs, materials, and reimbursements) is budgeted for within the Project Budget including activity specific costs.

When contractors/consultants are to be engaged for specific scopes of work, the general expectations regarding stakeholder engagement will be detailed in each Terms of Reference/Scope of Works and contractors/consultants are to include sufficient fundings in their proposed budgets to cover the engagement required (including the preparing of a task-specific SEP if required).

The CIU Safeguard Team will support the PIU E&S Development Officer by providing technical backstopping assistance and oversight (at no cost to the Project) related to stakeholder engagement and implementation of the GRM.

The ESMP provides an indicative budget of \$570,000 for implementation of all E&S risk management requirements, including the SEP, over the six-year project implementation period. Of this amount, \$90,000 (i.e., \$15,000 per year) has been allocated for stakeholder consultation meetings and workshops, including venues, refreshments, printing etc. It also includes travel for key PIU and CIU staff (including accommodation, flights, car hire, fuel etc.).

REGAIN Project Stakeholder Engagement Plan

DRAFT 3

#### **ANNEX A: REGAIN SECAP TEMPLATE**

Name of Component & Activity	Stakeholders Groups	Purpose and Type of Engagement	Date(s) of Engagement	Person(s) Responsible & Budget	Expected Outcomes of Engagement (include indicators)	Outcomes and Lessons  Based on outcomes and lessons from previous engagement			
Component 1: Rene	Component 1: Renewable Energy and Network Upgrades								
Sub-Component 1.1	Sub-Component 1.1: Renewable Energy Integration in Majuro and Ebeye								
		Purpose: Type:				Outcomes: Lessons:			
Sub-Component 1.2:	: Majuro and Eb	eye Network Upgrades							
		Purpose: Type:				Outcomes: Lessons:			
Component 2: Impr	Component 2: Improved Electricity Access in Neighboring Islands								
List all Component 2	2 Sub-componer	nts and activities to be undertaken in this	6-month period						
		Purpose: Type:				Outcomes: Lessons:			
Component 3: Insti	tutional Streng	thening and Implementation Support							
List all Component 3 Sub-components and activities to be undertaken in this 6-month period									
		Purpose: Type:				Outcomes: Lessons:			

#### **ANNEX B: GRM REPORTING FORM**

See GRM Form Template in Incident/Grievance section of:

https://www.ciudidasafeguards.com/portfolio-documents

# RMI GOVERNMENT & WORLD BANK PROJECT GRIEVANCE REPORT FORM

\* Grievance Recipient to complete all non-shaded areas and DCP to completed shaded areas

Name & Position of Grievance Recipient:				
Contact Information of Grievance Recipient:				
Grievance Reference #:				
Name of concerned party (or anonymous), gender and age (or approx.)				
Address:				
Telephone: Email:				
Date and time complaint received:				
How complaint was received:				
Date and Time Project Manager was notified:				
How Project Manager was notified:				
Date of 2-week deadline for initial resolution or escalation:				
Date, time, and location of event leading to concern				
Does the complaint involve injury, death, violence, sexual abuse, exploitation, harassment, violence against children or potential criminal activity?  Yes or No				
Is anyone at immediate danger or risk? Yes or No				
If yes, describe risk and any actions that have been taken to protect people or property				
Does the complaint involve Project or implementing agency staff, consultants or contractors? Yes or No				

Detailed account of concern (include names of persons involved if known)
Proposed solution or remedy sought by aggrieved party (if known)
Name and Position of DCP receiving this Grievance Form:
Date and time Grievance Form Received:
Dates and steps taken to resolve concern by DCP or other parties
Outcome of resolution process
outcome of resolution process

#### **ANNEX C: GRM REGISTER**

See GRM Register in Incident/Grievance section of:

https://www.ciudidasafeguards.com/portfolio-documents

Project Name	Date of Contact	Name of Contact	Issue Raised	Response (Date and Time)	Outcome – resolved?	Follow-up?	Status