

REPUBLIC OF THE MARSHALL ISLANDS

**MARSHALL ISLANDS
URBAN RESILIENCE PROJECT**

STAKEHOLDER ENGAGEMENT PLAN

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MARSHALL ISLANDS URBAN RESILIENCE PROJECT

STAKEHOLDER ENGAGEMENT PLAN

Ministry of Works Infrastructure and Utilities
as Implementing Agency

Prepared for World Bank and the Government of the Republic of Marshall Islands by the Central
Implementation Unit of the RMI Division of Development Assistance (DIDA)

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ABBREVIATIONS

AOI	Area of Interest
CBO	Community Based Organisation
CESMP	Contractor Environment and Social Management Plan
CIU	Central Implementation Unit (DIDA)
CRRS	Climate Resilient Road Strategy
CSO	Civil Society Organisation
CVA	Coastal Vulnerability Assessment
DIDA	Division of Development Assistance
E&S	Environmental and Social
ESA	Environmental and Social Assessment
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework (World Bank)
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	World Bank Environmental and Social Standards
RMI	Republic of the Marshall Islands
FPIC	Free, Prior and Informed Consent
GBV	Gender Based Violence
GIS	Geographic Information Systems
GoRMI	Government of RMI
GRM	Grievance Redress Mechanism
HT	Human Trafficking
IOL	Inventory of Loss
MEAL	Monitoring, evaluation and adaptive learning
MEC	Marshall Islands Electric Company
MOICA	Ministry of Internal and Cultural Affairs
MWIU	Ministry of Works, Infrastructure, and Utilities
MoF	Ministry of Finance
MURP	Marshall Islands Urban Resilience Project
NAP	National Adaptation Plan
NDMO	National Disaster Management Office
NGO	Non-Governmental Organisation
OCS	Office of the Chief Secretary
OHS	Occupational Health and Safety
PAP	Project Affected Person
PIU	Project Implementation Unit

PMU	Project Management Unit (MWIU)
PREP II	Pacific Resilience Project, Phase II (World Bank)
PWD	People with disabilities
MURP	Marshall Island Urban Resilience Project
PSC	Project Steering Committee
RF	Resettlement Framework
SEA/SH	Sexual Exploitation and Abuse/Sexual Harassment
SEP	Stakeholder Engagement Plan
SIDS	Small Island Developing States
TOR	Terms of Reference
VA	Vulnerability Assessment
VAC	Violence Against Children
WB	World Bank
WHO	World Health Organization
WUTMI	Women United Together Marshall Islands

GLOSSARY

Cut-off date	The eligibility cut-off date is the date of completion of the inventory of loss (IOL) for Project works under Components 2 and 3. Assets located within the Components 2 and 3 works footprints after this date will not be eligible for entitlements or associated assistance.
Gender Equality and Social Inclusion (GESI) Mainstreaming	Ensures that gender equality factors and the inclusion of vulnerable and marginalized groups (such as people living with disabilities) are explicitly considered and their views and needs are fully mainstreamed (integrated) in project and activity design, implementation, monitoring, evaluation, and learning (MEL), and that there is equitable and meaningful participation of women and excluded groups in project decision-making processes.
Grievance Redress Mechanism (GRM)	All World Bank projects are required to have a Grievance Redress Mechanism (GRM) in place that allows stakeholders to register a complaint or grievance if they believe harmful environment or social impacts are occurring related to Project activities. The GRM makes sure that all complaints are fully investigated and addressed as quickly and fairly as possible.
Meaningful Consultation	WB Environment Social Standard 10 (ESS10) indicates that meaningful consultation is a two-way process that (a) begins early in the a project planning process to gather initial views on the project proposal an inform project design; (b) encourages stakeholder feedback, particularly as a way of informing project design and engagement by stakeholders ion the identification and mitigation of environmental and social risks and impacts; (c) continues on an ongoing basis, as risks and impacts arise; (d) is based on the prior disclosure and dissemination of relevant, transparent, objective, meaningful and easily accessible information in a timeframe that enables meaningful consultations with stakeholders, in a culturally appropriate format, in relevant language and in understandable to stakeholders; (e) considers and responds to feedback; (f) supports active and inclusive engagement with project-affected parties; (g) is free of external manipulation, interference, coercion, discrimination, and intimidation; and (h) is documented and disclosed by the Borrower.
Project Affected Persons (PAPs)	Includes any person, household, entity, organization, firm or private institution who, on account of changes resulting from the Project has their (i) standard of living adversely affected, (ii) right, title, or interest in any house, land (including residential, commercial, agricultural, forest, plantations, grazing, and/organizing land), water resources, communal fishing grounds, annual or perennial crops and trees, or any other moveable or fixed assets acquired, possessed, restricted, or otherwise adversely affected, in full or in part, permanently or temporarily; and/or (iii) business, occupation, place of work or residence, or habitat adversely affected, permanently or temporarily, with or without displacement.

1. Introduction

1.1 Environmental and Social Assessment Overview

The Government of the Republic of the Marshall Islands (GoRMI) has requested financial assistance from the World Bank (WB) for the Marshall Islands Urban Resilience Project (hereafter MURP) which aims to strengthen the resilience of select human settlements in the Republic of the Marshall Islands (RMI).

The World Bank Environmental and Social Framework (ESF) requires, as part of project preparation, that the MURP undertakes an assessment of environmental and social risks. Relevant activities include:

- (i) Undertaking a preliminary Environmental and Social Assessment (ESA)
- (ii) Preparation of an Environmental and Social Management Framework (ESMF); and
- (iii) Preparing a Stakeholder Engagement Plan or Framework

The use of the “SEP framework approach” is used where the location and design of project activities is not clear during project preparation, or when a project has multiple subprojects that will only be designed during project implementation. In such cases, the framework sets out the principles to be followed for stakeholder engagement in a manner that is consistent with ESF Environment and Social Standard #10 (ESS10) *Stakeholder Engagement and Information Disclosure*. This SEP will be updated as more details about specific project activities become known

1.2 Stakeholder Engagement Plan

1.2.1 Purpose, Scope and Compliance

The purpose of this Stakeholder Engagement Plan (SEP) is to identify project stakeholders and to define technically and culturally appropriate approaches to stakeholder engagement and disclosure in relation to the MURP. It is widely accepted that participatory, inclusive and well-planned stakeholder engagement is fundamental to establishing and maintaining strong relationships based on mutual respect and trust. Further, meaningful, consistent and respectful engagement increases the likelihood that project implementing agencies, partners, constituents and beneficiaries will take ownership for achieving project outcomes. In this regard, the MURP SEP draws on the experience and lessons learned from previous engagement processes, and on the knowledge MWIU has gained in relation to citizen involvement with civil works in the RMI and specifically on Majuro.

The scope of this SEP is project wide, and includes engagement strategies for all proposed activities, including those related to information acquisition, consultation, disclosure and dissemination of documents, as well as a process for managing project-related grievances. As more detailed information becomes available, this SEP will be updated.

In addition to this SEP, specific stakeholder engagement plans may be prepared for different project works including activities that require technical assistance (TA) and contractor engagement.

This SEP is considered a “live” document which will be reviewed and updated periodically by the Project Implementation Unit (PIU) to be housed at the Ministry of Transportation, Communications and Infrastructure (MWIU), in collaboration with the Central Implementation Unit (CIU) Safeguards Team. These reviews will take into account new project work plans, detailed activity designs, performance issues and existing stakeholder relations.

SEPs are proportionate to the anticipated environmental and social impact of the proposed activity, and to stakeholder concerns regarding the risks and impacts associated with that initiative. As such, SEPs developed for each MURP activity will vary according to the complexity and scope of the works.

This SEP complies with the World Bank Environmental and Social Standard (ESS) 10: Stakeholder Engagement and Information Disclosure (WB, 2017)¹ requirements.

This SEP includes a list of key stakeholders consulted in the preparation of this instrument, and also identifies those who still need to be consulted during project preparation, inception and implementation including relevant GoRMI authorities, traditional leaders, local communities, landowners and service providers including agencies responsible for addressing gender-based violence (GBV), Sexual Exploitation, Abuse and Harassment (SEA/SH) and Human Trafficking (HT).

1.2.2 Goal and Objectives

The goal of this SEP is to provide a framework to facilitate open discussion and consensus-based decision-making about MURP activities by creating and sustaining an atmosphere of mutual understanding through ongoing and active engagement of Project-affected people and other key stakeholders. The SEP is a useful tool for managing communications between MWIU and its stakeholders.

The key objectives of this SEP are to:

- Provide guidance on meaningful stakeholder engagement to ensure it meets International Best Practice standards, including adhering to WB ESS10
- Identify key Project stakeholders, including indigenous persons, and vulnerable/marginalized groups of people
- Identify the most effective methods and structures through which to disseminate Project information, and to ensure regular, accessible, transparent and appropriate consultation
- Guide MWIU in building and sustaining mutually respectful, beneficial and lasting relationships with MURP stakeholders
- Develop an engagement process that provides stakeholders with ample opportunity to influence Project design and decision-making
- Incorporate SEA/SH-related prevention and response in measures in project design
- Outline the Grievance Mechanism (GM) for implementation of the MURP, including SEA/SH pathway
- Identify roles and responsibilities for implementation and monitoring of the SEP
- Describe means of reporting and disclosure of key information and instruments in a manner that can be readily understood by all stakeholders taking into account literacy levels and access t/o different modes of communications, and
- Identify potential communication challenges such as consultation fatigue, time constraints, confusion with other Projects etc. and strategies to address these constraints to ensure engagement.

Because project circumstances and stakeholder concerns can change or new ones may emerge, stakeholder engagement is conducted throughout the project cycle. The SEP may need to be updated during project implementation. This allows improvement to project implementation based on stakeholder feedback, and proactive management of concerns.

¹ WB, 2017. "World Bank Environmental and Social Framework". World Bank, Washington

2. Project Description

2.1 Overview of Marshall Islands Urban Resilience Project

The Project Development Objective (PDO) is to strengthen the resilience of select urban areas in the Republic of the Marshall Islands to the impacts of natural hazards and climate change.

The achievement of this PDO will be measured by:

- a. Adaptation planning is enhanced through risk-informed policies and strategies informed by project analytics (number).
- b. Improved key infrastructure to reduce risks to coastal hazards and effects of climate change (meter/m of key infrastructure)
- c. Increased access to more resilient and inclusive public buildings or spaces for people (number of citizens & percent of women).

The results indicators will be disaggregated by gender where relevant, and sub-indicators will be quantified where possible to ensure effectiveness of project monitoring and evaluation.

2.2 Project Components

2.2.1 Component 1: Risk-Informed Adaptation Planning

The objectives of Component 1 are to strengthen the government's institutional and technical capacity on risk-informed adaption planning through enhanced spatial planning, capacity building support for the implementation and compliance of the building code, and development control policies or guidance that consider disaster and climate risks.

This Component will support:

- a. Sustainable Urban Development initiatives, including:
 - i. practical guidance and awareness-raising materials for the new building codes (currently under development outside of this project scope)
 - ii. preparation of development control guidelines and building/urban design standards.
 - iii. climate informed guidelines for new developments (including outreach activities).
- b. Strengthening for Climate and Disaster Resilient Urban planning:
 - i. a risk-informed legislative and regulatory review of urban planning policy and legislation, followed by development of guidance for recommended reforms to support longer term climate and disaster resilient urban planning
 - ii. a climate and hazard informed urban design study and mapping of public spaces to inform prioritization of investments under Component 3 and assist future scaling of investments in resilient urban spaces
 - iii. capacity building and training initiatives for government stakeholders within the MWIU and other agreed stakeholders on climate-informed urban planning, zoning, policymaking, and compliance.

2.2.2 Component 2: Coastal Resilience Investments

The objectives of Component 2 are to deliver coastal resilience measures in select urban areas of Majuro.

Component 2 will include activities to strengthen coastal resilience in prioritized areas identified through the ongoing Coastal Vulnerability Assessment (CVA) for Majuro which is being finalized under PREP II-RMI (P160096). The CVA is expected to prioritize coastal adaptation measures (including small-scale interventions) that will include integrated grey-green solutions. \

It will provide:

- i. increased understanding of the current and future coastal hazards and associated risks in Majuro

- ii. identification of priority areas for intervention in Majuro, based on scientific modelling of current and future risk; and
- iii. conceptual designs and preliminary costs estimate for suitable coastal protection investments in Majuro.
- iv. Physical coastal adaptation and resilience measures under this component will be located in Majuro only (while PREP II focuses on Ebeye) and will likely target protection of key public infrastructure elements.
- v. Where appropriate, coastal protection measures will include ancillary landscaping, street and pedestrian lighting, shade and screen tree planting, universal access design, marine habitat restoration, water access (tidal steps, boat ramps, etc.), and public recreational spaces. Ecosystem-based approaches will be considered subject to funding and treatment priorities. Resilient public spaces under Component 3 may be developed adjacent the coastal investments supported under this component.

Component 2 will support:

- i. Detailed engineering designs, ancillary technical analysis (including but not limited to detailed technical assessments, site investigations, modeling, and environmental and social management studies to support identified priority investment options) and construction supervision
- ii. Coastal works (for example: seawalls, dikes or embankments, minor reclamation, berms, revetments, offshore breakwater, etc.) that meet the project's agreed design standards and enhance Marshallese cultural identity; and
- iii. Capacity building and training on coastal resilience and adaptation solutions.

2.2.3 Component 3: Resilient Public Buildings and Spaces

The objective of Component 3 is to improve the structural performance, safety, and functionality and service standards of select public buildings and spaces to protect lives and mitigate economic damages during future disasters.

Component 3 will include the construction of a resilient government facility in Majuro accommodating critical components of the National Disaster Management Office (NDMO) and the Ministry of Finance, as well as warehouse space for emergency goods and supplies. This building has been identified as a priority by Government, to strengthen the Government's preparedness for emergency management and ensure continuity of key government services following disaster events. Accordingly, PREP 2 is financing the design of this building, which will meet agreed resilience standards to mitigate against future hydrometeorological and geophysical hazards. Recognizing the challenge of requiring compliance with relevant design standards for public buildings and facilities that were not designed or constructed adequately, project financing may also be used in a pilot to gain experience with retrofitting for climate-related hazards and building upgrading.

Demonstration projects in adaptation planning will also be financed. These could include the development of resilient public spaces encompassing nature-based solutions that complement coastal resilience investments under Component 2. Such spaces could be used for recreational uses and enhance public amenity (e.g., through better pedestrian connectivity and increase in green spaces) while improving urban drainage and acting as a buffer against storm surges and flood inundation. Urban improvements such as for signage, lighting, pedestrian amenity, and landscaping may also be supported. In addition to addressing current resilience standards, investments may also support upgrading to current universal access and environmentally sustainable design standards (such as energy efficiency measures and weather-resistant construction materials and practices).

Component 3 will support:

- (i) detailed engineering designs and construction supervision services for up to three (3) select facilities, including an office and warehouse building in Majuro and critical public buildings that meet the project's agreed design standards and enhance Marshallese cultural identity
- (ii) land preparation activities and civil works for strengthening, upgrading and construction of public buildings and facilities to reduce disaster vulnerability, increase

climate resilience, and improve functionality and service standards (including universal access and environmentally sustainable design)

- (iii) pilot public space investments in support of climate change adaptation, such as small-scale ecosystem-based approaches or water-sensitive urban design measures (i.e., vegetated buffer zones, rain gardens, bioswales, mangrove restoration, and vegetated bunds) or urban improvements (i.e., for signage, lighting, pedestrian amenity, and landscaping).

2.2.4 Component 4: Project Management and Implementation Support

The objective of this component is to help the GoRMI establish and operationalize the proposed project through a dedicated project Implementation Unit (PIU). Component 4 will support the day-to-day coordination, management, and implementation of the project, while building institutional capacity to sustain investments beyond the project's closure such as through technical training and asset management support.

This Component will support:

- (i) Recruitment of consultants to support the implementation of all project activities, such as a Project Manager, Engineer, Contract Manager and technical and administrative support
- (ii) Monitoring, review, and evaluation of the project
- (iii) Capacity building and training for operations and maintenance, as well as risk-informed asset management; and
- (iv) Project-related incremental operating costs.

These activities will be implemented through consulting services (individual) and incremental operating costs.

2.3 Implementation Arrangements

The proposed Project would be implemented by the Ministry of Works, Infrastructure and Utilities through a Project Implementation Unit (PIU), to be established within the MWIU and include a Project Manager, Project Officer, Engineer and relevant technical consultants. Support for Fiduciary and Environmental and Social Risk Management would be provided by the Centralized Implementation Unit (CIU) which is housed within the Division of International Development Assistance (DIDA) in the Ministry of Finance, Banking and Postal Service (MOFBS), hereafter MoF.

2.4 Potential Environmental and Social Impacts

The Project ESMF outlines the potential environmental and social risks and impacts, as identified in the ESA. The major potential risks and impacts are outlined below:

Key environmental risks can arise from building sea walls which can modify coastal areas and potentially adversely impacting natural habitats, ecosystem services (freshwater lens, natural protection from wave and wind erosion, food gathering areas) and cultural heritage (cemeteries, sacred sites). Seawall construction can create waste and pollution in the form of sediment discharges. However, such impacts will be localized and are predictable and can be readily avoided through effective stakeholder engagement, good design and controls on construction methodologies.

Building construction, coastal protection works and other adaptation strategies which may be piloted require large amounts of sand, gravel and rock. These resources are scarce in atoll environments, and the mining and dredging of coastal rock and sand has caused a legacy of environmental damage in RMI. Rock will therefore need to be imported because the impacts of reef rock mining decrease coastal resilience and cannot be mitigated or offset, though this will be confirmed by the outcomes of the Sustainable Aggregates study currently underway under the WB PREP II Project. Local sustainable sources of lagoon sand may be available but will have localized water quality and ecosystem impacts if not suitably managed. Local sources of sand dredging will need to comply with the requirements set out in the ESMF to ensure the impacts are localized, with a low probability of serious adverse effects, no net loss of natural habitat (and net gain of critical habitat) and can be readily mitigated.

Solid waste management is required for all physical works activities. Waste management is difficult in Makuro due to the lack of land available for landfills. Large volumes of waste and hazardous waste will be exported. This is typical for World Bank-funded projects in atoll environments. The ESMF provides guidance to ensure the prioritization of resource recycling and reuse, such as reusing crushed concrete and fill, reusing building materials and recycling metal, and require waste management plans for all physical works. The reuse of good quality building materials is common and will be encouraged.

The technical advisory studies such for development controls and adaptation strategies have the potential to prioritize and protect natural habitats, particularly reef and coastal ecosystems that provide protection from wave energy and wind and ecosystem services such as freshwater lenses. They may also help to enhance natural biodiversity in developed areas of atoll islands by encouraging well-linked nature-based solutions and green infrastructure investments. However, there is also the risk that the prioritization of the protection of human life and the built environment has negative long-term impacts on natural habitats, for example where coastal protection structures occupy reef flat and coastal areas, or where low-lying habitat is raised and filled for the purposes of urban development.

Key Social risks include the potential for project related Sexual Exploitation, Abuse or Sexual Harassment (SEA/SH) and/or Violence against Children (VAC) associated with an influx of workers from outside the project area. This risk will be mitigated through compulsory SEA/SH awareness training for workers; use of a Code of Conduct; ensuring proper preventative procedures are in place, creating awareness about the risks of SEA/SH and VAC within resident populations and ensuring the project grievance process includes a specific pathway for dealing with SEA/SH concerns, and is well known to all beneficiaries. Further details regarding the “survivor-centered approach” to be adopted by the project when dealing with SEA/SH issues is outlined in the MURP ESMF.

Another key social risk relates to potential lack of meaningful engagement of people who normally do not have strong voice and influence (including women, youth, the elderly, PWD and those without land rights in areas of interest) in identifying the most appropriate resilience measures to meet whole-of-community needs. This situation could result in the design of coastal protection measures and resilient buildings that do not meet the needs of all beneficiary groups. This risk will be mitigated by the development and implementation of activity-specific Stakeholder Engagement Plans that identify relevant participatory and inclusive consultation processes to ensure the views and concerns of vulnerable and marginalized groups of people are fully considered and addressed.

Civil work involving heavy machinery and construction bring increased safety risks, especially for pedestrians and children playing in areas where works are being conducted. This issue will be managed through ensuring contractor terms of reference specify standard standards and require strict management of site safety procedures including conducting community awareness, restricting access to dangerous areas, ensuring proper signage, supervision and enforcement, and making the grievance mechanism well known and highly accessible. Issues related to noise, dust and industrial waste will be address in activity-specific Environment and Social Management Plans (ESMPs).

Other social risks are identified in the MURP ESMF alongside required mitigations procedures.

3. Stakeholder Engagement Objectives and Principles

3.1 Definition of 'Stakeholder'

The World Bank defines "Stakeholders" in ESS10 as

"...individuals or groups who:

- o Are affected or likely to be affected by the Project (Project -affected parties), and those who*
- o May have an interest in the Project (other interested parties)."*

The ESS10 Guidance Note provides further defines these groups as follows:

- **Project Affected Persons (PAPs):** "includes those likely to be affected by the Project because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods. These stakeholders may include individuals or groups, including local communities".
- **Other Interested Parties:** "refers to individuals, groups, or organizations with an interest in the Project, which may be because of the Project location, its characteristics, its impacts, or matters related to public interest. For example, these parties may include regulators, government officials, the private sector, the scientific community, academics, unions, women's organizations, other civil society organizations, and cultural groups".

ESS10 also states that for both groups "special consideration should be given to stakeholders that may be disadvantaged or vulnerable".

3.2 Stakeholder Engagement Objectives

ESS 10 identifies the following objectives of stakeholder engagement:

- To establish a systematic approach to stakeholder engagement that assists project governments identify relevant stakeholders and to build and maintain constructive relationship with them, in particular Project-Affected Persons.
- To assess the level of stakeholder interest and support that exists for a project and to ensure stakeholder views are taken into account in project design and environmental and social performance.
- To promote and articulate the means for effective and inclusive engagement with Project-Affected Persons and Other Interested Parties throughout the project life cycle regarding all issues that could potentially affect them.
- To ensure appropriate information on project related environmental and social risks and impacts are disclosed to stakeholders in a timely, understandable, accessible, and appropriate manner and format.
- To provide Project-Affected Persons and Other Interested Parties with accessible and inclusive means to raise issues and grievances and allow Project governments to respond to and manage such grievances.

The operational objectives of stakeholder engagement for the MURP are:

- To acquire information from key stakeholders to assist in environmental and social risk screening, and the preparation of land procedure documents for the MURP (as described in Section 5).
- To ensure that stakeholders have an understanding of how they might be affected and their potential role in MURP implementation and impact management.
- To design and implement participatory and inclusive engagement strategies whereby Project designers and Affected and Interested Parties - including local leaders, landowners, civil society organizations (CSOs) and community-based groups - undertake detailed consultations throughout the design process to identify and mitigate against any negative impacts on people and the environment.

- To provide opportunities for stakeholders to express their opinions, concerns and ideas in relation to the MURP, and for these views to be taken into full account when developing activity and E&S management plans; and
- To ensure that stakeholders understand GoRMI and World Bank operational aims and requirements with respect to MURP and have confidence in the PIU's ability to manage environmental and social risks in a responsible and transparent manner.

Early and ongoing engagement with landowners, local communities, vulnerable groups and traditional/local leaders is critical during all stages of the MURP.

3.3 Key Principles of Effective Engagement

ESS10 states that stakeholder engagement is an inclusive process which is conducted throughout the Project life cycle. Where properly designed and implemented, it supports the development of strong, constructive, and responsive relationships essential to successful management of environmental and social risks.

Experience has shown that stakeholder engagement is most effective when initiated early in the project development process, in order to inform the design and identify any significant risks or potential negative impacts up front.

Stakeholder engagement is defined by a set of principles and core values that are used to underpin interaction with stakeholders. Common principles based on International Best Practice² that provide the basis for MURP interaction with Project Affected and other Interested Parties include:

- **Commitment** is demonstrated when the need to understand, engage and identify the community is recognized and acted upon early in the process
- **Integrity** occurs when engagement is conducted in a manner that fosters mutual respect and trust
- **Respect** is created when the rights, cultural beliefs, values and interests of stakeholders and affected communities are recognized
- **Transparency** is demonstrated when community concerns are responded to in a timely, open and effective manner
- **Inclusiveness** is achieved when broad participation is encouraged and supported by appropriate participation opportunities; and
- **Trust** is achieved through open and meaningful dialogue that respects and upholds a community's beliefs, values and opinions.

3.4 Stakeholder Engagement Considerations

The MURP stakeholder engagement process will be inclusive, participatory and transparent to ensure multiple and ongoing opportunities are provided to learn about the project and actively engage in design exercises. This approach will create an atmosphere of open dialogue and ensure that vulnerable persons, including those who may not normally have voice in community affairs, are able to participate.

When planning stakeholder engagement activities, the following factors will be considered³:

- **Commit time and resources:** Building trust-based relationships with stakeholders. takes time and energy so it's important to dedicate sufficient time and provide suitable spaces and opportunities to develop and nurture key relationships over time. If stakeholders sense their engagement is simply a "check-the-box" requirement, or that project staff are too busy to hear their views, it is unlikely they will feel respected or empowered. Without this level of engagement, project ownership and sustainability are threatened.
- **Don't limit who is involved:** As the project progresses, additional stakeholders might wish to become engaged, and this participation should be encouraged.

²IFC, 2007, Stakeholder Engagement: A Good Practice Handbook for Companies Doing Business in Emerging Markets.

³ Based on: "Stakeholder Research Associates Canada Inc, 2005, The Stakeholder Engagement Manual Volume 1: The Guide to Practitioners' Perspectives on Stakeholder Engagement, www.StakeholderResearch.com."

- **Ensure information is user-friendly:** It is important to recognize that different groups of stakeholders may require different kinds of information about project concepts and activities in order to engage meaningfully. For instance, when describing complex topics, such as the design of coastal resilience infrastructure, materials must be presented in ways that people can understand despite any lack of technical knowledge. While this can increase the time and cost involved in preparing for and carrying out consultation sessions, it is essential that all information, education and communication (IEC) material related to MURP are easily accessible and understandable. Specific and targeted approaches for information dissemination will be adopted for engagement with disadvantaged and vulnerable groups, taking into account their needs and requirements.
- **Set realistic expectations:** In order to avoid stakeholders developing totally unrealistic expectations about project benefits for communities, landowners or businesses, the MWIU, as the Project Implementing Agency will need to be clear on what can and cannot be done under MURP, establish a clear understanding of roles, responsibilities and processes from the outset and reinforce this messaging throughout design and implementation.
- **Secure broad participation:** Cultural norms and values can prevent some stakeholders from participating freely at consultation meetings, particularly women, young people and those who are marginalized for various reasons including ability and social status. Therefore, it is important to be aware of potential barriers to broad participation and design consultation approaches that enable all stakeholders, including disadvantaged and vulnerable groups, to contribute to a safe and comfortable environment. In addition, there can be conflicting demands, agendas and viewpoints within stakeholder groups that make it challenging for projects to identify common interests. As such, it is essential the project has high awareness of the local context and uses consultation approaches that foster effective engagement from all interest groups.
- **Avoid consultation fatigue:** Experience has shown that stakeholders can easily tire of being consulted, especially when processes drag out, promises are unfulfilled, and/or their opinions and concerns are not taken into consideration. Further, if stakeholders feel their lives are not improving as a result of the project, this can lead to consultation sessions becoming a place to voice complaints and grievances. To avoid this scenario, hold stakeholder engagement activities during periods of key assessment and decision-making, be clear on next steps and timelines, and keep people informed of progress post consultation by disseminating clear, accurate information. If people believe their time and opinions are valued, consultation fatigue is less likely to set in.
- **Use participatory approaches:** Participatory appraisal tools can be used during design consultations to ensure active engagement of all sectors of the community. Participatory tools such as the use of seasonal calendars, time use surveys and resource ranking can address gender, age, cultural and status barriers while also providing valuable social assessment data. A participatory approach will be used when selecting the most appropriate coastal resilience for different areas in Majuro by engaging closely with landowners, communities, businesses and service providers in each respective area of interest.
- **Ensure cultural and GESI sensitivity:** Prior to commencing any public consultations, it is essential the Implementing Agency inform local and traditional leaders about Project goals, activities and timelines and seek their support in planning and rolling out the consultation process. It is also essential that stakeholder engagement is inclusive of all beneficiary groups - including people of different ages, genders and abilities, and is conducted in a culturally appropriate manner. This means choosing safe and accessible meeting venues, holding meetings at times when everyone is free to attend, and using consultation approaches that encourage participation of people who may not normally have voice in public meetings. This could involve holding separate focus group sessions with women, youth, traditional leaders, the private sector and civil society organizations, and/or working through representatives of existing community and church networks.
- **Use the people's language:** Stakeholder engagement will be undertaken in the language appropriate for broadest comprehension and translation services should be made available in situations where technical experts are not fluent in that language. Literacy levels amongst stakeholders should also be considered when undertaking engagement and preparing consultation materials.

- **COVID-related considerations:** Consultations will take in consideration COVID-19 related restrictions and measures including physical distancing and use of alternative forms of engagement including phone and virtual consultations, in order to minimize the risk of COVID-19 transmission amongst stakeholders.

The remaining sections of this SEP outline strategies to assist in overcoming issues that may arise in stakeholder engagement and attaining the overarching goal of free, prior and informed consultation.

3.4.1 Barriers to Participation

3.4.1.1 Disadvantaged, vulnerable and marginalized groups

Some project impacts may disproportionately fall on groups of people who are already disadvantaged, vulnerable or marginalized, and who often don't have voice to express their concerns or ideas – or even to understand how the project could impact them. In the case of construction works, some people have increased risk of potential harm including children schooling or playing in the area and pedestrians, especially those with sight, hearing or mobility issues.

To address these concerns proactively, MURP will: i) identify disadvantaged, vulnerable and marginalized individuals and groups, ii) assess existing barriers to participation and the potential for reduced project benefits and needs to enable their effective engagement, and iii) develop a strategy to ensure barriers are addressed.

A preliminary list of vulnerable groups of people to actively engage in MURP is outlined in Section 4.1.3. The list will be expanded and updated as new groups are identified.

3.4.1.2 Gender, Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH)

The SEA/SH risks associated with the MURP are assessed as Low, provided all safeguard requirements are adhered to (see Section 6). Project activities will include a combination of TA studies and construction of climate resilient infrastructure, which will predominately be undertaken in urban areas where supervision is possible, and services are available.

Gender-based violence (GBV), Sexual Exploitation and Abuse (SEA) and Sexual Harassment (SH) rates are high in the RMI, and women and children are also vulnerable to human trafficking (HT), illegal sex work, unwanted pregnancies, harassment and violence. Research shows that 36% of RMI women have experienced either physical or sexual violence, with spouses being the most common perpetrator of both, and about 22% of all RMI women reported experiencing physical violence in the previous 12 months. Among women who have experienced physical violence, 72% reported that a current husband or partner committed physical violence against them, while 21% reported that they had experienced violence by a former husband/partner.⁴

Imported and transient workforces including those required for the construction industry are known to contribute to these issues.

Addressing this serious problem is complicated by the fact that approximately 58% of men and 56% of women in the country generally accept that violence against women is a normal part of marital relationships.

For women in RMI there are multiple barriers to having equal opportunities as well as a life free from violence and coercion. Priority areas of the GoRMI National Gender Plan include addressing female unemployment and gender-stratified labor market, teenage pregnancy, violence against women and girls and limited access to justice and protection for women.

The MURP aims to support this work by mainstreaming gender equality and social inclusion in its design, implementation, management and MEL system to ensure barriers to participation of women, vulnerable and marginalized groups are taken into full account. This work will be supported by specialist TA, and/or through collaboration with local experts.

⁴ <https://asiapacific.unwomen.org/en/countries/fiji/co/republic-of-the-marshall-islands>

Women United Together Marshall Islands (WUTMI), the primary GBV service provider in the country, is located in Majuro and offers a range of prevention and response services. WUTMI is currently providing support to a number of other World Bank projects in the RMI so are therefore familiar with Bank requirements in this area.

A 2020 needs assessment on GBV in RMI prepared under the WB Marshall Islands Maritime Investment Project (MIMIP), found that overall capacity to effectively address GBV and SEA/SH issues is constrained, particularly in the outer islands, due to limited funding and availability of appropriately trained professionals.

SEA/SH risks are assessed, and appropriate mitigation identified in the MURP Environment and Social Management Framework (ESMF). This includes a requirement that Project Contractors prepare SEA/SH Action Plans, and include a Code of Conduct, as part of their Contractor Environment and Social Management Plan (CESMP), which identifies specific SEA/SH risks and mitigation strategies. In addition, a special pathway for referring SEA/SH-related grievances received under the MURP Grievance Redress Mechanism (GRM) is outlined in the MURP ESMF.

4. Stakeholder Identification and Analysis

4.1 Stakeholder Identification

4.1.1 Approach to Stakeholder Identification

To develop an effective SEP, it is necessary to determine who the key stakeholders are, understand their needs and expectations for engagement, and what their priorities and objectives are in relation to the Project. This information can then be used to tailor engagement to each stakeholder group. As part of this process, it is especially important to identify individuals and groups who may find it more difficult to participate and those who may be differentially or disproportionately affected by the Project because of their needs or status.

For the MURP, key stakeholders have been, and will continue to be identified throughout the Project life cycle with a focus on understanding:

- Different categories of stakeholders that may be interested or affected by particular aspects of the MURP including technical components, physical works and institutional strengthening; and
- Specific individuals, groups, and organizations within each of these categories taking into account:
 - The expected Area of Influence (AOI) of Components 2 and 3, including socio-economic and geographical aspects of project activities which may cause impacts (both positive and negative) in the short or long term, and localities within which people and businesses could be affected, and
 - The nature of the impacts that could arise and therefore the types of government entities, CSOs and other agencies who may have an interest in these issues.

The process of identifying stakeholders and assessing their interests and needs is continuous.

4.1.2 Project Area of Influence

The description of a project's Area of Influence (AOI) is based on the Guidance Note for ESS1⁵. The ESMF indicates the MURP AOI for preliminary assessment of social and environmental effects consists of the:

- The inland area and reef flats of islets of Majuro Atoll between Rita and Laura, situated in the general vicinity of works to be undertaken under the MURP and other areas targeted for coastal protection works under Component 1.
- Areas where public buildings are selected for improved resilience or for construction of new public buildings
- Contractor yards, lay down areas and any other works related facilities, and
- Aggregate extraction locations and immediate surrounds.

4.1.3 Key Stakeholders Identified

To date, a number of potential stakeholders have been identified drawn from:

- Contacts that MWIU has already made with communities, government departments and other organizations as part of its public consultation, disclosure and government- level interactions,
- Agencies and community groups consulted during the VNA assessment, and

⁵ "...Where the project involves specifically identified physical elements, aspects, and facilities that are likely to generate impacts, the collection and analysis of environmental and social baseline information and data, at an appropriate level of detail for the project, are essential to define the project's area of influence and describe relevant physical, biological, ecological, socioeconomic, health, and labor conditions, including any changes anticipated to occur in the foreseeable future (including projected variability in climatic and environmental conditions due to potentially significant climate change or that would require adaptation measures that could occur over the life of the project), along with current and proposed development activities within the general project area but not directly connected to the project to be financed...."

- Consideration of the AOI insofar as it is currently defined.

Stakeholders representing affected communities were identified by means of the following inputs:

- People identified and consulted in previous MWIU projects for similar schemes in RMI, and
- Understanding of the key features of the social and environment baseline of the communities in each works location.

Project affected persons (PAPs), interested parties and vulnerable groups identified for this SEP are listed below, including primary (P) and secondary (S) stakeholders:

Project Affected Persons

- Landowners of project affected areas (P))
- People residing, working or schooling in Project affected communities, including men, women, children, youth, people with disabilities (PWDs), and the elderly (P)
- Traditional and church leaders of project affected areas (P)
- Business owners and employees in project affected areas if operations are affected (P)
- People accessing public services in project affected areas if those services are disrupted (P)
- Fisherpersons if access to fishing areas is affected or construction affects catch (P)
- People using or selling agricultural good from project affected areas if yield or income is reduced (P)
- People using pedestrian and leisure areas that could be inaccessible during project works (P)
- People with disabilities if terrain or services are altered (P)
- Government and NGO service providers if disruptions to supply and demand are affected (P)
- Women and youth groups if their activities are disrupted (P)
- Local contractors with financial interest in project affiliated work (P)
- Media outlets (S)
- Other interested citizens and stakeholders (S)

Project Partners:

- Ministry of Works and Infrastructure and Utilities (P)
- Central Implementation Unit (CIU), Department of Development Assistance (DIDA), Ministry of Finance (P)

Government Agencies:

- Majuro Atoll Local Government (P)
- Mayor's Association (P)
- Climate Change Directorate (CCD) (P)
- National Disaster Management Office/Office of the Chief Secretary (NDMO/OCS) (P)
- Environmental Protection Authority (EPA) (P)
- Marshall Islands Marine Resources Authority (MIMRA) (P)
- Ministry of Transport and Communications (T&C) (P)
- National Weather Service (NWS) (P)
- Ministry of Internal and Cultural Affairs (MOICA) (S)
- Ministry of Natural Resources and Commerce (NRC) (P)

- Public School System (PSS), Ministry of Education (P)
- Majuro Water and Sewer Company (MWSC) (P)
- RMI Ports Authority (P)
- National Training Council (NTC) (P)

Civil Society Organizations and Development Partners

- Coastal Management Advisory Council (CMAC)
- Micronesia Conservation Trust
- International Organization of Migration (IOM)
- Women United Together Marshall Islands (WUTMI)
- RMI National Disability Organization (DPO)
- Secretariat of the Pacific Community (SPC)
- Majuro Chamber of Commerce
- Other CSOs working in the climate and GESI space

As project activities in each component are refined, this list of stakeholders will be updated, and a specific engagement and information disclosure plan will be developed for each activity, using the following template as a guide.

Stakeholder Group	Category	Primary Interests and Concerns	Engagement Strategy	Information Needs

5. Stakeholder Engagement Approach

5.1 Project Preparation Stakeholder Engagement Activities

5.1.1 Introduction

For Project preparation, engagement and consultation, activities were led by the CIU Safeguards Team and specifically related to explaining the components, implementation arrangements and the E&S aspects of the MURP.

Given the highly constrained timeframe for development of Project E&S instruments, stakeholder consultation focused on the institutional level. During meetings between the CIU and key agencies - including the Ministry of Works, Infrastructure and Utilities (MWIU) and the RMI Environment Protection Agency (EPA), the potential impacts of the Project, both positive and negative, were raised and considered in some detail. During these discussions, agency representatives were made aware of potential environmental and social risks, including the need for land acquisition, and possible loss of livelihoods and assets, yet indicated their strong support for the Project while recognizing the need for proactive risk mitigation and adaptive management. Improving the coastal resilience of Majuro - the capital city, center of commerce and development and population hub, is a high priority of the GoRMI.

In addition to these meetings, agency and community level consultations regarding coastal resilience issues and options on Majuro took place throughout 2021 under the auspices of the Deltares Coastal Vulnerability Assessment (VNA) supported by the WB-GoRMI PREP II Project, including several events in April 2021 (see Section 5.1.3).

5.1.2 Outcomes of stakeholder consultations

(a) Ministry of Works Infrastructure and Utilities (MWIU)

Date: November 3, 2021

Attendees: CIU Safeguards Team, Mr. Melvin Dacillo (PMU Manager) and Mr. Jefferson Barton (Secretary of MWIU)

Matters arising:

- Building Code – Phase 1 complete - draft has been prepared; contains reference to OHS; intended focus on minimum design standards to achieve resilience and avoid impacts of flooding; Phase 2 involves reformatting to recognize both international building codes and RMI requirements and subsequent rollout, with online options
- PMU includes OHS provisions in bid documents (see Appendix E of ESMF)
- PMU is keen to avoid duplication of consultants under this project – for example avoiding consultant overlaps with projects such as PREP II.
- MWIU supports a dedicated PIU housed in PMU offices – especially including a dedicated Project Manager, Project Officer(s) and Civil Engineering Advisor.
- PMU encourages use of a range of design concepts.
- Primary risk area from PMU point of view is protection of public infrastructure.
- Particular focus is needed on lagoon-side adjacent to the western part of the airport runway for Component 2 works (Seawall construction)
- Aggregate sourcing is a challenge – particularly in respect of backfill materials - PMU is constantly looking for new sources for inhouse RMI seawalls – current focus is on Rita lagoon side for fill material.

(b) Marshall Islands Conservation Society (MICS)

Date: November 4, 2021

Attendees: CIU Safeguards Team, Dolores deBrum Kattil (Director MICS), Dua Rudolph (Deputy Director, MICS)

Matters arising:

- MICS has active role in Reimaanlok Process including on Majuro – described approach.
- Provided background material on Majuro for ESMF
- MICS also involved in coordinating stakeholder engagement on Ebeye for PREP II – see this a valuable capacity building project for RMI generally – developing real skills with stakeholder engagement.
- MURP is a significant project for Majuro – and should also incorporate capacity building.

(c) RMI Environmental Protection Authority (EPA)

Date: November 19, 2021

Attendees: CIU Safeguards Team, Moriana Phillip (General Manager, RMIEPA)

Matters arising:

- Discussed RMIEPA involvement in projects during the Earthmoving Permit application process under the RMIEPA. .
- Recognized that over time there will be increasing pressure on RMIEPA for approvals for coastal resilient works relating to climate change-induced sea level elevations. This will arise through initiatives such as the National Adaption Plan (NAP) – ecosystems in RMI are becoming less resilient.
- RMIEPA recognizes the importance of the NAP but notes that the NAP should give due recognitions to E&S risk mitigation. Rolling out NAP initiatives should occur in a way that incorporates E&S protections so that solutions are livable – no-one wants a slab of concrete in the middle of nowhere.
- RMIEPA concerned that the agency doesn't want to be seen as delaying any approval process – need for a fresh look at “roadblocks” in the processing pathways, including how RMIEPA can access technical expertise to assist with technical evaluation of applications, partly capacity building part, and partly technical assistance support. Perhaps consideration could be given to how a “roster of expertise” could be developed. This equally applies to MWIU in respect of E&S awareness as resilient projects are developed.
- Support would ideally be developed in-country – building on expertise from overseas.
- RMI EPA focus is presently on environmental impacts (physical and biological) with a lesser focus on social impacts, although consideration is given to consultation with landowners. Social aspects reflect the connection to the land (and ecosystem services).
- The gap in social impact assessment is recognized by RMIEPA which has a desire to incorporate risk management of social matters in its consideration process. RMI is not presently at a level where it can engage with donors and communities in respect of different social values.
- RMIEPA suggested that there would be merit in both MWIU and RMIEPA addressing social impact risk mitigation in the design and approval process respectively.
- Inclusion of environmental and social risk management in the design and approval (and follow-up) stages would help provide a broader “social license to operate”. Early and effective involvement of the RMIEPA is key to streamlining the approval process.
- The RMIEPA approval process needs to be seen as more than just a literal rubber-stamping exercise.
- RMIEPA and MWIU need to work closely on integrating E&S risk management in resilient development initiatives.

5.1.3 Prior VNA Consultations

Throughout 2021, stakeholder engagements were undertaken with respect to coastal resilience and response activities on Majuro under the auspices of the Deltares Coastal Vulnerability Assessment (VNA) including several events in April 2021. Meeting attendees and workshops reports are available from the PREP II PIU.

Participating organizations and a summary of key issues are outlined below:

Agencies Consulted:

- Ministry of Works, Infrastructure and Utilities
- RMI EPA
- GoRMI Climate Change Directorate
- Marshall Islands Marine Resources Authority - Coastal Division
- Marshall Islands Conservation Society
- RMI Ports Authority
- Majuro Water and Sewer Company (MWSC)
- Marshall Islands Energy Company (MEC)
- EPPSO
- Ministry of Natural Resources and Commerce - Division of Agriculture
- Natural Resources and Commerce (NRC)
- HPO/Ministry of Culture and Internal Affairs
- PREP II
- Ministry Transportation Communication and IT
- NDMO
- National Telecommunications Authority
- Majuro Atoll Local Government

Issues Raised:

- Highest coastal risk is at Uliga and Djarrit.
- GoRMI is currently addressing gaps in existing seawalls to minimize the impact of erosion, in response to typhoon Nangka. Mainly in Djarrit and Uliga, working towards Delap.
- Available funding is not sufficient to protect all areas at risk.
- MWIU priority areas in Majuro include:
 - Critical infrastructure, population, and coastal vulnerability are important.
 - Djarrit and Uliga - schools, government buildings, and population are important to consider.
 - Delap - critical infrastructure on the ocean side is the hospital and the capital building.
 - Other critical infrastructure: landfill.
- Ongoing coastal reinforcement, executed by Ministry of Natural Resources and Commerce - Agricultural Section - They are planting traditional trees along the coastline that are salt and drought tolerant. Mainly in Ajeltake
- There are existing marine protected areas (MPAs) for which rules and regulations apply, which should be considered in the design and location of adaptation measures.
- Currently the government is developing protection for the Majuro hospital - critical infrastructure - current seawall is not adequate.
- New dump sites are being allocated, not yet final. This is executed under the ADB solid waste management plan.
- Delap Uliga project for upgrading the current seawall.
- Majuro water and sewer 20-year development plan by the ADB Majuro urban improvement project.
- New wall at Delap dock.
- Contract awarded for a seawall on the ocean side of MEC (Marshall's Energy Company) 100 or 200 m long. MEC can provide additional information.

5.2 Ongoing Stakeholder Engagement throughout MURP

5.2.1 Scope of Ongoing Engagement

Stakeholder engagement needs to continue throughout Project planning and implementation, including activity design, construction, and post construction phases (i.e., operation) of physical works and for all technical advisory works in order to continuously disclose information about the project and project activities, and also to solicit information and input from community members and other project stakeholders, through engaging in two-way discussions with project stakeholders.

All stakeholders identified in Section 5.1 are appropriate for consideration throughout the Project although additional stakeholders may be identified once specific TAs have been scoped, annual project work plans prepared, and Component 2 and 3 works and associated activities have been refined.

5.2.2 Physical Works

Each separate activity under Components 2 and 3 will develop a discrete list of stakeholders for engagement with as part of the Land Access Procedure (LAP) process which will be specifically focused on:

- Landowners and Occupiers – called Project Affects Persons (PAPs) under ESS5.
- Local Communities (including nearby or indirectly affected villages, community interest groups etc.).
- Relevant National and Local Government departments and agencies.
- Traditional – customary leaders.
- Others (including NGOs, businesses, utility providers etc.).

Other relevant stakeholders include communities who may be impacted during civil works, and other interested parties.

A variety of mechanisms will be utilized to consult with the identified stakeholders throughout the Project including:

- (i) Community meetings involving women, men and youth from communities
- (ii) Specific facilitated meetings with PAPs (e.g., landowners, disrupted businesses etc.) and community leaders, regarding:
 - a. 'Participatory design approach' during the design phase, commencing with preliminary design development.
 - b. Confirming land / asset ownership.
 - c. Securing land access.
 - d. Negotiating VLD.
 - e. Confirming and providing entitlements.
- (iii) Separate meetings with specific interest groups, as required (including women, youth, religious, vulnerable households)
- (iv) Key informant interviews with relevant government staff and community/traditional leaders
- (v) One-to-one socio-economic household survey of PAPs and affected communities (in the event an Abbreviated Resettlement Plan (ARAP) is required)
- (vi) Participatory Inventory of Losses (IOL survey). and
- (vii) Informal conversations with passers-by, transport users and other interested parties near the works site.

To ensure broader participation, consultations are to be undertaken at venues, times and in language that do not disadvantage any particular groups including women, youth, people with disabilities and vulnerable households. Other considerations outlined in Section 3.4 should also be taken into account through the stakeholder engagement process for the Project.

Vulnerable groups are to be targeted through representative organizations including women, disability and youth associations.

5.2.3 Technical assistance and studies

Any technical assessments conducted under Project Components 1, 2 or 3 that involve any form of stakeholder consultation will be required to develop a Stakeholder Engagement Plan specific to that activity for approval by the PIU and CIU Safeguard Team in advance of any public consultation. Specific SEP requirements will be detailed in consultant/contractor ToRs and included in work contracts and plans. Activity specific SEPs will be disclosed in the same manner as other Project E&S Management instruments as outlined in Section 5 and in the MURP ESMF.

5.2.4 Stakeholder Engagement and Communication Plan and Schedule

The schedule and scope of engagement with various stakeholders throughout the MURP are outlined in **Table 1**.

This SEP and Consultation Plan are intended to be a 'live' document that is updated throughout the Project lifecycle to guide implementation of community engagement and communication based on changing Project work plans, circumstances and lessons learned. Works specific or TA specific engagement plans may need to be prepared to support detailed engagement activities as required.

Following all consultation sessions, meeting notes are to be prepared with photographs and participant lists attached (including gender, age and disability status where possible), that outline key feedback provided by stakeholders which needs to be incorporated in activity assessments, instruments and design concepts. These notes also need to document any concerns, suggestions, and grievances raised during these meetings.

Table 1: MURP Stakeholder Engagement and Communication Plan

Component Activities	Stakeholder Type	Stakeholders	Stakeholder Engagement Topic / Scope	Stakeholder Engagement Objectives	Milestone	Engagement Type	Responsibility
MURP Component 1: Risk-Informed Adaptation Planning							
Prepare Climate Resilient Strategic Plans/CVAs/Social Development Study	Government Departments / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV	Inception meeting/workshop to be attended by representatives of various government departments/ agencies/ authorities, and their relevant subordinate divisions/offices.)	<ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback. 	<ul style="list-style-type: none"> Delivery of draft report. 	Email; Letter; Meeting (joint); Video conference	PIU, CIU, design engineer consultant
	Other Groups	As required. Could include MWSC, MAWC, MEC, NTA MICS or other groups that would assist the prioritisation process.	Specific one-on-one meetings with other stakeholder groups, as required	<ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback. Obtain information/data. 	<ul style="list-style-type: none"> During development of draft report (if required). Delivery of draft report. 	Phone; Email; Letter; Meeting (one-on-one); Video conference	PIU, CIU, design engineer consultant
	Local communities	Community members and groups including women and youth groups, and representatives from disability organizations and other interest groups	Public consultation meeting on project design and objectives, completion of assessments and plans	<ul style="list-style-type: none"> Outline works prioritization and optioneering process. Present proposed Project works. Obtain feedback 	<ul style="list-style-type: none"> During project preparation and through development of plans and studies 	Public consultation, focus group discussion	

	All	As required.	Follow up correspondence with various stakeholders as required.	<ul style="list-style-type: none"> To be determined, based on needs at the time. 	<ul style="list-style-type: none"> Various (as required) 	Phone, Email	PIU, CIU, design engineer consultant
	All	As required.	Follow up correspondence with various stakeholders as required.	To be determined, based on needs at the time.	Various (as required)	Phone, Email	PIU, CIU, design engineer consultant
MURP Component 2: Coastal Resilience Investments							
Detailed TAs/Site Investigations/E&S studies	Government Departments / Offices / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV	Meetings/workshops for each defined works to be attended by representatives of various government departments/offices/agencies/authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders.	<ul style="list-style-type: none"> Outline scope of specific works proposed. Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). 	<ul style="list-style-type: none"> During (before completion of) preliminary design. 	Email; Letter; Meeting (joint); Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
	Community	Community groups with specific interest in Project works; MICS.	Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate).	<ul style="list-style-type: none"> Outline scope of specific works proposed (including specific likely impact on community). Disclosure of project documents including the ESMF, SEP, and Resettlement Framework Obtain information/data. Update Project status and schedule. 	<ul style="list-style-type: none"> During (before completion of) preliminary design. 	Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant

				<ul style="list-style-type: none"> Obtain feedback to inform preliminary design (participatory design). Identify potential PAPs and vulnerable groups. 			
		Landowners and occupiers who may be directly affected by the Project works.	Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works.	<ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). Minimize social impacts. Reach agreement on preferred design option and mitigation/restorative measures. 	<ul style="list-style-type: none"> During (before completion of) preliminary design. Prior to finalization of preliminary design to obtain agreement. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant
		Vulnerable groups who could be disproportionately affected by proposed works.	Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e., not present, or able to voice concerns, in public meeting), including	<ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/ access). 	<ul style="list-style-type: none"> During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant

			specific consultation sessions with women.	<ul style="list-style-type: none"> • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design (participatory design). • Minimize social impacts. • Reach agreement on preferred approach and mitigation/restorative measures. 			
	Public Utilities	MWSC, MAWC, NTA, MEC	One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works.	<ul style="list-style-type: none"> • Outline specific scope of works proposed (incl. specific likely impact on utility). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). • Reach agreement for mitigation/restorative measures. 	<ul style="list-style-type: none"> • During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	Email; Letter; in-person meeting/s; Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
	Other Groups	Chamber of Commerce, Private Sector,	Meeting/s with various other Project stakeholders in each State.	<ul style="list-style-type: none"> • Outline specific scope of roads works proposed 	<ul style="list-style-type: none"> • During (before completion of) preliminary design 	Newspaper; Radio; Email; Letter;	PIU, CIU Safeguards Team; design

		NGOs/CBOs (MICS), Schools etc.	Public meeting/workshop to be attended by representatives of other Project stakeholders in each State. Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups. Specific one-on-one meetings with other stakeholders' groups, as required	(incl. specific likely impact on stakeholders). <ul style="list-style-type: none">Obtain information/data.Update Project status and schedule.Obtain feedback to inform prelim design (participatory design).	<i>Note: Could require multiple (ongoing) meetings/ discussions.</i>	Meeting (public) Video conference	engineer consultant; E&S consultant
	All	As required.	Follow up correspondence with various stakeholders as required.	To be determined, based on needs at the time.	Various (as required).	Phone, Email	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
Detailed engineering design and construction supervision	Government Departments / Offices / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV.	Meetings/workshops for each defined works to be attended by representatives of various government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders.	<ul style="list-style-type: none">Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access).Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development.	<ul style="list-style-type: none">During (before completion of) detailed design.Prior to finalization of preliminary design to obtain agreement.During (before completion of) draft ESIA/ ESMP/ Land Access Plan documents. <i>Note: Could require multiple (ongoing) meetings/ discussions.</i>	Email; Letter; Meeting (joint); Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant

				<ul style="list-style-type: none"> Identify potential PAPs and vulnerable groups. 			
	Community	Community groups with specific interest in Project works.	Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate).	<ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development. Reach agreement for mitigation/restorative measures. 		Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
		Landowners and occupiers may be directly affected by the Project works.	Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works.			In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
		Vulnerable groups who could be disproportionately affected by proposed works.	Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e. not present, or able to voice concerns, in public meeting).			In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant
	Public Utilities	MWSC, MAWC, MWC, NTA	One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works.	<ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback 	<ul style="list-style-type: none"> During (before completion of) detailed design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	Email; Letter; in-person meeting/s; Video conference	PIU, CIU Safeguards Team; design engineer consultant

				<p>to inform mgmt. plan.</p> <ul style="list-style-type: none"> Reach agreement for mitigation/restorative measures. 			
	Other Groups	Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Schools etc	<p>Meeting/s with various other Project stakeholders in each State.</p> <p>Public meeting/workshop to be attended by representatives of other Project stakeholders in each State.</p> <p>Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups.</p> <p>Specific one-on-one meetings with other stakeholder groups, as required</p>	<ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback to inform mgmt. plan. 	<ul style="list-style-type: none"> During (before completion of) detailed design. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; E&S consultant
	All	As required.	Follow up correspondence with various stakeholders as required.	To be determined, based on needs at the time.	Various (as required).	Phone, Email	PIU, CIU Safeguards Team; E&S consultant
Securing land / assistance activities	Government Departments / Offices / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV	Specific one-on-one meetings with key government departments/ offices/ agencies/ authorities	<ul style="list-style-type: none"> Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team

				assistance from works impacts.			
	Community	Community groups with specific interest in Project works, and landowners/ occupiers.	Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers.	<ul style="list-style-type: none"> Reach agreement on process for securing land (e.g. VLD, or land acquisition) if required, and asset relocation or assistance from works impacts. 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team
	Public Utilities	MWSC, MAWC, MEC, NTA	Specific one-on-one meetings with key relevant public utility providers with assets potentially impacted by the works.	<ul style="list-style-type: none"> Reach agreement on mitigation/restorative measures for impacted utility infrastructure. 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team
	All	As required.	Follow up correspondence with various stakeholders as required.	To be determined, based on needs at the time.	Various (as required).	Phone, Email	PIU, CIU Safeguards Team
Construction of Coastal Works	Community	Owners of land and/or assets that are temporary acquired/used during construction.	Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers, asset owners.	<ul style="list-style-type: none"> Assessment of land and/or asset prior to disturbance (i.e. benchmark). Acceptance of condition of reinstatement land/or asset after completion of works. 	<ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. 	In-person meeting/s	PIU, CIU Safeguards Team; Contractor
	Public Utilities	MWSC, MAWC, MEC, NTA	Specific one-on-one meetings with key relevant public utility providers with assets impacted by the works.	<ul style="list-style-type: none"> Assessment of utility infrastructure prior to disturbance (i.e. benchmark). Acceptance of condition of 	<ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. 	Phone; Email; In-person meeting/s	PIU, CIU Safeguards Team; Contractor

				reinstatement utility infrastructure after completion of works.			
	All	All	Public notification of works to be advertised via radio and newspaper (if appropriate), and notice board/signage in the vicinity of the Project works.	<ul style="list-style-type: none"> Outline scope and design of works. Project status and schedule. Outlining grievance mechanism and providing contact details. 	<ul style="list-style-type: none"> Prior to preparatory construction activities. Regular updates throughout construction. 	Newspaper; Radio; notice board/sign; letter drop/door knocking.	PIU, CIU Safeguards Team; Contractor
	All	All	Specific one-on-one meetings with aggrieved parties on the submission of a complaint/grievance.	<ul style="list-style-type: none"> Reach agreement on corrective action 	Various (as required).	Phone; Email; Meeting	PIU, CIU Safeguards Team; Contractor
MURP Component 3: Resilient Public Buildings and Spaces							
3.1 Vulnerability assessments and investment planning – (i) building vulnerability and prioritization assessments, site surveys, soil and geotechnical assessments, and other site investigations; and	Government Departments / Offices / Agencies / Authorities	MWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV	Meetings/workshops for each defined works to be attended by representatives of various government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders.	<ul style="list-style-type: none"> Outline scope of specific works proposed. Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). 	<ul style="list-style-type: none"> During (before completion of) preliminary design. 	Email; Letter; Meeting (joint); Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
	Community	Community groups with specific interest in Project, including specific	Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders.	<ul style="list-style-type: none"> Outline scope of specific works proposed (including specific likely 	<ul style="list-style-type: none"> During (before completion of) preliminary design. 	Newspaper; Radio; Email; Letter; Meeting	PIU, CIU Safeguards Team; design engineer consultant;

(ii) investment planning, including priority measures and multi-year resilience investment plans.		consultations with women	Meeting notification to be advertised via radio and newspaper (if appropriate).	<p>impact on community).</p> <ul style="list-style-type: none"> • Disclosure of project documents including the ESMF, SEP and Resettlement Framework • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design (participatory design). • Identify potential PAPs and vulnerable groups. 		(public) Video conference	E&S consultant
		Landowners and occupiers may be directly affected by the Project works.	Specific one-on-one meetings with specific Project affected persons/communities who have the potential to have land/asset or access impacts as a result of specific works.	<ul style="list-style-type: none"> • Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform preliminary design 	<ul style="list-style-type: none"> • During (before completion of) preliminary design. • Prior to finalization of preliminary design to obtain agreement. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant

				<p>(participatory design).</p> <ul style="list-style-type: none"> Minimize social impacts. Reach agreement on preferred design option and mitigation/restorative measures. 			
		Vulnerable groups who could be disproportionately affected by proposed works including women's groups.	Could either be a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e., women are not present, or able to freely voice their concerns in public meetings).	<ul style="list-style-type: none"> Outline scope of specific works proposed (incl. specific likely impact on land/assets/access). Obtain information/data. Update Project status and schedule. Obtain feedback to inform preliminary design (participatory design). Minimize social impacts. Reach agreement on preferred approach and mitigation/restorative measures. 	<ul style="list-style-type: none"> During (before completion of) preliminary design. <p><i>Note: Could require multiple (ongoing) meetings/discussions.</i></p>	In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant
	Public Utilities	MWSC, MAWC, MEC, NTA	One-on-one meetings with public utility providers who	<ul style="list-style-type: none"> Outline specific scope of works 	<ul style="list-style-type: none"> During (before completion of) preliminary design. 	Email; Letter; in-person	PIU, CIU Safeguards

			may potentially have infrastructure disturbed by the proposed works.	<p>proposed (incl. specific likely impact on utility).</p> <ul style="list-style-type: none"> • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). • Reach agreement for mitigation/restorative measures. 	<i>Note: Could require multiple (ongoing) meetings/ discussions.</i>	meeting/s; Video conference	Team; design engineer consultant; E&S consultant
	Other Groups	Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Airports, Schools etc.	<p>Meeting/s with various other Project stakeholders in each State.</p> <p>Public meeting/workshop to be attended by representatives of other Project stakeholders in each State.</p> <p>Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups.</p> <p>Specific one-on-one meetings with other stakeholder groups, as required</p>	<ul style="list-style-type: none"> • Outline specific scope of roads works proposed (incl. specific likely impact on stakeholders). • Obtain information/data. • Update Project status and schedule. • Obtain feedback to inform prelim design (participatory design). 	<ul style="list-style-type: none"> • During (before completion of) preliminary design <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant

	All	As required.	Follow up correspondence with various stakeholders as required.	To be determined, based on needs at the time.	Various (as required).	Phone, Email	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
Sub-component 3.2 Strengthening and upgrading of select buildings and spaces. (i) detailed engineering designs and construction supervision services - up to three (3) select facilities, including an office and warehouse building in Majuro and critical public	Government Departments / Offices / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV.	Meetings/workshops for each Road Works to be attended by representatives of various State government departments/ offices/ agencies/ authorities, and their relevant subordinate divisions/offices. Meeting notification to be via specific letters of invitation to be emailed to stakeholders.	<ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory design) and ESIA/ESMP/Land Access Plan development. Identify potential PAPs and vulnerable groups. 	<ul style="list-style-type: none"> During (before completion of) detailed design. Prior to finalization of preliminary design to obtain agreement. During (before completion of) draft ESIA/ ESMP/ Land Access Plan documents. <p><i>Note: Could require multiple (ongoing) meetings/ discussions.</i></p>	Email; Letter; Meeting (joint); Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
		Community groups with specific interest in Project.	Public meeting/workshop to be attended by representatives of relevant community groups, and other stakeholders. Meeting notification to be advertised via radio and newspaper (if appropriate).	<ul style="list-style-type: none"> Outline design of specific works proposed (incl. specific likely impact on land/ asset/ access). Obtain information / data and feedback to inform detailed design (participatory 		Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; design engineer consultant; E&S consultant
		Landowners and occupiers may be directly affected	Specific one-on-one meetings with specific Project affected persons/communities who			In-person meeting/s	PIU, CIU Safeguards Team; design

buildings such as schools or health facilities;		by the Project works.	have the potential to have land/asset or access impacts as a result of specific works.	design) and ESIA/ESMP/Land Access Plan development.			engineer consultant; E&S consultant
		Vulnerable groups who could be disproportionately affected by proposed works.	Could either by a part of community meeting/workshop, or one-on-one meetings if appropriate (i.e. not present, or able to voice concerns, in public meeting).	<ul style="list-style-type: none"> Reach agreement for mitigation/restorative measures. 		In-person meeting/s	PIU, CIU Safeguards Team; design engineer consultant
	Public Utilities	MWSC, MAWC, MEC, NTA	One-on-one meetings with public utility providers who may potentially have infrastructure disturbed by the proposed works.	<ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and feedback to inform mgmt. plan. Reach agreement for mitigation/restorative measures. 	<ul style="list-style-type: none"> During (before completion of) detailed design. Note: Could require multiple (ongoing) meetings/discussions. 	Email; Letter; in-person meeting/s; Video conference	PIU, CIU Safeguards Team; design engineer consultant
	Other Groups	Chamber of Commerce, Private Sector, State NGOs/CBOs (MICS), Airports, Schools etc	Meeting/s with various other Project stakeholders in each State. Public meeting/workshop to be attended by representatives of other Project stakeholders in each State.	<ul style="list-style-type: none"> Outline design specific works proposed (incl. specific likely impact on utility provider). Obtain information / data and 	<ul style="list-style-type: none"> During (before completion of) detailed design. Note: Could require multiple (ongoing) meetings/discussions. 	Newspaper; Radio; Email; Letter; Meeting (public) Video conference	PIU, CIU Safeguards Team; E&S consultant

			Meeting notification to be advertised via radio and newspaper (if appropriate), and specific letters of invitation to be emailed to key Stakeholder groups. Specific one-on-one meetings with other stakeholders groups, as required	<ul style="list-style-type: none"> feedback to inform mgmt. plan. 			
	All	As required.	Follow up correspondence with various stakeholders as required.	<ul style="list-style-type: none"> To be determined, based on needs at the time. 	<ul style="list-style-type: none"> Various (as required). 	Phone, Email	PIU, CIU Safeguards Team; E&S consultant
Component 3.2 (ii) land preparation activities and civil works for strengthening, upgrading and construction of public buildings and facilities to reduce disaster vulnerability, increase climate	Government Departments / Offices / Agencies / Authorities	MWU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV.	Specific one-on-one meetings with key State government departments/ offices/ agencies/ authorities	<ul style="list-style-type: none"> Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or assistance from works impacts. 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team
	Community	Community groups with specific interest in Project works, and landowners/ occupiers.	Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers.	<ul style="list-style-type: none"> Reach agreement on process for securing land (e.g. VLD, or land acquisition) if required, and asset relocation or assistance from works impacts. 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team
	Public Utilities	MWSC, MAWC, NTA, MEC	Specific one-on-one meetings with key relevant public utility providers with assets potentially impacted by the works.	<ul style="list-style-type: none"> Reach agreement on mitigation/restorative measures for 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team

resilience, and improve functionality and service standards (including universal access and environmentally-sustainable design);	All	As required.	Follow up correspondence with various stakeholders as required.	<ul style="list-style-type: none"> impacted utility infrastructure. To be determined, based on needs at the time. 	<ul style="list-style-type: none"> Various (as required). 	Phone, Email	PIU, CIU Safeguards Team
(iii) small-scale ecosystem-based approaches or water-sensitive urban design measures such as vegetated buffer zones, rain gardens, bioswales,	Government Departments / Offices / Agencies / Authorities	MWIU, MIMRA, MNRC, CCD, MoT&C, MOCIA, RMIPA, NDMO, PREP II, MALGOV.	Specific one-on-one meetings with key State government departments/ offices/ agencies/ authorities	<ul style="list-style-type: none"> Discuss process for securing land (e.g. VLD, land acquisition/ valuation) if required, and asset relocation or assistance from works impacts. 	<ul style="list-style-type: none"> After completion of detailed design and IOL. 	Phone; Email; Meeting	PIU, CIU Safeguards Team
	Community	Owners of land and/or assets that are temporary acquired/used during construction.	Specific one-on-one meetings with key relevant community groups, e.g. community leaders and land owners/ occupiers, asset owners.	<ul style="list-style-type: none"> Assessment of land and/or asset prior to disturbance (i.e. benchmark). Acceptance of condition of reinstatement land/or asset after completion of works. 	<ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. 	In-person meeting/s	PIU, CIU Safeguards Team; Contractor

(iv) mangrove restoration, and vegetated bunds; and pilots in raising dwellings /buildings or land (e.g., building stilts or constructed mounds).	Public Utilities	MWSC, MAWC, MEC, NTA.	Specific one-on-one meetings with key relevant public utility providers with assets impacted by the works.	<ul style="list-style-type: none"> Assessment of utility infrastructure prior to disturbance (i.e., benchmark). Acceptance of condition of reinstatement utility infrastructure after completion of works. 	<ul style="list-style-type: none"> Prior to preparatory construction activities. After completion of construction/reinstatement of land/asset disturbed, or temporarily acquired / used. 	Phone; Email; In-person meeting/s	PIU, CIU Safeguards Team; Contractor
	All	All	Public notification of works to be advertised via radio and newspaper (if appropriate), and notice board/signage in the vicinity of the Project works.	<ul style="list-style-type: none"> Outline scope and design of works. Project status and schedule. Outlining grievance mechanism and providing contact details. 	<ul style="list-style-type: none"> Prior to preparatory construction activities. Regular updates throughout construction. 	Newspaper; Radio; notice board/sign; letter drop/door knocking.	PIU, CIU Safeguards Team; Contractor
	All	All	Specific one-on-one meetings with aggrieved parties on the submission of a complaint/grievance.	<ul style="list-style-type: none"> Reach agreement on corrective action 	<ul style="list-style-type: none"> Various (as required). 	Phone; Email; Meeting	PIU, CIU Safeguards Team; Contractor

5.2.5 Information Disclosure

5.2.5.1 Project Preparation

The final draft of the E&S Instruments will be made available by the CIU to key stakeholders to review and provide comment prior to the documents being finalized. The 'final' E&S Instruments are to be publicly disclosed on the WB website (www.worldbank.org) as well as the RMI Ministry of Finance website⁶.

E&S instruments that will be publicly disclosed include:

- Environmental and Social Management Framework (ESMF)
- Resettlement Framework (RF)
- Stakeholder Engagement Plan (SEP)
- Environmental and Social Commitment Plan (ESCP).

Information will be displayed in well-publicized, visible and publicly accessible locations, to ensure that the information is widely available to all community members.

5.2.5.2 MURP Components 2 and 3: Coastal Resilient Investments and Resilient Public Buildings and Spaces

All Resettlement Plans, Environmental and Social Impact Assessments, Environmental and Social Management Plans prepared during Project implementation for activities under Components 2 and 3 are to be publicly disclosed on the WB website (www.worldbank.org) as well as the RMI Ministry of Finance website⁷.

Stakeholders are to be regularly informed and updated on the MURP throughout Components 2 and 3 works by way of consultation meetings and public notices (e.g., radio, newspaper etc., as appropriate) including:

- (i) Scope of the works proposed
- (ii) Schedule and progress of works implementation
- (iii) Land access requirements and procedures
- (iv) Entitlements for Project affected persons; and
- (v) Grievance Mechanism process.

Signs and/or notice boards also need to be erected at all works sites, and include the following information:

- Name, address and other contact information for the PIU Project Manager, and Contractor
- Contact points for the Grievance Mechanism
- Project information (objectives, technical information, development schedules etc.)
- Information of venue and date where a consultation meeting will take place; and
- Maps showing location of Project infrastructure in relation to local community.

5.2.5.3 MURP Component 1: Risk Informed Adaption Planning

As noted above, project documents relevant for Component 1 for example the ESMF and SEP, will be publicly disclosed on the WB website and RMI Ministry of Finance website. Stakeholders including the wider community and beneficiaries who will benefit from improved adaption planning need to be kept informed of project activities under Component 1 as well as having an opportunity to provide feedback. Stakeholders will be regularly informed through public notices and for example through radio and newspaper, and consultation meetings.

⁶ <https://rmi-mof.com/division-of-international-development-assistance-dida/reports/>

⁷ <https://rmi-mof.com/division-of-international-development-assistance-dida/reports/>

5.3 Stakeholder Engagement Tools and Materials

This SEP will be used in conjunction with stakeholder engagement and community relations management tools including:

- **Project Summary Documents** – For each key stage of the MURP, a Project Summary Document (PSD) is to be prepared or coordinated by the CIU to ensure stakeholders are kept informed of Project activities and the purpose of upcoming consultations. The PSD used for MURP preparation phase is provided in Appendix A as an example. Where consultations are focused on specific works, an overview of the concept/preliminary design, potential environmental and social impacts and works schedule may be appropriate to be included in this document.
- **Consultation Materials** – Prior to consultation meetings agendas will be circulated to key stakeholders and a PowerPoint or other type of IEC materials prepared as appropriate. Project Summary Documents will be used to support these materials particularly in the absence of consultation venues that enable use of electronic information. Appendix B contains the PowerPoint used for MURP stakeholder engagement during ESMF preparation.
- **Language:** Engagement activities are to be undertaken in the language(s) appropriate for the broadest possible comprehension by stakeholders. Literacy levels amongst expected participants also need to be considered during preparation for consultations.
- **Engagement/Meeting Notes** – To ensure accurate and detailed records of information provided and views expressed, each stakeholder meeting will need to be fully documented and shared within the PIU and CIU Safeguards Team. Photographs and attendee lists, disaggregated by gender, age and ability need to be attached to the meeting notes.
- **Grievance Redress Mechanism (GRM)** – As outlined in Section 6, the Project GRM specifies the process that affected or aggrieved parties will use to raise complaints and grievances about any aspect of the MURP, and how the Project will respond to resolve the issues in a timely and appropriate manner. A complaints/grievance register has been developed to record all grievances reported.

5.4 COVID-19 related measures

The COVID-19 pandemic brings additional health and safety risks and challenges to the project due to the risk of COVID-19 transmission amongst stakeholders and with local communities. State-imposed COVID control measures including restrictions on movement, physical and social distancing can affect the active engagement of stakeholders and the way consultations are conducted. It is imperative to assess the risks of COVID-19 transmission amongst stakeholders and provide a safe environment for project workers and stakeholders. The project will implement and follow COVID-19 related measures and will promote measures for preventing the spread of COVID-19 to communities, including physical distancing during face-to-face consultations and use of alternative forms of engagement e.g., virtual consultations, and engagements via phone where feasible

6. Grievance Redress Mechanism

6.1 Introduction

6.1.1 Purpose and Objectives

It is possible that stakeholders will raise complaints or grievances related to any aspect of the MURP including technical advisory support, project design, institutional strengthening, civil works, land access or use, the attitude and behavior of project workers/contractors, or operational impacts from project activities. As such, a grievance redress mechanism (GRM) has been developed for the Project.

The primary objective of grievance management is to allow people who believe they are being negatively impacted by project, including those affected by land clearing or acquisition, to express their concerns and seek satisfactory resolution to grievances they have related to Project activities, as well as issues concerning compensation and other assistance measures.

Other objectives of the grievance management process include:

- Defining a clear process for receiving, assessing and facilitating resolution of affected people's concerns, complaints and grievances about environmental or social impacts
- Providing a separate pathway to address any complaints related to gender-based violence, sexual exploitation and abuse (SEA) or sexual harassment (SH) and ensure "survivor-centered approaches" are applied, including the involvement of local GBV service providers.
- Providing an accessible, time-bound, transparent and culturally appropriate mechanism for Aggrieved Party's (APs) to voice and resolve any environmental and social concerns linked to the MURP at no cost, in confidence, and without retribution.
- Ensuring a feedback system is in place to assist the Implementing Agency, PIU and Project Contractors make adjustment to improve practice where required. Project performance for State agencies and the construction Contractors are kept.

Grievances are likely to be include:

- **Environmental issues** – such as excessive dust or noise generation, accidental spills, Contractor malpractice, excessive vegetation clearance, etc.
- **Social Issues** – such as dissatisfaction regarding land and/or asset disturbance entitlements or valuation, temporary or permanent loss of livelihoods, changes to land access and associated issues, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, disruption of services, inappropriate social interactions between Contractor with local populations, child labor, human trafficking (HT), gender based violence (GBV) and other social and cultural issues.

Should such situation(s) and/or issues arise, there must be a mechanism through which affected parties can resolve these concerns in an efficient, unbiased, transparent, professional and sensitive manner at no cost to themselves. To this end, it is imperative that the MURP GRM is widely known and accessible to all Project stakeholders.

A separate GRM will be developed to respond to labor related issues as set out in Project Labor Management Procedure (LMP) which will be prepared prior to engagement of the Construction contractors.

6.1.2 Grievance Redress Principles

Those who have complaints or feel aggrieved about some aspect of the MURP will be encouraged to communicate their concerns or grievances through an appropriate process. The MURP GRM provides an accessible, rapid, fair and effective response to addressing stakeholder concerns,

which particular focus on ensuring that vulnerable and marginalized groups of people who often lack access to formal legal regimes, can make use of this GRM if needed.

The MURP GRM is based on the following guiding principles:

- **Simple and Accessible:** Procedures to make a complaint are easy to understand and accessible to all project affected persons.
- **Transparent:** Information about the Project grievance system is made widely available to the general public and those with a vested interest.
- **Efficient:** Grievances are addressed as quickly as possible.
- **Fair:** The circumstances and accuracy of all complaints is investigated and validated to ensure due process and opportunities for appeal.
- **Confidential:** The identity of complainants is not revealed.
- **Promotes Improvement:** Enables the Project to continuously learn and improve based on the kinds of concerns and complaints received.

6.1.3 Eligibility

Eligibility criteria for the GM is to include:

- i. Perceived negative economic, social or environmental impact on an individual and/or group, or concern about the potential to cause an impact
- ii. Clearly specified kind of impact that has occurred or has the potential to occur and explanation of how the project caused or may cause such impact
- iii. Individual and/or group filing of a complaint and/or grievance is impacted, or at risk of being impacted; or the individual and/or group filing a complaint and/or grievance demonstrates that it has authority from an individual and or group that have been or may potentially be impacted on to represent their interests, and
- iv. Questions or information requests in relation to the project. Local communities and other interested stakeholders may raise a grievance/complaint at any time to the traditional and government elected officials. Affected local communities need to be informed about the GM and how to make a complaint.

6.2 Grievance Redress Process

The GM for the MURP is scaled to the risks and adverse impacts anticipated for the Project. If concerns are addressed promptly, using an understandable, transparent process that is GESI responsive, culturally appropriate, at no cost and without retribution, matters can usually be resolved fairly quickly.

The GM process is not a substitute for or meant to impede access to normal legal processes. Rather, it provides a simpler, faster mechanism for complaint resolution related to the Project. The GM will as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must act at all times in good faith and should not attempt to delay and/or hinder any mutually acceptable resolution.

If an Aggrieved Person (AP) is not satisfied with, or has a complaint about, an aspect of the Project (e.g. such as the mitigation or assistance provided) they have the right to lodge a grievance. While every effort should be made to resolve conflicts by mutual agreement of the parties involved, in some cases, arbitration and adjudication on disagreements and conflicts by an external mediator will be required.

For transparency, the GM for the MURP will be housed online with other Environment and Social risk management instruments implemented in RMI under WB funded projects. The

The MURP GRM process for the resolution of social and environmental matters relating to the Project are as follows:

Step 1: The MURP GM process begins when an “Aggrieved Party” (the “AP” or the person making the complaint) raises a concern to a Project employee, contractor or someone at the DIDA/CIU or MWIU Office. The person who receives the complaint is called the “Recipient”. The Recipient is required to pass this information to the MURP Designated Contact Person (DCP) within 12 hours using the MURP Grievance Form

The DCP will be:

- the MURP Project Officer (or other person appointed by the MURP Project Manager); or
- During works the DCP will be the Construction Site Supervisor (CSS)

Step 2: After receiving the complaint, the DCP will document or “log” the concern in the MURP Complaints Register. This will serve as an official record that a complaint has been received and when the matter has been resolved.

Step 3: The DCP will determine whether the concern is related to the project, and if it is, the investigation will begin immediately (see Step 4). If the matter is not related to MURP, the DCP will advise the MURP PM and the AP will be referred to the appropriate authority to resolve the issue and the matter is closed on the Complaints Registry.

Step 4: The DCP will determine if the complaint relates to a serious or sensitive matter. If this does, the DCP will immediately refer the matter to the MURP Project Manager and Manager of the MWIU PMU for further investigation and resolution. The DCP will also notify the Centralized Implementation Unit (CIU) of the RMI Ministry of Finance and the World Bank.

“Serious or sensitive matters” refer to issues involving potential criminal activity, political interference, conflicts of interest, corruption, land claims, gender-based violence (GBV), sexual exploitation, abuse, or harassment (SEAH) violence against children (VAC) or human trafficking (HT).

In the case of potential criminal activity, it is important that MURP GM processes do not impede investigation by the appropriate authorities. In situations involving land disputes or claims, the matter will be referred to The Secretary MWIU.

If the concern is related to GBV or SEAH, the project will first seek to ensure that the victim is safe and has access to required support services. For these reasons, a referral will be made to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service*.

Step 4 (continued): After determining the grievance is project related but is not of a serious or sensitive nature, the DCP will advise the MURP Project Manager and CIU Safeguards team. The DCP and MURP Project Manager will attempt to resolve the concern to everyone’s satisfaction within 24 hours, or within 2 weeks if consultation with other parties is required.

Steps 5-6: If resolution is not achieved within 2 weeks, the situation will be referred to the Secretary, Ministry of Works Infrastructure and Utilities who will also attempt to resolve the matter within 2 weeks.

Steps 7: If resolution has still not occurred following attempts by the MURP PM and the MWIU Secretary, the Project Steering Committee (PSC) will have 1 month to resolve the matter.

Step 8: If the issue remains unresolved or the complainant is dissatisfied with the outcome proposed by the Project Steering Committee, the Aggrieved Person may refer the matter to the appropriate legal or judicial authority. The decision of the Court will be final.

A complaints register will be maintained and will show the details and nature of the complaint, the complainant’s name, the date and actions taken as a result of the investigation (outlined further below).

The PIU Project Manager will review and amend the GM process, where appropriate and make adjustments to consultations, the GM, community engagement, Project implementation and other aspects as necessary to avoid future complaints and grievances if and when required.

The MURP GM process is summarized in Figure 1.

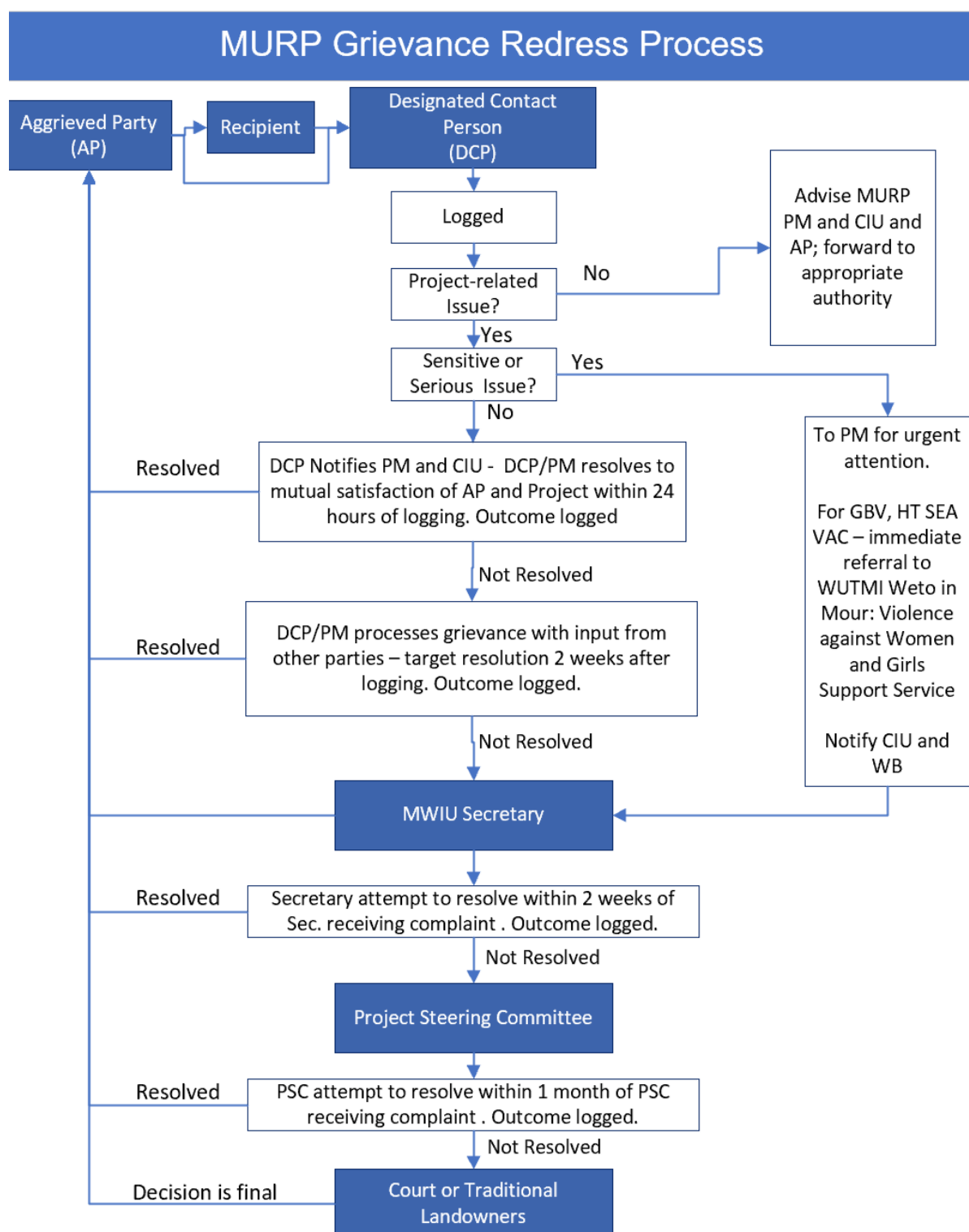


Figure 1: MURP GM Process

6.3 Disclosure of Grievance Mechanism

It is important to ensure that all stakeholders, including local authorities and community members residing, working, or schooling in the vicinity of project works are informed about the Project GRM process prior to any civil works and throughout the duration of construction.

This information should include their rights regarding potential land/asset impacts and environmental degradation, the grievance process, and guidance on relevant steps to lodge a complaint.

The Grievance Process is to be introduced during all stakeholder engagement activities and on websites including stakeholder consultation meetings to ensure that all relevant stakeholders are aware of this procedure and the specific steps to be taken for lodging a complaint.

The GM, along with key E&S documents (such as frameworks, land access plans, management plans, ESIA's) prepared for the Project, will be publicly disclosed on relevant websites (www.worldbank.org and www.dofa.gov.RMI) as draft and final documents.

Prior to the start of construction activities, signs will be erected at the work sites (in appropriate language) providing the public with updated Project information and summarizing the GM process including contact person details.

6.4 Sexual Exploitation, Abuse or Sexual Harassment, and Violence against Children

If a complaint is related to sexual exploitation, abuse, or harassment (SEA/SH), or violence against children (VAC), it will be immediately referred to the *WUTMI Weto in Mour: Violence against Women and Girls Support Service* (WUTMI - WIM) in consultation with the survivor. This will ensure that the safety and support needs of the survivor are addressed sensitively, and as quickly as possible. WUTMI - WIM will also be responsible for assisting the survivor to initiate legal action as required.

In the event WUTMI - WIM becomes aware of a situation involving MURP -related, SEA/SH or VAC, a staff member will contact the Project Manager or DIDA Safeguards Officer within 12 hours. At that point, the concern will be documented and an internal MIMIP investigation will commence. Throughout the referral and investigation process, it is critical that confidentiality is fully respected and that the safety and dignity of the survivor is upheld.

In situations involving SEA/SH or VAC, MURP will use a "survivor-centered approach". This means that:

- The rights, needs, and wishes of the survivor is the foremost priority of everyone involved with the project
- The survivor has a right to:
 - be treated with dignity and respect instead of being exposed to victim-blaming attitudes.
 - choose the course of action in dealing with the violence instead of feeling powerless.
 - privacy and confidentiality instead of exposure.
 - non-discrimination instead of discrimination based on gender, age, race/ethnicity, ability, sexual orientation, HIV status or any other characteristic.
 - receive comprehensive information to help her make her own decision instead of being told what to do.

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)

6.5 How to Make a Compliant

For further information about MURP or to raise a concern about the Project, please get in touch with any of the following people in person, by phone, mail or by email using this contact information:

In Person:

Add name: MURP Project Officer
Ministry of Finance Office, Majuro or
MWIU Offices, Delap Village, Majuro

By Phone:

MURP Project Officer: *add names and numbers*
DIDA Safeguards Officer:
WUTMI (*if concern is about project related violence or abuse*)
CIU Safeguards Advisor:

By Email:

CIU Safeguards Officer: *add names and email addresses*
MURP Project Manager:
WUTMI (*if concern is about project related violence or abuse*)
CIU Safeguards Advisors:
MWIU General Manager:

By Mail:

MURP Project Officer: P.O. Box XXX Majuro, Marshall Islands 96960

6.6 Record Keeping and Reporting of Grievances

6.6.1 Grievance Record Keeping

All complaints or grievances submitted will require the completion of a Grievance Report Form which will include the following information:

- i. Name of the complainant
- ii. Address
- iii. Name of the person filling in the Grievance Claim Form (if not the complainant)
- iv. Full description of complaint issue, including background, sketches and maps where appropriate
- v. Description of the requested corrective action
- vi. Date of grievance submission, and
- vii. Signature of complainant, the person filling in the form and the person who received the form.

If assistance is required, the claimant can request help with a verbal grievance to complete the form from the Contractor or PIU (where appropriate). Grievances report forms can also be submitted electronically through the RMI DoFA website or email.

Every concern or complaint received by the DCP will be allocated a unique File identifier, such as MURP GM – 2022 #1, MURP GM – 2022 #2 etc.

A hard copy of the Grievance Report Form will be filed by the DCP in a locked filing cabinet, will be treated as confidential and will not be accessible to other people.

Details of each concern or complaint will be entered into a master file excel spreadsheet which will be stored by the Project Manager in a password protected project sub-folder: [\\Safeguards\\Complaints](#).

Information relating to GBV, SEA, HT or VAC will be treated as personal and confidential [retained within Project management and PSC] at all times and shall only be made available to WUTMI and approved authorities (such as the police) if required.

Language barriers and insufficient literacy levels shall also not prevent any persons from lodging a complaint. The Grievance Claim Form shall be written in English and in Marshallese and disclosed during consultation.

Complaints or grievances are to be recorded in a Complaints Register held by the PIU with a copy also kept by the CIU Safeguards Team. The register is to clearly indicate whether an issue has been resolved or is still outstanding. The following records generated by this procedure will be stored in hard copy at the PIU office and in electronic format:

- Grievance Claim Forms.
- Letters of request.
- Memorandums of field investigations, consultations and meetings; and
- Photographs, maps, drawings.

If an issue has been resolved, the register will include the following information:

- Completed Grievance Resolution Form.
- Action taken (including evidence of action taken, i.e., photographs, receipts, etc.);
- Date of resolution; and
- Signature of complainant and person responsible for issue resolution.

6.6.2 Reporting and Learning

As outlined in Section 2, one of the purposes of the MURP GM is to ensure that the project learns from its grievance process, reports on the kinds of issues raised, and makes improvements, as needed, in response to people's concerns and feedback. To this end, the following procedures will be followed:

Incident Reports

- Within 12 hours, Complaint Recipient must notify the Project Manager
- Within 12 hours, the Project Manager must complete the Grievance Form and initiate the investigation

Monthly Reports

- The Project Manager completes monthly reports that summarize all new complaints, enquiries and grievances received, the type of concern and the number of days it took to resolve the matter. Monthly reports also summarize the status of any outstanding matters from previous months.

Quarterly Reports

- The Project Manager completes a quarterly report for DIDA and the World Bank, that contains the following statistics:
 - 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.
- Quarterly reports also need to specify any changes the project has made in response to existing or previous complaints.

Annual Reports

- The Project Manager completes an annual report that summarizes all grievance statistics and response information for that year. This information is provided to DIDA, the World Bank and the Project Steering Committee.

Immediate Reporting to DIDA and the World Bank by the Project Manager under the following circumstances:

1. Grievance or complaint is related to physical injury or death, including those incurred because of gender-based violence.
2. Grievance or complaint received relating to sexual exploitation, abuse or harassment (SEAH), violence against children or human trafficking.

Immediate Reporting to WUTMI-WIM by the Project Manager of the following:

Grievance or complaint is related to gender-based violence, sexual exploitation, abuse or harassment, or violence against children.

If there are more than 30 complaints/grievances recorded, the PIU Project Manager may decide to investigate any patterns or repetition of issues that need addressing. The PIU Project Manager may decide to get an independent consultant to review and provide advice.

7. Resources and Responsibilities for Implementing SEP

7.1 Stakeholder Engagement Resources and Responsibilities

The successful implementation of the SEP requires full participation of relevant implementing agencies in collaboration with other Government Officials. The responsibility to implement all commitments in the SEP along with any works specific procedure plans/reports prepared will be distributed between these stakeholders.

The relevant institutional structures to be either utilized (for existing institutions) or established for the MURP including roles and responsibilities are outlined in the ESMF and RF and shown in Figure 2.

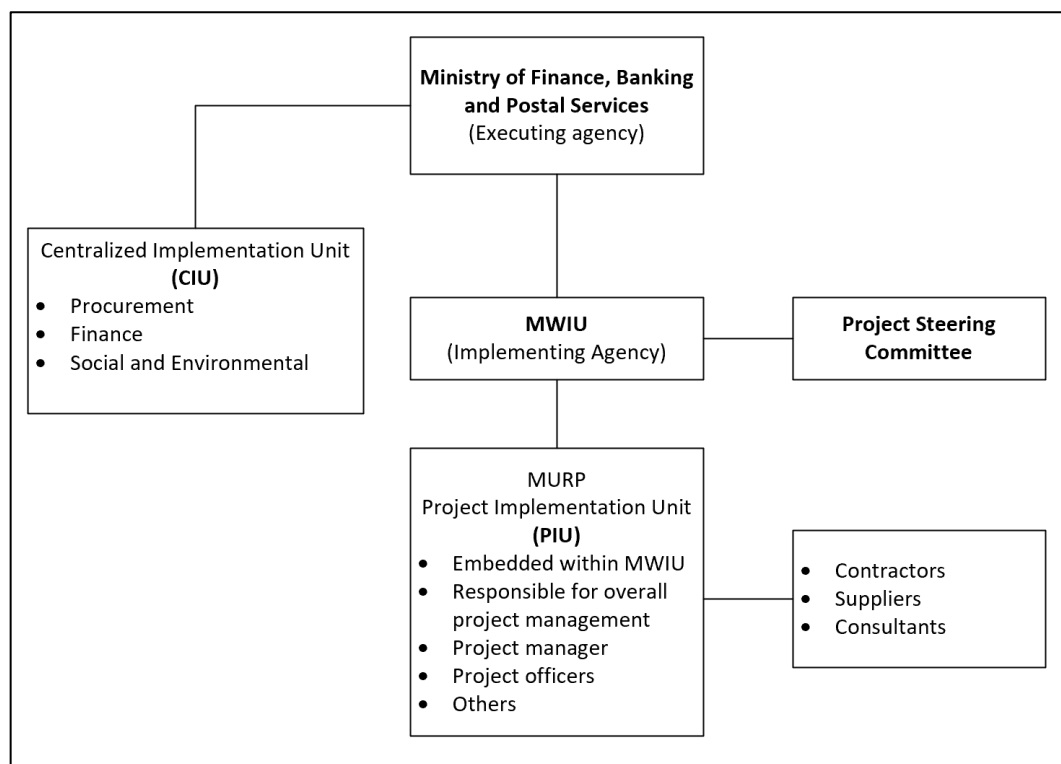


Figure 2: Implementation arrangements for the MURP.

The management, coordination and implementation of the SEP and its integral tasks will be the responsibility of the Project Implementation Unit (PIU) with support from the Centralized Implementation Unit (CIU) Safeguards Team.

The proposed organizational structure and management functions for the stakeholder engagement function for the MURP is described below. While the MWIU and DIDA may decide to adapt this structure according to its needs and funding, it is emphasised that the various components listed and described below should be represented in the organizational structure in order to successfully implement the SEP:

- **PIU Project Manager:** Responsible for overseeing and coordinating all activities associated with stakeholder engagement
- **PIU Project Officer:** Responsible to assist and support the Project Manager
- **PIU Administration:** Responsible for the management of relevant databases, document control and logistical support to activities and integration/ support/interaction between with other departments/agencies or projects
- **CIU Safeguards Team:** Responsible for preparing and updating Stakeholder Engagement Plans according to Annual Work Plans, preparing TOR for specialist support where required, support to PIU Project Manager to coordinate and deliver

stakeholder engagement and public communications, GRM, environmental and social assessments, support for participatory design approaches etc.

- **Design Team** – responsible for incorporating the principles of stakeholder-led design through participatory design approaches
- **Technical Advisors** – all consultants are required to implement the SEP in relation to their own work program with the support of PIU and CIU
- **Civil Works Contractors** – responsible for undertaking stakeholder engagement specific related to physical works construction.

7.1.1 PIU Project Manager

The PIU will be initially staffed with a PIU project Manager, Project Officer, Engineer and, based in Majuro (at MWIU Offices in Delap) with additional PIU support to be recruited (such as administrative support) as required.

The PIU Project Manager will be responsible for working collaboratively with all national level stakeholders.

The PIU Project Manager will also be responsible for the following tasks in relation to implementation of the ESMF with support from the CIU Safeguards Team as required:

- Approve the content of any future revisions to the ESMF, based on technical review and recommendations by CIU Safeguards Team.
- Initiate the commencement of, and review the content of, the E&S screening forms and report to be undertaken by the CIU Safeguards Team (or a E&S consultant).
- Approve content of any ESIA/ESMPs prepared for specific works or the Generic ESMP.
- Implement and monitor all stakeholder engagement strategies/plans for the project.
- Coordinate, facilitate, and where appropriate participate, in face-to-face stakeholder meetings with on-the-ground support from the PIU Focal Points, and CIU Safeguards Team.
- Oversee implementation of any recommended environmental and social mitigation measures set out in the ESMPs for the specific works.
- Prepare monthly and quarterly monitoring reports, and
- Carrying out tasks identified in the Resettlement Framework (RF).

Efforts are to be made to keep stakeholders informed on project progress including establishing a direct line of communication between to the PIU project Manager as the key stakeholder contact points. The PIU project Manager can then direct stakeholder contact to any other appropriate project implementation groups (e.g., CIU Safeguards Team, design consultants, E&S consultant and contractor) as appropriate. This direct line of contact to the PIU project Manager will allow for on-going updates and discussions outside of formal consultation activities and allow for stakeholder concerns and suggestions to be taken into account as they arise.

7.1.2 PIU Project Officer

The PIU will require a Project Officer to be recruited to provide support to the project by ensuring all administrative requirements are managed effectively. Main responsibilities are to include:

- Document management, including capture and filing (physical and electronic) of stakeholder and PAP documents and records.
- Database management, including:
 - Continuously update stakeholder information (contact details, organizational details, designation, engagement activities); and
 - Continuously update grievance information (grievance records, grievance database, agreements, meeting registers).
- Logistics management.

- Support with arranging accommodation and traveling where required; and
- Assist with printing of materials to be used during stakeholder meetings (posters, pamphlets, project Summary Documents, letters, attendance registers, maps, newsletters etc.).

7.1.3 CIU E&S Safeguards Support

The Centralized Implementation Unit (CIU) provides support for all WB portfolio projects in RMI including, but not limited to, procurement, financial management and environmental and social risk management.

The CIU Safeguards Team currently undertakes a range of stakeholder engagement activities as part of its portfolio of WB funded projects and has existing relationships with a many of stakeholders which will be important to utilize for the MURP. The CIU will be supported by environmental and social consultants throughout project implementation as needed.

In relation to implementation of the SEP, the PIU will require support from the CIU Safeguards Team in particular for capacity building and E&S technical support throughout the project and to ensure the SEP is implemented appropriately and is consistent with the requirements of ESS10.

In relation to implementation of the ESMF, the CIU Safeguards Team will be responsible for:

- Ensuring the E&S risk screening is undertaken for each Components 2 and 3 works (with local support from PIU State Focal Points)
- Applying the ESMF and other instruments to all Components, including review of Technical Advisory TOR and draft and final outputs
- Prepare, or oversee the preparation of, works specific ESIA/ESMPs for the works (if required), for the works, including the preparation of E&S aspects of TOR, selection of consultants, and review of draft and final outputs
- Support external consultants to prepare any works specific ESIA/ESMPs required, and review and provide recommendation to PIU project Manager for approval prior to the completion of detailed designs
- Ensure environmental and social clauses and relevant E&S instruments are included in Contractor bid documents, including environmental and social protection and mitigation measures are included
- Supervise physical works, carry out audits etc., to ensure environmental and social protection and mitigation measures are implemented by Contractors
- Oversee the implementation of specific mitigation measures outlined in the ESMPs and CESMP
- Manage grievances and EHS incidents as required, providing technical support to resolving issues and incidents
- Storing data (including grievance records), collating and interpreting stakeholder feedback and providing details to the PIU, MWIU, design team and others as necessary
- Provide E&S reporting on a quarterly basis as part of WB reporting
- Assist to obtain all relevant permits from RMIEPA; and
- Providing technical and capacity building support to the PIU and other project implementing agencies on the implementation of instruments, as the PIU does not contain E&S expertise.

The CIU Safeguards Team may need additional social and environmental risk management support to implement the growing WB portfolio in RMI including the MURP. Specialist consultants may be required on an *ad hoc* basis by the CIU to prepare environmental and social assessments, E&S instruments and/or to conduct specialist supervision or monitoring services.

7.1.4 Designers and Technical Consultants

These specialists will be responsible for implementing the SEP for their scope of work and working with the PIU and CIU to ensure the right stakeholders are identified and involved in their work program. They will assist in preparing task specific SEP. Design teams will be involved in participatory design approaches using Good International Industry Practice for stakeholder engagement.

7.1.5 Civil Works Contractors

Contractors engaged to undertake works construction will be responsible for un implementing any environmental and social protection and mitigation measures as outlined in their Terms of Reference and accompanied instruments (e.g., CESMP). Specifically, the Contractor is required to:

- Support the PIU/CIU in engaging with stakeholders relating to communicating the scope and timing of works (by attendance at meetings, installation of notice boards, door knocks/letter drops, etc.)
- Support the PIU/CIU in negotiations with landowners/users in relation to temporary use of land required for construction relation activities (e.g., laydown and storage/stockpile areas) and assessment of temporarily used land after reinstatement/restoration to a condition acceptable to the landowner
- Receive complaints and grievances by stakeholders and forwarding to the PIU during works construction, and resolution of grievances if they are related to the Contractor (in coordination with the PIU)
- Implement specific mitigation measures outlined in the ESMP; and
- Prepare and implement additional E&S management plans relevant for the scope of the works under their CESMP (e.g., TMP, H&SP, SMP, WMMP, ESCP, SEP etc.).

7.2 Budget and Financial Arrangements for Implementation of SEP

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

As outlined the Project Environmental and Social Management Framework (ESMF), the budget allocation for environmental and social risk management, including stakeholder engagement, will need to be assessed separately for each activity based on an up-to-date scope of works.

When contractors/consultants are to be engaged for particular project works, the expectations regarding stakeholder engagement will be detailed in each Terms of Reference/Scope of Works and will be commensurate with the level and extent of stakeholder consultation required to ensure genuine engagement. As indicated in the Project ESMF and Resettlement Framework (RF), it will be critical to ensure that free, prior and informed consent (FPIC) is achieved before any physical works commence.

The CIU Safeguard Team will provide technical assistance and oversight (at no cost to the Project) on all aspects of stakeholder engagement to support the PIU and contractors engaged by the Project. If additional E&S support is required, external assistance will be sought by the Project or CIU.

The MURP ESMF provides an indicative budget of US\$1,265,300 for the GoRMI to implement all E&S risk management requirements, including the SEP, over the five-year implementation period (see Section 11). Of this amount, US 20,000 has been allocated for stakeholder consultation meetings and workshops, including venues, refreshments, printing etc. for meetings across Majuro. It also includes travel for key PIU and CIU staff (including car hire, fuel etc.).

8. Monitoring and Reporting

8.1.1 Monitoring and Evaluation

Monitoring and evaluation is essential to ensure successful implementation of the consultation program as outlined in this SEP and allow the Project to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective.

The PIU, with support from the CIU Safeguards Team, will be responsible for establishing a monitoring program that will monitor, measure, and assess the implementation and overall effectiveness of stakeholder consultation and participation activities.

The PIU will maintain a database of stakeholder engagement activities including public consultation, disclosure and grievances throughout the Project which is to be made available for public review on request. The following data will be used to monitoring the implementation of the SEP:

- Issues and management responses linked to minutes of meetings
- Monthly reports
- Informal feedback from key stakeholder groups; and
- Complaints/Grievance Register.

The success of the SEP is to be measured by how well it can achieve the overall objective of meaningful and inclusive engagement and consultation with all Project stakeholders. In addition, the following key indicators are also to be evaluated:

- Level of understanding of the Project stakeholders
- Annual grievances received and how they have been addressed and time taken to resolve; and
- Level of involvement of PAPs and vulnerable groups.

8.1.2 Internal Reporting

Internal monitoring is to be reported monthly for the separate physical works, consolidated and summarized as part of quarterly monitoring for the MURP.

The following stakeholder engagement activities are to be recorded as part of the monthly monitoring report.

- Stakeholder engagement activities conducted during each month
- Public outreach activities (meetings with stakeholders and newsletters)
- Entries to the grievance register and status of grievance resolution
- New stakeholder groups (where relevant); and
- Stakeholder engagement activities planned for the next month, and beyond (where appropriate).

Appendix A MURP Summary Document



MARSHALL ISLANDS URBAN RESILIENCE (MURP) PROJECT

Environmental & Social Assessment – Summary Document

Introduction

The Marshall Islands Urban Resilience project (MURP) is a World Bank (WB) funded project to strengthen the resilience of select human settlements in the Republic of the Marshall Islands.

The MURP will include four components in support of:

- (i) Risk Informed Adaptation Planning;
- (ii) Coastal Resilience Investments;
- (iii) Resilient Public Facilities and Spaces; and
- (iv) Project Management and Implementation Support.

The initial stage of MURP involves an Environmental and Social (E&S) Assessment undertaken by the Centralized Implementation Unit (CIU) of the Division of International Development Assistance (DIDA) in the RMI Ministry of Finance.

The next stages will include scoping and technical advisory works which will determine the specific physical works to be undertaken, followed by concept and design for each sub-project, and site-specific E&S management plans. These studies will be undertaken throughout 2022/2023 by consultants engaged by MWIU as Implementing Agency.

Environment & Social Assessment

CIU is undertaking a preliminary Environmental & Social (E&S) Assessment, and preparing E&S Instruments for WB appraisal. CIU's focus is on preparing key E&S 'framework' documents, as specific sites for implementation have not yet been determined.

Key initial documents will include:

- E&S Commitments Plan
- E&S Management Framework
- Resettlement Framework
- Stakeholder Engagement Plan

The methodology for the E&S Assessment includes:

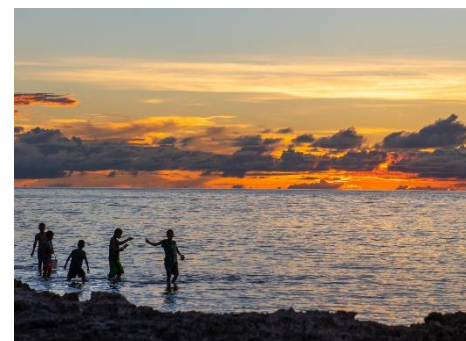
- Identifying gaps in knowledge and information;
- Filling gaps based on sourcing existing data and field data collection in each State;
- Initial stakeholder engagement and consultation to introduce the MURP Project;
- Finalise and publicly disclose the E&S framework documents.
- Develop labour management procedures during project implementation.

Purpose of Initial Consultation

- Inform key stakeholders of the MURP Project;
- Acquire information to develop E&S framework documents; and
- Provide stakeholders an opportunity to express opinions/concerns, and for these to be taken into account in developing the E&S documents, and MWUI management decisions.

Regular engagement with stakeholders by MWUI and their consultants will be undertaken throughout the full duration of the MURP Project, including specific sub-projects (once known).

Version: Rev0 (November 2021)



Appendix B Stakeholder Engagement Presentation



Proposed Republic of the Marshall Islands Urban Resilience Project (MURP)

Project Preparation
November 2021



THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

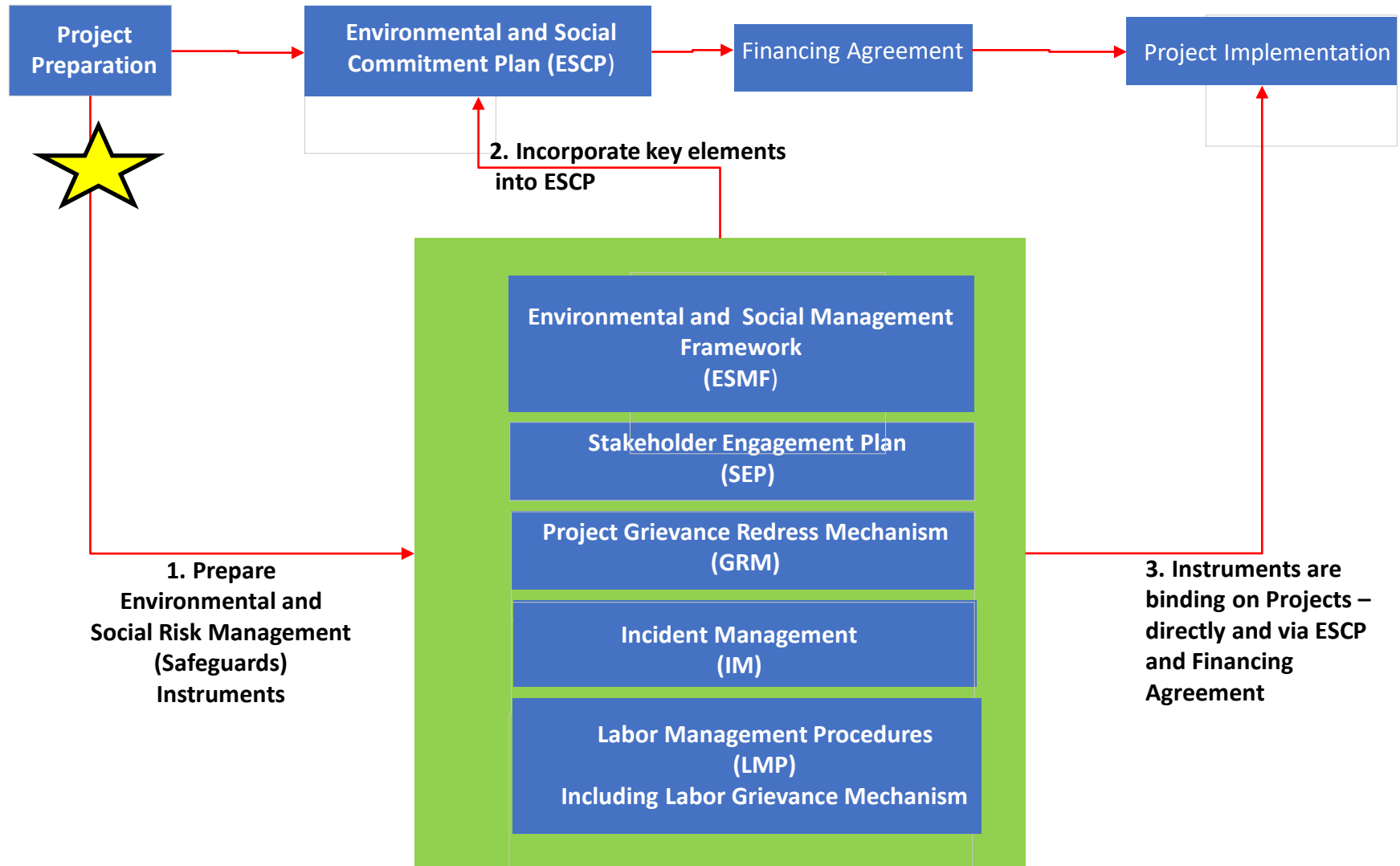
A wide-angle photograph of a coastal village. On the left, a paved road runs parallel to the shore, with several small, simple houses and palm trees. A group of people, including children, are walking along the road. In the foreground, there is a large pile of dry palm fronds and a wooden post. To the right, a sandy beach leads to a shallow, rocky area where more people are standing. The ocean is visible in the background under a clear sky. The word "Introductions" is written in a large, white, sans-serif font across the middle of the image.

Introductions

Contents

- i. Project status
- ii. Background for the Project
- iii. Project development objective (PDO)
- iv. Project scope, components, budgets and key project activities
- iv. Implementation arrangements
- v. Timeframe for project preparation, key steps and resources required
- vi. Stakeholder issues for consideration in project preparation

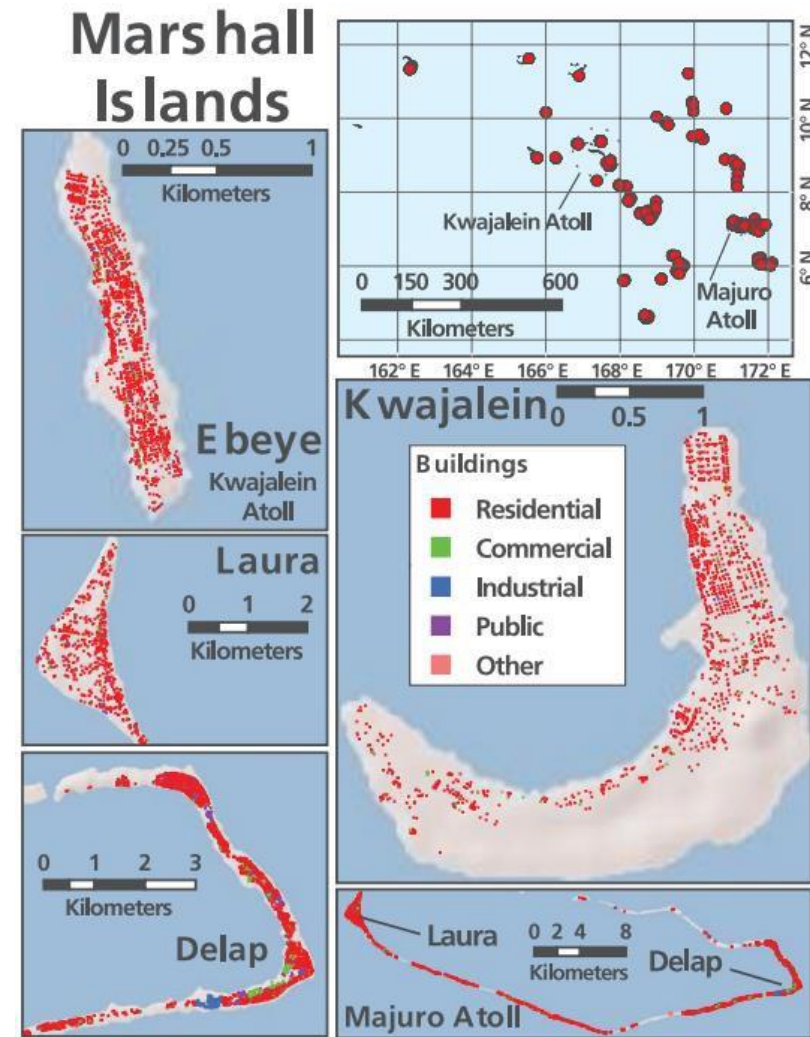
Project Status



= where we are now

Context: Increasing exposure and vulnerability to natural hazards and climate change in RMI

- **Increasing levels of population and assets** in the urban areas of Majuro
- Low-lying atolls such as Majuro are at risk of damage especially due to **tropical cyclones, storm surges and tsunami**
- RMI is expected to incur **US\$3m average annual losses** due to tropical cyclones and earthquakes.
- In the next 50 years, it has a 50% chance of experience a per-event loss exceeding US\$53m and a **10% chance of an event exceeding US\$160m.**
- **Climate change** will exacerbate existing conditions. **Climate change effects** include sea level rise, increasing frequency and intensity of tropical cyclones, heavier precipitation events, increased freshwater shortages, and increased occurrence of extreme heat events

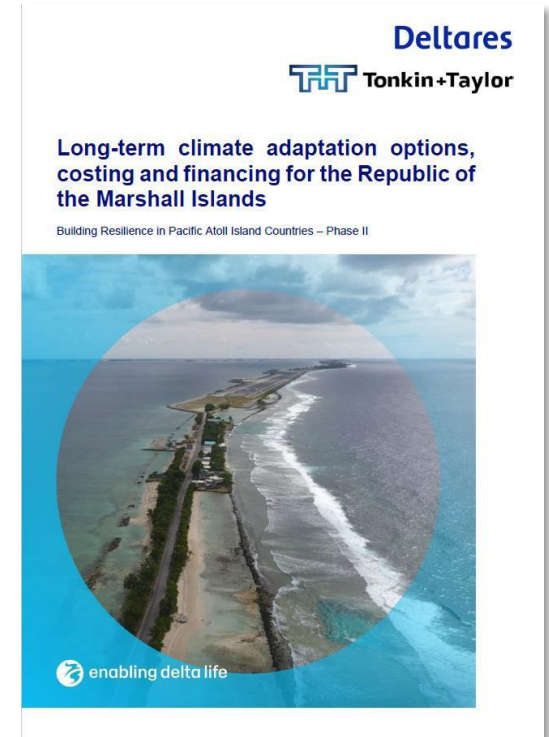
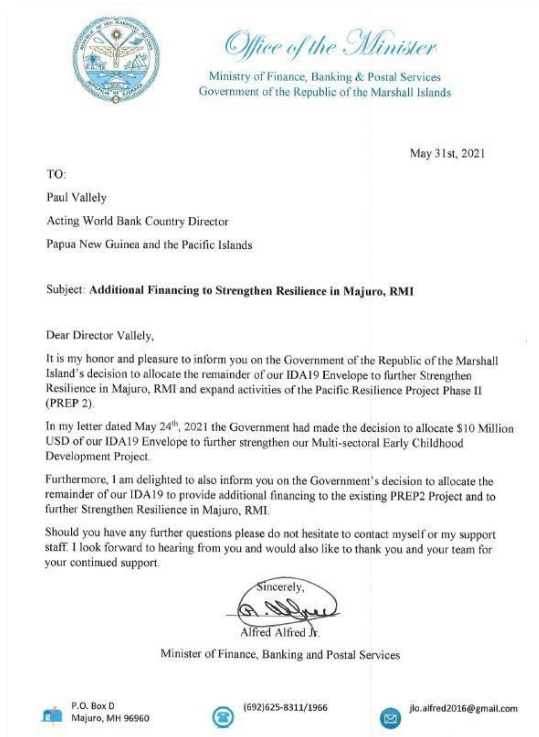




- **In-migration from RMI's outer islands to urban centers** has intensified over the past 30 years
- These centers offer **increased prosperity** and attractive employment opportunities
- However, **increased concentration of people and assets**, and **limited compliance** with building codes and development control policies, increases risk

Project Background

- GoRMI request to further strengthen resilience in Majuro
- Leveraging lessons learned and investment needs identified under PREP II
- Building on the ongoing World Bank Atoll Study



Proposed Project Concept

- **RMI Urban Resilience Project**
- **Project Development Objective (PDO):** to strengthen the resilience of select human settlements in the Republic of the Marshall Islands
- **Project amount:** USD20.00 million (TBC – may be increased to up to USD30.00 million) financed by an IDA19 grant.
- **Implementing Agency:** Ministry of Works, Infrastructure and Utilities (MWIU)

Project Components



Risk-informed
adaptation planning



Coastal resilience
investments



Resilient public
buildings and spaces



Project management
and implementation

Component 1: Risk-informed adaptation planning (US\$1.5m – US\$3.0 m)

Objective: strengthen the Government's institutional capacity for adaptation planning and identify potential adaptation measures.

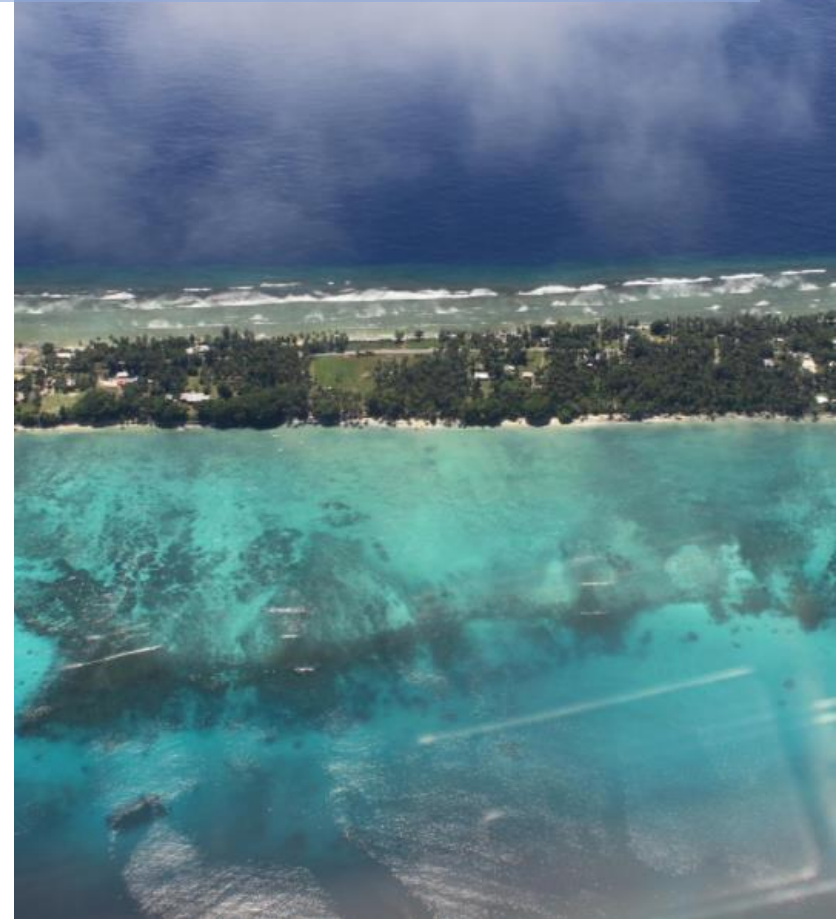


- (i) development of **climate-resilient strategic plans** such as for risk-informed development control policies and guidelines for new developments;
- (ii) **coastal vulnerability assessments** to understand the current and future coastal hazards and associated risks in other priority urban areas (outside of Majuro), considering the effects on people, housing, and infrastructure;
- (iii) **social development study** that considers social housing, livelihood initiatives, and land ownership requirements in major urban centers (informed by detailed hazard and impact mapping); and
- (iv) **participatory planning initiatives** and workshops with diverse stakeholders (people of all ages, abilities, and genders).

Component 2: Coastal resilience investments (US\$10.0m – US\$15.0m)

Objective: to deliver coastal resilience measures in select urban areas of Majuro and help prioritize future investments. (*identified through the Coastal Vulnerability Assessment (CVA) for Majuro prepared under PREP II-RMI*)

- (i) **detailed technical assessments and mapping**, site investigations, modeling, and environmental and social management studies to support identified priority investment options;
- (ii) **detailed engineering designs and construction supervision**; and
- (iii) **coastal works** (for example: seawalls, dikes or embankments, minor reclamation, berms, revetments, offshore breakwater, nature-based solutions etc.). Could include ancillary landscaping, shade and screen tree planting, marine habitat restoration, water access (tidal steps, boat ramps, etc.), and public recreational spaces.



Component 3: Resilient public buildings and spaces (US\$6.5m – US\$9.0m)

Objective: to improve the structural performance, safety, and functionality and service standards of select public buildings and spaces to protect lives and mitigate economic damages during future disasters.



- (i) **vulnerability assessments and investment planning** for select buildings / public spaces
- (ii) **construction / upgrading** of select public buildings, facilities and spaces – including a resilient government administration building (office and warehouse space)

Component 4: Project management & implementation support (US\$2.0m – US\$3.0m)

Objective: to help the Government establish and operationalize the proposed project through a dedicated Project Implementation Unit (PIU).

- (i) recruitment of consultants to support the implementation of all project activities;
- (ii) procurement management, contract supervision, and financial management, including financial and technical audits;
- (iii) environmental and social risk management, including citizen engagement and grievance redress mechanisms;
- (iv) monitoring, review, and evaluation of the project;
- (v) coordination activities, knowledge sharing, and community outreach and dissemination activities; and
- (vi) incremental operating costs of the PIU, including videoconferencing and meeting facilities.
- (vii) PIU would collaborate closely with CIU



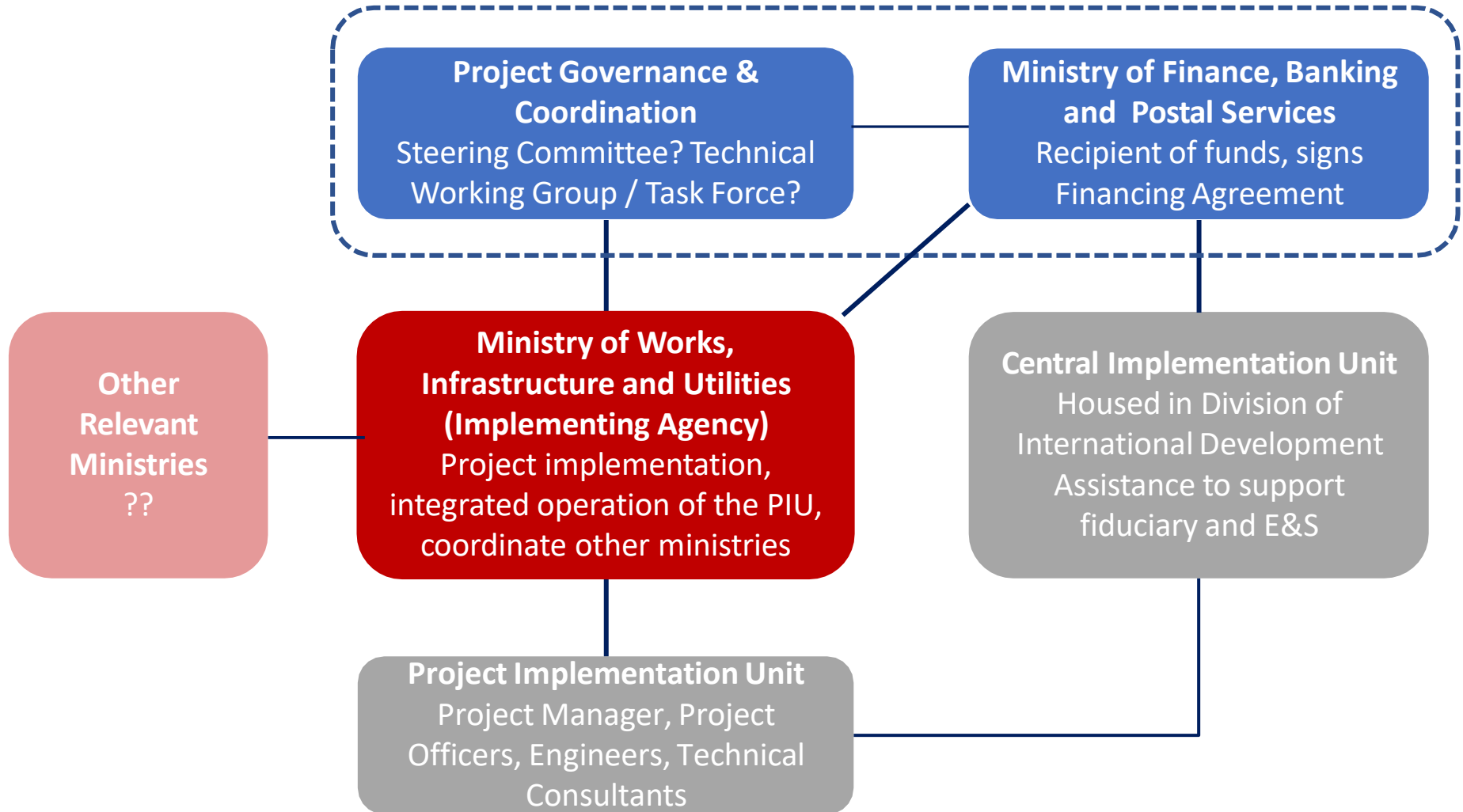
Proposed Results Framework

PDO: to strengthen the resilience of select human settlements in the Republic of the Marshall Islands

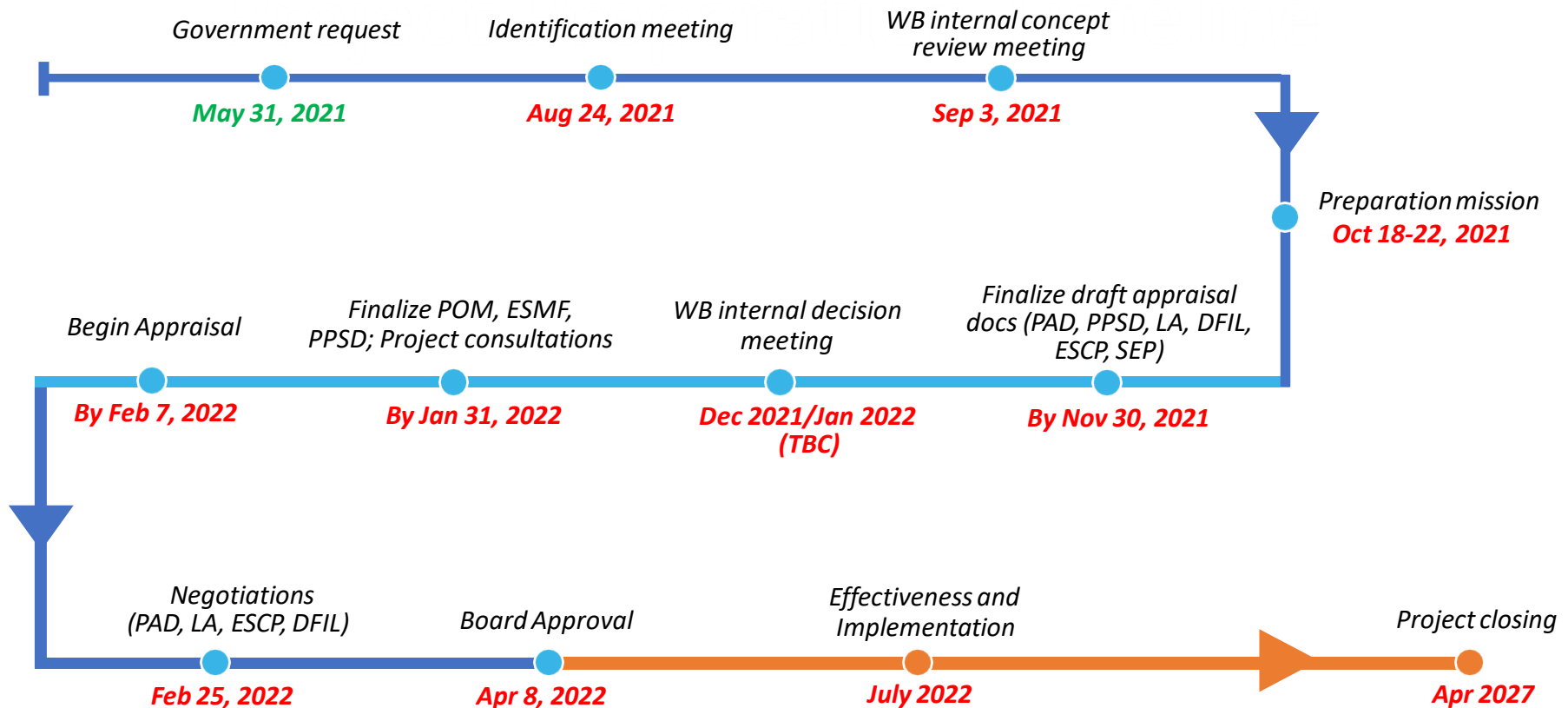
COMPONENTS (ACTIVITIES)		OUTPUTS	OUTCOMES	IMPACT
COMPONENT 1	<ul style="list-style-type: none">• Climate-resilient strategic plans for urban areas• Coastal vulnerability assessments• Social development study• Participatory planning initiatives	Long-term climate-resilient urban development plans adopted	Government's institutional capacity for adaptation planning strengthened and strategic investments identified	Reduced coastal hazard risks and safer, resilient and inclusive public buildings and spaces lead to reduced loss of lives and economic damages during future disasters
		Coastal vulnerability understood through risk analysis of people, housing, and infrastructure in urban areas		
COMPONENT 2	<ul style="list-style-type: none">• Detailed technical assessments and mapping• Detailed engineering designs and construction supervision• Coastal works	Structural, ecosystem-based, and sediment-based solutions implemented to reduce climate and disaster risks in coastal urban settlements	Coastal resilience measures developed in select urban areas of Majuro	
		Interventions designed to address the needs of women and vulnerable groups		
COMPONENT 3	<ul style="list-style-type: none">• Vulnerability and prioritization assessments and investment planning• DEDs and construction supervision• Land preparation activities and civil works• Small-scale ecosystem-based approaches or water-sensitive urban design measures	Resilient government administration building developed to ensure continuity of services after disasters	Structural performance, safety, and functionality and service standards of select public buildings and spaces improved	
		Retrofitting and building/public space upgrades for natural hazard resilience / accessibility piloted		

Direct beneficiaries from the project will include the population of Majuro.

Implementation Arrangements



Implementation Arrangements



LEGEND

ESCP: Environmental and Social Commitment Plan

SEP: Stakeholder Engagement Plan

POM: Project Operations Manual

ESMF: Environmental and Social Management Framework

PPSP: Project Procurement Strategy for Development

PAD: Project Appraisal Document

LA: Loan Agreement

DFIL: Disbursement and Financial Information Letter

Fiduciary – Procurement and FM

CIU to support Government with fiduciary requirements for preparation of the proposed project

Procurement considerations:

- **Procurement Regulations** (Nov 2020)
 - procurement methods
 - “post-review” and “prior-review” mechanisms and thresholds
- **Project Procurement Strategy for Development (PPSD)**
 - developed by Govt. with WB support
 - guides strategic decisions for procurement activities and approaches
- **Procurement Plan**
 - output of PPCD
 - outlines planned activities for first 18 months (prepared by appraisal)

FM considerations:

- Establish **Designated Account** (DA) and signatories
- Develop a **Budget** by Activities linked to an Annual Work Plan
- Develop a **contracts and commitments register** – to track payments against contracts
- Ensure all payments are **eligible for financing** as per Financing Agreement and Government regulations
- Set up **accounting and reporting structures**

Next steps: (i) GoRMI to confirm technical focal points in MWIU; (ii) WB to carry out procurement and financial management assessments; (iii) provide training on the Bank's Procurement Regulations; (iv) prepare PPCD and Procurement Plan

Environmental and Social Management

Next steps

1. Identify E&S resources for project preparation

- CIU to provide technical oversight
- WB team to provide guidance on process and review draft instruments

2. Identify Govt. technical focal points

- Support CIU to prepare instruments
- Provide information on country context and project activities

3. Develop project instruments

- Govt. develop ESMF, SEP
- Govt. and WB jointly develop ESCP
- Other instruments developed during implementation



Discussion

- **Project Design:**
 - Is the overall project design and component activities aligned with the Government's strategic priorities for urban resilience and climate adaptation in Majuro?
 - What specific Environmental and Social issues need to be addressed?
 - Formalize MWIU Health and Safety protocols?
- **Project Implementation:** Are the proposed **implementation arrangements** appropriate?
- **MWIU Building Code:** Funding for next step
- **RMIEPA:** Assistance/support with permitting and supervision during and after construction
- **Other?**



Kommooltata