

Solomon Islands Agriculture and Rural Transformation Project (c)

A PRELIMINARY STAKEHOLDER ENGAGEMENT PLAN (DRAFT)

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Prepared by Solomon Islands Ministry of Agriculture and Livestock

TABLE OF CONTENTS

ABBREVIATIONS AND ACRONYMS	4
1. INTRODUCTION	5
1.1. PROJECT DESCRIPTION	5
1.2. PROJECT LOCATION OVERVIEW	5
1.3. SUMMARY OF POTENTIAL ENVIRONMENT AND SOCIAL IMPACTS	6
1.4. PURPOSE OF STAKEHOLDER ENGAGEMENT PLAN (SEP).....	8
2. REGULATIONS AND REQUIREMENTS	8
2.1. SOLOMON ISLANDS REQUIREMENTS.....	8
2.1.1. <i>Constitution of Solomon Islands</i>	8
2.1.2. <i>Public Consultation</i>	8
2.2. WORK BANK REQUIREMENTS AND GAP ANALYSIS.....	8
3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES	10
3.1. LESSONS LEARNED ON STAKEHOLDER ENGAGEMENT FROM RDP II.....	10
3.2. SUMMARY OF NATIONAL CONSULTATION	11
4. STAKEHOLDER IDENTIFICATION AND ANALYSIS	11
4.1. PROJECT-AFFECTED PARTIES	11
4.1.1. <i>People Residing in the Project Areas</i>	11
4.1.2. <i>Producer Organizations, Traders, Processors, and Exporters</i>	12
4.1.3. <i>National and Provincial Agriculture and Livestock Network</i>	12
4.2. OTHER INTERESTED PARTIES	12
4.3. DISADVANTAGED/VULNERABLE INDIVIDUALS OR GROUPS	14
4.4. SUMMARY OF STAKEHOLDER INTEREST IN AND INFLUENCE OVER THE PROJECT	14
5. STAKEHOLDER ENGAGEMENT PROGRAM	15
5.1. STAKEHOLDER ENGAGEMENT METHODS	15
5.1.1. <i>Public/Community Meetings</i>	16
5.1.2. <i>Mass/Social Media Communication</i>	16
5.1.3. <i>Communication Materials</i>	16
5.1.4. <i>Grievance Redress Mechanism (GRM)</i>	16
5.1.5. <i>Information Desks</i>	16
5.1.6. <i>Citizen/PAP Perception Survey</i>	16
5.1.7. <i>Training and Workshops</i>	17
5.2. PROPOSED STRATEGY TO INCORPORATE THE VIEW OF VULNERABLE GROUPS.....	17
5.3. PLANNED STAKEHOLDER ENGAGEMENT ACTIVITIES	17
5.4. PROPOSED STRATEGY FOR INFORMATION DISCLOSURE	20
5.5. FUTURE PHASES OF THE PROJECT.....	21
6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES	21
6.1. BUDGET RESOURCES	21
6.2. FUNCTIONS AND RESPONSIBILITIES	22
7. GRIEVANCE REDRESS MECHANISM (GRM)	23
7.1. OBJECTIVE.....	23
7.2. LESSONS LEARNED ON COMPLAINT HANDLING MECHANISM	23
7.3. INSTITUTIONAL ARRANGEMENTS FOR GRIEVANCE REDRESS MECHANISM IN ART PROJECT	24
7.4. GRIEVANCE REDRESS MECHANISM PROCESS IN ART PROJECT	25
7.4.1. <i>Receiving and Recording Complaints</i>	25
7.4.2. <i>Processing of Grievances</i>	25
7.4.3. <i>Additional Recourses</i>	27
7.5. WORKERS' GRIEVANCE MECHANISM	28
7.6. DISCLOSURE OF THE GRIEVANCE REDRESS MECHANISM.....	28
7.7. MAL CONTACT INFORMATION	29
8. MONITORING AND REPORTING	29
8.1. INVOLVEMENT OF STAKEHOLDERS IN MONITORING ACTIVITIES.....	29

8.2.	MONITORING REPORTS	29
8.3.	REPORTING BACK TO STAKEHOLDER GROUPS	30
ANNEX 1: GRIEVANCE RECORD FORM.....		31
ANNEX 2: GRIEVANCE REGISTER.....		32

LIST OF TABLES

TABLE 1.1: SUMMARY OF POTENTIAL ENVIRONMENT AND SOCIAL IMPACTS	6
TABLE 2.1: SUMMARY OF POLICY GAP RELATED TO STAKEHOLDER ENGAGEMENT.....	9
TABLE 3.1: SUMMARY OF NATIONAL CONSULTATION	11
TABLE 4.1: OTHER INTERESTED PARTIES AND THEIR INTEREST IN THE PROJECT.....	12
TABLE 4.2: SUMMARY OF STAKEHOLDER INTEREST AND INFLUENCE.....	14
TABLE 5.1: PLANNED STAKEHOLDER ENGAGEMENT ACTIVITIES BY PROJECT PHASE.....	18
TABLE 5.2: PROPOSED STRATEGY FOR INFORMATION DISCLOSURE	20
TABLE 6.1: ESTIMATED BUDGET FOR STAKEHOLDER ENGAGEMENT PLAN (5 YEARS).....	21
TABLE 6.2: RESPONSIBILITIES OF KEY ACTORS/STAKEHOLDERS IN SEP IMPLEMENTATION	22
TABLE 7.1: POINT OF CONTACT	29
TABLE 8.1: PROPOSED SEP INDICATORS TO BE INCLUDED IN PROGRESS REPORTS	29

LIST OF FIGURES

FIGURE 7-1: GRM INSTITUTIONAL RESPONSIBILITIES	24
FIGURE 7-2: FLOW CHART OF GRIEVANCE REDRESS MECHANISM.....	27

ABBREVIATIONS AND ACRONYMS

1. INTRODUCTION

1.1. Project Description

1. This report presents a Stakeholder Engagement Plan (SEP), which will be implemented by the Ministry of Agriculture and Livestock (MAL) in preparation for the Solomon Islands Agriculture and Rural Transformation (ART) project (P173043). MAL will implement the project in three provinces, namely Guadalcanal, Malaita, and Makira, in the Solomon Islands.
2. In the Solomon Islands, Agriculture is the only sector where most rural households or families are involved. Be it in farming to meet their basic food needs, as a household income source for meeting other requirements such as education and access to other essential social services or to buy other basic goods. By supporting this sector, albeit, in only three of the country's provinces (Malaita, Guadalcanal, and Makira), the proposed Bank-funded activities will reach most people in these three provinces. For many rural households/families, their only income source is through the production and marketing of garden food crops, cash crops like cocoa, coconut, and small livestock such as piggery and poultry. A few households raise cattle for local protein consumption. A high percentage of children under the age of five in the Solomon Islands experience growth stunting due to a lack of or limited protein supply in the local diet. Most people get their protein intake from fish, other seafood, and green vegetables; however, fish/seafood is scarce, especially for people who live in the Islands' interior. There is a need to increase meat production as a protein source for the local diet, and the ART Project is designed to address that gap.
3. The Covid-19 pandemic has impacted on the movement of imported food supplies in an unprecedented way. The imported food supplies include rice stocks and other imported meats such as beef, chicken, pork, lamb, imported livestock feed, and hatching eggs. With rice being a staple in the local diet in all the urban populations, export restrictions or quota exports imposed by the main rice exporting countries could affect supplies adversely. During the Covid crisis, SIG has encouraged all Solomon Islands households to invest in food security initiatives by growing their vegetables and root crop gardens to remain self-sufficient should the Covid pandemic prolongs. The ART Project comes at the right time to provide financial and technical assistance to rural households for food security and diet improvement.
4. The ART project aims to assist the MAL in its efforts to increase food security and provide improved market access in selected commodities and value chains, enhance institutional capacity, and in the event of an Eligible Crisis or Emergency, to provide an immediate response to the Eligible Crisis or Emergency. The project will support the smallholder farmers of the Solomon Islands in improving their livelihoods and income opportunities by engaging them in selected value chains through Agribusiness Partnerships and by creating productive infrastructure. The project will also develop the capacity and services of the Ministry of Agriculture and Livestock to improve the agriculture sector and support the smallholders in their partnership with private enterprises as lead partners. The project comprises the following components¹ (see also PAD):

Component 1: Food Production and Agribusiness Investments

Component 2: Institutional Capacity Development

Component 3: Project Management

Component 4: Contingency Emergency Response Component

1.2. Project Location Overview

5. The ART project will be implemented in Guadalcanal (including the capital city of Honiara), Makira, and Malaita, with a total population of 424,875 people (of whom xxxxxx women and xxxxxx men). About 90 per cent (383,916 people) of the total population is with agricultural holdings. Of these populations, 123,616 people (xxxxxx women and xxxxxx men) are directly involved in farming and livestock activities

¹ To be updated according to the final PAD

as their primary incomes. The Project direct beneficiaries would be around 25,000 people directly involved with farming/production and/or trading and technical service provision to the farmers. The project will identify and select wards in Guadalcanal, Malaita, and Makira provinces during the project implementation.

1.3. Summary of Potential Environment and Social Impacts

6. Potential environmental and social impacts of the project, which are part of the stakeholder engagement activities, are summarized in Table 1.1:

Table 1.1: Summary of Potential Environment and Social Impacts

Typology	Activity	Potential Impact	Source/cause of Impact
(i) Productive Infrastructure and small infrastructure	<p>For Agriculture:</p> <ul style="list-style-type: none"> • Mini feed mills to process harvested feed crops: 1 - 2 tons capacity per day • Renovating or establishing existing or new Field Experimentation Stations <p>For Livestock:</p> <ul style="list-style-type: none"> • Construction or upgrading of pig and poultry sheds and night shelter; poultry nest-boxes for hens to lay eggs and hatch chicks; small-scale poultry hatcheries; pig farrowing crates to reduce piglet mortality; • Construction of pig slaughter slabs², to be located in strategic pig production areas, to facilitate the hygienic off-the-ground slaughter <p>For Agriculture and Livestock:</p> <ul style="list-style-type: none"> • Storage assets, housing management assets, mobility assets (Vehicle, Boat, etc.) around the agriculture commodity and livestock-specific value chains. • Rehabilitation or construction of existing/new offices • Feeder road or footpaths on existing footprints to avoid land acquisition and related resettlement impacts. 	<ul style="list-style-type: none"> • Damages or loss of vegetation cover and trees • Loss or degradation of valuable natural/ecological resources • Degrade existing landscape • Solid Waste generation • Wastewater generation • Chemicals, hazardous wastes generation • Dust, air pollution • Noise and Vibration • Social disturbance to the local community such as traffic/ transportation, water supply-demand, community meetings events/ etc. • Safety risk to community and Workers' health and safety. • Slaughtering livestock can result in waste spills, introduce enteric pathogens, and excess nutrients that can runoff into surface waters or leach into groundwater resources, potentially contaminating groundwater resources. 	<ul style="list-style-type: none"> • Natural resources, such as water, are used. Energy/fuel supply is needed. There is safety risk during operation. Waste and wastewater will be generated • Site clearance • Mobilization of construction tools, equipment, vehicles, plants, materials, workers • Concrete mixing, materials preparation • Excavation, backfill • Extraction of aggregates (sand gravel, etc.)
(ii) Agricultural and livestock	<p>For Agriculture:</p>	<ul style="list-style-type: none"> • Impact on health and safety of project- 	<ul style="list-style-type: none"> • Resources are used

<p>production, farming, and product processing</p>	<ul style="list-style-type: none"> • Seeds, planting materials cultivation and harvesting tools, processing equipment, honey extractors, and harvesting tools • Production of feed crops; insect-protein feed production equipment • Increased use of agro-industrial byproducts <p>For livestock:</p> <ul style="list-style-type: none"> • Chicken and pig feeds will be formulated by piloting feed producing units using locally available materials • Crossbreeding sows for semi-commercial farms to improve weight gain • Improved feeds, using cassava and other available feedstuffs • Feed crop production (cassava, high-protein beans) 	<p>affected communities, particularly regarding the safe use and handling of pesticides and chemical fertilizers</p> <ul style="list-style-type: none"> • Water contamination from inappropriate use of agriculture chemicals • Environmental pollution from biodegradable and non-biodegradable solid waste from agriculture activities • Animal feed (e.g., cassava) competing with human food 	<ul style="list-style-type: none"> • Cultivation • Livestock production • Products are created, • Raw materials • Processing
<p>(iii) Technical assistance and capacity building</p>	<ul style="list-style-type: none"> • The formation, Nurturing, and Strengthening of New Producers Organizations (POs) and Business Plan Development for POs • Food Security Investment Fund to nurture and strengthen Producer Organizations (POs) • Home Nutrition Garden Fund (HONG Fund) • Capacity Building and Extension service training during pre-production, production, processing, value addition, transportation, and marketing • Working Capital cost for Productive infrastructure/tools/equipment • Repair and maintenance of machinery such as Coconut oil mill, cocoa drier, etc. will be borne by the Producer Organization • Training of Trainers (ToTs) for MAL staff, Training of Community Resource Persons (CRPs), participating farmers, or PO members. Training for the CRPs who will provide extension services at the doorstep of farmers. The E&S risk management skills shall be integrated into these training materials as much as possible. • The hiring of Young Professionals from SNRAS, SINU to fill vacant positions in extension • Internship of diploma and degree students of SNRAS, SINU for project requirement • Veterinary and husbandry support services and Good Livestock Management Practice to POs, including support on basic protocols, standard operating procedures, business plan, and farmers through AEOs, CRPs, and agri-business partners. 	<ul style="list-style-type: none"> • TA activities as they would not cause any adverse environmental impacts. 	<ul style="list-style-type: none"> • Technical services, including awareness training and capacity strengthening, are expected to focus on sustainable farming practices, thus unlikely to cause negative socio-environmental impacts.

1.4. Purpose of Stakeholder Engagement Plan (SEP)

7. The Solomon Islands Agriculture and Rural Transformation Project (or the Project) is prepared under the World Bank's Environment and Social Framework (ESF). As per the Environmental and Social Standard (ESS) 10 on Stakeholders Engagement and Information Disclosure, MAL provides stakeholders with timely, relevant, understandable, and accessible information and consults with them in a culturally appropriate manner free of manipulation, interference, coercion, discrimination, and intimidation.
8. The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement around the project, including public information disclosure and consultation throughout the entire project cycle. The SEP outlines how MAL will identify and communicate with stakeholders; and includes a mechanism by which people can raise concerns, provide feedback, or make complaints about the project and any activities related to the project. The involvement of the local population is essential to the success of the project to ensure smooth collaboration between project staff and local communities and to minimize and mitigate environmental and social risks related to the project.

2. REGULATIONS AND REQUIREMENTS

2.1. Solomon Islands Requirements

2.1.1. Constitution of Solomon Islands

9. The Constitution and environmental regulation (2008)³ broadly support public participation. The Constitution provides for protection against discrimination. The Environment Regulations 2008 requires ensuring public involvement in any prescribed development; and specifies that any person may comment on an EIS, but do not specifically require that women's participation must be ensured.

2.1.2. Public Consultation

10. Stakeholders' consultation, public disclosure, and grievance redress are less well covered in national regulations. The Environment Act 1998 and the Environment Regulations 2008 do not seemingly mandate public participation at the screening and scoping stages. While many of the above documents require disseminating information to the general public and confirm the right to make complaints, the resulting regulatory framework is only partly consistent with World Bank's policies for investment projects. First, there is no clear indication that public disclosure should occur before decision-making in investment projects. Second, existing legal instruments do not specify entry points that would allow for handling grievances and complaints. In this environment, international donor-funded projects have supported enhanced stakeholder engagement, but their approaches might need to evolve in the near future. International projects have relied intensively on facilitation by external consultants to implement public consultation processes.

2.2. Work Bank Requirements and Gap Analysis

11. The World Bank Environmental and Social Standard (ESS 10) on Stakeholder Engagement and Information Disclosure recognizes "the importance of open and transparent engagement between the Borrowers (e.g., MAL) and project stakeholders as an essential element of good international practice." Specifically, the requirements set out by ESS10 are the following:
 - Borrowers will engage with stakeholders throughout the project life cycle, commencing such engagement as early as possible in the project development process and in a timeframe that enables meaningful consultations with stakeholders on project design. The nature, scope, and frequency of stakeholder engagement will be proportionate to the project's nature and scale and its potential risks and impacts.

³ To be updated by Marista and E&S focal points

- Borrowers will engage in meaningful consultations with all stakeholders. Borrowers will provide stakeholders with timely, relevant, understandable, and accessible information and consult with them in a culturally appropriate manner free of manipulation, interference, coercion, discrimination, and intimidation.
- The process of stakeholder engagement will involve the following, as set out in further detail in this ESS: (i) stakeholder identification and analysis; (ii) planning how the engagement with stakeholders will take place; (iii) disclosure of information; (iv) consultation with stakeholders; (v) addressing and responding to grievances; and (vi) reporting to stakeholders.
- The Borrowers will maintain and disclose as part of the environmental and social assessment, a documented record of stakeholder engagement, including a description of the stakeholders consulted, a summary of the feedback received, and a brief explanation of how the feedback was taken into account, or the reasons why it was not." (World Bank, 2017: 98).
- Borrowers will prepare a Stakeholder Engagement Plan (SEP) proportionate to the project's nature and scale and its potential risks and impacts. The SEP has to be disclosed as early as possible and before project appraisal. The Borrowers need to seek stakeholders' views on the SEP, including identifying stakeholders and the proposals for future engagement. If significant changes are made to the SEP, the Borrowers disclose the updated SEP. According to ESS10, the Borrowers should also propose and implement a grievance mechanism to receive and facilitate the resolution of concerns and grievances of project-affected parties related to the project's environmental and social performance promptly. Table 2.1 provides a summary of the policy gap pertaining to stakeholder engagement.

Table 2.1: Summary of Policy Gap Related to Stakeholder Engagement

ESS10	National Regulations	Gap	Gap-Filling Measure
<p>- Engage with stakeholders throughout the project cycle, with meaningful consultation; timely disclosure of relevant, understandable, and accessible information; consult in a culturally appropriate manner, involving:</p> <ul style="list-style-type: none"> • Stakeholder identification and analysis; • Stakeholder engagement planning; • Disclosure of information • Consultation with stakeholders; • Addressing and responding to grievances • Reporting to stakeholders • Establish a project Grievance Redress Mechanism • Maintain, and disclose as a part of the ESA a 	<p>- Engage with stakeholders, public disclosure, and grievance redress are less well covered in national regulations. While many of the above documents require disseminating information to the general public and confirm the right to make complaints, the resulting regulatory framework is only partly consistent with World Bank's policies for investment projects. First, there is no clear indication that public disclosure should occur before decision-making in investment projects. Second, existing legal instruments do not specify entry points that would allow for handling grievances and complaints.</p>	<p>- Not include mandatory provisions for stakeholder engagement or information disclosure in project preparation</p> <p>-Discussion on complaints handling but does not explicitly mandate a project GRM</p>	<p>- Follow the Principles and requirements for stakeholder engagement, information disclosure, and grievance redress mechanism in the SEP and ESS10 requirements</p> <p>- In the future, amend the Environment Act 1998 and the Environment Regulations 2008 to require public consultation at the scoping and screening stages of EIA and set out procedures.</p>

record of stakeholder engagement.			
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3. BRIEF SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

3.1. Lessons Learned on stakeholder engagement from RDP II

12. Key lessons learned on stakeholder engagement under the RDP and RDP II projects which apply to the ART project include:

- The participatory community consultation approach leads to too diffuse services to significantly impact the commercial production of any one crop. Overall, women tend to be included in community-driven development (CDD) projects such as RDP and RDP II. However, they are more successful when sufficient emphasis is placed on women gaining access to the same level of productive activities as men. Information lacks whether female rural enterprise owners were identified, supported, or targeted in RDP activities. They should have been committed to advancing the interests and livelihoods of women. Therefore, while RDP projects were saving women time and involved them in various training and activities, the question remains whether the project contributed to transforming their roles sustainably and substantially.
- Community procurement can increase community ownership and reduce costs for a village small-scale infrastructure program; however, it needs accompanying practical features.

13. Furthermore, the fundamental concerns—raised during the stakeholder consultation for RDP II preparation—are also applicable to the project:

- The use of firewood to dry cocoa and copra and the issue of smoke- effect on quality should be considered for improvement by introducing hybrid driers using solar and other improved technologies where possible.
- Firewood is getting difficult to source in many communities, so introducing woodlots of fast-growing species should reduce the pressure on forest harvesting and cocoa and copra drying and home use.
- The re-use of cocoa fermentation residues in the production of agricultural or non-agricultural byproducts should be investigated and considered to reduce any environmental concerns.
- The pesticide registration committee revamped in MAL must be supported to ensure that pesticide management and enforcement controls are effective, especially when commercialization pressures could force farmers to take a short cut without adequate environmental considerations.
- The use of more integrated farming systems on coastal plains and existing plantations and croplands should be emphasized to reduce pressure for land use on slopes.
- The issue of Genetically Modified Organisms (GMO) should be monitored to ensure that they are not introduced into the SI. Regulation of GMOs is through the Ministry of Environment, Climate Change, Disaster Management & Meteorology
- The promotion of commercialization must be monitored not to jeopardize the smallholder garden livelihoods dependent on open-pollinated crops. Note should be taken of effective smallholder cropping systems like 'king cropping' and should promote smallholder participation in annual and other field crops' commercialization.
- The shelter is an essential consideration in agriculture recovery efforts. It is a primary need for the self-actualization of affected communities before fully participating in agriculture recovery. It is crucial in tree resource-poor communities such as in the Guadalcanal plains where

vegetation cover is mostly grassland. Recommended encouraging farmers to plant trees species for building materials.

3.2. Summary of National Consultation

14. Stakeholder engagement activities can be summarized in Table 3.1 below. (To be updated after the public consultation was done)

Table 3.1: Summary of National Consultation

Place and type of engagement	Date	Participants	Key issues discussed

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

15. Cooperation and negotiation with the stakeholders throughout the project development often require the identification of persons within the groups who act as legitimate representatives of their respective stakeholder group, i.e., the individuals who have been entrusted by their fellow group members with advocating the groups' interests in the process of engagement with the project. Community representatives may provide helpful insight into the local settings and act as main conduits to disseminate the project-related information and as a primary communication/liaison link between the project and targeted communities and their established networks. Verification of stakeholder representatives (i.e., the process of confirming that they are legitimate and genuine advocates of the community they represent) remains an essential task in establishing contact with the community stakeholders. The legitimacy of the community representatives can be verified by talking informally to a random sample of community members and heeding their views on who can represent their interests in the most effective way.

16. Project stakeholders⁴ are defined as individuals, groups, or other entities who:

- are affected or likely to be affected directly or indirectly, positively or adversely, by the project (also known as 'Project-affected parties') because of actual impacts or potential risks to their physical environment, health, security, cultural practices, well-being, or livelihoods; and
- may have an interest in the project ('Other interested parties'). They include individuals or groups whose interests may be affected by the project and who can influence the project outcomes in any way.

4.1. Project-affected Parties

4.1.1. People Residing in the Project Areas

17. An essential category of Project-affected Parties (PAPs) is people living in the selected wards within Guadalcanal, Malaita, and Makira provinces. The project activities are not anticipated to require any land acquisition or involuntary resettlement and cause land-use restrictions. The project activities under Component 1 will occur on existing farmland, generally owned by smallholders. The activities under Component 2 will take place on existing farmland, generally owned by smallholders and government-owned lands, such as facilities that belong to MAL.

⁴ World Bank (2018). Guidance Note for Borrowers. Environmental and Social Framework for IPF Operations. ESS10: Stakeholder Engagement and Information Disclosure.

18. The PAPs are likely to be affected by temporary, reversible, and manageable disturbances caused by the project's small infrastructure such as dust, noise, solid waste, traffic safety issue, etc. However, the PAPs may also benefit from the project activities such as capacity building for smallholder farmers through improved agriculture extension and/or trading and technical services, which will lead to higher productivity and production, including equitable women representation. Besides, the PAPs may also benefit from project-related employment opportunities.

4.1.2. Producer Organizations, Traders, Processors, and Exporters

19. Since the project is designed around a value chain approach, the second category of important PAPs will be producer organizations, traders, processors, and exporters within the targeted project areas and/or directly or indirectly related to the production of selected smallholder farmers. The PAPs are likely to be affected by disturbances in their day-to-day business routine due to market competitiveness brought about by the project activities. However, the PAPs may also benefit from the project activities such as capacity building, trading and technical services, and value chain infrastructure.

4.1.3. National and Provincial Agriculture and Livestock Network

20. In the framework of the project, another key category of PAPs will be the Ministry of Agriculture and Livestock (MAL) and its network in the project provinces that are expected to be renewed with additional resources, technical assistance, new technologies, and exposure to international best practices. Livestock and extension sectors are expected to benefit the most from the project investments in upgraded infrastructures and service/research capacity improvements.

4.2. Other Interested Parties

21. The project's stakeholders, other than the PAPs, also include Other Interested Parties (OIPs) such as other Ministries and Government agencies, local government departments, Non-governmental organizations, other business and workers' organizations, other project developers reliant on or in the vicinity of the project and their financiers, press, and media, the general public, academic institutions and other institutions and groups in the communities. Table 4.1 below summarizes the critical categories of OIPs and the respective justification for their interest in the project.

Table 4.1: Other Interested Parties and their Interest in the Project

Other Interested Parties	Interest in the Project
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<p>Other Ministries and Government Agencies:</p> <ul style="list-style-type: none"> • Ministry of Environment, Climate Change, Disaster Management & Meteorology • Ministry of Rural Development • Ministry of Forestry and Research • Ministry of Fisheries and Marine Resources • Ministry of Infrastructure Development • Ministry of Provincial Government and Institutional Strengthening • Ministry of Lands, Housing, and Survey • Ministry of Women, Youth and Children Affairs • Ministry of Tourism and Cultural Affairs • Ministry of National Planning and Development Coordination • Ministry of Finance & Treasury • Ministry of Commerce, Industries Labour, and Immigration • Ministry of Health & Medical Services • Ministry of Foreign Affairs and Trade • Education & Human Resources Development • Commodity Export Marketing Authority (CEMA) 	<ul style="list-style-type: none"> • Overall: To ensure project compliance with Solomon Island's legislation during production, construction, and operation. • Promote economic development • Specific involvement in some project-related mitigation measures • Responsible for sites of potential archaeological interest that could be affected by the project, and monuments of national interest in the vicinity of the project • Responsible for labour and labour management
<ul style="list-style-type: none"> • Provincial Administration Departments • Members of National Parliament (MPs) as representatives of the constituencies • Members of Provincial Assemblies (MPAs) representatives of the Wards 	<ul style="list-style-type: none"> • Protect the rights of inhabitants in the project area • Represent the local communities/PAPs, receive and address any feedback, and grievances from them.
<p>Development partners (ADB, DFAT, EU, IFAD, JICA, NZAID, PRC...etc.)</p> <p>Non-governmental Organizations:</p> <ul style="list-style-type: none"> • <i>Kastom Garden Association</i> • <i>World Vision Solomon Islands</i> • <i>Save the Children</i> • <i>Development Services Exchange</i> • <i>Solomon Islands Development Trust</i> • Solomon Islands Chamber of Commerce and Industry (SICCI) • Adventist Development and Relief Agency (ADRA) • CARITAS 	<ul style="list-style-type: none"> • Ensure the environmental and social performance of the project is protecting the environment and affected people and complies with international E&S standards
<ul style="list-style-type: none"> • Business and Workers' organizations: Agri-business Partners', Suppliers of tools & hardware materials 	<ul style="list-style-type: none"> • Interest in procurement and supply opportunities • Interest in potential environmental and social impacts as well as community health and safety
<ul style="list-style-type: none"> • Other agricultural development projects: Pacific Horticultural and Agricultural Market Access (PHAMA), Strongim Bisnis, ACIAR, FAO, UNDP, SPC IFAD projects, etc., 	<ul style="list-style-type: none"> • Interested in the outcomes and benefits of ART • Interested in collaboration with activities • Interest in potential environmental and social impacts as well as community health and safety

<ul style="list-style-type: none"> Press and Media: Solomon Star, Island Sun SIBC, TTV and MASI, and social media platforms 	<ul style="list-style-type: none"> Inform residents in the project area and the broader public about the project implementation and planned activities
<ul style="list-style-type: none"> Other Institutions and groups in the communities: churches, Women's associations (Including SI council of Women, WARA) 	<ul style="list-style-type: none"> Inform residents in the project area and the broader public about the project implementation and planned activities Potential concerns regarding environmental and social impacts Potential educational/outreach opportunities to increase awareness and acceptance of the project
<ul style="list-style-type: none"> Academic Institutions (e.g., universities, think tanks, schools) such as SINU, USP, other universities in the region, RTCs names from the APD 	<ul style="list-style-type: none"> Potential concerns regarding environmental and social impacts Potential educational/outreach opportunities to increase awareness and acceptance of the project

4.3. Disadvantaged/Vulnerable Individuals or Groups

22. It is particularly important to ensure that awareness-raising and stakeholder engagement with disadvantaged or vulnerable individuals or groups, who often do not have a voice to express their concerns or understand the impacts of the project, be adapted to take into account such groups or individuals particular sensitivities, concerns, and cultural sensitivities and to ensure a full understanding of project activities and benefits. The vulnerability may stem from a person's origin, gender, age, health condition, economic deficiency and financial insecurity, disadvantaged status in the community (e.g., minorities or fringe groups), dependence on other individuals or natural resources, etc. Engagement with these vulnerable groups and individuals often requires specific measures and assistance to facilitate their participation in the project-related decision-making so that their awareness of and input to the overall process is commensurate to those of the other stakeholders.

23. Within the project framework, the vulnerable or disadvantaged groups may include and are not limited to the following: elderly, children, youth, poor households, women-headed households, ethnic minorities, residents in remote areas, disabled, etc. The vulnerable groups within the communities affected by the project will be further confirmed. The project team will provide special assistance as needed to ensure the marginalized and vulnerable social groups are consulted and able to access services.

4.4. Summary of Stakeholder Interest in and Influence⁵ over the Project

24. Table 4.2 summarizes the level of interest in and potential influence over the project of the various stakeholder categories identified above. Categories colour-coded in **red** will require regular and frequent engagement, typically face-to-face and several times per year, including written and verbal information. Categories colour-coded in **orange** will require regular engagement (e.g., every half-a-year), typically through written information. Finally, categories colour-coded in **blue** will require infrequent engagement (e.g., once a year), typically through indirect written information (e.g., mass media).

Table 4.2: Summary of Stakeholder Interest and Influence

Influence Interest	Ability or Likelihood to Influence or Impact the Project		
	High	Medium	Low

⁵ To consult with MAL team

Level of interest in the Project	High	<ul style="list-style-type: none"> • People residing in project areas • Producer Organizations, Agribusinesses, Traders, Processors, and Exporters • National and Provincial Agriculture and Livestock Network • Vulnerable and poor household 	<ul style="list-style-type: none"> • National Ministries and Government Agencies • Provincial Departments • MPs & MPAs 	<ul style="list-style-type: none"> • Other development partners
	Medium	<ul style="list-style-type: none"> • NGOs • Press and Media (including social media) 	<ul style="list-style-type: none"> • Businesses 	<ul style="list-style-type: none"> • Academic Institutions • Suppliers of the project materials • General Public inside participating provinces • Worker's Organizations • Other Institutions and groups in the communities
	Low			<ul style="list-style-type: none"> • Other agriculture project developers and their financiers • General Public outside participating provinces

5. STAKEHOLDER ENGAGEMENT PROGRAM

5.1. Stakeholder Engagement Methods

25. While the face-to-face meeting is a preferred method of communication, in light of the current COVID-19 situation and local and national advisories, a precautionary approach should be taken to the consultation process to prevent contagion. Where possible and appropriate, the following are some considerations while selecting channels of communication:

- Avoid public gatherings (taking into account national restrictions or advisories), including public hearings, workshops, and community meetings;
- If smaller meetings are permitted/advised, conduct consultations in small-group sessions, such as focus group meetings. If not allowed or recommended, make all reasonable efforts to conduct meetings through online channels, if possible;
- Diversify means of communication and rely more on social media and online channels. Where possible and appropriate, create dedicated online platforms and chat groups suitable for the purpose, based on the type and category of stakeholders;
- Where possible and appropriate, employ traditional channels of communications (TV, newspaper, radio, dedicated phone-lines, and mail) when stakeholders do not have access to online channels or do not use them frequently. Traditional channels can also be highly effective in conveying relevant information to stakeholders and allow them to provide their feedback and suggestions;
- Where direct engagement with project-affected people or beneficiaries is necessary, identify channels for direct communication with each affected household via a context-specific combination of e-mail messages, mail, online platforms, dedicated phone lines with knowledgeable operators;
- Each of the proposed engagement channels should specify how stakeholders can provide feedback and suggestions.

26. The stakeholder engagement methods to be employed for the project are presented in detail as the following:

5.1.1. Public/Community Meetings

27. At the start of the project, the project team will organize project launch meetings in each of the 3 provinces. From then on, Environment and Social Consultants (E&S Consultants) will help organize community meetings/sensitization sessions in the affected wards every quarter throughout the project's lifecycle.

5.1.2. Mass/Social Media Communication

28. A social media expert (from the project team/MAL) will be engaged on the project to post information on the dedicated Project and MAL Facebook page and communicate with the local population via social media campaigns or tools like WhatsApp throughout the project's lifecycle. Social media channels will be used as much as possible to disseminate information. Social media uses (especially Facebook) appear to be high across users of different ages and backgrounds in project-affected communities where network internet connection is available.

5.1.3. Communication Materials

29. Communication materials such as brochures or flyers will be developed and disclosed to the public before the project activities begin. MAL's Environment and Social (E&S) focal points, in collaboration with the project's M&E team, will ensure the regular update of its website: <https://solomons.gov.sb/ministry-of-agriculture-and-livestock/> (at least quarterly) with key project updates and reports on the project's environmental and social performance. The website will also provide information about the grievance mechanism for the project.

5.1.4. Grievance Redress Mechanism (GRM)

30. In compliance with the World Bank's ESS10 requirement, specific grievance mechanisms will be established for the project. Dedicated communication materials (GRM pamphlets, posters, etc.) will be created to help residents familiarise themselves with the grievance redress channels and procedures. A GRM guidebook/manual will also be developed and suggestion boxes installed in each affected provincial offices and/or at designated areas at each affected community. A dedicated GRM Management Information System/database is prepared to capture and track grievances received under the project. GRM committees at the MAL HQ and provincial level will benefit from Training on how to receive, respond to, address, and close grievances in line with best international practices. Internal GRM training will also take place for the project team and contractor staff. The MAL website will include clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder and will possibly submit grievances electronically. It will also provide information on the way the GRM committee works, both in terms of process and deadlines.

5.1.5. Information Desks

31. Information Desks in each province will provide residents with information on stakeholder engagement activities, construction updates, contact details of E&S focal points/consultants... etc. The E&S Consultants will set up these information desks in the project provinces, in the MAL Provincial office where they can meet and share information about the Project with PAPs and other stakeholders. Brochures and fliers on various project related social and environmental issues will be made available at these information desks.

5.1.6. Citizen/PAP Perception Survey

32. A perception survey examining citizen's experience and feedback about the project will be carried out twice during the project's lifecycle: once around the mid-implementation phase and once towards the

end of the project's implementation. The survey will be incorporated into the project's mid-term and final evaluations.

5.1.7. Training and Workshops

33. As outlined in the ESCP, training workshops on various social and environmental issues will be provided to the project team and contractor staff and possibly relevant government or non-government service providers. Topics covered will include sensitization to gender-based violence risks.

5.2. Proposed Strategy to Incorporate the View of Vulnerable Groups

34. The project will take extraordinary measures to ensure that disadvantaged and vulnerable groups have equal opportunity to access information, provide feedback, or submit grievances. The deployment of E&S Consultants will help to ensure proactive outreach to all population groups. Training and awareness-raising sessions will be conducted in communities rather than provincial offices to ensure the targeted population's higher participation. Focus groups explicitly dedicated to vulnerable groups may also be envisaged as appropriate.

5.3. Planned Stakeholder Engagement Activities

35. Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. Table 5.1 below presents the stakeholder engagement activities envisaged under the project. The activity types and their frequency are adapted to the main project stages: project preparation and implementation. A more detailed explanation of the stakeholder engagement methods used is included in section 6.2.

Table 5.1: Planned Stakeholder Engagement Activities by Project Phase⁶

Project Stage	Target Stakeholders	Topic(s) of Engagement	Methods	Location/(Frequency)	Responsibilities
Preparation	<ul style="list-style-type: none"> • Project Affected Parties: People residing in the project area; Vulnerable households; Producer Organizations, Traders, Processors, and Exporters; National and Provincial Agriculture and Livestock Network 	<ul style="list-style-type: none"> • Project scope and rationale; • Project E&S principles; • Grievance mechanism process 	<ul style="list-style-type: none"> • Public meetings, training/workshops, separate meetings specifically for women and vulnerable; • Mass/Social Media Communication- Facebook, WhatsApp; • Disclosure of written information- brochures, posters, flyers, website 	<ul style="list-style-type: none"> • Project launch meetings in provincial offices (one per province); • Meetings in affected provinces and wards (quarterly); • Survey of PAPs in affected wards (once per wards); • Communication through mass/social media (as frequent as needed); • Information desks with brochures/posters in affected provinces (continuous) 	<ul style="list-style-type: none"> • MAL (Specifically, E&S Focal Points, E&S Consultants)
	<ul style="list-style-type: none"> • Other Interested Parties: Press and media; NGOs; Other businesses and business organization; Workers' organizations; Academic institutions; Other National Government Ministries; Local Government Departments; General public 	<ul style="list-style-type: none"> • Project scope and rationale; • Project E&S principles; • Grievance mechanism process 	<ul style="list-style-type: none"> • Meetings; • Joint public/community meetings with PAPs; • Invitations to public/community meetings 	<ul style="list-style-type: none"> • As needed 	<ul style="list-style-type: none"> • MAL (Specifically, E&S Focal Points, E&S Consultants)
Implementation	<ul style="list-style-type: none"> • Project Affected Parties: People residing in the project area; Vulnerable households; Producer Organizations, Traders, Processors, and Exporters; National and Provincial Agriculture and Livestock Network 	<ul style="list-style-type: none"> • Project scope and how to participate. • Project E&S principles • Grievance mechanism process; • Health and safety impacts; • Employment opportunities; • Environmental concerns; • Satisfaction with engagement activities and grievance mechanism process 	<ul style="list-style-type: none"> • Public meetings, training/workshops, separate meetings specifically for women and vulnerable; • Individual outreach to PAPs; • Mass/social media communication- Facebook, WhatsApp; • Disclosure of written information- brochures, posters, flyers, website; • Information desks- in provincial MAL offices; • Grievance mechanism; • Citizen/PAP survey 	<ul style="list-style-type: none"> • Meetings in Honiara and all affected provinces and wards (monthly/quarterly); • Communication through mass/social media (as needed); • Information desks with brochures/posters in affected provinces (continuous) 	<ul style="list-style-type: none"> • The project team, including: • Provincial grievance committee • E&S focal points • E&S consultants

⁶ To verify with MAL team

	<ul style="list-style-type: none"> • Other Interested Parties: Press and media; NGOs; Other businesses and business organization; Workers' organizations; Academic institutions; Other National Government Ministries; Local Government Departments; General public 	<ul style="list-style-type: none"> • Project information- scope and rationale and E&S principles; • Coordination activities • Grievance mechanism process; • Health and safety impacts; • Employment opportunities; • Environmental concerns; 	<ul style="list-style-type: none"> • Public meetings, training/workshops; • Mass/social media communication- Facebook, WhatsApp; • Disclosure of written information- brochures, posters, flyers, website; • Information desks- in provincial offices • Grievance mechanism 	<ul style="list-style-type: none"> • Meetings in Honiara and all affected provinces and wards (monthly/quarterly); • Communication through mass/social media (as needed); • Information desks with brochures/posters in affected provinces (continuous) 	<ul style="list-style-type: none"> • The project team, including: • Provincial grievance committee • E&S focal points • E&S consultants -
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5.4. Proposed Strategy for Information Disclosure

36. MAL has disclosed the draft SEP and other E&S instruments on the MAL website at <https://solomons.gov.sb/ministry-of-agriculture-and-livestock/>. Project-related environmental and social monitoring reports listed in the above sections will also be announced on the website. Project updates will also be posted on the website. An easy-to-understand guide to the terminology used in the environmental and social reports or documents will also be provided on the website. All information brochures/fliers will be posted on the website. Details about the project GRM will be posted on the website. An electronic grievance submission form will also be made available on the website. Contact details of the Project's E&S focal points and E&S consultants will also be made available on the website. MAL's E&S focal points, with the support of E&S consultants, will update and maintain the website regularly (at least once quarterly). Further, MAL will create a dedicated project Facebook page and a WhatsApp group for PAPs and other stakeholders.

37. An indicative strategy of information disclosure is aligned with the Project's ESMF and outlined in Table 5.2.

Table 5.2: Proposed Strategy for Information Disclosure

Project Stage	Target Stakeholders	List of information to be disclosed	Methods and Proposed Timing
Preparation	<ul style="list-style-type: none"> • Project Affected Parties: People residing in the project area; Vulnerable households; Producer Organizations, Traders, Processors, and Exporters; National and Provincial Agriculture and Livestock Network 	<ul style="list-style-type: none"> • Project scope and rationale; • Environmental and Social Management Framework (ESMF) • Stakeholder Engagement Plan (SEP) • Grievance Mechanism • Environmental and Social Commitment Plan 	<ul style="list-style-type: none"> • Public consultation (face-to-face or virtual consultations through WhatsApp, Facebook, e-mail, etc.) • Meetings specifically for women and vulnerable (if needed) • The project website
	<ul style="list-style-type: none"> • Other Interested Parties: Press and media; NGOs; Other businesses and business organization; Workers' organizations; Academic institutions;⁷ Other National Government Ministries; Local Government Departments; General public 	<ul style="list-style-type: none"> • Project scope and rationale; • Environmental and Social Management Framework (ESMF) • Stakeholder Engagement Plan (SEP) • Grievance Mechanism • Environmental and Social Commitment Plan 	<ul style="list-style-type: none"> • Meetings (face-to-face or virtual); • Joint public/community meetings with PAPs; • The project website
Implementation	<ul style="list-style-type: none"> • Project Affected Parties: People residing in the project area; Vulnerable households; Producer Organizations, Traders, Processors, and Exporters; National and Provincial Agriculture and Livestock Network 	<ul style="list-style-type: none"> • Updated Project's ESF instruments • Feedback of project consultations • Information about the project's activities 	<ul style="list-style-type: none"> • Public consultation (face-to-face or virtual consultations through WhatsApp, Facebook, e-mail, etc.) • Meetings specifically for women and vulnerable (if needed) • The project website

⁷ Specific names by MAL team

<ul style="list-style-type: none"> Other Interested Parties: Press and media; NGOs; Other businesses and business organization; Workers' organizations; Academic institutions; Other National Government Ministries; Local Government Departments; General public 	<ul style="list-style-type: none"> Updated Project's ESF instruments Feedback of project consultations Information about the project's activities 	<ul style="list-style-type: none"> Meetings (face-to-face or virtual); Joint public/community meetings with PAPs; The project website
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5.5. Future Phases of the Project

22. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementing the stakeholder engagement plan and grievance mechanism.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1. Budget Resources

23. A tentative budget for implementing the stakeholder engagement plan over five years is attached in Table 6.1. The stakeholder engagement activities featured below cover a variety of environmental and social issues. The project team will review this plan every six months to determine if any stakeholder classification or engagement changes are required. If so, the plan will be updated, and a new revision will be distributed. The budget will be revised accordingly.

Table 6.1: Estimated budget for Stakeholder Engagement Plan (5 Years)

Stakeholder Engagement Activities	Quantity	Unit Cost (USD)	Times/Years	Total Cost (USD)
Environment and social consultants salaries (2@SBD21,000 ⁸ per month)	2	\$31,500	5	\$157,500
Travel expense for staff/ESCs (cost per year)	1	\$27,000	5	\$135,000
Project Launch Meetings (in 3 provinces)	3	\$8,125	1	\$24,375
Community Meetings/Sensitization (in x16wards, quarterly)	64	\$625	5	\$200,000
Provincial Meetings/Sensitization (in 3 provinces, quarterly)	12	\$2,500	5	\$150,000
Communications materials (pamphlets, posters, PR kits-including design)	1	\$46,875	1	\$46,875
Training workshops on environmental/social issues for contractor/consultants (Honiara and 3 provinces)	4	\$1,875	3	\$22,500
Citizen/PAP perception surveys (4 communities /province)	12	\$4,000	2	\$96,000
Contingency (10%)		\$122,500		\$83,225
Sub-Total: Stakeholder Engagement Activities				\$915,475
Grievance Redress Activities	Quantity	Unit Cost (USD)	Times/Years	Total Cost (USD)
Communications materials (GRM pamphlets, posters)	8000	\$1	1	\$8,000
GRM guidebook/manual	500	\$13	1	\$6,250

⁸ USD1.00 = SBD8.00

Suggestion boxes (in each province and ward)	36	\$38	1	\$1,350
GRM MIS/Database (set-up (700,000 SBD)and annual hosting fee (45,000 SBD))	1	\$115,625	1	\$115,625
Training of GRM committees at the provincial level	3	\$2,750	2	\$16,500
Internal GRM Training for the project staff and contractor staff	4	\$1,875	3	\$22,500
Contingency (10%)				\$17,023
Sub-total: Grievance Redress				\$187,248
TOTAL:				\$1,102,723

6.2. Functions and Responsibilities

24. A project team includes the E&S focal points, and E&S consultants will take responsibility for and lead all aspects of the stakeholder engagement. However, to implement the various activities envisaged in the SEP, the team will need to coordinate closely with other project team members, key stakeholders—other national and local government departments/agencies, the contractors, affected provinces, and PAPs. The roles and responsibilities of these actors/stakeholders are summarized in Table 6.2.

Table 6.2: Responsibilities of Key Actors/Stakeholders in SEP Implementation

Actors/Stakeholders	Responsibilities
<ul style="list-style-type: none"> • MAL⁹ • MAL's E&S Focal points • E&S Consultants 	<ul style="list-style-type: none"> • Plan and implement the SEP; • Lead stakeholder engagement activities; • Transfer all complaints to the GRM Focal Point; • Participate in the Grievance Redress • Coordinate/supervise of contractors on SEP activities; • Monitor of and report on environmental and social performance to the project team and the World Bank
Provincial MAL	<ul style="list-style-type: none"> • Supervise/monitor contractors; • Supervise/monitor community resource persons (CRPs); • Manage engagement activities during the construction phase; • Receive, Manage, and resolve the grievances; • Participate in the Provincial Grievance Redress Committee (see Grievance Mechanism Section) • They can also advise on national regulations (i.e., health and safety, food safety, etc.) that may be relevant to the subproject activities.
Contractors ¹⁰	<ul style="list-style-type: none"> • Inform the project team of any issues related to their engagement with stakeholders; • Transmit and resolve complaints caused by the construction activities in close collaboration with and as directed by the project team/provincial MAL; • Prepare, disclose and implement Labour Management Plan, etc.; • Inform local communities of any environmental monitoring, e.g., noise, vibration, water quality monitoring; • Announce important construction activities (such as construction signages, road closures, and available alternatives);
Other Government Agencies (e.g., ECD, MID, and Ministry of Commerce)	<ul style="list-style-type: none"> • Monitor Project compliance with Solomon Island legislation; • Participate in the implementation of some activities in the SEP; • Make available and engage with the public on the project scope

⁹ Will follow the project-operational arrangement

¹⁰ The contractors would not be members of the Grievance Redress Committee but would be called to attend if required for any specific grievance.

Project Affected People	<ul style="list-style-type: none"> • Will be invited to engage and ask questions about the Project at Project Meetings and through discussions with E&S consultants where it is of interest or relevance to them; • Help the project to define mitigation measures; • Lodge their grievances using the GRM defined in the SEP;
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7. GRIEVANCE REDRESS MECHANISM (GRM)

7.1. Objective

25. All project-affected communities and external stakeholders in the ART project will have access to a grievance mechanism that will receive, record, and review grievances, fairly and transparently and provide appropriate redress. The GRM deals with issues caused by construction works and any direct or indirect environmental and social impacts either due to the project activities and/or actions by the project team or the contractors employed by the project team. A separate mechanism to address worker grievances is covered in the Labour Management Plan (LMP). All stakeholders will be fully informed of the GRM, including how to submit grievances, the procedure for handling grievances, and the time within which a decision will be reached.

26. The design of the GRM employed the following fundamental principle:

- **Openness and transparency** – The Project will record all complaints submitted, including their outcomes and details of time taken to consider and resolve the complaints. A regularly updated summary of this record will be posted on the project website. The project will take all complaints and view them as opportunities for project improvement.
- **Fairness** – All grievances will be accepted as submitted in good faith and will be assessed on their merits without regard to the complainant's identity or status. All complaints will be evaluated objectively in relation to relevant regulations and operational guidelines of the ART project. Where applicable, the standards of the World Bank's ESF will be applied to the resolution of grievances.
- **Accessibility** – The Project will make every effort to ensure that all project-affected persons and other stakeholders have access to the GRM. To this end, the GRM will accept grievances submitted verbally, in writing, by any suitable means of communication. Complaints may be made by or on behalf of an individual, an organization, or an institution such as media.
- **Responsiveness and effectiveness** – The Project will endeavour to process and respond to all grievances in a timely and effective manner. Receipts of all submissions will be acknowledged within 5 working days. Consideration of valid complaints by the GRM will occur within 30 working days, giving time for collecting and examining evidence if required. Additional time may be required for negotiation with aggrieved parties, but the resolution should not exceed 45 working days.
- **Anonymity and confidentiality** – Individuals or institutions submitting complaints may request anonymity, in which case their names will not be made public. Confidentiality will also be observed during the period when the GRM is considering a case (e.g., the source and any person, contractors, or entity accused of wrongdoing should be protected).

7.2. Lessons Learned on Complaint Handling Mechanism

27. RDP and RDP II projects' experience shows that there were only a few complaints raised by communities, which were handled through consultation with the community to provide solutions to the specific grievance. Complaints on environmental, health, and safety issues such as dust, noise, waste generations, health concerns, safety risks for the public, etc. should be resolved directly by the Project

Management Unit's community liaison officer as representative of the Implementing Agency. For straightforward complaints, the community liaison officer could make an on-the-spot determination to resolve the issue.

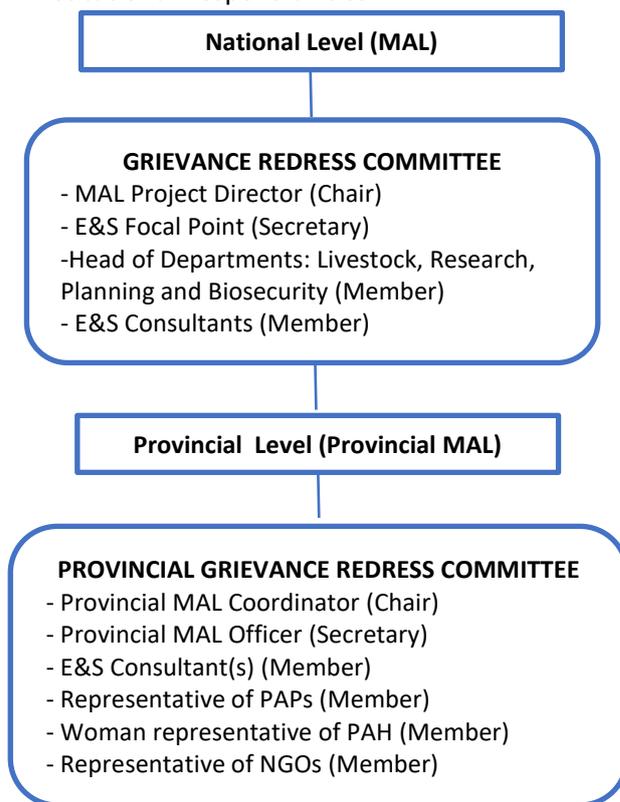
28. According to the Annual Report of RDP II in October 2020, there have been no major environmental and social issues associated with implementing sub-projects, specifically during the last semester. The Community Helpers, with support of the PMU management, have done well in ensuring that all their activities during the implementation of the Sub-project are done following the ESMF procedures. The land has been a significant safeguard concern; however, the risks of land disputes could have eliminated with proper consultation with the rightful stakeholders so far.

7.3. Institutional Arrangements for Grievance Redress Mechanism in ART Project

29. MAL will have overall responsibility for the GRM in the ART project. The responsibility will include (i) maintaining a consolidated register of grievances submitted and outcomes, (ii) building capacity and providing support and advice to all implementing agencies, and (iii) directly intervening to support the resolution of a grievance where this becomes necessary. The MAL Project Director will oversee the implementation of the GRM with the assistance of E&S focal points and E&S consultants.

30. The project team is responsible for managing the GRM, but many of the project's grievances will likely relate to the contractors' actions and so will need to be resolved by the contractors. The project will establish two levels of committees: national and provincial, as summarized in Figure 7.1.

Figure 7-1: GRM Institutional Responsibilities



31. **At the national level**, the role of the Grievance Redress Committee (GRC) will be (i) to periodically review the implementation of the GRM at the provincial level, and (ii) to review progress and, where necessary, make recommendations in the management of any grievances submitted to national level. The GRC will be chaired by the MAL Project Director and should have the following members: MAL E&S Focal Point as

a Secretary; Head of Departments: Livestock, Research, Planning, and Biosecurity as a member; and E&S Consultant(s) as a member.

32. **At the provincial level**, the project will establish a Provincial Grievance Redress Committee (PGRC) in each province. The PGRC will be chaired by Provincial MAL Coordinator and should consist of the following members: Provincial MAL Officer as a Secretary; E&S Consultant(s) as a member; a representative of a Project Affected People such as community extension workers as a member; a woman representative of the Project Affected Household (AH) as a member a representative of local non-government organizations (NGOs), taking into account the grievance character, as a member.

7.4. Grievance Redress Mechanism Process in ART Project

7.4.1. Receiving and Recording Complaints

33. Project-affected communities and stakeholders may submit grievances by any suitable method, including face-to-face, telephone, or writing. Grievances may be submitted by any person, whether or not that person is directly affected by grievance. Grievances may be submitted directly to the project's province-based staff or provincial MAL office in each province. All grievances notified to the project will be systematically recorded and entered in a consolidated log of grievances. Written grievances will be copied and kept on file.
34. If requested, anonymity and confidentiality principle will be observed throughout the GRM process as described in section 7.1: Individuals or institutions submitting complaints may request anonymity, in which case their names will not be made public. Confidentiality will be observed during the period when the GRM is considering a case (e.g., the source and any person, contractors, or entity accused of wrongdoing should be protected).
35. All project staff will receive Training on what action to take if they are notified of a grievance. The training will include (i) how to explain the rights of the stakeholder submitting the grievance, the grievance process, and the option of remaining anonymous; and (ii) recording the grievance on a standard form (Annex 1); and (iii) passing the completed grievance form together with any written complaint or other documentary evidence to the Secretary of PGRC.

7.4.2. Processing of Grievances

36. On receiving a grievance, the Secretary of PGRC will carry out the following steps:
- Step 1: Enter the details of the complaint into the consolidated complaints register (Annex 2);
 - Step 2: Copy the updated grievance register to the Chair of the PGRC (at the provincial level) or the MAL Project Director (at the national level);
 - Step 3: Carry out an initial screening review with E&S Consultant(s). Confirm that the grievance is (i) a matter related to the ART project; and (ii) a substantive issue that can be investigated. Grievances that do not relate to the ART project can be passed on to another relevant institution. For grievances that do not relate to a specific matter that can be investigated, a short explanation letter may be most appropriate;
 - Step 4: Prepare a letter (i) acknowledging that the grievance has been received ; (ii) notifying the stakeholder of what action will be taken; and (iii) stating the rights of the complainant.
37. Screening and acknowledgment of the grievance should be completed within 5 working days upon receiving a complaint.
38. The next step is for the Chair of the GRM (at the national or provincial level) to assign the Secretary and/or E&S consultant(s) to investigate the grievance. The investigation may include interviewing the complainant, project staff, and other stakeholders; inspecting physical evidence and documents. All

project staff must cooperate with the investigation, including sharing documents where necessary. If the complainant has requested to remain anonymous, the investigator(s) must not do anything to result in the stakeholder's name being revealed.

39. The investigator(s) will complete their investigation and report facts to the GRC or PGRC. The investigator(s) does not make any recommendation other than reporting the facts. The GRC or PGRC then meets to review the report and decide what action to take. The decision can be:
 - No action required;
 - Action to redress the grievance; or
 - Raise the grievance from the PGRC to the national GRC because the problem cannot be solved at the provincial level.
40. A notification letter will be prepared and sent directly to the stakeholder who submitted the grievance. The institution or individual staff member who recorded the grievance will also receive a copy of the letter.
41. Wherever possible, investigation and GRC decision should be completed within 30 days after the grievance was received. If the handling of a grievance cannot be completed within 30 days, the GRC should review and approve an extension of no more than 15 days. The complainant should be notified of the extension of time. A Flow chart of the Grievance Redress Mechanism is presented in Figure 7.2.

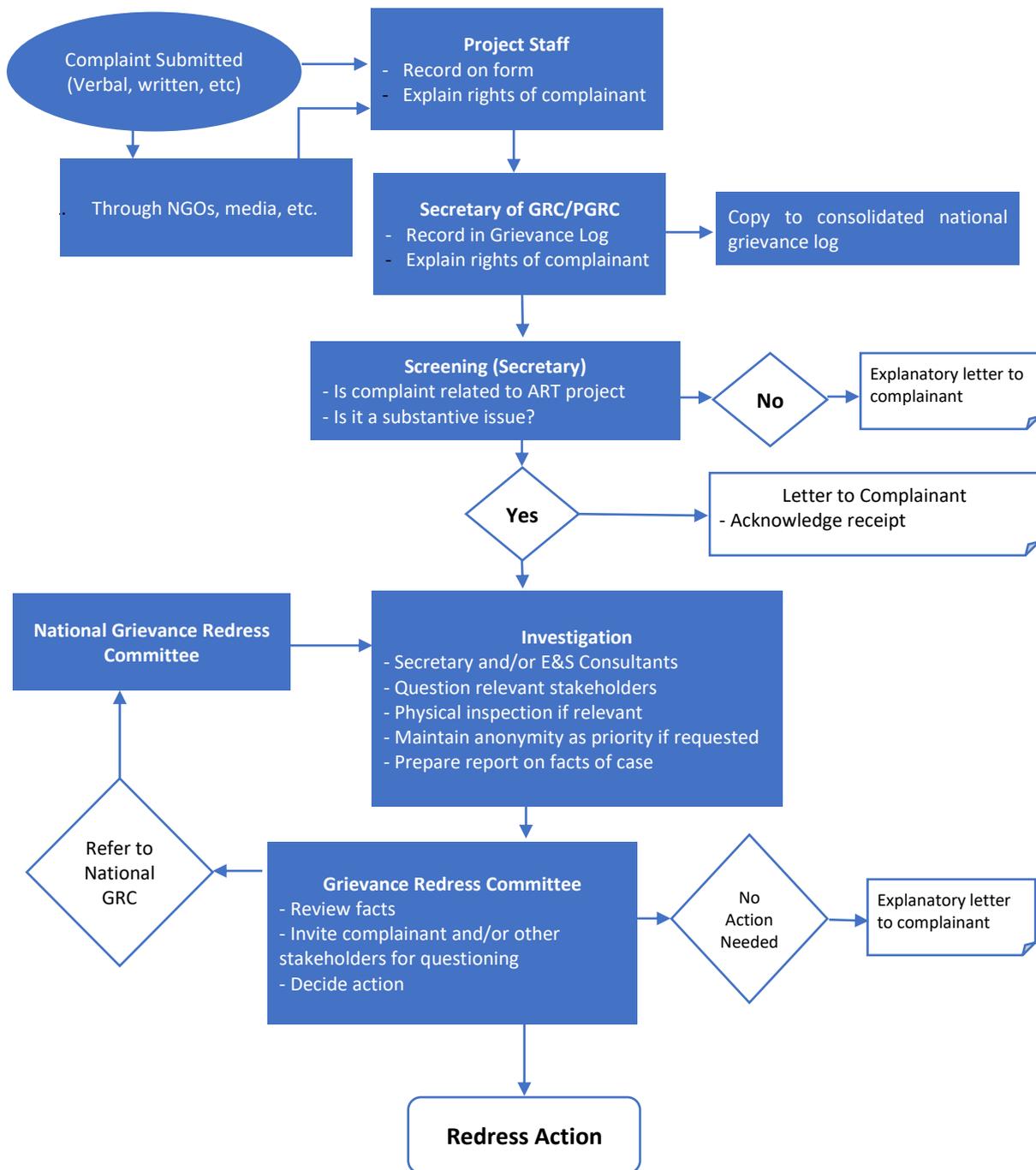


Figure 7-2: Flow Chart of the Grievance Redress Mechanism

7.4.3. Additional Recourses

42. Stakeholders who are not satisfied with the decision of the PGRC have the right to take further action, including:

- Submitting their grievance directly to the national GRC;
- Submitting their grievance to the courts.

7.5. Workers' Grievance Mechanism

43. The project team will require contractors to develop and implement a grievance mechanism for their workforce before starting civil works. The construction contractors will prepare their labour-management procedure before starting civil works, which will also include a detailed description of the workers' grievance mechanism.
44. The contractors' workers grievance mechanism will include:
- a procedure to receive grievances such as comment/complaint form, suggestion boxes, e-mail, a telephone hotline;
 - stipulated timeframes to respond to grievances;
 - a register to record and track the timely resolution of grievances;
 - a responsible department to receive, record, and track the resolution of grievances.
45. MAL will monitor the contractors' recording and resolution of grievances and report these to the project team in their monthly progress reports. The process will be monitored by the project team (E&S focal points and E&S consultants).
46. The workers' grievance mechanism will be described in staff induction training provided to all project workers. The mechanism will be based on the following principles:
- The process will be transparent and allow workers to express their concerns and file grievances.
 - There will be no discrimination against those who express grievances, and any grievances will be treated confidentially.
 - Anonymous grievances will be treated equally as other grievances, whose origin is known.
 - Management will treat grievances seriously and take timely and appropriate action in response.
47. Information about the grievance mechanism's existence will be readily available to all project workers (direct and contracted) through notice boards, the presence of "suggestion/complaint boxes," and other means as needed.

7.6. Disclosure of the Grievance Redress Mechanism

48. The project will ensure that information on the GRM is widely disseminated to stakeholders. Vital information to be shared includes (i) means of submitting a grievance, including names and contact details of MAL point of contact in each province and at the national level; (ii) the process for grievance handling; (iii) the time allowed for handling grievances; (iv) the right to anonymity; and (v) the right to seek redress through other channels. Information should make clear that the stakeholder will not be asked to pay to have their grievance accepted.
49. Information on the GRM in English will be posted on the project website. A simple leaflet on the GRM will be prepared and distributed at the provincial MAL office in each province and affected communities. The GRM will be described in public meetings.
50. The project will record all complaints and their status updated in internal recordings and on the website. This record will be easily accessible by complainants or interested bodies such as the World Bank to track type, status, timeframe, feedback, resolution of complaints, and summary reports; however, the principle of anonymity and confidentiality may be requested or required under some instances. The information on complaints will be used for the project to improve its effectiveness.

7.7. MAL Contact Information¹¹

51. The point of contact regarding grievance management and the local stakeholder engagement activities is presented in Table 7.1 below.

Table 7.1: Point of Contact

Description	Contact Details
Implementing Agency:	Ministry of Agriculture and Livestock (MAL)
Main Contact:	Under Secretary Technical (To be added)
Address:	Honiara, Solomon Islands
E-mail:	NA
Website:	https://solomons.gov.sb/ministry-of-agriculture-and-livestock/
Telephone:	+677 24657 ext. 22143

52. Information on the Project and future stakeholder engagement programs will be available on the MAL website and posted on information boards in affected wards in the project area. Information can also be obtained from the Environment Health and Safety consultants.

8. MONITORING AND REPORTING

8.1. Involvement of Stakeholders in Monitoring Activities

53. The project provides several opportunities to stakeholders, especially Project Affected Parties, to monitor certain aspects of project performance and provide feedback. Each PGRC in the 3 affected provinces will allow PAPs to submit grievances and other types of feedback. Citizen/PAP surveys at the project mid-point and end stages will also allow PAPs to provide feedback on project performance. Furthermore, frequent and regular community meetings and interactions with the project staff, especially the Environment and social consultants, will allow PAPs and other local stakeholders to be heard and engaged.

8.2. Monitoring Reports

54. During the project implementation, MAL, with the support of E&S consultants, will prepare semi-annual and annual summary reports on the environmental and social performance of the project for submission to the project management and the World Bank. These reports will include an update on the implantation of the stakeholder engagement plan and grievance management. The annual reports will be disclosed on the MAL website and made available in the MAL's provincial offices and/or the local government offices in the affected provinces. Besides, the project team will prepare Incident Notifications for the World Bank, if and when required. Table 8.1 proposes a comprehensive set of indicators related to SEP performance at this stage.

Table 8.1: Proposed SEP Indicators to be Included in Progress Reports

¹¹ By E&S focal points

Engagement with PAPs:

- Number and location of formal meetings with PAPs
- Number and location of informal meetings with PAPs
- Number and location of community awareness-raising or training meetings
- Number of men and women that attended each of the meetings above
- Number, location, attendance, and documentation of the meetings held with the authorities and communities or other stakeholders
- For each meeting, number and nature of comments received, actions agreed during these meetings, status of those actions.
- Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, NGOs)
- Issues raised by NGOs and other stakeholders, actions agreed with them, and those actions' status. Minutes of meetings will be annexed to the six-monthly report
- Number and nature of project documents publicly disclosed
- Number and nature of updates of the project website
- Number and categories of comments received on the website

Grievance Redress Mechanism:

- Number of grievances received, in total and at the provincial and national levels, on the website, disaggregated by complainant's gender and means of receipt (telephone, e-mail, discussion)
- Number of grievances received from affected people, external stakeholders
- Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints
- Number of GRC meetings and outputs of these meetings (minutes of meetings signed by the attendees, including the complainants to be annexed to the report)
- Number of grievances which have been (i) opened, (ii) opened for more than 30 days, (iii) those which have been resolved, (iv) closed, and (v) number of responses that satisfied the complainants during the reporting period disaggregated by category of grievance, gender, age and location of complainant.
- Trends in time and comparison of number, categories, and location of complaints with previous reporting periods

Workers Grievances:

- Number of grievances raised by workers, disaggregated by gender of workers and worksite
- Profile of those who lodge a grievance (gender, age, worksite), by category of grievances.
- Average time of complaint's redress process, disaggregated by gender of complainants and categories of complaints
- The trend in time and comparison of number, categories, and location of complaints with previous reporting periods

8.3. Reporting back to Stakeholder Groups

55. MAL, through the support of E&S consultants, will report back to PAPs and other stakeholder groups, primarily through public meetings in project-affected provinces and/or communities. Minutes of meetings will be shared during subsequent public meetings. Feedback received through the GRM will be responded to in writing and verbally, to the extent possible. SMS and phone calls will be used to respond to stakeholders whose telephone numbers are available. Key Project updates will be posted on MAL's website. Social media (primarily through the Project Facebook page and a WhatsApp group for PAPs and other stakeholders) will also be used to report back to different stakeholders.

ANNEX 1: GRIEVANCE RECORD FORM

**SOLOMON ISLANDS AGRICULTURE AND RURAL TRANSFORMATION PROJECT
RECORD FORM FOR NOTIFICATION OF ANY PROJECT RELATED GRIEVANCE**

Note: Any ART project staff member who is notified of a grievance must record the grievance on this form, either immediately or as soon afterwards as possible

Ward:

Province:

Name of the Complainant: Gender: Female..... Male.....

Contact details of complainant (telephone, e-mail, physical address as relevant):

.....

.....

.....

Does the complainant request anonymity: Yes..... No.....

Date and time of receiving grievance.....

Grievance Method: Phone call..... Face-to-face verbal..... Writing..... Other.....

Grievance recorded by (name/ position)

Describe the grievance as fully as possible below:

Has the complainant been informed of his/her rights? Yes / No

Has the complainant been informed of the process's next steps, and how long will it take? Yes/No

