

SOLOMON ISLANDS

MINISTRY OF HEALTH AND MEDICAL SERVICES



ENGAGING COMMUNITY TO IMPROVE HEALTH OUTCOMES (ECHO)
PROJECT (P510479)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

VERSION: FINAL DRAFT (19 SEPTEMBER 2025)

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1. Introduction

The Solomon Islands Government (SIG) is proposing the Engaging Communities to Improve Health Outcomes Project (ECHO) and is seeking financing from the World Bank's (WB) International Development Association (IDA) for the Project. As part of project financing, the Project is required to comply with the requirements outlined in WB's Environmental and Social Framework (ESF) and ten Environmental and Social Standards (ESSs). This Stakeholder Engagement Plan (SEP) has been prepared to meet the requirements of ESS10, Stakeholder Engagement and Information Disclosure, and to satisfy a project financing requirement. It is supported by an Environmental and Social Commitment Plan (ESCP), Environmental and Social Management Framework (ESMF), Labor Management Procedure (LMP, as an annex to the ESMF), Project Operational Manual (POM) (to be developed), and other specific plans that have been or will be prepared for the Project.

2. Project Description

ECHO aims to assist the SIG in its efforts to enhance capacities of local communities to improve health outcomes. The project components and activities are designed to support the critical gaps identified in the current delivery capacity of Ministry of Health and Medical Services (MHMS) on improving health services throughout the Country. Key elements of the Project are non-communicable diseases (NCDs), Community Health Workers (CHWs), rehabilitating health facilities, and supply chain management. The project is strongly aligned with the core objectives of the Solomon Islands Country Partnership Framework for FY26–31 (P505113, under preparation) and national development strategies. ECHO will complement other efforts that have already been committed by other development partners, including Department of Foreign Affairs and Trade (Australian) (DFAT), World Health Organization (WHO), United Nations International Children's Emergency Fund (UNICEF) and the Asian Development Bank (ADB) amongst others. The project coverage will be national and benefit the whole population but also include some targeted support for the Provinces of Guadalcanal and Choiseul.

The project development objective (PDO) is “to improve the access and quality of primary healthcare in Solomon Islands”. ECHO comprises the following three components:

- **Component 1: Strengthening Primary Health Care Services.** This component enhances Primary Health Care (PHC) access and quality by deploying a Community Health Worker program as the central intervention, complemented by climate-resilient upgrades to Rural Health Centers (RHCs) in the pilot provinces of Guadalcanal and Choiseul, and deployment of digital tools for better monitoring and reporting.
- **Component 2: National Supply Chain Management (SCM).** This component will support the reliable availability of essential medicines, including hypertensives and diabetes medicines, by enhancing the national supply chain through infrastructure upgrades (including construction of a new pharmaceutical warehouse in Noro), system improvements, and workforce development. The enhancement involves infrastructure upgrades, system improvements, and workforce development
- **Component 3: Project management, monitoring, and stakeholder engagement.** This component establishes a Project Management Unit (PMU) within MHMS, building on COVID-19 Emergency Response Projects experience. The PMU will manage operations, oversight, and monitoring through a results framework, baseline data, and regular assessments. It also promotes transparency and community involvement through consultations, awareness campaigns, and grievance mechanisms, while providing technical assistance and coordination to align ECHO with national health priorities.

ECHO is being prepared under the World Bank's Environment and Social Framework (ESF). Per Environmental and Social Standard ESS10 on Stakeholder Engagement and Information Disclosure, the implementing agencies should provide stakeholders with timely, relevant, understandable, and accessible information, and consult with them in a culturally appropriate manner, which is free of manipulation, interference, coercion, discrimination, or intimidation.

3. Objectives of the Stakeholder Engagement Plan

The purpose of this SEP is to provide a system for the Project to meet the objectives of ESS10, which are:

- To establish a systematic approach to stakeholder engagement that will help a project identify stakeholders and build and maintain a constructive relationship with them, particularly with project-affected parties.
- To assess the level of stakeholder interest and support for the project and to enable stakeholders' views to be considered in project design and environmental and social performance.
- To promote and provide means for effective and inclusive engagement with project-affected parties throughout the project life cycle on issues that could potentially affect them.
- To ensure that appropriate project information on environmental and social risks and impacts is disclosed to stakeholders in a timely, understandable, accessible, meaningful, and appropriate manner and format.
- To provide project-affected parties with accessible and inclusive means to raise issues and grievances and allow projects to respond to and manage such grievances.
- To define the roles and responsibilities for the implementation of the SEP.
- To define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.

The SEP is a living document and will be updated periodically, throughout the Project implementation period, when the scope of works changes or becomes clearer, and new stakeholders are identified.

4. Stakeholder identification and analysis

Stakeholder analysis determines the likely relationship between stakeholders and a project and helps identify the appropriate consultation methods for each stakeholder group during the project's life.

Stakeholders of projects can typically be divided into the following categories:

- **Project Partners** – stakeholders that contribute to the execution and implementation of a project.
- **Affected Parties** – persons, groups and other entities within the Project Area of Influence that are directly influenced (actually or potentially) by the Project and/or have been identified as most susceptible to change associated with the Project, and who need to be closely engaged in identifying impacts and their significance, as well as in decision-making on mitigation and management measures.
- **Other Interested Parties** – individuals/groups/entities that may not experience direct impacts from the Project but who consider or perceive their interests as being affected by the Project and/or who could affect the Project and the process of its implementation in some way.
- **Vulnerable Groups** – persons who may be disproportionately impacted or further disadvantaged by the Project as compared with any other groups due to their vulnerable status, and that may require special engagement efforts to ensure their equal representation in the consultation and decision-making process associated with the Project. 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.

Stakeholders identified for the Project and their interest in the project are provided in Table 1. Additional stakeholders may be identified during the implementation of the Project and this plan updated accordingly.

Table 1: Stakeholders and their Interest in the Project

Groups	Organization	Interest in the Project
Project Partners		
Implementing Agencies	MHMS	Implementing Agency Public Health Emergency and Surveillance Unit sites within the MHMS
SIG Ministries	Ministry of Finance and Trade	Executing Agency
	Ministry of Lands	Land to be used for activities under components 1 and 2.
Provincial Governments	Guadalcanal	Implementation of component 1.
	Choiseul	
Provincial Health Authorities	Guadalcanal	Implementation of component 1.
	Choiseul	Implementation of component 1.
Town Councils	Noro Town Council	Construction of the new medical warehouse in Noro.
World Bank	IDA	Financing agency
	Local Office	Providing support
Other Development Partners	DFAT, MFAT, JICA, USAID, EU, UNICEF, Global Fund, GAVI, the vaccine alliance, ADB	Crossovers in MHMS support. Play a role in areas such as primary health care delivery and supply chain management. Collaboration on activities.
Affected Parties		
Healthcare patients and their caregivers	Various	Directly impacted by infrastructure activities
Healthcare workers (doctors, nurses, scientists, educators)	MHMS run facilities	CHW activities and training

Groups	Organization	Interest in the Project
		Directly impacted by infrastructure activities
Health waste management workers	RHCs	Directly impacted by in investments in healthcare waste management investments
People in the project area of influence	Individuals and community groups/organizations/businesses will directly benefit from subprojects activities.	These people/groups can be Project beneficiaries and be affected by the social impacts associated with the subprojects, such as the RHC upgrades.
Land/asset owners	Individuals and communities whose land may need to be crossed to access project sites	Consultation arrangements for land/asset owners are outlined in the Land Access Procedures (LAP), annexed in the ESMF.
Contractors and workers	Various civil works contractors	Potential to be contracted or subcontracted to construct subprojects.
Suppliers	Various suppliers	Supply of goods and materials to contractors and/or subcontractors constructing subprojects
Other Interested Parties		
Community leaders	Various	Alignment with local needs
Other Development Partners	DFAT	Interested in the outcomes and benefits of the Project.
	MFAT	
	WHO	Interested in collaboration with activities.
	UNICEF	
	ADB	Potential concerns regarding environmental and social impacts.
SIG Ministries and Offices	Environment and Conservation Division	Permitting of select subprojects (if required)
	Ministry of Infrastructure and Development	Interest in matters relating to infrastructure needs
Non-government Organizations	Organizations focusing on topics such as:	Interested in the outcomes and benefits of the Project.
	- Rural health - NCDs - Climate change - Woman and children's rights such as:	Interested in collaboration with activities.

Groups	Organization	Interest in the Project
	World Vision, Oxfam and Save the Children, Provincial Women's council, Family Support Centre, Christian Care Centers.	Potential concerns regarding environmental and social impacts. Potential educational/outreach opportunities to increase awareness and acceptance of the project. Networks to that promotes project health and safety.
Trade unions / professional bodies	Trade union and professional bodies representing health care personnel	Interested in the outcomes and benefits of the Project.
Essential Service Providers	Essential service providers such as: • Hospitals • Medical Clinics • Schools • Fire services • Markets etc.	Opportunities to influence designs to cause minimal impacts to communities or to enhance the design to be inclusive of vulnerable people.
Vulnerable Groups		
Vulnerable or disadvantaged groups.	Including, but not limited to: • elderly • children, especially malnourished children • youth • poor households • women-headed households • residents in remote areas • people with disabilities • people unable to read • people working in the informal economy • people with pre-existing medical conditions such as heart or lung disease, diabetes, cancer and HIV/AIDS among others	These people/groups can be Project beneficiaries, but project benefits cannot reach such groups. They may also be disproportionately affected by the social impacts associated with the subprojects and it is important to ensure such people/groups are included in the project planning process.

5. Stakeholder Engagement Program

5.1. Summary of stakeholder engagement done during project preparation

During project preparation, initial meetings were conducted between MHMS and the World Bank as part of a World Bank Mission. The aim of these initial meetings was to identify the scope of the new energy project, building on lessons learnt during the Covid-19 ERP. Feedback received during consultations was considered and incorporated into the design of the Project components.

Initial consultation meetings were also conducted with communities in Choiseul and Guadalcanal Provinces in August 2025. These were undertaken during a World Bank identification and technical support mission. The aim of these initial meetings was to discuss community health work, infrastructure requirements, and environmental and social risk management. Consultations were also conducted in with Noro regarding requirements and environmental and social risk management for the new Pharmaceutical Warehouse. A summary of the consultations undertaken during project preparation is provided in Table 2.

Table 2 – Stakeholders consulted or to be consulted during Project Preparation, March-Sept 2025

Description	Name/Group	Date/Time period	Meeting Purpose
World Bank Mission	Ministry of Finance (MoFT) and MHMS officials	March 24—28, 2025	Agree on scope of ECHO.
World Bank Identification and Technical Support Mission Consultations	Project Steering Committee & Deputy Secretary Healthcare	August 5, 2025	Discuss preparation of key requirements as recipient of credit resources.
World Bank Identification and Technical Support Mission Consultations	National non-communicable diseases director and team.	August 6, 2025	Discuss project components.
World Bank Identification and Technical Support Mission Consultations	Provincial Health Authority in Guadalcanal Province	August 8, 2025	Consult on the Community Health Worker (CHW) pilot project component.
World Bank Identification and Technical Support Mission - health facility scoping assessment and consultations	Visale Are Health Centre in Guadalcanal Province	August 8, 2025	Consult on the CHW pilot project component. Discuss infrastructure requirements and environmental and social risk management.
World Bank Identification and Technical Support Mission - health facility scoping assessment and consultations	Provincial Health Authority in Choiseul Province	August 12, 2025	Consult on the CHW pilot project component. Discuss infrastructure requirements and environmental and social risk management.
World Bank Identification and Technical Support Mission - health facility scoping assessment and consultations	Identified Choiseul Rural Health Centers (RHCs)	August 15-19, 2025	Consultation on CHW program and scoping of infrastructure components.
World Bank Identification and Technical Mission - pharmaceutical warehouse consultation	Noro Town Clerk, Lands Officer Western Provincial Government	August 12-13, 2025	Information session and awareness of potential buffer site for the new pharmaceutical warehouse in Noro. Sought necessary

			land boundaries and town zoning.
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Feedback received during consultations raised by stakeholders was considered by the PMU. A summary of the main recommendations received and integrated into the SEP are provided in Annex II - Table 1.

Further consultation sessions on the Project will also be conducted by PMU in the project provinces with community and provincial leaders for the proposed CHW program. The minutes or a summary of these consultations will be shared with the World Bank team once the consultations are carried out. A summary of the main recommendations received and integrated into the SEP will be provided in Annex II when available.

The following environmental and social reports and plans will be disclosed prior to appraisal through the MHMS website¹:

- Environmental and Social Commitment Plan (ESCP)
- Environmental and Social Management Framework (ESMF) including the Land Access Procedures (LAP) and Labor Management Procedures (LMP) as annexes
- Stakeholder Engagement Plan (SEP)

5.2. Stakeholder engagement strategy

The PMU Environmental and Social (E&S) Officer will facilitate most public and community meetings.

To strengthen the Project's transparency and accountability to community stakeholders, the Project will develop activity specific Stakeholder Engagement and Communications Action Plans (SECAPs), to support the implementation of the SEP and downward reporting to communities. The reporting must be done in a manner that can be understood by rural populations with low literacy levels (e.g., using infographics and simple language) and disseminated through a variety of methods including media releases, newspapers articles, brochures and radio stations, and face to face meetings, community consultations posted on the town/village/island level notice boards.

The PMU E&S Officer will ensure the regular updates of the MHMS website (at least quarterly) with key project updates and reports on the project's environmental and social performance. The information on grievance procedure will also be informed through the web page.

Engagement is to be undertaken in a language appropriate for the broadest comprehension by stakeholders possible. While English is the official language and widely understood (both written and spoken), the most widely spoken language is Solomon Islands Pijin. There may also be languages spoken in the provinces, which may be more likely to be better understood amongst community stakeholders. For example, in Choiseul Province, Babatana is the principal language and in Guadalcanal Province, Ghari and Lengo are prominent languages. Literacy levels amongst stakeholders should also be considered when undertaking engagement. If needed, the Project will use interpretation in community meetings and meetings undertaken in remote locations.

The following engagement tools may also be developed for the Project:

- Communication materials such as pamphlets, posters, signs etc.

¹ <https://solomons.gov.sb/ministry-of-health-medical-services/>

- Project scorecard.
- Social media.

5.3 Measures for engaging vulnerable and marginalized groups

When engaging with women, youth, people living with disabilities and other vulnerable residents of remote areas, ECHO will identify and employ appropriate Information, Education, and Communication (IEC) strategies to reduce barriers to participation and ensure their views are heard and incorporated in activity planning and prioritization. Such arrangements could include:

- Hiring female staff to facilitate the engagement
- Engaging a Communications Support Officer (CSO) with expertise in participatory methods
- Conducting women and youth only consultations
- Scheduling community meetings at locations and times convenient for women, youth and people with disabilities/caretakers
- Using user-friendly communication methods and ensuring materials are language and literacy appropriate
- Liaising with women/youth/disability organizations and working through their networks to encourage involvement
- Sharing information through community and church leaders and local government officials.

5.4. Stakeholder engagement plan

Different engagement methods are proposed and will cover different stakeholder needs as stated below:

Table 3: Indicative Stakeholder Engagement Plan

Project Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Planning and design of subprojects	Participatory planning for potential subprojects.	Focus groups Face-to-face meetings	Community (potential project beneficiaries) Relevant SIG departments	PMU Design consultant(s)
Design and siting of subprojects	Siting of infrastructure-confirmation that subproject would not result in physical or economic displacement, or restriction of access to natural resources.	Face-to-face meetings and other methods such as focus group discussions and beneficiary surveys, as necessary to ensure vulnerable people are included ²	People residing in the project area, including vulnerable people	PMU Design consultant(s)

² Such arrangements could be hiring appropriate trainers scheduling community meetings/training at locations and times that are convenient for women and people with disabilities; providing on-site child care arrangements and ensuring adequate breaks during community meetings and trainings; using such as infographics, video, music, storytelling and other low literacy friendly communication methods; liaising with women/youth/disability

Project Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Planning /design	Land access procedures and requirements	Face-to-face meetings	Individuals/groups who own or occupy customary land that may need to be accessed for the project	PMU
Annually throughout implementation stage	Performance of the Project over the previous year.	Performance scorecard posted to notice boards, face-to-face meetings with community	Community (potential project beneficiaries)	PMU
Prior to, during, and after construction of subprojects	Construction progress (timing, likely impacts, etc.), GM.	Face-to-face meetings Flyers/brochures MHMS website	People residing in the project area, including vulnerable people	PMU
Six-monthly throughout the implementation phase	Key project updates and reports on the project's environmental and social performance.	MHMS website	All stakeholders	PMU
Six-monthly throughout the implementation phase	Implementation support missions	Face-to-face and teleconference meetings; site visits	Project Partners	PMU
Implementation	Environmental, Social and Health and Safety, Worker GM	Formal and on-the-job training	Contract workers	PMU
Implementation	Environmental, Social and Health and Safety related training, including WB ESF requirements	Face-to-face and teleconference meetings	PMU	PMU E&S Officer
Implementation	Environmental, Social and Health and Safety, Worker grievance mechanism	Disclosure of site specific ESMP(s) in villages/towns/island	Works contractor(s)	PMU E&S Officer

organizations as part of project outreach strategies; incorporating messaging encouraging vulnerable groups to join the Project into community outreach strategies and communication brochures; use of communication and social networks (such as church, women's, sports, and youth groups) to spread messages to community leaders and vulnerable groups to join the project; providing translation services for people with speech/hearing impediments during training if required; incorporating minimum quotas for women and youth community training and committees; socializing community leaders and male champions in the benefits of including vulnerable groups in project activities; and the mainstreaming of disability considerations into activity design.

Project Stage	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		level; Site visits and meetings		

Information will be disclosed as follows:

Table 4: Indicative Disclosure Plan

Project Stage	Target Stakeholders	List of information to be disclosed	Method Proposed
Prior to implementation	All	• Environmental and Social Commitment Plan • Environmental and Social Management Framework • Labor Management Procedure • Stakeholder Engagement Plan (i.e., this document) • Grievance Mechanism	Conduct initial high level stakeholder consultations MHMS website, once documents approved by WB
Early implementation phase	All	Clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder.	MHMS website, face-to-face meetings with community (including vulnerable people), notice boards, social media e.g. the MHMS Facebook page ³
Early implementation phase	Community	How community can participate in Project. GM.	To be confirmed but may include media releases, local newspaper articles, and broadcasts on TV and radio stations, posted on noticeboards.
Project Stage	Target Stakeholders	List of information to be disclosed	Method Proposed
Implementation	Potential civil works contractors	Project bidding documents (including E&S related requirements).	Email and hard copy
Implementation	People residing in the project area(s) including vulnerable people	Subproject specific E&S management tools.	Face-to-face meetings

³ <https://www.facebook.com/officialmhmsi/>

5.5 Key messaging

The development of the key messaging will be developed as project activities within each component are further defined during project implementation and will be included in the activity specific SECAP(s). However, throughout the Project the following messaging will be consistently provided to stakeholders:

General:

- ECHO is committed to the prevention of Gender Based Violence (GBV), Sexual Exploitation and Abuse (SEA), Sexual Harassment (SH), Violence Against Children (VAC), at all project locations.
- ECHO is designed to enhance the detection, prevention, early intervention and management of NCDs such as diabetes and heart disease with a new CHW program, climate resilience health clinics renovations with equipment, and new buffer medical supply warehouse.
- Community support during project implementation is important.
- A GM is available to all affected and interested parties who may have a concern or question about the project or its activities.

CHW Program:

- This will be piloted in two provinces (Guadalcanal and Choiseul) but is scalable to other provinces.
- This program will primarily benefit the rural populations, enhancing access to primary healthcare services.

RHC rehabilitations:

- The provision of healthcare in rural areas will be improved.
- Healthcare waste management will also be improved.
- The facilities will be upgraded or rebuilt on the same land parcel which is government land.
- Environmental impacts during construction and when operational are minimal.

New Pharmaceutical Warehouse in Noro:

- The new warehouse will address logistical challenges posed by reliance on the national warehouse in Honiara.
- There may be some construction noise and some more traffic during this time if you live or work near the site.
- The warehouse will be built on government owned land.
- Environmental impacts during construction and when operational are minimal.

6. Feedback and Grievance Mechanism System

6.1 Grievance Mechanism

The main objective of the GM is to assist the PMU to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved. The GM allows stakeholders to comment on or express concern on matters relating to project implementation, including concerns relating to environmental and social impacts and issues. It is intended to allow these various stakeholders to pass on important information to higher levels of project oversight and management in a neutral and, if necessary, anonymous way. The GM will provide an appeals process if the complainant is not satisfied with the proposed resolution of the complaint. Once all possible means to resolve the complaint have been

proposed and if the complainant is still not satisfied, then they should be advised of their right to legal recourse.

The PMU established a GM under the Covid-19 Emergency Response Project to facilitate feedback from any project participant or stakeholder regarding project operation and impacts of activities. This GM will be updated for ECHO to record and resolve any complaints arising from Project activities. The updated will include the contact details for lodging a grievance (i.e., contact name/s, phone number/s, website address, etc.) (Annex III).

Any complaints and grievances during the Project life cycle will be acknowledged and recorded by the PMU E&S Officer (GM log included in Annex III). If the complaint or grievance is minor, the PMU E&S Officer and/or contractor/site supervisor may resolve it on site. For complaints and grievances that are not resolved immediately on the site, the PMU E&S Officer will forward it to the PMU Program manager (PM). The PMU PM will liaise with the PMU E&S Officer to negotiate and implement resolution. However, for complaints and grievances that are not resolved at this level, the PMU PM will forward it to the Permanent Secretary (PS) MHMS and its executive for resolution.

The GM consists of the five following steps:

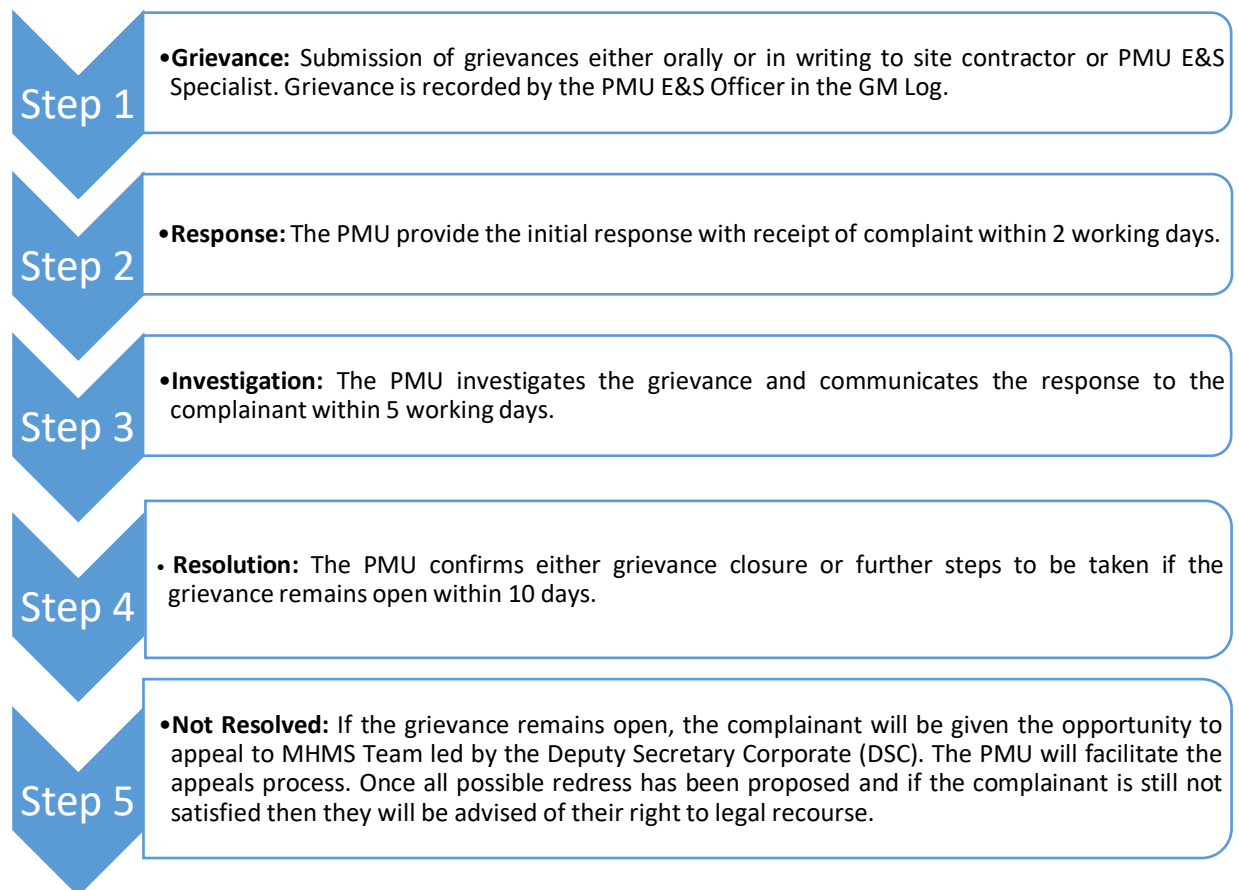


Figure 1 - GM process and timeframes

The GM contact person and GM log are included in Annex III.

There will be a specific GM for project workers which considers culturally appropriate ways of handling the concerns of direct and contracted workers. The Project Workers GM is described in detail in the Labor Management Procedures (Annex VI of the ESMF).

6.2 Gender Based Violence (GBV), Sexual Exploitation and Abuse, (SEA) Sexual Harassment (SH) and Violence against Children (VAC) Process

This process includes serious and minor incidents of GBV/SEA/SH and VAC. Issues of minor SH on project construction sites such as lewd remarks, wolf whistling, or bad language should use the normal GM.

For incidents that are more serious the complainant must be made aware they can make a complaint directly to the MHMS Social Welfare Department (SWD) and PMU E&S officer. The MHMS SWD may report the incident to the Police at the discretion of the complainant.

GBV/SEA/SH and VAC incidents related to a World Bank project will include the following:

- Incidents of GBV/SEA/SH and VAC perpetrated by, or upon, a person directly contracted by a World Bank project. This includes PMU staff and any direct workers and contracted workers as determined by the LMP (Annex VI of the ESMF)
- Incidents of GBV/SEA/SH and VAC that have been perpetrated at a designated construction or project site funded by the World Bank.
- Incidents of GBV/SEA/SH and VAC that are perpetrated by local civil works contractors and subcontractors and their staff as detailed in the LMP (Annex VI of the ESMF).

7. Monitoring and Reporting

During project implementation, the PMU will prepare semi-annual summary reports on the E&S performance of the Project for the WB. The purpose of these reports is to monitor the implementation of this SEP e.g., to enable the PMU to respond to issues raised during consultation and to alter the schedule and nature of engagement activities to make them more effective etc. These reports will include an update on the implementation of the stakeholder engagement plan and GM. The annual reports will be disclosed on the MHMS website⁴ and will be made available in the provincial/ward offices (if required). Table 5 shows SEP-related indicators used in the semi-annual and annual summary reports.

The PMU will prepare Incident Notifications for the WB as detailed in the ESCP.

Table 5: Example SEP-related indicators for semi-annual Progress Reports

Engagement: • 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, the 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 stakeholders (Governmental departments, NGOs). Issues raised by NGOs and other stakeholders, actions

⁴ <https://solomons.gov.sb/ministry-of-health-medical-services/>

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 MHMS website. • Number and categories of comments received on the MHMS website.
Grievance Mechanism: • Number of grievances received, in total and at the provincial and national levels, on the MHMS 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 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.

The SEP will be periodically revised and updated as necessary during Project implementation in order to ensure that the information presented herein is consistent and is the most recent, and that the identified methods of engagement remain appropriate and effective in relation to the Project context and specific phases of the development. Any major changes to the Project related activities and to its schedule will be duly reflected in the SEP.

7.1 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary during project implementation. Regular summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventive actions, will be collated by responsible staff and referred to senior management of the project. The summaries will provide a mechanism for assessing both the number and nature of complaints and requests for information, along with the Project's ability to address those in a timely and effective manner. Information on public engagement activities undertaken by the Project during the year may be conveyed to the stakeholders in various ways including through the MHMS website and via flyers/brochures. Stakeholders will be kept informed as the project develops, including reporting on project environmental and social performance and implementation of the stakeholder engagement plan and GM, and on the project's overall implementation progress.

8. Resources and Responsibilities for Implementation

8.1 Responsibilities for Implementation

The PMU has overall responsibility for the project implementation. The PMU will take a lead role in the implementation of the SEP and GM. The key parties involved in the stakeholder engagement process and their responsibilities are provided in Table 6.

Table 6: Responsibilities for Implementation

Party	Responsibility
PMU Environmental and Social Officer	Implementing the GM. Overseeing and coordinating stakeholder engagement activities. Preparing SECAPs for specific activities. Monitoring and reporting on E&S performance to the project team and the WB. E&S training.
Design Team(s)	Responsible for incorporating the principles of stakeholder-led design through participatory design approaches.
Civil Works Contractor(s)	Responsible for undertaking stakeholder engagement specific related to physical works construction (as needed).

8.2 Implementation Budget

Budget allocation for items that relate to the implementation of the SEP are included in the overall project budget. These include:

- PMU E&S Officer
- Travel and personal protective equipment costs for staff to travel to sites for training and conducting project supervision, monitoring, and reporting.
- Ad hoc communications materials.
- Printing of brochures, posters, and notices for engagement activities.
- Hire of halls, conference rooms, etc.

9. ANNEXES

ANNEX I. Abbreviations and Acronyms

ADB	Asian Development Bank
CHW	Community Health Worker
COVID-19	Coronavirus disease
CSO	Communications Support Officer
DFAT	Department of Foreign Affairs and Trade (Australian)
ECHO	Engaging Communities to Improve Health Outcomes Project
E&S	Environmental and Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESMF	Environmental and Social Management Framework
ESMP	Environmental and Social Management Plan
ESS	Environmental and Social Standards
GBV	Gender Based Violence
GM	Grievance Mechanism
IDA	International Development Association
IEC	Information, Education, and Communication
LMP	Labor Management Procedure
MECDM	Ministry of Environment, Climate Change, Disaster Management and Meteorology
MHMS	Ministry of Health and Medical Services
NCD	Non-communicable diseases
PDO	Project development objective
PHC	Primary Healthcare
PM	Project Manager
PMU	Project Management Unit
RHC	Rural Health Centers
SEA	Sexual Exploitation and Abuse
SECAPs	Stakeholder Engagement and Communications Action Plans
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
SIG	Solomon Islands Government
UNICEF	United Nations International Children's Emergency Fund
VAC	Violence Against Children
WB	World Bank
WHO	World Health Organization

ANNEX II. Stakeholders Included in Pre-Appraisal Consultations

Table 1. Consultation Minutes

Stakeholder Name/Org/Group	Relations	Role in the Project	Consultation Dates	Participants	Purpose	Summary of key points raised
Ministry of Finance & Treasury (MOFT)	Executing Agency (EA)	Project recipient	5th August 2025	Ministry of Health and Medical Services (MHMS) project steering committee and Deputy Secretary Health Care	For preparation of key requirements as recipient of credit resources.	Ensure prior SIG requirements and processes are completed and meet both WB and SIG processes. Clarify and confirm FMIS and budget process.
Guadalcanal Provincial (GP) Health Authorities	Implementing Partner	Project recipient (pilot province)	8th August 2025	WB Health/CHW TA, PMU	To consult on the CHW pilot project.	Assess and discuss approaches for CHW. Find out existing structures at the provincial level. Explore best practices and CHW setups to align to local governance structure.
Visale Area Health Centre	Potential beneficiary	Project recipient (GP)	8th August 2025	VISALE community and nurses in Guadalcanal	Consultation on CHW program and scoping of infrastructure component.	Assess and discuss approaches for CHW. Find out existing structures at the provincial level. Explore best practices and CHW setups to align to local governance structure.
Choiseul Provincial (CP) Health Authorities	Implementing Partner	Project recipient (pilot province)	12th August 2025	Choiseul Provincial Health Director and health staff	Consultation on CHW program and scoping of infrastructure component.	Assess and discuss approaches for CHW. Find out existing structures at the provincial level. Explore best practices and CHW setups to align to local governance structure.

Identified Choiseul's RHCs	Potential beneficiary	Project recipient (pilot province)	15-19th August 2025	WB Health team incl. CHW TA.	Consultation on CHW program and scoping of infrastructure component.	Assess and discuss approaches for CHW. Find out existing structures at the provincial level. Explore best practices and CHW setups to align to local governance structure. Detail scoping and assessment of the status of RHC facilities for renovation or new structures.
Noro Town Council (NTC)	Association	Implementation partner	12-13 August 2025	Noro town clerk, President, Lands planning officer, Environmental officer, PMU project manager, National Medical Stores Manager, MHMS Infrastructure manager, PMU Infra officer, MHMS EHD officer.	Information session and awareness of potential NMS buffer site at Noro town (NTC). Sought necessary land boundaries and town zoning.	NTC express their approval and welcome health development in Noro and for the NMS planned facility. Due diligence and scoping process will be undertaken. Land consent required. Land zoning shared and site for light industrial site indicated. Land planning officer will need the details and site plan including NMS warehouse dimensions and measurement for subdivision.

ANNEX III. Grievance Mechanism

ECHO GM Contact

GM Contact Person: PMU E&S Officer (to be appointed)

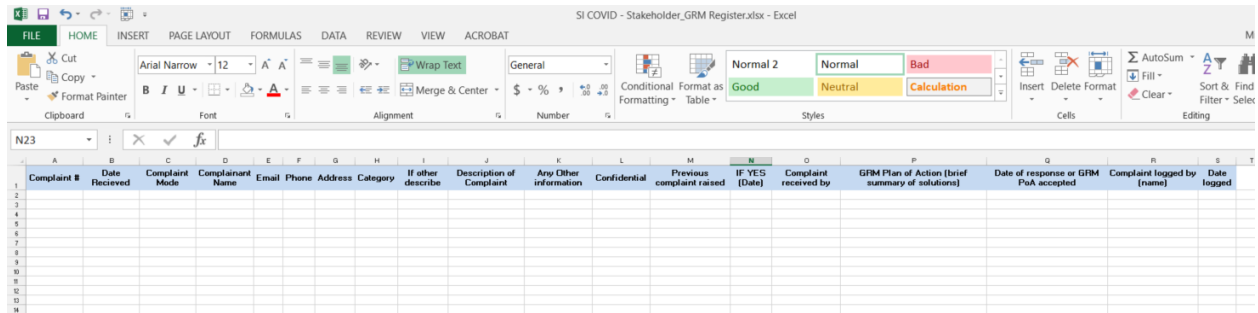
Phone:

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Facebook: Ministry of Health and Medical Services – Solomon Islands

GM Log



Complaint #	Date Received	Complaint Mode	Complainant Name	Email	Phone	Address	Category	If other describe	Description of Complaint	Any Other information	Confidential	Previous complaint raised	IF YES [Date]	Complaint received by	GRM Plan of Action (brief summary of solutions)	Date of response or GRM PoA accepted	Complaint logged by [name]	Date logged