

Government of Solomon Islands

Contingent Emergency Response Project

Stakeholder Engagement Plan

September 15, 2026

1. Purpose

This Stakeholder Engagement Plan (SEP) describes the approach of the Government of the Solomon Islands for engaging stakeholders – including affected communities, civil society organizations, and other relevant parties – throughout the implementation of the Contingent Emergency Response Project (CERP). Meaningful stakeholder engagement is a requirement under Environmental and Social Standard (ESS) 10 of the World Bank Environmental and Social Framework.

The CERP enables the Government of Solomon Islands to access World Bank-financed emergency response funds through its Investment Project Financing portfolio. It is structured as a six-year mechanism with activations for specific crises. Each activation is expected to be implemented within a period of 12 months. The CERP is designed to provide prompt, scalable support during emergencies or crises.

Project activities would be delivered through the established institutional arrangements, processes, and implementation mechanisms already in place under existing government systems. Further details on project components and activities provided in the CERP Manual, available on the Government of Solomon Islands website. An Environmental and Social Management Plan (ESMP) has also been prepared for the project which outlines the environmental and social risks and mitigation measures for this project accessible via the Ministry of Finance and Economic Management website.

The Ministry of Finance and Treasury (MoFT) is the designated implementing agency and will have overall responsibility for project preparation, activation and implementation. The Donor Projects and Funding Unit (DPFU) within MoFT will serve as the CERP Project Management Unit (PMU). The PMU will be responsible for fiduciary management, environmental and social compliance, monitoring, reporting, and implementation of this SEP. Prior to activation, MoFT will appoint an Environmental and Social (E&S) Focal Point to support implementation of the SEP and other E&S requirements. This person may be temporarily seconded from another government agency or from a World Bank-funded Project Management Unit. The PMU may also procure environmental or social specialist consultants with CERP funds under Category C in the positive list of eligible expenditures if required (CERP Manual, Table 3).

This SEP represents a living document and will be updated as needed during project implementation and following future CERP activations.

2. Stakeholder Identification

The CERP is a financing and coordination mechanism rather than a traditional infrastructure project. Consequently, stakeholder engagement will largely focus on government agencies, emergency management institutions, implementing agencies, service providers, affected communities, and vulnerable groups that may be impacted by future crises. The key stakeholders for the CERP are summarized in Table 1.

Table 1 Stakeholder identification

Project Component	Identified Stakeholders
Overall Project (CERP activation, governance, and oversight)	Ministry of Finance and Treasury (MoFT), Donor Projects and Funding Unit (DPFU/CERP PMU), Project Steering Committee (PSC), Ministry of Environment, Climate Change, Disaster Management and Meteorology (MECDM), National Disaster Management Office (NDMO), National Disaster Council (NDC), National Disaster Operations Committee (NDOC), National Emergency Operations Centre (NEOC), Ministry of National Planning and Development Coordination (MNPDC) Ministry of Provincial Government and Institutional Strengthening (MPGIS), Provincial Governments, Development Partners
Category A: Emergency Livelihood Support	Essential service providers, utility providers, shipping operators, transport providers, beneficiary households, vulnerable groups, community leaders, faith-based organizations, women's groups
Category B: Emergency Supplies and Services	Health sector agencies, WASH sector agencies, food security agencies, Gender and Protection sector agencies, suppliers, contractors, humanitarian organizations, UN agencies, Provincial Disaster Offices, affected communities, beneficiary households/communities, vulnerable groups
Category C: Response and Coordination	Technical Working Groups, consultants, surge personnel, enumerators, recovery coordination structures, response teams, provincial authorities, civil society organizations

3. Stakeholder Engagement Program

a. Previous consultations undertaken

Stakeholder engagement during preparation was limited to relevant government ministries, departments and agencies responsible for disaster management, emergency response, project implementation, and crises financing, due to the nature of the project, which focuses on readiness to respond promptly to eligible crises. Preliminary consultation meetings were held virtually in May and July 2026. Consultations focused on the project design and implementation arrangement, agreement on the positive list of eligible activities and ineligible expenditures, and monitoring and reporting aspects.

b. Project Implementation / Activation

Given the nature of the CERP as a financing and coordination mechanism, project-level stakeholder engagement will primarily be conducted with government ministries and sector implementing agencies on project design, implementation and activation. Table 2 below outlines

the stakeholder engagement that the project will undertake during implementation and activation.

Table 2 Plan for stakeholder engagement

Phase / timing	CERP purpose	CERP-led engagement	Lead / support
Preparation / before approval	Confirm project scope, institutional arrangements, project document and disclosure requirements, and environmental and social obligations.	Institutional meetings; review of Project Paper, CERP Manual, ESCP, ESMP, SEP; confirmation of roles, responsibilities and focal points.	MoFT / CERP PMU with World Bank, NDMO and participating ministries.
Readiness / no activation	Maintain preparedness, ensure stakeholder engagement and grievance mechanism arrangements.	Periodic readiness coordination; update focal points; review communication channels and grievance mechanisms, and relevant SOPs or emergency protocols/procedures.	CERP PMU with PSC, NDMO, provincial authorities and relevant agencies.
Activation decision	Confirm implementation responsibilities and establish stakeholder engagement arrangements for the proposed activation.	Activation-specific coordination on roles, implementing agencies, applicable procedures, information disclosure requirements, communication routes, grievance channels and any ESS10 gap-filling measures.	MoFT / CERP PMU with PSC, NDMO, NDC, N-DOC, NEOC, sector committees and implementing agencies.
Implementation / coordination	Support implementation through coordination, information sharing and grievance oversight while avoiding duplication of operational engagement undertaken through existing disaster systems. Review of prospective positive list for potential activation.	Targeted technical meetings; coordination with implementing agencies; monitoring information disclosure; oversight of grievance management; tracking and escalation of stakeholder concerns.	CERP PMU with NDMO, sector committees, provincial governments, utilities, contractors, suppliers and implementing agencies.
Activation closure	Close out activation activities and document lessons learned.	Institutional closure review; review of stakeholder engagement and status of CERP-related grievances; unresolved actions; lessons for future activations.	MoFT / CERP PMU with PSC, NDMO, sector committees and responsible agencies.
Post-activation readiness update	Strengthen future readiness.	Update focal points, applicable procedures, GRM / referral routes and this SEP where needed, based on documented lessons.	CERP PMU with relevant institutional stakeholders.

As noted in the ESMP, the project will use existing country systems to execute emergency response activities. In this way, existing systems to communicate information regarding activities activated to the affected populations – including vulnerable groups, and other interested parties

including humanitarian groups, the media and the general public – will be followed. At the same time, the Project will ensure that stakeholder engagement is carried out in a manner consistent with ESS10, through the application of project-level oversight and gap-filling measures, rather than relying solely on country systems.

Specifically, the Solomon Islands' emergency response system is supported by established disaster management arrangements under the National Disaster Management Plan 2018, the National Disaster Council Act 1989, the NEOC Operational Arrangements, and the associated NEOC Standard Operating Procedures governing emergency coordination, public information management, communications, logistics, and response functions. Information dissemination during emergencies will be undertaken through the National Emergency Operations Centre (NEOC) Public Information Management Function (PIMFT) in coordination with Provincial Emergency Operations Centres (PEOCs), and sector agencies. Established procedures provide for the monitoring of hazards, issuance of warnings, dissemination of public information, preparation of situation reports, and coordination of communications between national, provincial and local levels. Early warnings and emergency information are communicated through official warning systems, public information releases, radio, social media, pamphlets, posters, public meetings, emergency toll-free services, provincial authorities, and community disaster structures. Public information may include hazard warnings, situation updates, key messages and "What-To-Do Information" materials prepared to assist affected populations in understanding risks and appropriate response measures. PIMFT is responsible for coordinating liaison with communities through Ward and Village Disaster Risk Committees. These committees support the dissemination of warnings, community awareness activities, local response coordination, communicating between affected communities and provincial authorities, and the collection of community feedback and situational information to support emergency response activities. The SOPs require dissemination systems capable of reaching vulnerable populations at risk, especially those in remote communities.

These arrangements provide established channels for communicating emergency information to affected communities during disaster response and are expected to support communication under Category B activities. However, because communication activities are delivered through multiple national, provincial and community-level structures, the reach and accessibility of information may vary depending on the context and location of the activation. To address potential gaps in coverage and ensure alignment with ESS10, the CERP PMU, through the designated E&S Focal Point, will review and monitor the application of these systems prior to and during activation to ensure that information reaches affected communities in a timely, understandable and accessible manner, including vulnerable and hard-to-reach groups.

During activations, communication activities may also be coordinated through Public Information Management Communication Plans and associated emergency communication products developed by the NEOC in accordance with established operational procedures. The CERP PMU will review these arrangements during activation to ensure consistency with ESS10 requirements relating to stakeholder engagement, information disclosure and accessible communication. Where existing arrangements are not sufficient, the Project will introduce additional outreach and communication measures as needed to strengthen inclusiveness, transparency, and accountability in line with ESS10 requirements.

Solomons Islands does not currently have an institutionalized social protection system for procedures for cash transfers to households. In the instance that cash transfers and cash-for-work (CfW) activities are added to the positive list under Category A and are activated, procedures will need to be developed in line with World Bank requirements as a condition of activation. These procedures will be outlined in Operations Manuals for cash transfers and CfW, which will need to receive World Bank No Objection prior to activation. In particular, the Government will need to design and put in place measures to disseminate information to potential beneficiaries and other relevant stakeholders. These will need to be developed and operationalized in line with the requirements under ESS10.

4. Information disclosure

The Government of Solomon Islands commits to disclosing the following project documents:

- The CERP Manual (including all annexes) on the MoFT and the World Bank project page
- The Crisis Response Plan (CRP) for each activation, prior to activation approval
- Stakeholder Engagement Plan (SEP)
- Environmental and Social Management Plan (ESMP)
- Environmental and Social Commitment Plan (ESCP)
- Semiannual progress reports.

5. Grievance mechanisms

The Project will establish and maintain a project-level grievance mechanism (GM) to receive and facilitate resolution of concerns and complaints related to CERP activities, in line with the requirements of the Environmental and Social Commitment Plan (ESCP) and to ensure consistency with ESS10. Existing grievance uptake mechanisms within relevant ministries, and World Bank-financed projects will also be used as entry points where appropriate.

While Solomon Islands has established disaster management structures for communicating information between communities and government authorities, including Village and Ward Disaster Risk Committees, Provincial Disaster Committees, Provincial Emergency Operations Centres and the National Emergency Operations Centre, there is no formal disaster-specific grievance redress mechanism for affected communities as part of disaster response. Existing disaster management arrangements provide channels through which community concerns and needs may be communicated to provincial and national authorities. In particular, PIMFT gathers information and feedback from communities and monitors public response, however, the procedures for receiving, recording, escalating and resolving complaints are not clearly defined. Accordingly, project-specific grievance arrangements will be established for CERP activities and will operate alongside existing disaster management coordination structures and community feedback mechanisms. During project implementation and activation, the project will need to ensure that mechanisms for receiving grievances with respect to emergency supplies and services from affected populations under Category B are developed, focusing on accessibility, transparency and accountability.

In the instance that cash transfers and CfW activities are added to the positive list, dedicated mechanisms to enable the uptake and resolution of grievances in relation to these activities will need to be included in the operation manuals prepared for these activities, in line with grievance mechanism requirements under ESS10. These mechanisms will:

- Be a condition of activation, consistent with ESCP requirements;
- Address issues related to beneficiary targeting, exclusion, payment delivery, and fraud risks;
- Be accessible to all potential beneficiaries, including vulnerable groups; and;
- Be integrated into the overall project-level grievance mechanism and reporting framework.

The project-level GM will operate as follows:

1. Use of Existing Systems- World Bank-financed projects will be used as primary entry points where appropriate, and existing grievance uptake mechanisms within relevant ministries.

2. Project-Level Coordination and Oversight- The CERP PMU will:

- Maintain a centralized grievance log for all project-related complaints;
- Monitor the timeliness and quality of grievance resolution across implementing entities;

- Receive and follow up on grievances not adequately addressed through existing systems; and
- Escalate complex or sensitive grievances as required.

3. Gap-Filling Measures Where existing systems are not sufficient to meet ESS10 requirements, the Project will:

- Establish additional grievance uptake channels (such as designated focal points, telephone, or email contacts);
- Ensure that grievance procedures are clearly communicated to affected communities;
- Provide accessible entry points for vulnerable and remote populations; and;
- Apply clear timelines for acknowledgement and resolution of complaints.

Further, grievances may be received through World Bank-funded project grievance mechanisms in the Solomon Islands.

Information on how to access the grievance mechanism will be disseminated through existing communication channels, including cluster coordination systems, government announcements, and, where feasible, community-level information sharing. Multiple entry points will be maintained to allow grievances to be submitted verbally, in writing, or through digital means, depending on context.

The CERP PMU will be responsible for tracking grievances received, monitoring their resolution, and including summary information in six-monthly ESHS reports to the World Bank. Grievance data will also be used to identify systemic issues and inform improvements to project implementation.

Grievances related to sexual exploitation and abuse and sexual harassment (SEA/SH)

Sexual exploitation and abuse and sexual harassment (SEA/SH)-related grievances will be referred through the national SAFENET system, the Solomon Islands national GBV referral network, a multisectoral network led by the Ministry of Women, Youth, Children and Family Affair. The SAFENET system provides coordinated access to health, psychosocial, legal, police, shelter and protection service. Grievances will be handled in accordance with survivor-centric principles including safety, confidentiality and informed consent, respect and dignity, non-discrimination, and survivor agency. The project will maintain confidential records and will not require survivors to participate in project-level investigations beyond their wishes. Where allegations involve project workers or contractors, appropriate disciplinary, contractual, or legal measures will be pursued in accordance with applicable procedures and survivor consent.

6. Monitoring and Reporting

The CERP PMU will include a summary of stakeholder engagement activities carried out and complaints received in the project's six-monthly reports on the environment, social, health and safety (ESHS) performance.