



Sustainable Environment and Blue Economy Directorate (SEBE)

African Union Commission (AUC)

STAKEHOLDER ENGAGEMENT PLAN (SEP)

for the

Africa Regional Climate Resilience Program (SOP-2)

19th September 2023

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ABBREVIATION AND ACRONYM

AUC	African Union Commission
E&S	Environmental & Social
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESS	Environmental and Social Standard
GRM	Grievance Redress Mechanism
GRS	Grievance Redress Service
M&E	Monitoring & Evaluation
OIP	Other Interested Party
PAD	Project Appraisal Document
PAP	Project Affected Person
PBFA	Directorate of Programming, Budget, Finance and Accounting
PDO	Project Development Objective
PEP	Partnership for Economic Policy
PIU	Project Implementation Unit
POM	Project Operations Manual
PPA	Partnership Performance Agreement
REC	Regional Economic Communities
PRD	Policy Research for Development
ST	Steering Committee
SEA	Sexual Exploitation and Abuse
SEP	Stakeholder Engagement Plan
SH	Sexual Harassment
TA	Technical Assistance
UNDRR	United Nations Disaster Risk Reduction
WB	World Bank

1. PROGRAM BACKGROUND

The Regional Climate Resilience Program (SOP-2) is expected to enhance regional cooperation and collective actions by Member States in addressing climate change related challenges. The program will follow a holistic and system-wide approach for sustainable resilience in the continent by covering the following aspects of climate resilience:

- strengthening Africa's capacity in applying climate information for resilience and disaster risk management;
- building the resilience of water investments in Africa; and
- strengthening community resilience to water-related disasters in Africa

The program will be implemented by the African Union Commission (AUC) with support from implementing partners over a period of three years.

This report provides the Stakeholder Engagement Plan (SEP) of the Regional Climate Resilience Program (SOP-2). It is prepared following previous experiences from the African Union Commission and also the World Bank's Environmental and Social Framework (ESF). According to the World Bank's 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.

2. PROGRAM COMPONENTS

The Program Development Objective of the **Africa Regional Climate Resilience Program (SOP-2)** aims to improve the management of water-related climate risks in Africa. The **RCRP SOP-2** comprises the following components:

Component 1. Risk Management and Climate Financing. The objective of this component is to build regional and national institutional capacity in watershed and catchment management; and to strengthen cooperation on climate and disasters risk management and climate financing. Sub-component 1.1 to 1.3 will be implemented by Malawi and sub-component 1.4 will be implemented by AU.

Sub-component 1.4. Capacity Building to Enhance Hydromet Systems and Climate Finance (US\$4 million). This sub-component will be implemented by the AU and finance (i) the development of hydromet investment plans in selected countries to support the operationalization of Africa Multi-hazard Early Warning and Early Action System (AMHEWAS) Program; (ii) a comprehensive study on the opportunities and challenges of raising climate finance in member countries ; (iii) relevant regular trainings for decision makers and technical experts from member countries in various thematic areas such as disaster risk management, climate finance and water resources management; and (iv) expand AU's secondment programs and bring hydrologists, metrologists, and disaster management specialists from member states to the AU headquarters to improve collaboration and partnership in disaster risk management among member countries.

Component 2. Infrastructure Investments and Sustainable Asset Management for Climate Resilience

This component will address both the immediate reconstruction needs in areas affected by Tropical Cyclone Freddy and the long-term catchment management and resilient infrastructure needs in Malawi with particular focus in the Shire River Basin. The project will establish a strong district-

level institutional framework to ensure incorporation of climate considerations into the planning, implementation, and O&M of infrastructure and catchments. Sub-components 2.1 and 2.2 will be implemented by Malawi while Sub-component 2.3 will be implemented by AU.

Sub-component 2.3. Capacity building to strengthen flood and drought risk vulnerability analysis and O&M of flood protective infrastructure. The AU will undertake (i) a climate vulnerability study with focus on future water security of the region (ii) a review of current operations, efficiency, and O&M practices of major water protective and storage infrastructure in the region, highlighting best practices and proposing solutions to common challenges (iii) trainings to strengthen member countries' capacity to optimally operate water infrastructure and (iv) the development of a Monitoring and Reporting methodology for the AU Climate Change and Resilient Development Strategy and Action plan.

Component 3. Adaptive Climate Services for Resilient Communities. This component will enhance community preparedness in urban areas and engagement in planning of community level risk reduction plans to help mainstream climate dimensions in social protection policy design and operations. Sub-component 3.1 and 3.2 will be implemented by Malawi and Sub-component 3.3 by the AU.

Sub-component 3.3 Mainstreaming Climate Resilience in Social Protection and Empowering Communities. This sub-component will be implemented by the AU and finance (i) the preparation of a study on best practices of adaptive social protection programs in the region and (ii) the development of guidelines for development of Community-level climate risk management plans and projects, (iii) trainings to disseminate knowledge and share lessons learned to member countries.

Component 4. Project Management. This component will finance project management activities, equipment and materials, and TA to ensure that the project is compliant with World Bank fiduciary and environmental and social (E&S) risk management procedures and standards. It will also finance costs of remote implementation supervision, monitoring and evaluation (M&E) and reporting activities, an impact assessment at baseline, midterm, and completion, and knowledge management and communication activities, as well as the hiring of a third-party firm(s) to support technical activities and supervision. This component will also finance the participation of Malawi and the AU in the RCRP RSC to increase coordination and learning across the region.

3. DESCRIPTION OF SEP

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

This SEP will apply to all components of the Project. It aims at providing guiding principles for the facilitation of stakeholder engagement throughout the Project's life cycle and across the four Project components.

The following are the objectives of the SEP:

- To provide a guiding framework for identification and engagement of project stakeholders, their priorities, and concerns that need to be addressed.

- To lay out principles for information sharing and communication to stakeholders as well as consultation of stakeholders in ways that are meaningful and accessible throughout the Project cycle.
- To guide on procedures and methodologies for stakeholder consultations, documentation of the proceedings and strategies for feedback.
- To outline the establishment of an effective, transparent and responsive grievance and conflict mechanisms for the Project.
- To provide a strategy for inclusive and meaningful stakeholder participation in the monitoring of project impacts, documenting, reporting and dissemination of results among the different stakeholders.

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

4.1 Methodology

In order to meet best practice approaches, the Project will apply the following principles for stakeholder engagement:

- ***Openness and life-cycle approach:*** Public consultations for the Project(s) will be arranged during the whole life cycle, carried out in an open manner, free of external manipulation, interference, coercion, or intimidation.
- ***Informed participation and feedback:*** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholder feedback, and for analyzing and addressing comments and concerns.
- ***Inclusiveness and sensitivity:*** Stakeholder identification is undertaken to support better communications and build effective relationships. The participation process for the projects is inclusive. All stakeholders at all times are encouraged to be involved in the consultation process. Equal access to information is provided to all stakeholders. Sensitivity to stakeholders' needs is the key principle underlying the selection of engagement methods. Special attention is given to vulnerable groups that may be at risk of being left out of project benefits, particularly women, the elderly, persons with disabilities, displaced persons, and migrant workers and communities, and the cultural sensitivities of diverse ethnic groups.
- ***Flexibility:*** If social distancing, cultural context (for example, particular gender dynamics), or governance factors (for example, high risk of retaliation) inhibits traditional forms of face-to-face engagement, the methodology should adapt to other forms of engagement, including various forms of internet- or phone-based communication.

4.2 Affected parties and other interested parties

Affected parties include local communities, community members, and other parties that may be subject to direct impacts from the Project. The stakeholder engagement requirements for this Project, however, are limited to stakeholders that participate in the policymaking capacity development, as there is no direct contact with local communities and disadvantaged and vulnerable groups. As the Project does not finance any physical investments, there are no anticipated risks and impacts related to land acquisition, restrictions on land use and involuntary

resettlement. Likewise, since the activities under each component focus on developing policymaking capacity, there will be no or limited probability of activities that require any direct interaction with wider communities. Likely stakeholders therefore include the following as described in the Table below:

Table 1: Summary of Stakeholders Identification

Stakeholder	Category Department	Mandate/Role	Interest	Project Affected Party (PAP) or Other interest groups (OIG)	Language needs	Preferred notification means (Emails, Phone, Letters)	Specific needs (accessibility, large print, daytime meetings)
European Union	Multilateral Organization	Supporting daily activities of AUC	High	PAP	Language translators	Meetings, email, internal memos	n/a
Steering Committee	Multilateral Organization and partners	Project Steering Committee	High	PAP	Language translators	Meetings, email, phone, internal memos	n/a
Denmark, Norway, Italy, United Kingdom, Germany & Luxembourg	Donors	Technical and financial support for project operations	High	PAP	Language Translators	Meetings, email, phone, internal Memo	n/a
World Bank	Multilateral Organization	Main Project implementer	High	PAP	Language Translators	Meetings, email, phone, internal memos	n/a
Directorate of Programming, Budget, Finance and Accounting (PBFA)	continental	Fiduciary responsibility for Project	High	PAP	Language Translators	Meetings, email, phone, internal memos	n/a
International Financing Institutions (Islamic Development Bank, African Development Bank (AfDB), Arab Fund for Economic Development in Africa (BADEA)	Multilateral Organization	Financial support	High	PAP	Language translators	Meetings, email, phone, internal memos	n/a
UN Agencies (UNDRR, IOM, UNDP, FAO, UNECA and WFP)	Development partners	Conduct economic policy research	Medium	PAP	Language translators	Meetings, email, website	n/a
International Non- Governmental Organisations (IFRC)	Non-governmental and governmental organizations	Grant recipients	High	PAP	Language translators	Meetings, email, phone	n/a
Academia / Universities, media, youths	Research	Identification of policy priorities	High		Language translators	Meetings, email, phone, website	n/a
Regional Economic Communities (RECs)	AUC regional bodies	Coordinating and facilitating sharing of knowledge, experiences and providing strategic guidance	High	PAP	Language translators	Meetings, email, phone, website	n/a
Private sector	Private sector donors	Contribute to crowd-in resources	Medium	PAP	Language translators	Meetings, email, website	n/a
Country-level policymakers	Governmental organizations	Contribute to economic policymaking	High	PAP	Language translators	Meetings, email, website	n/a
National Governments	Ministries of Climate Change/Environment, (DRM and Hydro-met),	Project implementation Meteorological Service Agencies, with the mandate to collect data, make analysis and provide weather/climate information Ministries of Climate Change/ Environment with mandate to coordinate Institutions dealing with DRR in the countries, for coordinating DRR activities and providing the necessary guidance	High	PAP	Language translators	Meetings, email, website	n/a

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STAKEHOLDER ENGAGEMENT PLAN**

Stakeholder	Category Department	Mandate/Role	Interest	Project Affected Party (PAP) or Other interest groups (OIG)	Language needs	Preferred notification means (Emails, Phone, Letters)	Specific needs (accessibility, large print, daytime meetings)
		Ministries of water responsible for developing water investment programs					
Member States/ Governments	Ministries of Finance and Economic Development Ministries of water Ministries dealing with social affairs, for social community development and social protection Ministries of labour and social security Ministries of works/ infrastructure development Disaster Management Agencies Hydrometeorological Authorities	Coordinate resource mobilisation and development plans and allocate budgets Ministries of water, with the mandate of developing water policies, strategies and investment programs. Institutions dealing with DRR in the countries, for coordinating DRR activities and providing the necessary guidance Asset management and infrastructure development	High	PAP	Language translators	Meetings, email, website	n/a
Civil Society Organizations	International and local NGOs	Advocacy, Implementation, service provision and capacity development Provision of financial support	Medium	PAP	Language translators	Meetings, email, website	n/a
Academic and research institutions	Universities and Research institutions	Analytical works and knowledge and information to support project implementation Research	Medium	PAP	Language translators	Meetings, email, website	n/a
Water basin organizations	Basin Organizations	Availing knowledge and information and facilitating transboundary cooperation	High	PAP	Language translators	Meetings, email, website	n/a
Disadvantaged/ vulnerable groups	Community based associations and groupings for the poor women, elderly, disabled and the chronically ill	Project beneficiaries	High	PAP	Language translators	Meetings, email, website	n/a

4.3 Engagement with Disadvantaged and Vulnerable Groups

The engagement requirements will be limited to stakeholders participating in the Project, i.e. there is no direct contact with communities including disadvantaged or vulnerable groups. However, the SEP will ensure that special considerations apply where marginalized or vulnerable groups are identified. Disadvantaged and vulnerable groups (poor women, the elderly, persons with disabilities, the chronically ill (HIV/ AIDS) and the marginalized) refer to those who may be more likely to be adversely affected by the project impacts and/or more limited than others in their ability to take advantage of project benefits. Such individuals or groups may also more likely be excluded from consultation processes and may require specific assistance. To assist the disadvantaged and vulnerable groups, the Project will hold engagement meetings at national level and provide for mechanisms to resolve grievances. The Project will also co-opt the disadvantaged/ vulnerable groups on important discussions and forums to ensure inclusivity.

5. STAKEHOLDER ENGAGEMENT PROGRAMME

5.1 Summary of stakeholder engagement done during project preparation

The AUC undertaken several stakeholder engagement activities during project preparation. Accordingly, the proposed project components, project benefits, and potential environmental and social risks and impacts associated with the AUC's activities and mitigation measures were disclosed through AUC websites, emails, and videos. Feedback received during consultations was that the AMHEWAS and Africa resilience programme was welcome to mitigate the impacts of climate change and disaster risks and was taken into account by AUC and partners. The stakeholders noted that there was a need to build infrastructure for water and capacities to detect and monitor hazards to build resilience. A summary of the main recommendations received and integrated into the Stakeholder Engagement Plan is provided in Annex table 4.

During project preparation, the following public consultation meetings were conducted: A consultative meeting with partners, Regional Economic Communities (RECs), MSs and donors was convened in Namibia from 24 to 29 July 2023 on the implementation of Multi-hazard Early Warning and Early Action System. The meeting approved a number of documents that included the Africa Multi-hazard Early Warning and Early Action Programme, the implementation Plan, and the budget. The meeting also endorsed the rules of procedures for the AMHEWAS Steering Committee and the AMHEWAS Technical Working Group.

In April 2023, another important meeting was organized in Malabo Equatorial Guinea. A consultative meeting was also held with the European Union, Regional Economic Communities and partners on the implementation of Multi-hazard Early Warning Systems, Intra- ACP Climate Services and Related Applications (ClimSA). The meeting agreed on the need to mobilize resources and support the AUC Programmes.

Additionally, the AU Commission organized consultation meetings from 22 to 31 August with the Governments of Mozambique, Malawi and Madagascar. The mission to the Cyclone prone countries was joined by the United Nations Development Programme and supported by the United Nations Office for Disaster Risk Reduction. The outcomes of the consultations meeting included strengthening resilience building. The countries also acknowledged that that they did not have Multi-hazard Early Warning Systems. The consultations also included engagements with

regional authorities and local communities in the three countries. The communities highlighted the need for fully functional interoperable Early Warning systems. They also underscored the need for continued support for resilience in the post recovery efforts.

Respondents indicated that EPIs face several challenges in performing their work, including engagement and uptake at national and regional level given the existing complex political economies; lack of governmental trust in data produced; lack of continuous funding to collect high quality data; and the need to advise on real time issues to stay relevant. Further challenges include the lack of capacity for demand-driven research; the lack of capacity to translate actionable research in palatable information; and the lack of a platform where everyone can share knowledge.

Stakeholders indicated that there is a general lack of evidence-informed policy and a lack of training and mentoring of policymakers. One stakeholder said that if you want to influence policy, you have to go beyond analytical work and publication. Generally, stakeholders agreed that there is still a significant need for research to be undertaken to inform policymaking in Africa. Funding issues were raised in particular. It's hard for think tanks obtain funding that allows organizations to grow and become sustainable. Sustainable organizations have built relationships with clients, from civil society, government, practitioners but also private sector and translated their knowledge.

Stakeholders were further consulted on how they approach regional needs and national needs and priorities as well Transboundary Disaster Risk Management. Some responded that these global forces are included in their surveys. Some also focused with their research on food security, impacts of climate change and water stress as well as compounding factors like conflicts.

Asked how collaboration could be increased, some stakeholders suggested to build further consortia. This may be particularly important in countries that have less capacity for research and implementation of donor projects. Real partnerships would include the curation of knowledge jointly with other think tanks. Also important, and a request made to the Project, was the financing of capacity to increase communication. Stakeholders requested overall support, with targeted support where needed to local specificities, to allow the preparation of "regional goods".

5.2 Summary of project stakeholder needs and methods, tools, and techniques for stakeholder engagement

Stakeholder engagement refers to the process of interacting and working with stakeholders identified as relevant to the project to come up with new concepts, identify challenges and discrepancies and how to address issues that may rise. This assists the realization of stakeholder needs and expectations for effective implementation of project components.

The Stakeholder Engagement Plan (SEP) is used to formulate schedules, strategies and general plans to ensure there is effective, meaningful and inclusive participation of project affected persons throughout the entire project life cycle. It consists of planning on how consultations will take place, developing the layout and how issues raised will be addressed and responded to in a transparent, meaningful, timely and inclusive manner. The importance of this is to provide an effective outline of activities to be undertaken within a given timeframe to ensure effective stakeholder involvement and improve the project's sustainability and development benefits. The

SEP outlines guiding principles on how consultations are to be carried out and the scope of work to be achieved. The SEP defines stakeholders and provide concrete methods on carrying out consultations, based on more specific knowledge of project activities. The SEP may be updated throughout project implementation. This may include the techniques to be used in the engagement of stakeholders to address stakeholder concerns and enhance project ownership.

Purpose and Timing of Stakeholder Engagement Program

The objectives of information dissemination and consultations under the Project are: (a) reception of feedback and comments as well as grievances from all stakeholders on project design and implementation; b) feedback on capacity gaps and challenges; c) feedback on potential environmental and social risks and impacts and mitigation measures; d) provision of regular information to stakeholders related to project implementation progress and any other emerging issues throughout the project cycle and e) provision of transparent and accountable mechanisms on all aspects of the project implementation.

The ESCP, LMP and this SEP will be publicly disclosed to ensure that everyone is informed about social and environmental risks and impacts associated with the project activities and respective mitigation measures.

This section outlines some of the proposed methods of stakeholder engagement throughout the project cycle. Stakeholder engagement will be undertaken on a continuous basis to inform the project affected persons of project activities and plans and will employ appropriate strategies to ensure effective and meaningful disclosure of information to enhance increased access to project information. Different engagement methods are proposed and cover different needs of the stakeholders. See the summary table below.

5.3 Stakeholder engagement plan

The following table provides the plan for engaging various stakeholders

Table 2: Stakeholder engagement plan

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
Africa Working Group	16-19 October 2024	Discussion on the progress and achievement of the implementation of DRR	Roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Correspondence by emails/ phones Coordination of preparatory meetings, chairing some segments, co-development of the AWG action plan
Coordination meeting with RECs	7-11 December 2024	Discussion on the implementation of the AMHEWAS Programme and review of the Resource Mobilisation Strategy	Physical meeting which will involve presentations, plenary, group and open discussions Roundtable discussion	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Coordination of the convening of the meeting Drafting and sharing of invitation letters by emails
COP 28	30 November to 12 December 2023	Side events on the implementation of Climate Change Strategy, operationalisation of	Meetings and roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Coordination of the convening of the meeting Drafting and sharing of invitation letters by emails

Project Stage	Estimated Date/ Time Period	Topic of Consultation/ Message	Method Used	Target Stakeholders	Responsibilities
		the implementation of AMHEWAS Programme and Water Strategy			
COP 29	November 2024	Side events on the implementation of Climate Change Strategy, operationalisation of the implementation of AMHEWAS Programme and Water Strategy	Meetings and roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Coordination of the convening of the meeting Drafting and sharing of invitation letters by emails
AMHEWAS Steering Committee Meeting	August, 2024	Discuss and approve the AMHEWAS projects	Meetings and roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Coordination of the convening of the meeting Drafting and sharing of invitation letters by emails
AMHEWAS Technical Working Group	August, 2024	Prepare the AMHEWAS Programme and projects for approval by the AMHEWAS Steering Committee	Meetings and roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Coordination of the convening of the meeting Drafting and sharing of invitation letters by emails
Disadvantaged/ vulnerable groups	March 2024	To public awareness and visibility of the Programme through outreach to village leaders; traditional notifications	community meetings; focus group discussions; outreach activities.	Poor women, persons with disabilities, the elderly	Village leaders; traditional notifications
Climate change Summit	5-10 September 2024	African Climate Summit	Meetings and roundtable discussions	RECs, MSs, partners, donor, humanitarian actors, early warning experts and Regional Climate Centres	Emails/ phone calls
Consultation meetings	October, 2024	To discuss project implementation	Meetings and roundtable discussions	RECs, MSs and partners	Emails and phone calls

Proposed Strategy for Information Disclosure

Information disclosure to all potential stakeholders will rely on the following key methods: correspondence by phone/mail; memos, virtual meetings, letters, website, email, and leaflets. Information will be disclosed in English or French or the respective national language, where appropriate.

The information that will be disclosed by AUC's PIU will include SEP, ESCP and LMP and relevant other E&S documents; Grievance Mechanism (GM) procedures; project orientation; regular updates on project developments; and in the following formal public notices, press releases, Project website; consultation meetings; information leaflets and brochures; separate focus group meetings with vulnerable groups in AUC official languages.

5.4 Reporting back to stakeholders

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 Grievance Mechanism, and on the project's overall implementation progress.

6. RESOURCES AND RESPONSIBILITIES FOR IMPLEMENTING STAKEHOLDER ENGAGEMENT ACTIVITIES

6.1 Resources

The Department of Agriculture, Rural Development, Sustainable Environment and Blue Economy with the support from the Department of Partnerships and Resource Mobilization will be in charge of stakeholder engagement activities. The budget for the SEP is US\$ 350,940 and is included in Project Management of the project.

Table 3: Budget

Budget Category	Quantity	Unit Costs	Times/Years	Total Costs	Remarks
1. Estimated staff salaries* and related expenses					
1a. Communications consultant	1	6,500		6,500	
1b. Travel costs for staff	3	236	3	28,440	4 days to be undertaken quarterly for 10 days and air travel
1c. Estimated salaries for Community Liaison Officers	2	2000	36	144,000	n/a
2. Events					
2a. Organization of focus groups	100	100	2	2,000	n/a
3. Communication campaigns					
3a. Posters, flyers	5,000	1	1	5,000	n/a
3b. Social media campaign	5000	1	1	5,000	n/a
4. Trainings					
4a. Training on social/environmental issues for PIU and contractor staff	2	100		500	n/a
4b. Training on gender-based violence (GBV) for Project Implementing Unit (PIU) and contractor staff	50	500	1	25,000	n/a
5. Beneficiary surveys					
5a. Mid-project perception survey	100	500	1	50,000	n/a
5b. End-of-project perception survey	100	500	1	50,000	n/a
6. Grievance Mechanism					
6a. Training of GM committees	50	100	5	25,000	n/a
6b. Suggestion boxes in villages	50	30	3	4,500	n/a
6c. GM communication materials	5,000	1	1	5,000	n/a
7. Other expenses					
7a. Nil					
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				350,940	n/a

Note: *Salary costs can be indicative.

6.2 Management functions and responsibilities

The entities responsible for carrying out stakeholder engagement activities are Department of Agriculture, Rural Development, Sustainable Environment and Blue Economy, and Department of Partnerships and Resource Mobilization. The stakeholder engagement activities will be documented through reports.

7. GRIEVANCE MECHANISM

The main objective of a Grievance Mechanism (GM) is to assist to resolve complaints and grievances in a timely, effective, and efficient manner that satisfies all parties involved.

7.1 Description of GM

The following table describes the grievance mechanism.

Table 4: Grievance mechanism description

Step	Description of Process	Time Frame	Responsibility
GM implementation structure	The PIU will ensure information on the GRM is disseminated among all project stakeholders, as listed above in the stakeholder engagement plan. The information will include i) means of submitting a grievance, including names and contact details of the PIU point of contact; (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 grievances accepted.	1 month	Local, regional, national and continental focal points
Grievance uptake	Grievances can be submitted via The PIU provides the following means for stakeholders to file a grievance: <ul style="list-style-type: none"> ▪ Online mechanism ▪ Email address Given the sensitive nature of GBV-related complaints, the GRM provides different ways to submit grievances and applies a survivor-centered approach. The grievance recipients will ensure confidentiality obtain consent from the complainant	After 7 days of been grieved	Complaint or aggrieved party
Sorting, processing	All registered grievances will be handled by the PIU. After the PIU has received and registered the complaint, it will categorize the complaint. For grievances handled under the general Project GRM, the PIU will recommend the most competent and effective level for redress and the most effective grievance redress approach. The PIU will further assign timelines for follow-up steps based on the priority of the grievance and decide on reassigning the grievance to the appropriate staff, unit, or institution. Grievances handled elsewhere (e.g., at the court) will be excluded. The PIU will inform the complainant that he/she can access other forms of grievance redress at any time besides Project GRM.	Upon receipt of complaint	Local grievance focal points
Acknowledgment and follow-up	The PIU will carry out an initial screening review and confirm that the grievance. PIU will provide feedback promptly to the aggrieved party. Feedback can be provided over the phone, in writing. Feedback is also communicated through stakeholder meetings and beneficiary meetings during Project activities. For sensitive issues, feedback is given to the concerned persons bilaterally	Within 5 days of receipt	Local grievance focal points
Verification, investigation, action	The PIU will verify the case, as appropriate. Verification includes: <ul style="list-style-type: none"> ▪ Check for the complaint's eligibility (objectively based on set standards and criteria) regarding its relevance to the project. Refer to the Project Appraisal Document (PAD), Project Operations Manual (POM), or sub-project agreements, or other documentation to determine the validity of the grievance. ▪ Escalate outright grievances that require high-level interventions. ▪ Refer outright grievances outside the Project's jurisdiction (e.g., refer to relevant external institution). Once eligibility is determined, the PIU will categorize the complaint and investigate it. If the PIU itself is the subject of the grievance, then the grievance will be handed over to the RSC to be handled or to an independent investigator. The process will include to verify, investigate and act. If unsatisfied, the grieved has right to appeal.	Within 10 working days	Complaint Committee composed of Implementing departments at continental, regional and national levels
Monitoring and Evaluation	Monitoring: The PIU has developed indicators and a methodology for monitoring the steps of the GRM value chain, tracking grievances, and assessing the extent to which progress is made to resolve them.	weekly	Project Management Team
Provision of feedback	Recording: The PIU will record all complaints and ensure their status is updated in internal recordings. Public records will be provided on the status, timeframe, feedback, resolution of complaints, and summary reports; however, the principle of anonymity and confidentiality may be requested or required in some instances. The information on complaints will be used for the project to improve its effectiveness.	Within 21 days	AUC/ MS

Step	Description of Process	Time Frame	Responsibility
Training	Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants are as follows: 1. Project Management, Handling of grievances, gender and rules of procedures for handling complaints The PIU receiving grievances will be trained in the handling and processing of SEA/SH-related grievances.	14 days	AUC
If relevant, payment of reparations following complaint resolution	Reparations will be handled in consultation with the World Bank and Project Management Teams. Reparations depending on the gravity of the matter will not exceed US\$ 50,000	3 months	AUC

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.

When relevant, the project will have other measures in place to handle sensitive and confidential complaints, including those related to Sexual Exploitation and Abuse/Harassment (SEA/SH) in line with the World Bank ESF Good Practice Note on SEA/SH.

The labour grievances will be handled in line with national labour laws and policies. In an event that international labour laws are inconsistent with local laws, the local laws will take precedence. From the AUC, labour disputes will follow the AUC standard operating procedures, staff rules and regulations and administrative procedures. (Please refer the LMP developed for the project).

The World Bank and the Borrower do not tolerate reprisals and retaliation against project stakeholders who share their views about Bank-financed projects.

8. MONITORING AND REPORTING

8.1 Summary of how SEP implementation will be monitored and reported

The programme will establish and maintain a database and activity file detailing all consultation, disclosure of information and workers' grievances collected throughout the program, which will be available for review on request. Stakeholder engagement shall be periodically evaluated by the PIU. The following indicators will be used for evaluation:

- GRM indicators as listed above
- Level of involvement and participation of stakeholders including project affected people (disaggregated by gender).
- Incidents and accidents

8.2 Reporting back to stakeholder groups

The SEP will be periodically revised and updated as necessary in the course of project implementation. Quarterly 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 the senior management of the project. The quarterly 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: roundtable discussions, meetings and emails.

The PIU will prepare and regularly avail important information on the project status to stakeholders (based on information need) including project implementation progress, actions on commitments made to various stakeholders and any new or corrected information since the previous report. The Table below outlines some of the reports, target audience, method of correspondence and timelines.

9. ANNEXES

Records of meetings or consultations (see table 1)

Table 4: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Dates of Consultations	Summary of Feedback	Response of Project Implementation Team	Follow-up Action(s)/Next Steps	Timetable/ Date to Complete Follow-up Action(s)
Member States, Donors, Partners, RECs, DRM, Hydro meteorological experts and humanitarian actors	24 to 29 July 2023	The meeting deliberated and approved a number of documents that included the Africa Multi-hazard Early Warning and Early Action Programme, the implementation Plan, and the budget. The meeting also endorsed the rules of procedures for the AMHEWAS Steering Committee and the AMHEWAS Technical Working Group			
Governments of Mozambique, Malawi and Madagascar	22 to 31 August 2023	The communities highlighted the need for fully functional interoperable Early Warning systems. They also underscored the need for continued support for resilience in the post recovery efforts.			
19 th Session of the Africa working Group on Disaster Risk Reduction, Malabo, Equatorial Guinea (Member States, RECs, donors, partners)	14-16 March 2023	A matrix for the plan of action to accelerate implementation of the programme of action for the implementation of the Sendai Framework in Africa was developed			