



Stakeholder Engagement Plan

Second Solomon Islands Roads and Aviation Project

February 2022

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1. INTRODUCTION

1.1. Background

The Solomon Islands Government (SIG), with World Bank financing, is implementing the Solomon Islands Roads and Aviation Project (SIRAP) to improve operational safety and oversight of air transport and associated infrastructure and strengthen the climate resilience of the road and aviation sectors in the Solomon Islands (SI). In 2021, requested a new transport project called the Second Solomon Islands Roads and Aviation Project (SIRAP2) given the need to expand SIRAP further. Activities planned under SIRAP2 are located on the following islands:

- Honiara International Airport (HIR) located in Honiara, Guadalcanal.
- Munda International Airport (MUA) located in Munda, New Georgia Island.
- Existing road network in Noro Town on New Georgia Island.
- Malaita 4 bridges along North and South Road Sections, Malaita Province.
- Lata Runway Pavement on Santa Cruz, Temotu Province

This document is the Stakeholder Engagement Plan (SEP) for SIRAP2. The overall objective of this Stakeholder Engagement Plan (SEP) is to define a program for stakeholder engagement around the Project, including public information disclosure and consultation, throughout the entire project cycle. SIRAP 2 used the new ESF structure to assess the significant risks for the environment and social risk instruments, a site specific ESMP is required. Due to the nature of the project, it is expected that the majority of the environmental and social impacts will be site specific, few if any are irreversible, and mitigation measures can be readily designed and implemented. According to the national legislation for the subprojects, Public Environmental Reports (PER) will be prepared. The identification of potential environmental and social risks/impacts and appropriate mitigation measures or avoidance to be implemented during the construction phase.

The Ministry of Finance and Treasury (MoFT) is the Executing Agency and the Ministry of Communication and Aviation (MCA), and the Ministry of infrastructure and Development (MID) are the Implementing Agencies and are the national responsible body for the implementation of SIRAP2. The SIRAP PST is responsible for the management of all activities, including procurement, financial management, and reporting.

The project will address the Project's potential environmental and social concerns in accordance with the requirements of the World Bank Environment and Social Framework (ESF) and Management of the Environmental and Social Standards.

MID and MCA will prepare the Environmental and Social Management Plan (ESMP) and the Resettlement Plan for SIRAP2 and will be assisted by the current Project Support Team (PST) under SIRAP to produce the required instruments according to the WB ESF.

The SEP will be updated in line with defined subproject activities, any changes in the project design and newly identified stakeholders.

1.2. Purpose and Objective of the Stakeholder Engagement Plan (SEP)

The SEP is an inclusive process conducted throughout the life cycle of the project. It seeks to define a technically and culturally appropriate approach to consultation and disclosure. It supports the development of strong, constructive and responsive relationships that are important for successful management of the project's environmental and social risks/impacts. Early and clear communication with key stakeholders often helps manage expectations and avoid risks, potential conflicts, and project delays.

In addition, the SEP assists to improve and facilitate decision making and create an atmosphere of understanding that actively involves project-affected people and other stakeholders in a timely manner, and that these groups are provided sufficient opportunity to voice their opinions and concerns that may influence Project decisions.

Hence, this SEP provides a plan to interact effectively with MCA and MID stakeholders to support projects interests.

The Key Objectives of the SEP can be summarised as follows:

- Identification stakeholders that are affected, and/or able to influence the Project and its activities;
- Planning engagement modalities and effective communication methods, timing and structures to share project information, and to ensure regular, accessible, transparent and appropriate consultations and disclosure in such a way that it meets the international best practice standards;
- Enabling platforms for stakeholders' engagement with the opportunity to influence project planning and design decisions;
- Define roles and responsibilities for the implementation of the SEP;
- Define reporting and monitoring measures to ensure the effectiveness of the SEP and periodical reviews of the SEP based on findings.
- Establish formal grievance/resolution mechanisms (GRM);

2. PROJECT DESCRIPTION

2.1. Overview of the Project

The proposed investments under SIRAP 2 are given in the table below. The road investments will be under MID, and the aviation investments will be under MCA.

Table 1: Proposed Investment for SIRAPs

HIR - Runway Resurfacing and Airfield Ground Lighting, Rescue Fire Services Station, Auto Weather Observation Station (AWOS), Stand by Generators, Control Tower (design and build), New Aviation Complex Building, Perimeter Fence

MUA Terminal Carpark, Control Tower (design and build),
Malaita North Rd: 2 log timber bridge replacement – Kolofe 1 at chainage 91.20 and Kolofe 2 at chainage 91.50
Malaita South Rd: 2 bridge replacement – Suú Harbour bailey bridge (Chainage 66.42) and Bira log timber bride at chainage 68.00
Noro Town Roads Rehabilitation.
Santa Cruz runway pavement

2.2.Honiara International Perimeter Fencing

The Honiara International perimeter fencing activities is also a key activity under SIRAP2. The fencing will be at the current location and footprint. Since the work will be in current the impacts will be insignificant to minor.

Figure 1: Honiara International Airport



2.3.Munda Terminal Carpark area and Air Traffic Control Tower

Design and build of new Air Traffic Control (ATC) tower located on the northern side of the runway on land which will be acquired as part of the project using the Solomon Islands land acquisition process outlined in the Lands and Titles Act. The process is currently progressing with MCA and Ministry of Lands, Housing and Survey (MLHS).

Figure 2: Munda Car Park and Air Traffic Control Tower



2.4. Noro Town Road

For the Noro Town rehabilitation will involve resealing of the exiting sealed sections and sealing of the unsealed sections.

Figure 3: Noro Town Roads



2.5. Malaita Bridge Replacements

Two log timber bridge were of highest priority for MID that needs urgent replacement. The photos provided below were taken 4 years ago, and it is understood that the two

bridges are now not used. The bridges along the north road section are Kolofe 1 log timber bridge at chainage 91.20 and Kolofe 2 log timber bridge at chainage 91.50.

Along the South Road the Suu bridge at chainage 66.42 and Bira long timber bridge at chainage 68.00 will be replaced under SIRAP2. The photos given in the table below were taken some 4years back. It is understood that these are not usable, thus, vehicles are currently accessing the stream bed.

Figure 4: Location of the 4 Bridges for Replacement

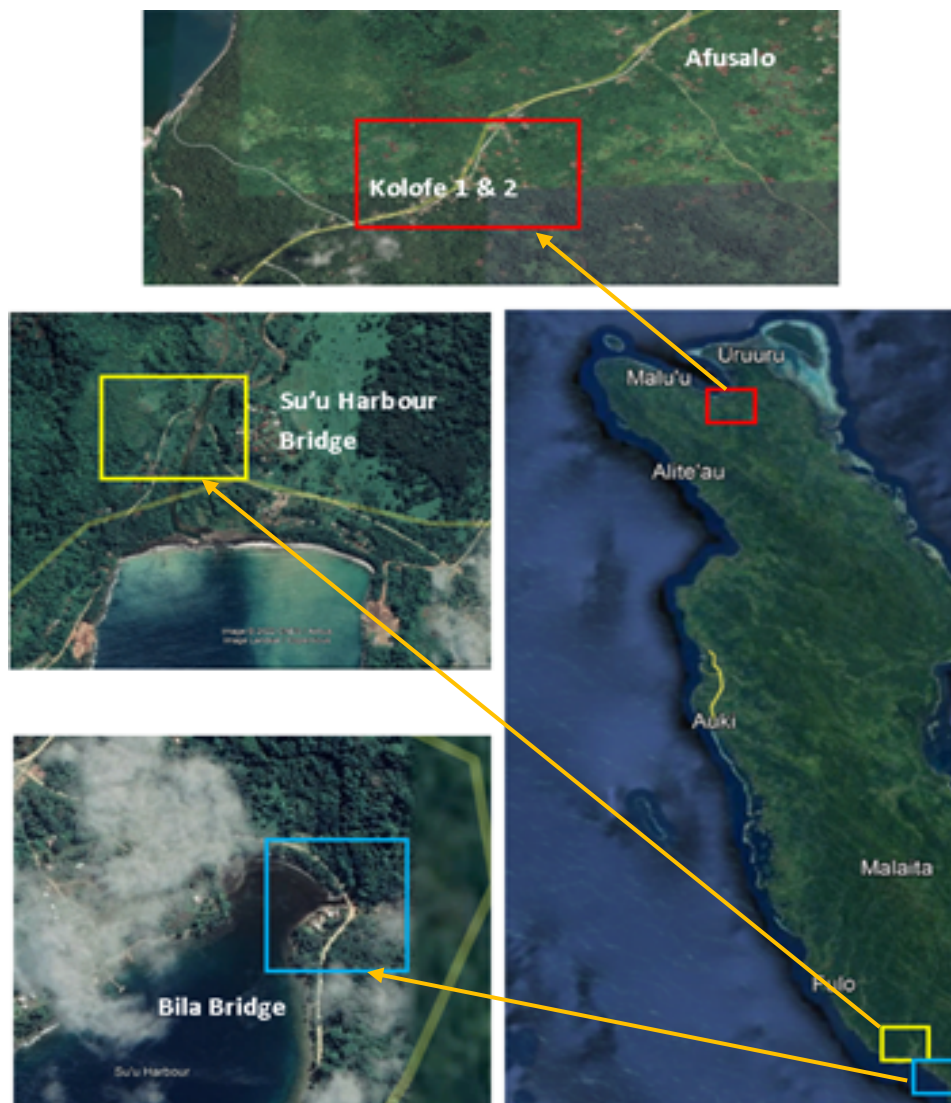


Figure 5: Malaita Bridge Replacement along the North Road

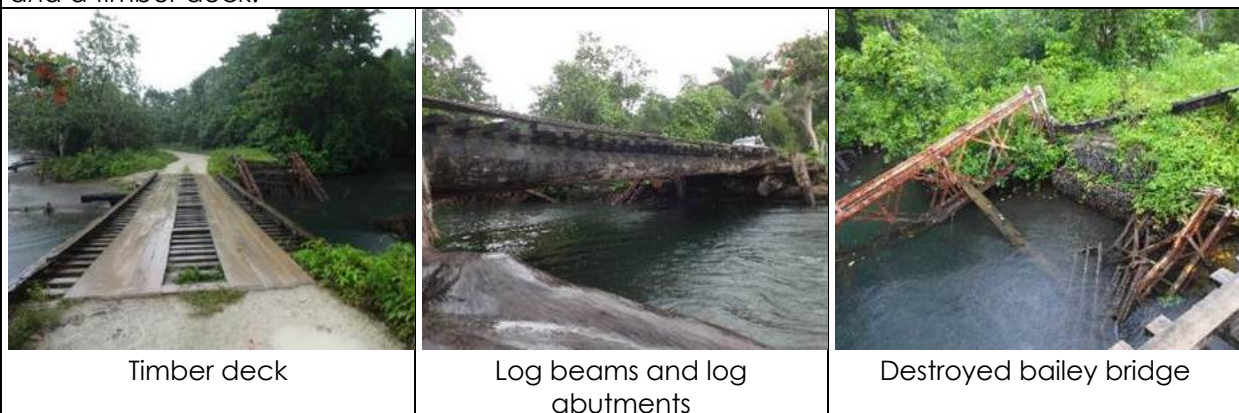
Kolofe 1 bridge – 91.2 km. This 17.5 metre log bridge has collapsed, and a temporary crossing has been constructed using the original logs.

Kolofe 2 bridge – 91.5 km. This 11.2 metre log bridge has gabion abutments, log beams and a timber deck. It was constructed in 2007-2009. The bridge is deteriorated and is one of the 15 bridges for specific maintenance in 2018.



Figure 6: Malaita Bridge Replacement along the South Road

Suu Harbour bridge – 66.42 km. This 21.7 metre bailey bridge was destroyed by logging trucks. The logging company has constructed a temporary log bridge with log abutments, log beams and a timber deck.



Bira bridge – 68.00 km. This temporary log bridge has log abutments, log beams and is filled up with gravel. This bridge is not included in SITAMS.



2.6. Lata Runway Pavement

The airport is located on Santa Cruz Islands in Temotu Province. The status of the airport is coronous and it is proposed for sealing upgrading.

Figure 7: Lata Runway Pavement



3. OVERVIEW OF THE STAKEHOLDER ENGAGEMENT

3.1. Principles for Effective Stakeholder Engagement

Stakeholder engagement is usually informed by a set of principles defining core values underpinning interactions with stakeholders. Common principles based on International Best Practice include the following:

- Providing meaningful information in a format and language that is readily understandable and tailored to the needs of the target stakeholder group(s) early in the process.
- Providing information in advance of consultation activities is conducted in a manner that fosters mutual respect and trust.
- Providing information in ways and locations that make it easy for stakeholders to access it and that are culturally appropriate.
- Respect for traditions, language, rights, cultural beliefs, values, timeframes and interest of stakeholders and affected communities are recognized and addressed.
- Inclusiveness in representation of views, including people from different age groups, sex, gender, vulnerability and or/minority groups are encouraged and supported by appropriate participation opportunities; and
- Processes free information of intimidation or coercion or incentivisation.
- Clear mechanisms for responding to peoples' concerns, suggestions, and grievances.
- Incorporating where appropriate and feasible, feedback into project or programs design and reporting back to stakeholders; and

- Transparency is demonstrated when community concerns are responded to in a timely, open and effective manner.

3.2.3-ESS7 Justification

Indigenous Peoples (IP) are distinct social and cultural groups that share collective ancestral ties to the lands and natural resources where they live, occupy or from which they have been displaced. The land and natural resources on which they depend are inextricably linked to their identities, cultures, livelihoods, as well as their physical and spiritual well-being. They often subscribe to their customary leaders and organizations for representation that are distinct or separate from those of the mainstream society or culture. Many IPs still maintain a language distinct from the official language or languages of the country or region in which they reside.

SIRAP2 is currently at the process for finalizing all required environmental and social management plans and documents required by the World Bank's ESF. Most projects in Solomon Islands, there is no distinctive IP, therefore, IP in this case will be referred to as those who will be affected by the proposed activities. In compliance with the World Bank's ESS7, SIRAP2 has conducted initial consultations (free, prior, and informed consultations) to the broader communities leading to the community support. As part of the project's communication plan the key elements of the stakeholder engagement plan include:

- i. The disclosure of important project related information by the implementing agencies on public information boards and on their websites;
- ii. Consultations with the key stakeholders, especially with the community leaders, during planning, design, and implementation of subproject activities;
- iii. Using the GRM under RP; and
- iv. Engaging with relevant stakeholders, including women, civil society organizations and local bodies in project implementation, monitoring and evaluation.

Those that will be affected under SIRAP2 will be those having fruit trees and assets along the road corridor for Noro Town and the food gardens along the Santa Cruz runway. The 4 small bridges on Malaita will be built at the current location. The Munda Car Park will be also be in the current location. The potential minor impacts will be addressed and implemented within SIG's existing right - of - way. The new Air Traffic Control Tower at Munda, there is not much on the land. The acquisition of the land will be conducted by MCA.

The project will not finance subprojects that result in the physical relocation of project - affected persons. Any potential displacement impacts will be limited to the of strips of land and damages to crops, structures, and other assets

4. STAKEHOLDER IDENTIFICATION AND ANALYSIS

Project stakeholders are defined as individuals, groups or other entities who:

- (i) are impacted or likely to be impacted directly or indirectly, positively or adversely, by the Project (also known as 'affected parties'); and
- (ii) may have an interest in the Project ('interested parties'). These include individuals or groups whose interests may be affected by the Project and who have the potential to influence the Project outcomes in any way.

Engagement will be directly proportional to the size and risk of the project. All engagement should proceed on the basis of what is culturally acceptable and include appropriate methods for each of the different stakeholder groups targeted.

4.1. Identification of stakeholders

This SEP will only be applicable for the SIRAP2, stakeholder groups include Guadalcanal, Western and Temotu Provincial Governments, Business Houses, SOEs and the surrounding communities and villages where the project activities will have direct or indirect impacts. Stakeholders for the subprojects (roads, car park area, ATC and runway) have been and will continue to be identified on a continuing basis by:

- Identifying the various categories of parties who may be affected by or interested in the project; and
- Identifying specific individuals or organizations within each of these categories taking into account:
 - The expected area of influence of the project that is the geographic area over which it may cause impacts (both positive and negative) over its lifetime, and therefore the localities within which people and businesses could be affected.
 - The nature of the impacts that could arise and therefore, the types of government bodies, NGOs, academic and research institutes and other bodies who may have an interest in these issues.

There are other partnerships given in Table 3 that are important for the implementation of the project and addressing groups or individuals with a particular interest in the project who must be recognised by the client to facilitate the project work is a requirement.

The World Bank ESS10 recognizes the following categories of stakeholders:

- Project Affected parties
- Other interested parties
- Disadvantages/ Vulnerable Individuals or Groups

4.2. Project Affected Communities

A provisional list of affected communities (villages) has already been compiled based on the selected sites and site visit and proximity of their location to the project site.

Table 2: SIRAP2 Affected Communities

No.	Stakeholder Group	Stakeholders
1	Affected Communities for Noro Town Road	Base Area (Soltuna Workers), Black Town, Noro Port Area, Noro Town Council, Baru, and NFD residential area, Business Houses within Noro Town
2	Munda Car Park Area and ACT	Lambete, Upper Kekehe, Business Houses in Lambete,
3	Affected Communities around Honiara International Airport perimeter fencing	East (Outside of airport): Alligator Creek Community, Assembly of God Church, T-Road Community South-eastern (Outside airport): Hatchery Community, Kingdom House of Prayer North-eastern (Inside of airport): Current Fire Shelter, Domestic Airport, Solomon Airlines Bore North-eastern (outside of Airport): Brilliant Star School, Alligator Creek, The Coast, Gateway Church, Aviation Married Quarters North (Inside airport): Domestic Terminal Bore, Solomon Airlines Bore, International Terminal underground rainwater tank, above groundwater storage North (Outside airport): Roadside Market, Police Station North-west (inside airport): Fuel Storage
4	Santa Cruz Runway Pavement and affected Communities	Area 4: Located at the western end of the runway Luova: Located in the eastern end of the runway
5	Malaita Bridge Replacements (North and South)	Yet to identify and conduct the initial consultation.

For the road's component, there will be a need to communicate directly with owners of crops and fences who will be affected by clearance of the road reservation. It is not possible to identify these individuals at this stage, but the Contractor will be responsible for preparing a communication plan to discuss potential impacts and agree timing for road clearance activities. The affected communities for Santa Cruz will be the families that have gardens along the runway. However, communication on the timing of works is a crucial component of minimizing impact to crop/fence owners.

4.3. Consultations Undertaken

There were consultations been undertaken at the proposed sites (see annexes). The following dates were the initial consultations undertaken to current:

- HIR Upgrade Works – 08/06/2020 to 19/08/2020
- Noro Roads and Munda Airport – 18th August to 20th August 2021
- Santa Cruz Runway Pavement – 8th January to 11th January 2022.

- Malaita Bridges – Yet to conduct the initial consultation with the communities. This will be conducted as soon as the domestic travel restrictions is lifted.

4.4. Other Interested Parties

The stakeholders identified for SIRAP 2 is listed in the Table 3 below. This was identified during the SIRAP ongoing consultations and also during the initial SIRAP2 meetings.

Table 3: Identified Stakeholders

No.	Stakeholder Groups	Stakeholder
1	Donor Partners	World Bank, DFAT (Department of Foreign Affairs and Trade), JICA and ADB
2	National Government	Ministry of Communication and Aviation (MCA)
3	National Government	Ministry of Infrastructure Development (MID)
4	National Government	Ministry of Commerce, Industries Labour and Immigration (MCILI)
5	National Government	Ministry of Agriculture and Livestock (MAL) (Quarantine Division)
6	National Government	Ministry of Finance (MOF) (Customs and Excise Division)
7	National Government	Ministry of Environment, Climate Change, Disaster Management and Meteorology (MECDM) (SIMs)
8	National Government	Ministry of Mines, Energy & Rural Electrification (MMERE) - (Quarries)
9	National Government	Ministry of Culture and Tourism Solomon Islands (MCTSI)
10	National Government	Ministry of Women, Youth, Children and Family Affairs (MWYCFA)
11	National Government	Ministry of Foreign Affairs and Trade (MFAT)
12	National Government	Solomon Islands Royal Police Force (RSIPF)
13	National Government	Ministry of Land, Housing and Survey (MLHS)
14	Provincial Government	Western Provincial Government
15	Provincial Government	Temotu Provincial Government
16	Provincial Government	Guadalcanal Provincial Government
17	Provincial Government	Malaita Provincial Government
18	SOE and Utilities	Solomon Telekom
19	SOE and Utilities	Solomon Power
20	SOE and Utilities	Solomon Water
21	SOE and Utilities	Solomon Airlines
22	SOE and Utilities	Civil Aviation Authority of Solomon Islands (CAASI)
23	SOE and Utilities	Solomon Islands Ports Authority (SIPA) - Noro Port
24	NGOs	Oxfam
25	NGOs	Save the Children
26	NGOs	Munda Women's Groups
27	NGOs	Christian Care Centre
28	NGOs	Noro Family Support Centre
29	NGOs	South Pacific Oil Limited (SPOL)
30	Business Houses	NFD, Soltuna
31	Essential Services	Fire Services
32	Essential Services	Helena Goldie Hospital
33	Essential Services	Clinics and Schools
34	Essential Services	Market Areas

35	General Public	Munda, Henderson, Malaita and Lata Areas
36	General Public	Business houses in Noro, Munda and Lata
37	Media	Solomon Star, Island Sun and Sunday Isles

If the stakeholders are not listed above and would like to be kept informed about the project, the PST National Safeguards Officer (NSO) will be responsible for the subprojects on Guadalcanal and Western Provinces to update the stakeholder list.

4.5. Disadvantages/ Vulnerable Individuals or Groups

Vulnerable /disadvantages groups are community members likely to be affected by the project but may have difficulty in engaging with the stakeholder consultation process and thus may not be able to fully express their concerns regarding the proposed project. It is likely that project-affected parties in the communities will include vulnerable /disadvantaged groups. At this stage these groups have not yet been determined, however, they will be identified during the ESIA exercise.

Particular attention will be paid to adverse impacts on Vulnerable/ disadvantaged groups who, because of their social position, may be vulnerable to changes brought about by project activities or excluded from project benefits. Within the Project, the vulnerable or disadvantaged groups may include, but are not limited to the following:

- physically disabled
- women-headed households
- Youth
- Elderly
- Illiterate people
- Vulnerable groups working in informal economy
- People with special needs
- Children, especially those who may be malnourished with low immunity
- Residents in remote or outlying area who may not have access to health services
- People with pre-existing medical conditions such as heart or lung disease, diabetes, cancer, HIV/AIDS among others

Discussions with the vulnerable/disadvantaged groups affected by the project will be conducted to ensure that consultations with the local community is inclusive and provide an opportunity for their voice to be heard. Where necessary, additional formats such as location sketches will be used to enhance understanding. The assistance of community leaders will be needed to encourage effective representation of Vulnerable /disadvantages groups in group discussions throughout the project phases.

5. STAKEHOLDER ENGAGEMENT PROGRAM

Stakeholder engagement activities will be ongoing through the whole life of the project. For SIRAP2 some stakeholders are engaged through the current SIRAP project and will continue to be engaged throughout project implementation phase.

The nature and frequency of follow up consultations will be different depending on the subprojects.

Before the implementation phase of SIRAP2, all affected parties will be informed about the project scope and contact information which they can access for further information. They also will be informed about the availability of the public information on SIRAP website www.sirap.sb as well as MCA website www.mca.gov.sb updates.

The key communication principles are to:

- Keep the communities and key stakeholders informed in advance of the project progress
- Encourage community participation
- Ensure 'no surprises' to key stakeholders and the community
- Listen to feedback, investigate suggestions and adopt them where possible
- Transparency.

5.1.Purpose and Timing of Stakeholder Engagement Program

The SEP is designed to establish an effective platform for productive interaction with the potential affected parties and others with interest in the implementation outcome of the SIRAP2 activities. Meaningful stakeholder engagement throughout the project cycle will:

- Solicit feedback to inform project design, implementation, monitoring and evaluation
- Clarify project objectives, scope and manage expectations
- Assess and mitigate project environmental and social risks
- Enhance project outcomes and benefits
- Dissemination project information/materials
- Address project grievances.

Adequate stakeholder consultation will require timing and advance planning. To ensure information is readily accessible to affected stakeholders, and adequate representation and participation of the different groups in the process, SIRAP2 will adopt different methods and techniques based on an assessment of stakeholder needs.

When selecting an appropriate consultation technique, culturally appropriate consultation methods, and the purpose for engaging with a stakeholder group will be considered.

The Table 4 below lists the recommended engagement mediums that are appropriate for this SEP activities proposed as part of the implementation plan components. Because of the myriad of activities and different stakeholders needs at different times, a wide range of communications methods and mediums are proposed. This was already used for SIRAP.

Table 4: Engagement Mediums

Engagement Technique	Appropriate application of the technique	Target Audience
Project website	The project PAD and POM, as well as ESMP, SEP and other relevant document will be disclosed on the official websites of partnering and implementing ministries (MCA and MID). Present project information and progress updates	All Stakeholders
Correspondences (Phone, Emails)	Distribute information to Government officials, NGOs, Local Government, and organisations/agencies Invite stakeholders to meetings and follow-up	Government Offices, NGOs, Local Government, Associations, Development Partners
One-on-one meetings	Seeking views and opinions Enable stakeholder to speak freely about sensitive issues Build personal relationships Record meetings	Vulnerable groups and affected communities
Workshops/Formal meetings	Present the Project information to a group of stakeholders Allow group to comment – opinions and views Build impersonal relation with high level stakeholders Disseminate technical information Record discussions	Government, NGOs, Provincial Government, Affected stakeholders
Public meetings	Present Project information to a large group of stakeholders, especially communities Allow the group to provide their views and opinions Build relationship with the communities, especially those impacted Distribute non-technical information Facilitate meetings with presentations, PowerPoint, posters etc. Record discussions, comments, questions.	Project affected stakeholders and affected communities
Focus group meetings	Present Project information to a group of stakeholders Allow stakeholders to provide their views on targeted baseline information Build relationships with communities Record responses	Affected communities and vulnerable groups
Printed Media advertisement	Used to disseminate and disclose project documents intended for general readers and audience (e.g., ESMF, ESMP, ESCP)	General Public

Direct communication with affected crops/asset owners (Road component only)	Share information on timing of road clearance Agree options for removing crops and relocation of fences.	Affected communities
Road signs	Share information on project activities Reminders of potential impacts (e.g., for road clearance activities; remind crop owners to harvest crops and replant outside the road reservation)	General Public
Project leaflet	Brief project information to provide regular update Site specific project information.	General Public
Surveys/ Independent Evaluations	Surveys will be used to gather beneficiary opinions and views about the project interventions	Project beneficiaries

The mode of consultation will vary according to the subproject and the participants, but in all cases will promote participation by ensuring that the venue is accessible, the timing convenient and the manner of conduct of the consultation socially and culturally appropriate. Consultations will be announced to give sufficient notice for participants to prepare and provide input to project design.

5.2.Stakeholder Engagement and Environmental and Social Management Plan

The objectives of engaging stakeholders during the ESMP process include the following:

- **Ensuring understanding:** An open, inclusive and transparent process of culturally appropriate engagement and communication to ensure that stakeholders are well informed about the proposed. Therefore, whenever information is disseminated, the pidjin and local language will be considered to ensure full understanding of communication.
- **Involving stakeholders in the assessment:** Stakeholders will be included in the scoping of issues, the assessment of impacts, the generation of mitigation and management measures and the finalization of the ESMP reports. They will also play an important role in providing local knowledge and information for the baseline to inform the impact assessment.
- **Building relationships:** Through supporting open dialogue, engagement will help establish and maintain a productive relationship between the ESMP team and stakeholders.
- **Engaging vulnerable groups:** An open and inclusive approach to consultation increases the opportunity of stakeholders to provide comments on the proposed Project, and to voice their concerns. Some stakeholders, however, need special attention in such a process due to their vulnerability. Special measures will be considered to ensure that the perspectives of vulnerable stakeholders are heard and considered.

- **Managing expectations:** It is important to ensure that the proposed project does not create or allow unrealistic expectations to develop amongst stakeholders about proposed project benefits. The engagement process will serve as a mechanism for understanding and managing stakeholder and community expectations, where the latter will be achieved by disseminating accurate information in an accessible way.
- **Ensuring compliance:** The process is designed to ensure compliance with both local regulatory requirements and international best practice.

One of the key outcomes of engagement is: free, prior and informed consultation of stakeholders, where this can be understood to be:

- Free: engagement free of external manipulation or coercion and intimidation.
- Prior: engagement undertaken in a timely way, for example the timely disclosure of information before a development is undertaken and/ or participation is sought with regard to the identification of issues of concern; and
- Informed: engagement enabled by relevant, understandable and accessible information.

This requirement is incorporated into the stakeholder engagement plan as shown in Table 5 below for this stage. The main purpose for consultations at this stage is to provide feedback to stakeholder as to ESMP progress and preliminary results (which may include early identification of key risks/impact issues and mitigation measures).

5.3.Culturally Appropriate Engagement

It is critical that culturally engagement with appropriate groups is important, especially with those communities that will be impacted. PST, MID and MCA will lead and facilitate the consultations. The contractor will be introduced as soon as they are awarded the contract, to ensure that the cultural requirements are met and properly understood. Most stakeholder engagement will be with rural village inhabitants, and it is known from previous engagement activities with such communities that traditional social and cultural norms are respected by almost all inhabitants. Local people have expectations that 'outsiders' will proceed through the 'correct' customary channels involving an appropriate local leader(s) before beginning work or initiating consultations with village residents. It is the intention that the SIRAP NSS will manage and, as appropriate, lead engagement events.

5.4.SEP Implementation Plan and for Information disclosure

The project will ensure that the different activities for stakeholder engagement, including information disclosure, are inclusive and culturally sensitive. Measures will also be taken to ensure that the vulnerable groups will have meaningful opportunities to participate in and benefit from project activities.

Table 2 sets out the implementation plan for stakeholder engagements and community consultations. The implementation plan is based on the overall plan set out in the ESMF.

The plan is for the lifecycle of the project and constitutes the following components:

Activity: the various operational consultation activities that will be undertaken as part of the SEP

Objective: the target that each activity needs to reach

Stakeholder: the various stakeholders to be targeted during implementation of the SEP activity; and

Medium: the method by which the engagement or consultation will be done

Table 5: Stakeholder and Community Consultation Plan

No	SIRAP 2 Activity	Timetable	Objective	Stakeholders	Medium
A: Physical Investments (Noro Roads, Munda Car Park and ACT and Lata Runway)					
A1	Feasibility, decision on the sites / technologies, preliminary designs and identification of correct land / resource owners.	From subproject design through to tendering.	Bring stakeholders along with the decision making around the site and type of investments. Discuss potential impacts and mitigation measures. Key messages	All identified.	Structured Agenda One-on-One Consultations Public meetings Emails and letters
A2	Disclosure of updates to the ESMP	Prior to tendering Prior to works starting	To disclose ESMP	All identified	Newspaper Website
			Advise stakeholders of preliminary designs and updated mitigation and management plan.	Communities Site occupants (State owned enterprises, Government agencies) Site users (if different from above)	One-on-one consultations Executive Summary

No	SIRAP 2 Activity	Timetable	Objective	Stakeholders	Medium
A3	Pre-Construction	Once Contractor is on board and prior to works starting	Keep stakeholders involved in any design updates. Public announcements Secure access to resources (materials)	Government agencies, site occupants, site users Communities	Emails, One-on-one consultations Newspaper and websites Community Consultations
A5	Commencement of Works	Week before commencement of works and continuous.	To advise all institutional stakeholders of commencement of civil works.	All identified stakeholders Site occupants (State owned enterprises, Government agencies)	Newspaper Email/Letter
			To reconfirm ongoing consultation, feedback and GRM processes	Community Site occupants (State owned enterprises, Government agencies)	Community Notice Boards Building Notice Boards Website

Information will be disclosed by the respective ministries as well the SIRAP websites (www.mca.gov.sb and www.sirap.sb) As all airport activities come under MCA, it will be responsible for disclosing relevant information and MID will disclose all road component activities under SIRAP2.

Key information for SIRAP2 will be provided to the public through various platforms including social media, local radio stations and local newspapers. All public documents for SIRAP2 will published to the public after confirmation of the subproject via the local newspaper and SIRAP2 website (www.sirap.sb). Initial meetings were held from 18th to 20th of August 2021 to introduce the proposed activities for Munda and Noro. This was conducted at the Provincial Government more specifically to Western Province for Munda car park, new air traffic control tower and Noro Town Road. A follow up site visits to conduct the inventory of assets was also done from 16th to 18th October 2021 to Noro and Munda. The initial consultations for Santa Cruz Runway Pavement were conducted on the 8th to 11th January 2021. This was held with the Temotu Provincial Government and with the 2 affected communities, namely Area 4 (at the western end) and Luova (at the eastern end). The initial consultation for the Malaita four (4) bridges for replacement is yet to be conducted, due to the lock down and restrictions to domestic travelling since January 19th, 2022, and it still not lifted. This will be conducted when the restriction is lifted, and the SEP will be updated.

The SEP will be updated and refined throughout the lifecycle of the project. During this process the focus and scope of the SEP will change to ensure that the MCA and MID addresses external changes and adheres to its strategy.

This SEP will follow the standard project management cycle which are: (i) Preparation and Design Phase; (ii) Implementation phase; (iii) Monitoring phase and (iv) Completion and Evaluation phase. The strategy for information disclosure is presented in Table 2 above.

5.5. Review of Comments

World Bank Comments	Addressing the comments
Remove section 1.3. Scope and Structure of the SEP	Deleted section 1.3
Only focus on SIRAP2 activities	Removal of Malaita Sealing Activities and included Malaita 4 bridge sites and Lata Runway Pavement
Identify the new stakeholders	Removed the Malaita Province stakeholders for the proposed sealing section and include the communities for the 4 bridge sites. Include communities in the close vicinity to the Santa Cruz runway, Temotu Province. And update Sections 4.2 and 4.4 Other Interested Parties
Disadvantages/Vulnerable Individual Groups list	Identify key and include more disadvantage/vulnerable individuals or groups. Section 4.5.
ESS7 applies for this project. In the appraisal ESRS is reported that there will not be IPDF, but the SEP will include special provisions for ethnic groups. I suggest strengthening the sections related to ethnic groups into the SEP	Add a section on Culturally Appropriate Engagement – Section 5.3 Also added a section on the consultations done to date – Section 4.3
Please, clarify in one section of the SEP the consultations carried out prior appraisal. The ESMP and the RAP report that there have been consultations. Please, include them as an annex.	Schedule meetings were annexed to the SEP
Identify the consultations that has been undertaken, insert the website links	Update Section 5 Stakeholder Engagement Program incorporating the consultations been conducted to date. Include MCA and World Bank web site links

5.6. Future Phases of projects

SIRAP2 there will be continuous meetings for the stakeholders and affected parties to keep them updated on the latest development of the project. Community consultations will be held at the various phases of the project (the preparation phase, construction and operation phase). The engagement level will depend on the level of impacts of the project.

5.7. Responsibility for SEP Implementation

The implementation of the SEP will be the overall responsibility of the SIRAP PST, with support from an International Environment and Social Specialist as required. There are several facets to the works that are covered within this plan with MCA and MID being the common denominator across the works as such, it is important that MCA and MID are represented at each of the one-one-on consultations by a nominated staff member.

The PST currently has a National Safeguards Officer who will take the lead role in the implementation of the SEP as the key local environment and social specialist (E&S). The PST will be responsible for arranging and facilitating the meetings as it appropriate with their in-depth knowledge of the natural, social and traditional environments within the SI. The PST will also be the focal point for all stakeholder queries and contacts in relation to the implementation of the SEP or the GRM.

It is also the responsibility of the PST to ensure that gender balance is achieved throughout the implementation of the SEP and the NSO will make culturally appropriate recommendations on strategies to achieve this such as separate meetings for males and females or targeting female input through women's groups.

All contractors in charge of carrying out specific project activities will also be required to implement the relevant provisions of the SEP. The grievance mechanism requirements will be laid out in the tender documentation.

6. GRIEVANCE MECHANISM

6.1. Grievance for SIRAP 2

This GRM has been developed to satisfy both SI legislative and WB GRM requirements as well as being developed in line with the Country Safeguard Systems. If there were a need to use the GRM then the following process is to be used.

Complaints: Minor concerns or complaints that are given verbally to the Contractor or Supervision Engineer on site, the process would commence with an attempt to sort out the problem directly at the subproject level between the Contractor and the concerned individual or community.

Most complaints arise during construction are expected to be minor complaints concerning dust or noise that should be able to be resolved quite easily. All complaints arriving at the Contractors Site Office are to be forwarded to the Contractors community liaison personnel and entered into the complaints register that is maintained by the Contractor and kept at the site. Details recorded will include date, name, contact address and reason for the complaint. A duplicate copy is given to the AP for their record at the time of registering the complaint. The register will show when the issue is to be dealt with and who has been directed to deal with the complaint, the date that the AP was

informed of the decision and how the decision was conveyed to the AP. The register is then signed off the person who is responsible for the decision and dated.

If immediate resolution is achieved and the complainant is satisfied, the matter will be recorded in the site diary and reported in the regular monthly report submitted and considered closed.

Grievances: If the issue cannot be resolved at the complaint level, then it will be considered to be a grievance and will be addressed by being referred by the Contractor or Supervision Engineer toward the National Safeguards Advisor within the SIRAP PST. The NSA will log it into the 'Grievance and Complaints Logging System' (GCLS) database for tracking and reporting on resolution. In accordance with the World Bank's 'Citizen Engagement' commitments under IDA 17, key indicators from the GRM are published online at the SIRAP project website.

During the course of these proposed works, it is possible that people may have concerns or grievances with the project's performance which may include any aspect of the implementation or an activity or a component of the project. Issues may occur during construction and again during operation. Any concerns will need to be addressed quickly and transparently, and without retribution to the affected person (AP) or group of people involved.

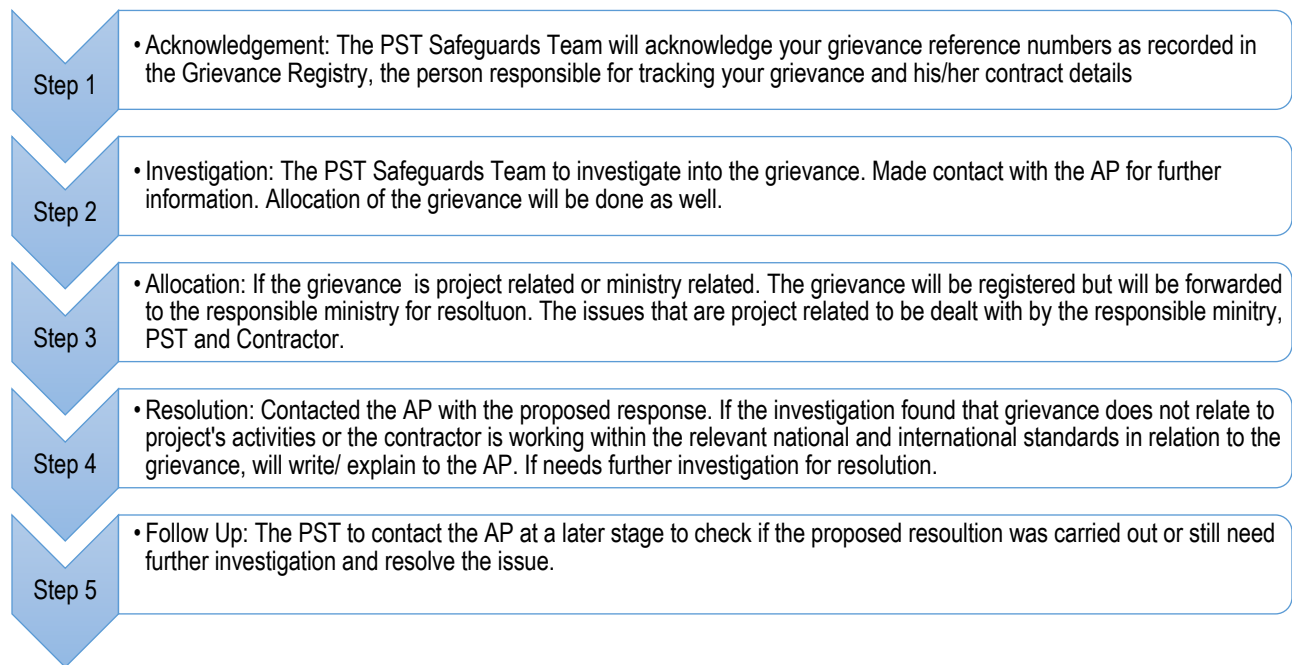
It is critical that stakeholders understand that all grievances lodged, regardless of the project phase or activity being implemented, complaints can be made through different channels, such as the traditional local practices (e.g., village chiefs), online, phone, in-person, the local GBV/Human Trafficking/CAE Service Provider, the manager(s), or the Police. Complaints should be able to be made in different ways such as online, via telephone or mail, or in person. Anonymity should be ensured if the complainant so desires it, especially about GBV/Human Trafficking/CAE.

6.2. Grievance Redress Process

In compliance with the World Bank ESS10 requirement, a specific grievance mechanism, SIRAP has an existing process, thus SIRAP 2 will be using the same mechanism. In order to capture and track grievances under the project, a dedicated GRM Management register is planned. The SIRAP website (www.sirap.sb) will include a clear information on how feedback, questions, comments, concerns and grievance can be submitted by any affected person or group.

Many projects related grievances are minor and site-specific. Often, they revolve around nuisances generated during construction such as noise, dust, vibration, workers dispute etc. Often, they can be resolved easily on site. Other grievances are more difficult especially when it's about land boundaries, or misunderstandings between affected households and the Contractor regarding access arrangements. Most of these cannot be resolved immediately and on site.

The PST will go through the following steps to deal with a grievance:



In circumstances where disputes cannot be resolved by on site or through first instance dispute resolution arrangements, the dispute shall be directed or transferred to the Project Level GRM.

6.2.1. Project Level GRM

For Malaita Road subprojects the Community Liaison Officer (PST CLO) and for Munda and Noro shall carry out the following as regard to redressing grievances:

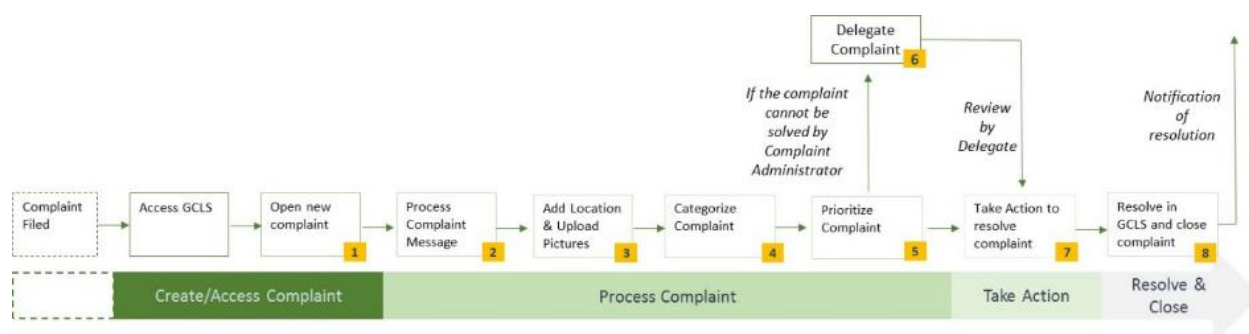
- Hear the grievances of the APs, and provide an early solution to those they able to;
- Immediately bring any serious matters to the attention to the PST NSO;
- Inform the aggrieved parties about the progress of their grievances and the decisions of the Project Support Team

In practice - and this is particularly more relevant to the road component because of the expected larger scale of its activities – not many complaints are expected. This is on the assumption that all proposed works are within the road reserve areas across the islands. However, some complaints are likely to be associated with construction impacts. Most are received directly on site by the Contractor's Site Supervisor (CSS) who will endeavour to resolve them satisfactorily on site. The CSS will inform the PST Safeguards Team and eventually relay to the MID or MCA of these complaints and their outcomes, and if others not satisfactorily resolved that the project site level, then the PST NSO should take over. The NSS will log these in the Complaints Register.

For all components, namely road, and airport, the contractor's NSS will receipt each of the complaint, note the date, time, name and contact details of the complainant, and

the nature of the complaint in the Complaints Register. The Contractor's NSS and PST CLO will inform the complainant of when to expect a response. He/she will try to address it to the best of his/her abilities, as soon as possible. Should the issue not be able to resolve the complaint to the satisfaction of the affected persons, he/she will then refer the complaint directly to the PST NSO.

All complaints must be acknowledged within 24hrs. The following procedure is followed to address complaints:



If it is impossible to resolve the complaint, or the complainant is not satisfied with the resolution, the case may be first escalated to Permanent Secretary (PS) of MCA who will appoint a third-party arbitrator to form part of a GRM committee. If the AP is dissatisfied with the recommendation of the GRM Committee and subsequent determination from the PS of the MCA, the AP may appeal to court. This will be at the AP's cost but if the court shows that the PS has been negligent in making their determination the AP will be able to seek costs.

GCT: The SIRAP Code of Conduct and Action Plan for the Prevention of GBV, Human Trafficking and CAE detail the specific GRM processes and responsibilities. The project shall establish a 'GBV Compliance Team' (GCT). The GCT will include, as appropriate to the project, at least four representatives as follows: the SIRAP PST National Safeguards Officer, an appropriate Contractors representative, the Supervision Engineer and, a representative from the GBV/Human Trafficking/CAE service provider.

WB Level Resolution: In addition to the above project level GRM, communities and individuals who believe that they are adversely affected by a WB supported project may submit complaints to the WB's Grievance Redress Service (GRS). The GRS ensures that complaints received are promptly reviewed in order to address project-related concerns.

Project affected communities and individuals may submit their complaint to the WB's independent Inspection Panel which determines whether harm occurred, or could occur, as a result of WB non-compliance with its policies and procedures. Complaints may be submitted at any time after concerns have been brought directly to the WB's attention, and WB Management has been given an opportunity to respond.

For information on how to submit complaints to the World Bank's corporate GRS, please visit <http://www.worldbank.org/GRS>. For information on how to submit complaints to the World Bank Inspection Panel, please visit www.inspectionpanel.org.

6.2.2. MCA and MID Level

Complaints that referred to MCA and MID by SIRAP PST will require him/her to take earnest action to resolve them at the earliest time possible. It would be desirable that the affected party is consulted and be informed of the course of action being taken, and when a result may be expected. Reporting back to the complainant will be undertaken within a standard period set by the respective ministries (MCA and MID) from the date that the complaint was received. There is an existing system within the ministries for the grievance redress mechanism which was used over the years to settle their respective issues.

It is vital that appropriate signage is erected at the sites of all works providing the public with updated project information and summarising the GRM process, including contact details of the relevant Project Contact Person. Anyone shall be able to lodge a complaint and the methods (forms, in person, telephone, forms written in pidjin) should not prevent the lodgement of any complaint.

The Complaints Register will be maintained by the PST NSS, who will log the: i) details and nature of the complaint; ii) the complainant's name and their contact details; iii) date; iv) corrective actions taken in response to the complaint. This information will be included in PST's progress reports to the Bank.

The project level process can only act within its appropriate level of authority and where appropriate, complaints will be referred on to the relevant authority such as those indicated.

6.3. Grievance Documentation and Reporting

Resolved and escalated grievances/cases would be documented daily into the GRM System by the PST NSS. The PST NSS would exercise oversight over the system and track resolution of all grievances/cases.

Monthly case/grievance reports will be generated from the system by the NSS or a dedicated staff at the PST and report to the Project Manager to inform management decisions. Quarterly reports would also be generated and reported to the MCA and MID as part of the Project's progress reporting to the World Bank.

7. MONITORING AND REPORTING

Monitoring and evaluation of the stakeholder process is considered vital to ensure MCA, MID and SIRAP PST is able to respond to identified issues and alter the schedule and nature of engagement activities to make them more effective. Adherence to the

following characteristics/commitments/activities will assist in achieving successful engagement:

- Sufficient resources to undertake the engagement;
- Inclusivity (inclusion of key groups) of interactions with stakeholders;
- Promotion of stakeholder involvement;
- Sense of trust in MCA, MID and SIRAP PST shown by all stakeholders;
- Clearly defined approaches; and
- Transparency in all activities.

Monitoring of the stakeholder engagement process allows the efficacy of the process to be evaluated. Specifically, by identifying key performance indicators that reflect the objectives of the SEP and the specific actions and timings, it is possible to both monitor and evaluate the process undertaken.

Two distinct but related monitoring activities in terms of timing will be implemented:

- During the engagement activities: short-term monitoring to allow for adjustments/improvements to be made during engagement; and
- Following completion of all engagement activities: review of outputs at the end of engagement to evaluate the effectiveness of the SEP as implemented.

7.1. Involvement of the stakeholders in the monitoring activities

The Project will provide opportunity to stakeholders, especially Affected Parties to monitor certain aspects of project performance and provide feedback. GRM will allow stakeholders to submit grievances and other types of feedback.

In the meantime, SIRAP is using a number of consultative methods that include online meetings, community consultations, meeting with key ministries, emails, phones and also SIRAP website.

The identification of SIRAP2-related impacts and concerns is a key element of stakeholder engagement that will occur over the complete SIRAP2 life cycle. As such, the identification of new concerns and impacts as the ESMPs and SIRAP 2 progresses will serve as an overall indicator for the utility of the stakeholder engagement process.

7.2. Reporting back to the Stakeholder Groups

The SEP will be periodically revised and updated as necessary in the course of 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. Monthly summaries and internal reports on public grievances, enquiries and related incidents, together with the status of implementation of associated corrective/preventative actions will be collated by responsible staff and referred to the

senior management of the project. The monthly summaries will provide a mechanism for assessing both the number and the 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 two possible ways:

- Publication of a standalone annual report on project's interaction with the stakeholders.
- The ESMP Reports: there will be a review of the engagement activities conducted; levels of stakeholder involvement (particularly for affected communities, women and vulnerable people/groups); the issues discussed and outcomes; and the extent to which stakeholder issues, priorities and concerns are reflected in the ESMP Report, particularly with respect to mitigation and monitoring strategies.

ANNEX: CONSULTATIONS

Annex 1: HIR Consultation Meeting Schedule

Date	Time	Communities	Contact Person	Mobile	Meeting Venue
08/06/2020	2pm	Community 1-Eastern End of Henderson – Alligator Creek Area & Brilliant Star School	Rusa Kenioriana (7509960)/ Michael Oritaemae (8839347)	7509960 / 8839347	Bahai Centre - Alligator
09/06/2020	4pm	Community 9 -Henderson Domestic – Airline Staff Houses	Isidoro	7484166	Airline Staff House Residence Area
10/06/2020	4pm-6pm	Community 8-Pagoda	Lucas Johnson	7676516	Guadalcanal Womens Council Center
12/06/2020	4pm-6pm	Community 8-Police Housing - Henderson	Ronnie	7501060	Copsland
13/06/2020	4pm	Community 5-Rurete Community	Timothy Koria	7519868	St John Maneaba
13/06/2020	5pm	Community 5 -Lelelau	John Taleau	7388676	John's Residence
13/06/2020	6pm	Community 5 - Crusher	Philip Luiramo	7413341	Crusher
14/06/2020	12pm-2pm	Community 2-AOG Church Compound, Kingdom Prayer Center – Henderson	Sherry Daubitu	8992844	Church Compound
14/06/2020	3pm-4pm	Community 4 - Charanga Settlement (mixture of SSEC, Anglican and Kingdom Prayer Centre)	Paul Kairamo (8618320)/ Chris (791382)	8618320/ 7913820	SSEC Church Compound
14/06/2020	4pm-5pm	Community 6-Sun Valley	John Kado	7459014	Opposite Bangladesh Shop
16/06/2020	TBC	Community 3-T-Road	Hudson Tuna	7459269	Hudson's Area
19/08/2020	TBC	Betikama Adventist College	Sch Principal		Betikama School

Annex 2: Munda and Noro Consultations Meeting Schedule

Date	Time	Communities	Meeting Venue
18 th August		Depart Honiara for Munda	
18 th August	1pm	ACT Stakeholders Meeting	Munda Area
18 th August	3pm	ACT Assessment	Site Visit
19 th August	9 am	Noro Town Council Meeting	Noro Council House
19 th August	11am	Noro Key Stakeholders Meeting	Noro Market Area
19 th August	1pm - 5pm	Noro Town Road Assessment	Site Visit
20 th August	10am	Car Park Stakeholders Meeting	Terminal Building
20 th August		Depart Munda for Honiara	

Annex 3: Santa Cruz Consultation Meeting Schedule

Consultation Schedule for Santa Cruz Airport Upgrade, Lata Island
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Stakeholder Engagement Plan

Date	Project		Time	Meeting Venue	Consultation Leads
08/01/2022	Santa Cruz Airport Upgrade	(1) Team arrival and Site Visit on the proposed airport upgrade. (2) Meeting with Solomon Airlines	3pm-5pm	Terminal Building	Ministry of Communication and Aviation
09/01/2022	Santa Cruz Airport Upgrade	(1) Church representative (2) Community Members	12 – 2pm	Area 4	Ministry of Communication and Aviation
09/01/2022	Santa Cruz Airport Upgrade	(1) Church representative (2) Community Members	4pm -6pm	Luova	Ministry of Communication and Aviation
09/01/2022	Santa Cruz Airport Upgrade	(1) Provincial Premier (2) Provincial Secretary (3) Province Staff (4) NGO's (5) Other Stakeholder	8:30am-10pm	Province Conference Room	Ministry of Communication and Aviation
10/01/2021	Santa Cruz Airport Upgrade	(1) Visit Team Travel back to Honiara			

REFERENCES

https://consultations.worldbank.org/Data/hub/files/consultation-template/review-and-update-world-bank-safeguard-policies/en/materials/revised_factsheet_ess10_july_29_aki.pdf