

REPUBLIC OF YEMEN

**Yemen Improved Water Management and Irrigation for
Sustainability and Efficiency Project
(I-WISE, P505562)**

STAKEHOLDER ENGAGEMENT PLAN (SEP)

Collectively Prepared by:

*United Nations Development Program (UNDP)
United Nations Office for Project Services (UNOPS)*

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Abbreviation List

ACs	Agricultural Cooperatives
CAMA	Civil Aviation and Meteorology Authority
CCB	Climate Co-Benefits
CCDR	Country Climate and Development Report
CECS	Centre of Environmental and Climate Studies
CERC	Contingent Emergency Response Component
CFW	Cash for Work
CoC	Code of Conduct
CSOs	Civil Society Organizations
CWIMS	Climate and Water Information Management System
EPA	Environmental Protection Authority
ESCP	Environmental and Social Commitment Plan
ESF	Environmental and Social Framework
ESIAs	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
ESRM	Environmental and Social Risk Management
ESS	Environmental and Social Standard
GARWSP	General Authority for Rural Water Supply Projects
GBV	Gender-Based Violence
GDP	Gross Domestic Product
GM	Grievance Mechanism
ICs	Irrigation Councils
IDPs	Internally Displaced Persons
IPF	Investment Project Financing
IPs	Implementing Partners
IRG	Internationally Recognized Government
I-WISE	Yemen Improved Water Management and Irrigation for Sustainability and Efficiency Project
IWRM	Integrated Water Resources Management
LMP	Labor Management Procedures
LWSCs	Local Water and Sanitation Corporations
MEAL	Monitoring, Evaluation, Accountability, and Learning
MoAIF	Ministry of Agriculture, Irrigation and Fisheries
MoPIC	Ministry of Planning and International Cooperation
MoWE	Ministry of Water and Environment
NGOs	Non-Governmental Organizations
NWRA	National Water Resources Authority
OCHA	Office for the Coordination of Humanitarian Affairs
OHS	Occupational Health and Safety
PDO	Project Development Objectives
PIU	Project Implementation Unit
PPE	Personal Protective Equipment
PWP	Public Works Project
SEA/SH	Sexual Exploitation and Abuse / Sexual Harassment
SEP	Stakeholder Engagement Plan
SFD	Social Fund for Development
SMP	Security Management Plan

STC	Southern Transitional Council
TPM	Third Party Monitoring
UNDP	United Nations Development Programme
UNOPS	United Nations Office for Project Services
UWS - PMU	Urban Water Supply - Project Management Unit
WASH	Water, Sanitation and Hygiene
WRM	Water Resources Management
WSS	Water Supply and Sanitation
WUAs	Water User Associations

1. Introduction/Project Description¹

1.1. Country and Sector context

Yemen has long been the poorest country in the Middle East and North Africa and has been experiencing one of the world's most severe humanitarian crises. Socioeconomic conditions in Yemen have deteriorated sharply over the past decade, due to declining remittances, trade disruptions, electrical outages, severe fuel supply shortages, and reduced humanitarian operations amidst the ongoing crisis. The economy has been devastated by the protracted conflict that started in early 2015, leading to severe food insecurity and destroying critical infrastructure. The impact of armed conflict has been exacerbated by multiple economic shocks and climate hazards - including rising prices, droughts, floods, the COVID-19 pandemic, a cholera epidemic, a locust invasion, and the escalation of conflict in the Red Sea in 2024. About 80 percent of Yemeni households need humanitarian assistance (World Bank, 2023), with roughly half (15.3 million people) requiring emergency support to access clean water and meet basic sanitation needs (OCHA 2022). About 17.6 million people face acute food insecurity, with close to 74 percent of the population below the national poverty line in 2022. Yemen's public institutions are struggling with services delivery, further complicated by the lack of regular salary payments to many public workers for more than six years. **Living conditions in Yemen are dire, especially for the many people displaced by conflict.** The latest Humanitarian Response Plan for Yemen suggests that an estimated 4.5 million people, 14 percent of the population, are internally displaced. A World Bank phone survey conducted in 2022 and 2023 in 21 governorates estimated that the level of displaced households was around 25 percent. Over 89 percent of internally displaced people (IDPs) have no source of income and are surviving on less than US\$ 40 per month. Yemen's rapid population growth, from 23.15 million in 2010 to 31.15 million in 2021, with a projected annual increase of 3% through 2030, is intensifying the country's climate crisis vulnerabilities. In 2021, 41% of the population were children and youth, increasing demands on public services like water and sanitation. Yemen also faces severe environmental challenges.

Yemen's political landscape is fragmented and unstable due to a decade-long conflict between the Internationally Recognized Government (IRG) and the Houthi Movement (also known as 'Ansar Allah') based in Sana'a (North). Each faction controls its own institutions and monetary systems, which has led to political and economic disparities and complicated efforts for lasting peace. Fiscal and monetary challenges have increased, worsened by the Houthi blockade on IRG oil exports and the collapse of the UN-sponsored truce in October 2022. While it is generally recognized that there are four major conflicts over political control between national, subnational, and international forces, there are two major conflicting parties. These are the Houthi movement based in Sana'a, and the Internationally Recognized Government of Yemen (IRG) based in Aden. The IRG shares power with the Southern Transitional Council (STC), with other actors including the IRG-aligned Joint Resistance Forces and the Hadramawt Elite Forces. These have resulted in a complex mosaic of territorial controls, the boundaries of which are constantly shifting but which largely reflect the division of the country prior to unification in 1990 (International Crisis Group 2022). The Houthi controls an estimated one-third of the territory, which is home to about two-thirds of the population and includes the mountainous areas with the highest rainfall and upper reaches of the main water management areas.

¹ All project information presented in this section has been extracted from the Project Appraisal Document (PAD).

Public revenues are under immense stress, as the country's Gross Domestic Product (GDP) per capita has shrunk by 54 percent between 2015 and 2023, and external shocks have added to economic stress and food insecurity. The fiscal revenues of IRG, including grants, declined by over 30 percent in 2023 (World Bank, 2024). The economic impacts of the war in Ukraine are compounding the already severe and lingering food insecurity impacts of the COVID-19 pandemic. The main impacts include: (i) sudden and significant increases in global food and fuel prices starting in March 2022; (ii) steep reductions in food imports, especially imports of wheat (a major staple food for the country); and (iii) recent and substantial financing gaps with regards to humanitarian assistance, driven by increasing humanitarian priorities in other countries.

Climate change presents an additional challenge for Yemen, threatening its development prospects by exacerbating existing vulnerabilities and hindering progress in key areas such as water security. In the MENAAP Region, Yemen is country most vulnerable to the impacts of climate change and is ranked 27th globally in vulnerability to climate change. It is also the least prepared country in MENAAP to manage the impacts associated with climate change. Global climate models forecast a future for Yemen which is characterized by warmer temperatures and higher annual average precipitation, with more frequent, intense rainfall events resulting in flash floods and longer dry periods. The anticipated additional rainfall can contribute to development, but only if the country is able to make the needed investments to better cope with the increasing variability. Modelling done as part of the Yemen Country Climate and Development Report (CCDR) indicate that in a more optimistic scenario, Yemen could achieve GDP growth of 1.5 percent by 2040, while climate shocks could lead to a decline of 3.9 percent in GDP by 2040 in a pessimistic scenario with limited investments.

Yemenis show remarkable resilience despite political, social, and economic challenges, due to several factors: (a) adaptability to instability, allowing communities to cope and sustain themselves; (b) decentralized governance and local institutions providing community-level support; (c) social safety nets and cultural norms, including tribal structures, helping communities endure hardships; (d) vibrant civil society advocating for social change and supporting vulnerable populations; (e) women's and youth participation enhancing community resilience and fostering innovation; (f) private sector contributions driving economic activity and providing jobs; and (g) remittances and diaspora support bolstering the economy and offering family relief. These elements collectively enable Yemenis to navigate and withstand multifaceted challenges.

1.2. Sectoral and Institutional Context

Overall water scarcity and limited water availability: Yemen's geographical location in an arid to semi-arid zone has made water resources management a long-standing and critical constraint on the country's social and economic development. The water use exceeds renewable resources, and intense competition for limited water resources frequently exacerbates local conflicts. Yemen is one of only four countries globally facing both low per capita income and experiencing absolute water scarcity, with water security issues stemming from the complex interplay between development, conflict, and climate change. Prior to the conflict, water-related disputes accounted for 70 to 80 percent of rural conflicts (UNDP 2023; Heffez, Adams 2013). The Ministry of Interior reports that violent land and water disputes result in as many as 4,000 deaths annually (Small Arms Survey 2010). In 2020, water use is estimated to have been about 5.1 billion cubic meters (BCM), up by 76 percent over the three

decades since 1990, leaving a deficit of 2.6 BCM each year.² Over 90 percent is used for agricultural activities, eight percent for the municipal water supply sector, and two percent for the industrial sector. Several major cities are already bearing the brunt of water scarcity: Ta'iz already experiences extreme water stress and in Sana'a on average six deep wells are being closed each year. The coastal cities, including Aden and Al-Hodeida - the economic and commercial hubs – are also facing lack of safe drinking water and seawater intrusion is increasingly invading groundwater aquifers. In addition, the limited available freshwater resources are at risk of contamination due to the seepage of untreated wastewater from manholes, septic tanks, and non-operational wastewater treatment plants. The main groundwater aquifers supplying some major cities, including the capital Sana'a, are at risk of being fully depleted in the foreseeable future.

Lack of water and sanitation services: The scarcity of water resources is leading to widespread lack of access to safe water and sanitation services, which is one of the lowest rates in the MENAAP region. Water security has additional adverse impacts on women and girls who are the ones primarily tasked with fetching and managing household water resources. Distances to fetch water are increasing in many areas. In a household survey conducted in [month, year], 55 percent of the respondents in both rural and urban areas reported that it took them more than one hour to collect water, which often needed to be done several times a day. Women travel in groups to water sources they consider to be threatening to personal security. The long trips to public taps expose women and children to violence and abuse. Women in Sana'a, Aden, Dhale'e, Lahj and Abyan reported frequent experiences of sexual harassment.

Water for agriculture and impact on food security: Water and food security are increasingly under threat due to a combination of population growth, deteriorating infrastructure, limitations in irrigation services and inefficient use of water for agriculture, breakdown of sanitation services, and the adverse impact of climate change. Yemen has one of the world's highest population growth rates and one of the lowest levels of per capita water availability, estimated at 65 cubic meters per person in 2020 and projected to decline further to 54, by 2050.³ With public water utilities largely nonfunctional due to infrastructure damage, fuel shortage, power outages, and inability to pay civil staff for over six years, many Yemenis are forced to rely on costly and often unsafe alternatives such as private water trucking. Additionally, the number of sewage system failures has risen, and has further intensified public health risks, contributing to one of the world's largest cholera outbreaks, with millions of suspected cases and thousands of deaths since 2016. The agriculture sector faces compounding challenges, including a sharp expansion in qat cultivation, which continues to divert both land and water resources away from food crops. This has led to a significant decline in local food production and a corresponding increase in market food prices, further straining household food access. Additionally, Yemen depends on imports for over 85 percent of its food supply, making it highly vulnerable to global supply chain disruptions, exchange rate volatility, and port closures, especially during periods of conflict or global crises such as the COVID-19 pandemic. Climate change is exacerbating these structural weaknesses by increasing the frequency and severity of droughts and floods. The increasing frequency and intensity of drought has led to diminishing crop yields, pasture degradation, and acute water scarcity, while flash floods, such as those recorded in 2020, 2021, and during July – September 2022 monsoon season, caused widespread infrastructure damage and displacement. These floods affected over 73,000 households across 182 districts in 18 governorates, including Al-Hodeida, Hadramawt, Al Mahra, Socotra, Marib and Al Bayda governorates. The total direct

² World Bank. 2023. "Charting the Course - A Rapid Water Security Diagnostic for Yemen". Washington, DC. World Bank.

³ World Bank. 2023. "Charting the Course - A Rapid Water Security Diagnostic for Yemen". Washington, DC. World Bank.

economic damage is estimated to range from US\$ 336 million to US\$ 811 million, equivalent to approximately 2.7 percent of Yemen's GDP in 2021. These overlapping crises have not only deepened the country's food insecurity but have also undermined the coping capacity of rural households, particularly those dependent on rainfed agriculture, small-scale livestock, and subsistence farming. Malnutrition rates remain alarmingly high, with children and pregnant or lactating women among the most affected.

Yemen's water sector faces significant operational cost challenges due to insufficient funding for infrastructure maintenance, water treatment chemicals, and administrative needs. This financial shortfall hampers the maintenance of water distribution systems and the provision of basic services, further limiting the sector's functionality. The ongoing conflict exacerbates these issues, with many facilities experiencing a high level of operational capacity shortfall. Financial barriers restrict access to water services, as families struggle with costs due to an 80 percent loss in purchasing power from currency collapse.

Yemen's water sector relies heavily on external aid due to domestic resource constraints from the ongoing economic crisis. Public expenditure on water has significantly declined, representing a small fraction of government spending compared to pre-conflict levels. External donors provide substantial humanitarian funding aimed at improving access to water supply, but it is insufficient to address infrastructure maintenance and essential service provision. Water security, management and governance have been neglected since the start of the conflict in 2015 as the limited donor funds focused on improving water access. The MoWE faces a significant funding gap, highlighting the need for sustainable financing strategies. Strengthening domestic resource mobilization and improving financial efficiency are crucial for long-term recovery.

1.3. Project Description

The project will be implemented in selected priority basins in Yemen, initially focusing on the Aden–Tuban Basin and Wadi Hajer Basin, with the possibility of expansion to additional basins based on progress achieved and available resources. The I-WISE Project aims to improve irrigation service delivery and enhance access to climate-resilient water supply and sanitation services, thereby strengthening community resilience to climate shocks, improving livelihoods, and contributing to poverty reduction.

The Project Development Objective (PDO) is to improve irrigation services delivery, and enhancing access to climate resilient water supply and sanitation services in selected basins.

The project will contribute to improved community livelihoods, strengthened resilience to climate shocks and poverty alleviation (impact). Early results of SoP1, including strengthened climate and water information management system, and improved mechanisms for coordination among relevant stakeholders can be used to inform the design and implementations of investments to be realized under SoP2. The design of the investments and capacity building activities will also build on previous and ongoing operations in Integrated Water Resources Management (IWRM), water supply and sanitation (WSS), food security, urban and health that have been implemented throughout the country before and during the conflict.

The I-WISE project is structured into the following components:

- Component 1: Strengthening Climate and Water Information Management Systems
- Component 2: Climate Resilient Catchment Management and Irrigation Services
- Component 3: Resilient Water Supply and Sanitation Systems and WASH Services

- Component 4: Institutional Strengthening, Capacity Development, and Project Management
- Component 5: Contingent Emergency Response Component (CERC)

Implementing Entities:

The project is implemented jointly by United Nations Development Program (UNDP) and United Nations Office for Project Services (UNOPS) with implementing partners Public Works Project (PWP), Social Fund for Development (SFD), and Urban Water Supply Project Management Unit (UWS-PMU).

Project components:

Component 1: Strengthening Climate and Water Information Management Systems (Implemented by UNDP)

Component 1.1: Climate and Water Information Management System (CWIMS): Establish a scalable system to monitor hydrological and meteorological climate hazards.

- (i) **Data Recovery and Consolidation:**
 - Conduct an inventory of existing climate and water data.
 - Digitize and consolidate records into a unified database.
- (ii) **System Development:**
 - Design a National Climate and Water Information Management System and implement it for two priority basins, namely Aden- Wadi Tuban and Hadramout -Wadi Hajer.
 - Enable data sharing through standardized protocols, APIs, and cloud-based systems.
 - Develop plans for new observation stations, sustainable operation, and maintenance.
- (iii) **Capacity Building:**
 - Train institutions such as the Ministry of Water and Environment (MWE), the Ministry of Agriculture and Irrigation and Fish Wealth (MAIF), and the Civil Aviation and Meteorology Authority (CAMA).
 - Deploy tools such as web-based visualization platforms and decision support systems in pilot basins.
 - Ensure decentralized institutions can access and manage data for improved decision-making.

Component 1.2: Climate Resilient Decision-Making: Pilot and operationalize decision-support tools in two priority basins: Aden-Wadi Tuban and Hadramout-Wadi Hajer. The tools will be utilized to guide the decision making for the following challenges.

- (i) **Aden- Tuban Basin:**
 - Address water scarcity and enhance water security, particularly for Aden City.
 - Develop solutions for groundwater depletion, seawater intrusion, and poor sanitation.
 - Improve planning for sustainable water supply and sanitation infrastructure.
 - Facilitate data-driven consultation processes to prioritize investments.
- (ii) **Hadramout - Hajer Basin:**
 - Protect water resources and mitigate flash flood impacts.
 - Explore storage solutions such as dams, weirs, and diversion structures.
 - Enhance irrigation efficiency and agricultural productivity through:
 - Infrastructure improvement.

- Provision of agricultural inputs, modern tools, and machinery.
- Establishment of greenhouses and food manufacturing facilities.

(iii) Capacity Development:

- Train basin-level institutions to use Decision Support Systems (DSS).
- Organize study tours, workshops, and technical training for data management and sharing.
- Equip institutions with the tools to sustain and enhance CWIMS and DSS.

Component 2: Climate Resilient Catchment Management and Irrigation Services - Implemented by UNDP (Aden-Tuban Basin and Wadi Hajer Basin) This component is dedicated to the financing of both the planning and execution of watershed management plans and activities aimed at enhancing irrigation services. It encompasses investments, alongside training and capacity-building initiatives for local institutions and beneficiaries.

Sub-component 2.1: Integrated Management of Aden-Tuban Basin and Wadi Hajer Basin

a) Watershed Management: Watershed management in arid and semi-arid regions like Yemen focuses on conserving water resources, enhancing agricultural productivity, and building community resilience against climate change and environmental degradation. Key activities include:

- **Water Harvesting and Soil Conservation:** this includes the development of watershed management plans and the implementation of prioritized activities including, among other, measures for water harvesting (building reservoirs, ponds, and rainwater harvesting systems to capture and store water efficiently), stabilization of slopes and protection of land (planting vegetation, constructing retaining walls, etc), construction of check dams, weirs, embankments, etc, to protect riverbeds from erosion and degradation).
- **Erosion Control and Land Protection:** interventions intend to protect basin banks from erosion using vegetative measures and gabion retaining walls to prevent land degradation and sustain agricultural productivity.
- **Community-Based Management and Institutional Support:** involving Engagement with communities in managing irrigation and watershed activities and ensuring sustainable practices and local ownership. Strengthening institutions like the MoWE and MoAIF's local offices at basin level is vital for effective watershed management.
- **Groundwater depletion and quality deterioration:** Addressing groundwater depletion, saline intrusion, and dried-up springs require integrated approaches that balance upstream and downstream interests. Adapting to climate change impacts, such as increased floods and droughts, is also crucial for effective watershed management.

b) Irrigation improvement at basin level: This sub-component represents a holistic approach to irrigation infrastructure development, integrating technological advancements and data-driven strategies to foster sustainable agricultural practices and address the challenges posed by climate change.

Component 3: Resilient Water Supply & Sanitation Systems and WASH Services implemented by UNOPS: This component aims to improve access to resilient water supply and sanitation services in the selected basins with the following three sub-components:

Sub-component 3.1: Restoring Access to and Improving Quality of WSS Services: This subcomponent is dedicated to the restoration, enhancement, and expansion of access to Water Supply and Sanitation (WSS) services, with a particular emphasis on addressing desalination and sanitation needs in key urban and peri-urban areas. Key interventions include:

- **Infrastructure Development:** The project is designed to rehabilitate and construct medium to large-scale water supply and sanitation (WSS) facilities, with a focus on expanding pipelines and networks for efficient water distribution and sanitation services
- **Efficiency and Sustainability:** Efforts will be made to minimize water losses through improved infrastructure and management practices, ensuring that water resources are utilized effectively.

Sub-component 3.2: Capacity building for urban water utilities: The project will implement capacity-building initiatives to enhance the management capabilities of urban water utilities, improving their efficiency and effectiveness in service delivery and ensuring the sustainability of Water Supply and Sanitation (WSS) facilities. Key activities will include:

- **Infrastructure Operation and Maintenance:** Training programs will be developed to equip utility staff with the skills necessary for effective operation and maintenance of WSS infrastructure, including routine inspections, repairs, and upgrades to ensure optimal functionality and longevity.
- **Advanced Metering Systems:** The project will introduce advanced metering systems to improve the accuracy and efficiency of water usage tracking, facilitating better resource management and billing processes.
- **Financial Management:** Efforts will focus on enhancing the utilities' ability to manage water billing and collection processes, implementing efficient billing systems and strategies to ensure timely payments and reduce arrears.
- **Sustainability and Efficiency:** Training will be provided on optimizing resource use, including water conservation techniques and energy-efficient practices, contributing to the sustainability of WSS operations and reducing environmental impact.

Sub-component 3.3: Improving hygiene and quality of water supply of critical water and sanitation systems for IDP, Refugees and marginalized communities: Very often, the WASH (Water, Sanitation, and Hygiene) facilities in IDP, refugees' camps and marginalized communities, health centers, schools, and local markets are in poor condition, posing significant risks to public health.

Component 4: Institutional Strengthening, Capacity Development, and Project Management (implemented by UNDP and UNOPS). This component aims to: (i) strengthen the institutional capacity of local institutions to address climate challenges; (ii) support UN agencies and local partners in project implementation; and (iii) oversee project administration, management, and monitoring and evaluation activities to ensure satisfactory project implementation through the set-up of dedicated PMUs and the hiring of a third-party monitoring agency. The capacity building will focus on: (i) strengthening local water and irrigation institutions; (ii) training beneficiaries in land and water management for climate-resilient water and food security (iii) enhancing technical and managerial skills of management staff; and (iv) developing the capacity of WBCs, WUAs, ACs and service providers to ensure sustainability of investment and services. Opportunities for female participation in these activities will be prioritized.

Component 5: Contingent Emergency Response Component (CERC) (implemented by UNDP and UNOPS) This component is a zero-dollar Contingent Emergency Response Component (CERC) whereby the Bank could authorize the reallocation of funds from other project components in case of unforeseen events such as a natural disaster, epidemic or other emergency. Disbursements under this component will be subject to the declaration of emergency or equivalent by the Government, the international community, or the UN; submission of a request to the Bank for support for an eligible emergency through the CERC, the preparation by the Recipient of an acceptable Emergency Action Plan for the use of CERC funds, and the Bank's approval of such a Plan. The Bank would determine how to reallocate funds from other components to address the emergency, in consultation with its implementing partners.

The I-WISE project is being prepared under the World Bank's Environmental and Social Framework (ESF).

2. Objective/Description of SEP

This Stakeholder Engagement Plan (SEP) has been prepared for the I-WISE Project to guide meaningful, inclusive, and continuous engagement with all stakeholders throughout the project life cycle. The SEP is aligned with the requirements of the World Bank's Environmental and Social Standard 10 (ESS10): Stakeholder Engagement and Information Disclosure, which underscores the importance of open communication, timely disclosure of project information, and an effective grievance redress system as core elements of good project management and sustainability. The SEP describes how UNDP and UNOPS in collaboration with the Implementing Partners (PWP, SFD, and UWS-PMU), will communicate and engage with stakeholders. It also establishes a Grievance Mechanism (GM) through which stakeholders can raise concerns, provide feedback, or submit complaints related to the project and its activities

The objectives of this SEP are to:

1. Identify all relevant stakeholders, including project-affected people (PAPs), vulnerable and disadvantaged groups, local institutions, civil society organizations, government entities, and the private sector.
2. Ensure that stakeholders are informed about the project's objectives, components, implementation modalities, environmental and social risks, and related mitigation measures in a transparent and accessible manner.
3. Establish an inclusive and culturally appropriate engagement process, tailored to the capacities and preferences of different stakeholder groups, particularly marginalized groups at risk of exclusion (e.g., women, persons with disabilities, and internally displaced persons)
4. Facilitate meaningful consultation throughout the project cycle to incorporate stakeholder views, concerns, and suggestions into project design, implementation, and monitoring.
5. Promote trust and collaboration between project stakeholders, the implementing agencies (UNDP and UNOPS), and implementing partners (PWP, SFD, UWS-PMU).
6. Strengthen the social accountability mechanisms through effective communication, feedback loops, and information disclosure, particularly at the community level.
7. Establish and operationalize a robust Grievance Mechanism (GM) that enables stakeholders to raise concerns and receive timely, fair, and confidential responses and resolutions.

8. Monitor the effectiveness of stakeholder engagement activities and adjust the strategy as needed to improve inclusiveness, responsiveness, and project outcomes.

The SEP is a living document that will be updated as the project evolves, and as new stakeholders or issues emerge. It will serve as a tool to ensure that stakeholder engagement remains dynamic, transparent, and responsive to the needs and expectations of all parties involved.

3. Stakeholder Identification and Analysis

3.1. Methodology

To align with best practice standards, the I-WISE Project will adopt the following stakeholder engagement principles:

- **Openness and life-cycle approach:** Stakeholder engagement activities will occur openly and continuously from design to completion, free from manipulation or coercion.
- **Informed participation and feedback:** Information about the project will be provided in a timely manner, in accessible formats, and through culturally appropriate channels. All stakeholders will be given opportunities to express their views, raise concerns, and provide feedback, which will be considered in decision-making.
- **Inclusiveness and sensitivity:** Stakeholder identification and engagement will promote effective communication and constructive relationships. Participation will be inclusive, ensuring the involvement of all stakeholder groups at every stage. Equal access to information will be guaranteed through methods tailored to stakeholder needs. Special attention will be given to vulnerable and disadvantaged groups, particularly women, the elderly, persons with disabilities, and IDPs, while respecting the cultural sensitivities of diverse ethnic and social groups in the project areas.
- **Gender sensitivity and social inclusion:** Consultations will be organized throughout the project cycle to ensure equal access and active participation for women, men, and persons with disabilities. Separate meetings and focus group discussions will be arranged, with facilitators of the same gender as participants, to encourage open participation. Additional support will be provided to enable the participation of caregivers.
- **Sustainability and resilience:** The project will consider stakeholder concerns regarding the sustainability of activities and outcomes beyond the project period. Project outputs are designed to strengthen resilience and adaptive capacity in addressing social, environmental, and economic vulnerabilities and risks.

For the I-WISE, the following stakeholders have been identified and analyzed per project component. These stakeholders include affected parties (as defined in section 3.2), other interested parties (as defined in section 3.3) and disadvantaged/vulnerable individuals or groups (as defined in section 3.4).

3.2. Affected Parties

Affected parties include individuals, groups, and communities who are likely to be directly impacted positively or negatively by the implementation of the I-WISE Project. These impacts may result from infrastructure works, service provision, institutional reforms, or engagement activities. The affected parties are grouped below according to the four main project's components:

Components 1: Strengthening Climate and Water Information Management Systems (Implemented by UNDP)

The primary beneficiaries of this project will be the water, agriculture, and environmental units of various governmental institutions in the Wadi Hajjar and Tuban basins at local level and all water user associations (WUAs) within the project coverage area. Ministries at national level will be able to use the data generated for decision-making processes and to support the development of future policies and projects. Indirect project stakeholders include:

- Community workers in the project sites and personnel of the key involved institutions.
- **Farmers and Local Water Users** in Aden–Wadi Tuban and Hadramout–Wadi Hajer basins who depend on reliable water resources and irrigation management.
- **Community Committees and Local Councils** engaged in planning, monitoring, and community outreach for water and agricultural projects.
- **Local Residents** living in areas where monitoring stations, storage infrastructure, or pilot interventions will be installed.
- **Irrigation and Water User Associations (WUAs)** affected by changes in water allocation, data access, and irrigation scheduling.
- **Agricultural Cooperatives** that rely on improved data for crop planning, irrigation efficiency, and climate risk management.
- Ministry of Water and Environment (MWE) – Lead coordination and policy oversight for CWIMS and water sector management.
- **Ministry of Agriculture, Irrigation, and Fish Wealth (MoAIF)** – Co-lead on agricultural data use, irrigation planning, and resilience interventions.
- **Civil Aviation and Meteorology Authority (CAMA)** – Key partner for meteorological data recovery, integration, and operation of new observation stations.
- **National Water Resources Authority (NWRA)** – Core partner in basin-level planning, hydrological monitoring, and data management.
- **Centre of Environmental and Climate Studies (CECS)** – Partner in capacity building, technical training, and research collaboration.
- **Environmental Protection Authority (EPA)** – Interested in environmental data, ecosystem monitoring, and integration with national environmental databases.
- **Universities and Research Institutions** (e.g., Aden University, Hadramout University)
- Users of climate and hydrological data for research and policy analysis.
- Relevant Agriculture Research Institutions and studies centers.

Component 2 – Climate-Resilient Catchment Management and Irrigation Services (Implemented by UNDP in Tuban Basin and in Wadi Hajer Basin)

- **Smallholder Farmers and Agricultural Landowners**, benefiting from rehabilitated irrigation systems, terrace stabilization, and integrated watershed management interventions.
- **Water User Associations (WUAs), Irrigation Councils (ICs), and Agricultural Cooperatives (ACs)** involved in the operation, maintenance, and governance of rehabilitated schemes.
- **Households in Adjacent Communities**, residing near areas where erosion control, water harvesting structures, or land management activities are being implemented.
- **Local Agricultural Laborers and Skilled Workers**, who may be temporarily engaged in construction or rehabilitation works and impacted by labor conditions and occupational health and safety (OHS) risks.

- **Pastoralists and Livestock Owners**, who may benefit from enhanced access to water points and pasturelands as a result of improved catchment-level planning.

Component 3 – Resilient Water Supply and Sanitation Systems (*Implemented by UNOPS*)

- **Water User Associations (WUAs)** directly involved in the operation and maintenance of Water Supply and Sanitation Systems.
- **Urban and Peri-Urban Households** in targeted cities who will benefit from upgraded or new water supply and sanitation (WSS) services, including desalination and wastewater treatment facilities.
- **Internally Displaced Persons (IDPs) and Marginalized Groups** living in or near project service areas, many of whom face higher barriers to access and may require inclusive outreach strategies.
- **Public Service Users**, including students, teachers, healthcare workers, and patients, where WASH infrastructure is improved in schools and health facilities.
- **Water Vendors and Local Private Operators**, whose services may be affected (positively or negatively) by expanded public WSS infrastructure and revised tariff structures.
- **Small Businesses and Market Vendors**, particularly those operating in areas with poor sanitation and intermittent water access, who stand to benefit from improved conditions.

Component 4 – Institutional Strengthening, Capacity Development, and Project Management (*Jointly implemented by UNDP and UNOPS*)

- **Staff from the Ministry of Water and Environment (MoWE), Ministry of Agriculture, Irrigation and Fisheries (MoAIF), and the National Water Resources Authority (NWRA)** who will participate in institutional strengthening, policy development, and technical training.
- **Local Water and Sanitation Corporations (LWSCs) and General Authority for Rural Water Supply Projects (GARWSP)** branches involved in utility operations, planning, and performance improvement.
- **Basin Committees and Technical Coordination Teams** engaged in decentralized water governance and integrated basin-level planning.

3.3. Other Interested Parties

The projects' stakeholders also include parties other than the directly affected communities, including:

- **Government Ministries, Agencies, and Authorities** such as the Ministry of Planning and International Cooperation (MoPIC), local governorate and district authorities.
- **Other UN agencies and international donors** support complementary initiatives or contributing technical and financial resources.
- **National and international NGOs** active in water, agriculture, WASH, and climate resilience sectors.
- **Private Sector Stakeholders** including suppliers, contractors, and service providers for civil works, equipment, and related services.

3.4. Disadvantaged /Vulnerable Individuals or Groups

Within the I-WISE Project, the vulnerable or disadvantaged groups may include but are not limited to the following:

- **Women and female-headed households** often have limited access to land, financial resources, and decision-making processes, and may face cultural or social barriers to participation.
- **Children and Youth** particularly susceptible to water-borne diseases and impacts of water scarcity. Youth may also lack opportunities for engagement in project planning and implementation.
- **The elderly** may face mobility constraints, limited access to information, or exclusion from decision-making.
- **Persons with disabilities** may require adapted communication and accessible meeting venues to participate effectively.
- **Internally Displaced Persons (IDPs) and returnees** often lack secure access to water, sanitation, and livelihoods, and may not be formally represented in governance structures.
- **Marginalized communities and minority groups** include rural poor, socially excluded groups, and those living in remote or underserved areas.
- **Youth at risk** include unemployed or underemployed young people with limited opportunities to engage in decision-making.

Vulnerable groups within the communities affected by the project will be further confirmed and consulted through dedicated means, as appropriate. Description of the methods of engagement that will be undertaken by the project is provided in the following sections.

4. Stakeholder Engagement Program

As part of the preparation phase of the I-WISE Project, UNDP and UNOPS carried out a series of stakeholder consultations between July 14 and November 3, 2025, engaging approximately 273 participants from Aden, Hadramout, Lahj, Abyan, Taiz and other governorates. These engagements included joint and agency-specific meetings with government institutions, implementing partners (SFD, PWP, and UWS-PMU), local authorities, technical experts, community-based organizations, Water User Associations (WUAs), Irrigation Councils (ICs), Agricultural Cooperatives (ACs), and directly affected communities, including women’s groups.

The consultations aimed to introduce the project, gather feedback on the design and implementation approach, identify potential risks, and promote inclusive participation. UNDP and UNOPS conducted a detailed session on the Grievance Mechanism (GM), presenting its principles and commitments, including a zero-tolerance approach to SEA/SH, ethical conduct, and protection of all project participants. The session outlined proactive measures to reduce SEA/SH risks, such as awareness campaigns, staff training, and risk assessments. UNDP and UNOPS explained clear and safe channels for stakeholders to report concerns or incidents confidentially, emphasizing a survivor-centered approach that ensures sensitivity, dignity, and confidentiality in managing complaints. The accountability of implementing partners in preventing and responding to SEA/SH was clarified, and hands-on sessions with real-life examples reinforced understanding of complaint handling and response measures. The briefing highlighted UNDP and UNOPS’ commitment to maintaining a safe, ethical, and transparent project environment, with training and stakeholder engagement to ensure effective grievance management. A strong focus was placed on gender inclusion and safeguards: participants were briefed on codes of conduct and protection from SEA/SH, and telephone consultations with women beneficiaries identified barriers to participation and access to resources. Overall, the consultations highlighted the importance of inclusive

engagement, sustainable water governance, adaptive farming, and transparent grievance mechanisms to support both community resilience and women’s empowerment.

Key findings highlighted the importance of strengthened water governance, inclusive targeting of beneficiaries (particularly vulnerable households and women), transparent and accessible grievance mechanisms, SEA/SH risk mitigation, stronger environmental and social risk management (including OHS and child labor), enhanced gender inclusion, capacity building for local institutions and WUAs, and improved coordination mechanisms among stakeholders. Feedback from stakeholders has been integrated into the design of project activities and the preparation of the Environmental and Social Framework (ESF) instruments. Table (1) summarizes the main consultations conducted to date, highlighting stakeholder feedback and the corresponding responses. summarizes the main consultations conducted to date, highlighting stakeholder feedback and the corresponding responses.

4.1. Summary of Stakeholder Engagement Done During Project Preparation

During project preparation, the following public consultation meetings were conducted.

Table 1: Summary of stakeholder engagement done during project preparation

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
UNOPS	14 July 2025	Ramada Hotel - Mukalla	MoWE, WUA members, local CSOs, basin committee reps	51	12	<ul style="list-style-type: none"> • Present the project planned interventions including environmental and social risks and. • Preventive Measures: A detailed overview of the proactive steps we will take to prevent SEA/SH from occurring within the project. • Accessible Grievance Mechanism: Information on how stakeholders can easily use our grievance mechanism to report any SEA/SH concerns or incidents. • Victim-Centred Complaints Handling: An outline of our protocol for managing complaints, which prioritizes a sensitive and confidential approach to protect the dignity of all victims. 	<ul style="list-style-type: none"> • Stakeholders express their interest in having more interventions in sanitation along the wadi areas to enhance services and prevent pollution. • The existing water supply system does not serve all Wadi Hagar districts. However, there is need for comprehensive study to ensure coverage of the populated areas along the Wadi with Water, Sanitation and Hygiene Services. • The project can also look at the uncompleted drinking water supply schemes which require some finalization work to be operational. 	<ul style="list-style-type: none"> • The project team acknowledged the concerns and agreed to explore options for enhancing sanitation interventions along the Wadi to prevent pollution. • A comprehensive assessment will be considered to map underserved areas and prioritize both water and sanitation needs. • To address quality concerns, the project committed to enforcing strict compliance with technical specifications and strengthening supervision and monitoring to ensure that works are implemented efficiently and meet beneficiary expectations.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							<ul style="list-style-type: none"> • Technical specifications usually outlined in assessment studies must be fully respected by contractors and closely supervised by all partners to ensure efficient implementation and operation as well as satisfaction of beneficiaries. 	
UNOPS	23 -24 July 2025	Aden UNOPS Office	WB and PWP	9	5	Discussion of technical aspects	<ul style="list-style-type: none"> • Need for stronger communication channels between the central coordination unit and field-level implementers. • Requests for clearer guidance on reporting formats, timelines, and data-sharing procedures. • Concerns about delays in fund disbursement or procurement processes, which may affect timely implementation. 	<ul style="list-style-type: none"> • Institutionalize a quarterly coordination meeting to track progress and address issues in real-time. • Standardize reporting templates to ensure uniformity in data collection and monitoring. • Strengthen collaboration with local authorities and communities to secure access and acceptance. • Set up a mechanism for joint field visits and monitoring to ensure harmonized implementation.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							<ul style="list-style-type: none"> Challenges in accessing some project sites due to security, logistics, or local authority restrictions. Requests for more technical capacity-building and support for local staff. 	
UNDP	22 July 2025	Aden – UNDP Office	IPs - SFD, PWP, UWS - PMU (Management and Senior Officers)	16	3	Project Objectives and Communication	Stakeholders appreciated being engaged early and emphasized the importance of clear communication on the project's objectives, components, and expected outcomes.	The project team confirmed that clear, continuous communication will be maintained through regular updates meeting.
						Sub-project Selection Criteria	IPs requested more clarity on the criteria and process for identifying and prioritizing sub-projects.	The project team confirmed that criteria for sub-project selection will be developed jointly with IPs and validated with community representatives to ensure transparency and fairness. It will also draw on standard thematic criteria such as IPC, Population density, IDP's ...etc
						Timelines and Preparatory Work	Concerns were raised about timelines and the need for sufficient preparatory work (technical studies,	The project team confirmed that technical studies and safeguards assessments will be conducted prior to implementation to minimize risks and ensure quality outcomes.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							safeguards assessments) before implementation.	
						Inclusion of Vulnerable Groups	Specific emphasis was placed on ensuring that vulnerable groups (women, IDPs, marginalized households) are meaningfully included in both planning and implementation.	The project team confirmed that measures will be introduced to guarantee the participation of vulnerable and disadvantaged groups, including gender-responsive consultations and targeted outreach strategies.
UNDP	28 July 2025	Aden – UNDP Office	IPs – SFD, PWP, UWS - PMU (ESRM team and technical team)	13	4	Coordination Between IPs and the implementation modality	Limited coordination between IPs.	Establish a Project Coordination Committee. A Project Coordination Committee will oversee these efforts and ensure smooth collaboration Monthly meeting at the start of the project, shifting to bi-monthly once coordination is well established. Annual work plans will be coordinated to divide responsibilities based on identified needs and determine which IP will start in each location. Regular coordination meetings will be held to discuss joint concerns and share experiences, align methodologies, and avoid overlaps.
						Environmental and Social Risk Management	Challenges in developing and clearing ESAPs highlight the need to accelerate the clearance process to ensure	Quality of initial submissions is often low due to missing data and insufficient information. Review periods are extended when many

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							smooth project implementation, prevent funding gaps, and align resources with on-the-ground progress.	<p>individual ESAPs are submitted separately.</p> <p>Grouping Sub-projects: UNDP will group sub-projects to reduce the number of ESAP submissions.</p> <p>Low-Risk Approach: For low-risk sub-projects, IPs will develop an ESRAC document. The structure will be agreed with the World Bank's ES risk management team and will be internally approved by UNDP.</p> <p>Learning Process: UNDP will treat the ESAP review as a learning opportunity by developing a comment matrix based on feedback received from the WB on previous similar projects. This will help ensure that future ESAPs proactively address past comments, thereby reducing review time</p> <p>Submission Planning: UNDP and IPs will prepare quarterly or bi-annual ESAP submission plans for the ESF WB team, including timelines and sub-project lists, so the WB can allocate resources for timely review.</p> <p>Templates & Capacity Building: A standardized ESAP template, cleared by the WB, will be shared with all IPs. UNDP will provide support and</p>

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
								capacity building to improve ESAP quality. Target Review Time: With better preparation and incorporation of previous feedback, the goal is to achieve clearance within the first review or maximum two rounds.
								IPs requested that all ESF requirements and standards be clearly defined to avoid confusion. All requirements will be clearly outlined in the Environmental and Social Framework (ESF). UNDP will organize a workshop to explain these requirements in detail and discuss them with IPs. All project plans (ESF, SEP, SMP, LMP, etc.) will be reviewed to ensure their practical application at project sites.
								Risks from Substantial Activities, such as dams with a height of 15 meters pose significant OHS and social risks. Such sub-projects will require a full Environmental and Social Impact Assessment (ESIA), with mitigation measures implemented on-site and monitored regularly through spot checks.
								Upstream vs. Downstream Water Conflicts. When activities begin in upstream areas, water flow to downstream communities can be reduced, creating potential conflicts. In some locations, upstream The project will address this through community engagement, establishment of water committees, and conflict-sensitive project design. Fair water allocation will be ensured by considering downstream needs during both the design and implementation phases, maintaining

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							communities also lack water user associations or committees to manage water distribution.	adequate water flow throughout the wadi.
						Stakeholder Consultations	Concerns about taking photos in the field, especially of women during consultations, due to cultural sensitivities.	Photos are not required for ESAPs. In line with previous practice, community consultation photos will be excluded, while key information such as the number of participants (disaggregated by gender), concerns raised, and feedback will be retained.
							Community Ownership and Maintenance	To ensure sustainability, communities will be engaged from the start in identifying needs, planning, and implementing sub-projects. Training will be provided to community committees on operation and maintenance of the infrastructure.
						Women Participation and Inclusion	Many sub-projects are labour-intensive and not suited for women's participation.	Design project activities in a way that is more women-friendly by identifying specific tasks within larger sub-projects that women can undertake. Provide training opportunities for women so they can assume new roles in project activities, strengthen their skills, and build knowledge with long-lasting impact.

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								For example, the PWP trained 50 women in community contracting, of whom 20 obtained licenses and are already working. PWP will share their contact list so they can be considered for future sub-projects, thereby ensuring women's continued participation and empowerment in local development.
						Cultural and Traditional Sensitivities		The project will respect and adapt to the cultural and traditional contexts of the areas where activities are implemented.
UNDP	31 July 2025	Aden – MoWE Office	MoWE - Minister of Water and Environment Deputy Minister for Water Sector Deputy Minister for Environment Sector UWS - PMU Director of Contracts and Consultations General Director of the PMU Climate Unit Director	10	2	Clarity of Roles and Responsibilities	The Minister emphasized that roles and responsibilities of UN agencies, local implementers, government entities, stakeholders, and beneficiaries must be clearly defined.	Roles and responsibilities will be defined during project design. A formal document will be developed outlining these roles to ensure transparency and accountability.
						Avoiding Social Tensions from Project Targeting		

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
								stages from Ministry level to direct beneficiary engagement.
						Community Health and Safety Risks	Stakeholders inquired whether the project includes activities addressing public health issues such as waterborne diseases.	UNDP clarified that the project does not include activities specifically targeting waterborne diseases.
						Strategic Vision and Development Impact	Project is important for meeting community needs and should consider a broader, long-term development vision.	UNDP will align projects with broader development goals while focusing on immediate community needs.
						Climate Considerations	Climate change impacts must be integrated into design and implementation.	The project will adopt a Climate Co-Benefits (CCB) approach and align with climate resilience priorities.
						Community Awareness and Engagement	Communities must understand project objectives and targeting rationale.	Continuous stakeholder consultations will ensure communities are informed and can give feedback. Issues can be raised via the GM. Needs will be identified with government authorities.
UNDP and UNOPS- Joint Stakeholder Engagement Workshop	3 August 2025	Aden, Panorama Hotel	MoWE, MoAIF, IPs (SFD, PWP, UWS - PMU), WUA members, Irrigation Councils (ICs), and Agricultural Cooperatives (ACs),	62	16	Project indication (Components and Objectives)	The project will greatly improve livelihoods through better water use, land protection, enhanced farming capacity, job creation, and improved incomes. They stressed the need for fair water	The project will optimize water use, rehabilitate irrigation systems, build farmer capacity, and ensure equitable benefits through active stakeholder engagement and support to Water User Associations.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
			local CSOs, basin committee reps				distribution, irrigation repair, and engagement of Water User Associations.	
						Potential environmental and social impacts of the project	Most participants expressed no significant concerns, stating that if the project is implemented with accurate studies and proper implementation in line with all standards and the mitigation measures outlined in the ESMPs, the impact would be positive. Some noted potential risks, such as pollution of air and water, impacts on climate, or groundwater contamination if sanitation projects are located nearby.	The project will conduct environmental and social assessments, ensure compliance with the Environmental and Social Framework (ESF), and adopt mitigation measures to address identified risks. Measures will include environmental and social regulation safeguards to protect water resources, soil quality, and biodiversity.
						Awareness of grievance mechanisms	Participants demonstrated good awareness of multiple channels for submitting complaints or suggestions, including toll-free hotlines, complaint boxes, direct communication with implementing agencies, emails, WhatsApp, social media platforms, local authorities, agricultural	The project will establish and publicize multiple grievance channels in line with the Stakeholder Engagement Plan (SEP), including a toll-free hotline, complaint boxes, email, WhatsApp, and direct communication with implementing partners and local authorities. Clear focal points will be designated in each target area to receive and

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							associations, and supervisory bodies. Some emphasized the need for accessible local grievance points, clear focal points in the community, and diverse methods to ensure inclusiveness.	forward complaints, ensuring timely resolution and feedback.
						The project's inclusivity and equitable participation of all community groups, including women, men, IDPs, the elderly, persons with disabilities, and other vulnerable populations, throughout project cycle.	Participants agreed that the project should be inclusive and involve all community groups, including women, men, IDPs, the elderly, persons with disabilities, and other vulnerable groups. Many highlighted that such participation would enhance project success and sustainability, with benefits extending to all. Some noted that women play a significant role in agriculture, especially in areas like Wadi Tuban, and the project could also integrate IDPs as a workforce. Others emphasized the value of elderly farmers' knowledge and the need to involve	The project will ensure inclusivity through targeted stakeholder engagement, guaranteeing representation of all social groups throughout the project cycle. Specific safeguard measures will be in place to promote women's participation, integrate vulnerable groups, and draw on the expertise of elderly farmers. Engagement strategies will align with the SEP and prioritize equitable access to project benefits.

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				Male	Female			
							them in water resource management and decision-making.	
						Potential of the project to contribute to women's economic empowerment.	Participants generally agreed that the project could significantly improve women's economic conditions if it meaningfully engages rural women, increases their income, and supports their participation in agriculture and related activities. Many emphasized that women are already key contributors to farming in the area, and involving them in decision-making, training, and project activities would enhance livelihoods. They stressed the importance of setting specific participation targets for women, ensuring fair benefit distribution, and supporting women-led initiatives to sustain impacts.	The project will promote women's economic empowerment by ensuring inclusive participation at all stages—from planning to implementation and monitoring—while fully complying with the gender requirements of the Environmental and Social Framework (ESF). Interventions will include targeted training, capacity building, and measures to guarantee equitable access to project benefits. Women's participation will be tracked through dedicated gender indicators to strengthen accountability and ensure sustained impact.
UNDP	12 August 2025	Aden, PMU Office	UWS - PMU	11	4	Introduction to the UWS - PMU team and alignment on collaboration for project	UWS – PMU shared details on their current activities, staff structure, and	UNDP has committed to working jointly with the UWS - PMU to review and update manuals,

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
						implementation, including ESRM requirements, grievance mechanisms, GBV/SH/SEA, and the development of manuals, frameworks, and guidelines prior to project start-up.	readiness to begin operations. They expressed interest in aligning with WB and UNDP safeguards requirements and acknowledged the need for clear procedures, updated operational documents, and targeted capacity-building before implementation.	frameworks, and guidelines to ensure alignment with Environmental and Social Framework (ESF) requirements. Capacity-building sessions will be conducted on ESRM, GM, and GBV-SEA, while collaboration mechanisms will be established to guide implementation from the outset.
UNDP	30 October 2025	Aden, CAMA Office	Ministry of Transport - Civil Aviation and Meteorological Services (CAMA)	8	1	Institutional Priorities	CAMA emphasized that strengthening climate and water data systems is a top institutional priority. They requested the project's support to provide access to actual, reliable data and to integrate existing records.	UNDP confirmed that Component 1 CWIMS will address this gap through data recovery, consolidation, and digitization, directly supporting CAMA's mandate.
						Capacity Gaps and Training Needs	The institution highlighted limited technical capacity and requested tailored training for staff to improve skills in data management, operation of monitoring stations, and climate-water modelling. They appreciated being included in the project's governance structure at this early stage.	UNDP confirmed that capacity building is an integral part of Component 1 and that a detailed capacity needs assessment will be carried out to design appropriate training programs in coordination with CAMA and other relevant agencies. UNDP also noted that the project will explore options for upgrading monitoring and early

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							CAMA also emphasized the need for more advanced monitoring equipment, noting that their current systems mainly capture climate data and lack integrated early warning capabilities	warning systems in alignment with national priorities
						Participation in Project preparation and Technical Planning	CAMA requested to be involved from the early preparation phase, particularly in selecting the locations and technical specifications of observation stations, ensuring integration with their existing infrastructure and systems.	UNDP agreed to include CAMA in the project preparation and planning process and to ensure that station siting and system design are technically aligned with existing national networks and CAMA standards.
						Gender Participation and Inclusion	CAMA confirmed that women's participation in the project is welcomed and socially accepted. They already have women employed in several technical units and foresee no social or institutional barriers to female involvement in the planned activities.	UNDP acknowledged CAMA's existing inclusion of women and confirmed that gender-responsive engagement and participation will remain a core principle in the project's implementation and capacity-building activities.

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				Male	Female			
						Consultation Practices and Local Coordination	CAMA explained that they consult community committees and local authorities during field operations, receiving positive feedback and cooperation.	UNDP commended CAMA's participatory approach and confirmed that future community-level consultations under the project will coordinate closely with CAMA's established channels.
						Conflict and Risk Management	CAMA stated that the project poses no expected social or security conflicts. They expressed readiness to assist in resolving any institutional or local conflicts if they arise.	UNDP noted CAMA's proactive stance and confirmed that the project will coordinate with CAMA and relevant authorities for risk monitoring and conflict resolution if required. UNDP noted that the project's Grievance Mechanism (GM) will play a critical role in monitoring and resolving any potential community or institutional conflicts.
						Land Donation and Regulatory Compliance	CAMA clarified that all lands for existing or future meteorological installations are publicly owned or voluntarily donated, with proper documentation.	UNDP explained the World Bank and UNDP standards for the land acquisition and the voluntary land donation and confirmed that all project activities will comply with these requirements.
						Interest and Commitment to Project Implementation	Participants expressed strong interest and support for the project, noting that previous initiatives had overlooked their institution. They view this project as an	UNDP confirmed CAMA's role as a key technical partner and committed to maintaining close collaboration throughout implementation.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							important opportunity to strengthen national meteorological and hydrological services.	
						Grievance Mechanism (GM)	Participants were briefed on the UNDP GM system and the procedures available for beneficiaries and institutions to raise complaints or feedback.	UNDP confirmed that the GM will be accessible, transparent, and responsive, and CAMA staff will be informed and trained on how to use and promote it within their areas of work.
UNDP	2 November 2025	Ministry of Agriculture and Irrigation and Fisheries (MoAIF) Office	Deputy Minister of Irrigation and Land Reclamation Sector, Deputy Minister for Planning and Information system, DG of Information System, and other MoAIF staff	8	3	Project Coordination and Partnership	MoAIF confirmed that coordination with UNDP has been positive and effective. They welcomed the opportunity to continue close collaboration throughout project implementation.	UNDP acknowledged the strong coordination with MoAIF and confirmed that the Ministry will remain a key stakeholder and advisory partner in the project.
						Integration of Components 1 and 2	The Ministry emphasized that Components 1 and 2 are technically linked and should be managed under one implementing entity to ensure efficiency and consistency.	UNDP agreed that integration and coordination between Components 1 and 2 are essential and confirmed that project preparation and implementation arrangements will reflect this linkage.
						Project Launch and Technical Workshop	The Ministry proposed organizing a joint technical workshop to officially launch the project, gather technical teams, and	UNDP confirmed that a launch and technical planning workshop will be organized after the project appraisal to align technical groups, finalize implementation arrangements, and

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							discuss project activities, methodologies, and approaches to ensure value for money.	ensure shared understanding of project activities.
						Supervisory and Coordination Role	MoAIF requested to have a supervisory role in overseeing project implementation and coordinating with UNDP and the implementing partners (IPs) to ensure smooth progress.	UNDP confirmed that MoAIF will be part of the project's governance and coordination structure and will contribute to supervision and oversight through regular coordination meetings and progress reviews.
						Institutional Coordination and Data Management	MoAIF stressed the importance of establishing a strong coordination mechanism between NWRA, CAMA, and the Ministry's Information Unit to ensure data sharing, technical alignment, and effective project delivery.	UNDP confirmed that institutional coordination between these entities will be a core aspect of project design and that the Information Management System will promote cross-sectoral data integration and information exchange.
						Conflict and Community Acceptance	The Ministry stated that similar projects have not led to any conflicts in the past. They assured that communities in the targeted areas are supportive and recognize the importance and priority of such interventions.	UNDP acknowledged the positive feedback and confirmed that stakeholder consultations will continue during implementation to maintain community acceptance and ensure smooth progress. UNDP noted that the project's Grievance Mechanism (GM) will play a critical role in monitoring and resolving any

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
								potential community or institutional conflicts.
UNDP	2 November 2025	Aden University	Director of the Training Unit, Director of the Centre of Environmental and Climate Studies (CECS), Director of the Consulting Department, Secretary of the Environmental and Climate Studies Centre, Director of Studies and Research, and other technical staff members.	11	4	Project Relevance and Priority	CECS confirmed that this type of project is a high priority for the community, farmers, and the government. They emphasized that improved climate and water information systems are essential for climate-resilient agriculture and national planning.	UNDP acknowledged CECS's assessment and confirmed that the project directly responds to national and community priorities related to climate resilience, sustainable water use, and agricultural productivity.
						Capacity Building and Institutional Strengthening	The Centre emphasized that to ensure long-term project sustainability, strong capacity-building activities are required for all entities and staff involved in data collection, analysis, and system operation.	UNDP confirmed that capacity building is a key component of the project and will include tailored training for relevant institutions and staff, including technical, managerial, and operational aspects.
						Operation and Maintenance (O&M) after Implementation	CECS suggested that the project should establish or strengthen operation and maintenance teams after implementation to ensure continued functionality of infrastructure and systems.	UNDP agreed on the importance of post-implementation O&M and confirmed that sustainability and maintenance mechanisms will be integrated into project preparation, with institutional roles clearly defined.
						Collaboration and Knowledge Exchange	The Centre proposed closer collaboration with existing	UNDP welcomed CECS's offer and confirmed that collaboration with

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							national capacity-building institutions and offered to share their experience and technical expertise in climate and environmental studies.	academic and research institutions will be pursued to enhance training delivery, knowledge exchange, and local ownership.
UNDP	3 November 2025	Yemen Geological Survey and Mineral Resources Board Office	Head of Yemen Geological Survey and Mineral Resources Board (GSMRB), Deputy Head of GSRMB, Head of the Information Management Unit, Information Management Officer, Other technical staff members - Ministry of Oil and Minerals	9	2	Project Relevance and Community Priority	GSRMB confirmed that this type of project is a high priority for the community and will bring significant benefits.	UNDP acknowledged the importance of the project and confirmed that it aligns with community and local development priorities.
						Coordination and Engagement	GSRMB requested to have regular coordination during implementation, noting that in previous projects with other entities, they were often consulted only for information and not fully engaged throughout the process.	UNDP agreed to ensure continuous coordination and engagement with GSRMB during all project phases to strengthen ownership and participation.
						Capacity Building	GSRMB emphasized the need for a strong capacity-building component, particularly for staff who will be directly involved in implementation, to ensure effective performance and project sustainability.	UNDP confirmed that capacity building and skills development for partners are integral parts of the project to support long-term sustainability.
						Collaboration and Institutional Support	GSRMB expressed their readiness to coordinate	UNDP welcomed this commitment and confirmed that collaboration

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
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							with authorities and communities and to collaborate with UNDP to ensure smooth and effective implementation.	with GSRMB will be formalized through regular joint coordination and reporting mechanisms.
						Conflict Sensitivity	GSRMB confirmed that the project will not create any conflict within the targeted communities.	UNDP took note of this feedback and will continue monitoring to ensure that all project activities remain conflict-sensitive and inclusive. UNDP noted that the project's Grievance Mechanism (GM) will play a critical role in monitoring and resolving any potential community or institutional conflicts.
UNDP	3 – 5 November 2025	Phone call and WhatsApp Survey consultation	General director of Environmental Protection Authority (EPA) in Hadramout - AL Mukalla - Ministry of Water and Environment - Hadramout Branch	-	1	Key Concerns Related to Project Activities	EPA highlighted weak institutional coordination, limited accuracy of climate and hydrological data, challenges in ensuring O&M after project closure, and possible overlap in roles.	UNDP acknowledged these risks and confirmed that the project will establish a clear coordination mechanism, build data-sharing systems, and include awareness and regular programs for local engagement.
						Priority and Contribution to Climate Adaptation	EPA confirmed that the project is a high priority and it will greatly enhance climate resilience through improved climate and water information systems, better watershed management,	UNDP agreed and highlighted that the project aims to strengthen early warning, climate-informed planning, and efficient water use in agriculture.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							and data-driven decision-making.	
						Project Sustainability and Institutional Role	EPA emphasized the need to integrate project output into national and local plans and to train national staff for system operation and maintenance. The Authority expressed readiness to provide environmental oversight and data support.	UNDP welcomed EPA's commitment and confirmed that institutional integration, data sharing, and environmental compliance are core components of project sustainability.
						Inclusion and Participation	EPA noted that the project can be a model for inclusive engagement if equality principles are embedded in planning and implementation. They stressed the inclusion of women, displaced persons, persons with disabilities, and vulnerable groups in project activities.	UNDP confirmed its commitment to gender and social inclusion, ensuring all groups especially vulnerable and marginalized groups are meaningfully involved in consultations, training, and benefits.
						Recommendations	EPA recommended establishing a joint technical committee, conducting public awareness campaigns, strengthening institutional capacity, and using	UNDP confirmed that these recommendations align with the project's participatory design and will be reflected in coordination and implementation plans.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							participatory approaches to identify monitoring sites.	
UNDP	3 – 4 November 2025	Phone call and WhatsApp Survey consultation	General director of the Water and Environmental Center (WEC) – Hadramout University	1	-	Project Relevance and Priority	WEC emphasized that the project is a high priority for Hadramout and Aden due to the increasing pressure on limited water resources. They highlighted the urgent need for accurate information systems to support water management and adaptation to droughts and floods.	UNDP acknowledged that the project directly aligns with national and local priorities, particularly the need for climate-informed water management and disaster risk reduction.
						Key Concerns Related to Project Activities	WEC raised several concerns including weak technical infrastructure for maintaining monitoring stations, limited local capacity to operate modern information systems, overlapping institutional roles, and sustainability challenges after external support ends.	UNDP noted these concerns and confirmed that the project preparation includes institutional capacity building, clear role definition, and sustainability planning for long-term O&M of monitoring systems.
						Contribution to Climate Adaptation	WEC stated that the project will significantly enhance early warning and risk management by improving data accuracy and analysis through CWIMS. It will	UNDP confirmed that strengthening adaptive capacity and early warning are two of the main goals of the project, with direct benefits for water management, agriculture, and climate resilience.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							support drought and flood preparedness and better water allocation.	
						Project Sustainability and Institutional Role	WEC highlighted that sustainability should be ensured through local capacity building, technical training, and continued involvement of universities as research and monitoring partners.	UNDP confirmed that the project will collaborate with universities to support research, training, and system maintenance beyond implementation.
						Recommendations	WEC recommended stronger coordination between government and academia, inclusion of communities in water resource management, ensuring post-project financing, and expanding the system to other basins in future.	UNDP agreed on the importance of multi-stakeholder coordination and local engagement and will consider expansion based on results and available funding.
PMU-WUS - Ministry of Water and Environment - Hadramout Branch	5 November 2025	UWS - PMU Office	Head of UWS - PMU, Coordinator, and Technical Specialist	5	2	Roles and Responsibilities under Project Components	The consultation focused on clarifying the roles and responsibilities of PMU-UWS under both Component 1 and Component 2. PMU and UNDP agreed on the importance of clearly defining who will lead,	UNDP confirmed that detailed roles and deliverables for each component will be outlined in the updated work plan and coordination framework to avoid overlaps and ensure accountability.

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							support, and coordinate each activity to ensure smooth implementation.	
						Implementation Modality	The teams discussed the operational modalities and coordination mechanisms between PMU-UWS, local partners, and other implementing entities. The discussion covered how activities will be sequenced, coordinated, and monitored.	UNDP confirmed that a joint implementation plan will be finalized, defining timelines, communication channels, and reporting procedures to ensure effective coordination among all partners.
						PMU Assessment Findings	The results of the recent PMU institutional assessment were reviewed, highlighting areas that require further improvement.	UNDP acknowledged the assessment findings and agreed to provide targeted technical support and capacity building to strengthen PMU's institutional performance and safeguards compliance.
						Previous Work and Experience in Wadi Hajer	PMU shared details of their previous work in Wadi Hajer, outlining achievements, lessons learned, and how these experiences can support current project activities.	UNDP appreciated the insights and emphasized the value of incorporating successful practices and lessons learned into ongoing and future interventions.
						Social Inclusion and Community Engagement	PMU highlighted the importance of community engagement, social inclusion, and ensuring	UNDP confirmed that inclusive participation and stakeholder engagement are necessary to project preparation and committed

Agency	Date	Venue	Main participants Group	No. of Participants		Key Issue Discussed	Stakeholder Feedback	Response
				Male	Female			
							participation of affected populations in project planning and implementation.	to providing guidance on integrating gender and social inclusion measures.
						Grievance Mechanism (GM)	The meeting covered the current grievance channels, accessibility, and potential improvements for better communication and responsiveness to community concerns.	UNDP confirmed that the project's GM will be strengthened with multiple accessible channels and regular monitoring to ensure transparency and accountability.

4.2. Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

The I-WISE Project applies a comprehensive stakeholder engagement approach tailored to the diverse needs, capacities, and influence levels of different stakeholder groups. Engagement methods are designed to ensure inclusive, transparent, and culturally appropriate consultations throughout all project stages, from preparation to implementation and operations.

The plan includes targeted outreach to affected parties, disadvantaged and vulnerable groups, and other interested stakeholders such as government institutions, private sector actors, and local civil society. Engagement techniques include community consultations, focus group discussions, public meetings, household visits, workshops, site visits, and the dissemination of accessible communication materials. This approach ensures that stakeholders are not only informed but also actively involved in project planning, implementation, risk mitigation, and monitoring. Table (2) summarizes the planned engagement tools, responsibilities, and frequency by stakeholder group and project phase.

Table 2: Summary of Project Stakeholder Needs and Methods, Tools and Techniques for Stakeholder Engagement

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Responsibilities	Frequency/ Timeline	Status (Completed /Planned)
Preparation stage	Government ministries and agencies (MoWE, MoAIF, NWRA, CAMA, GSMRB, WEC, MoPIC), local governorate and district authorities, WUA members, Irrigation Councils (ICs), and Agricultural Cooperatives (ACs), local CSOs, basin committee reps.	Present project objectives, components, and expected benefits; clarify roles and responsibilities; obtain input on design and targeting; discuss environmental and social risks including SEA/SH, labor risks, OHS, child labor, and security risks.	Formal meetings, workshops, technical working group sessions	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	Initial consultations during design phase; updates as needed before effectiveness	Completed (July–August 2025)
	Local communities in target basins and urban/peri-urban WASH service areas	Introducing project, outline potential benefits and impacts, solicit feedback on needs and priorities; discuss environmental and social risks including SEA/SH, labor risks, OHS, child labor, and security risks.	Community consultations, focus group discussions, site visits	IPs (SFD, PWP, UWS - PMU)	Initial consultations before sub-project selection	Planned

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Responsibilities	Frequency/ Timeline	Status (Completed /Planned)
	Project-Affected People: Farmers, water user associations, local communities in targeted governorates, vulnerable households (women-headed, elderly, persons with disabilities, marginalized groups)	Project scope and rationale; environmental & social principles including SEA/SH, labor risks, OHS, child labor, and security risks; proposed interventions by component; grievance mechanism process; expected benefits and risks	Public meetings; separate meetings for women and vulnerable groups; focus group discussions; field visits; disclosure of written information (brochures, posters, flyers); information boards at community centers	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	Prior to project effectiveness and during design finalization; at community level in each targeted governorate	Planned
	Other Interested Parties (internal): Relevant government ministries and agencies (MoPIC and local governorates)	Policy alignment; roles and responsibilities; legal and compliance issues; monitoring and reporting arrangements	Formal meetings; inter-agency workshops; submission of reports	UNDP and UNOPS	Quarterly or as required	Planned
Implementation stage	Local communities and beneficiaries	Inform on implementation progress, construction schedules, potential disruptions, grievance mechanism access; cover community health and safety, OHS risks, labor risks (including child labor), SEA/SH prevention, security risks, and environmental mitigation measures.	Community meetings, public notices, leaflets	IPs (SFD, PWP, UWS - PMU)	Quarterly during construction and annually thereafter	Planned

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Responsibilities	Frequency/ Timeline	Status (Completed /Planned)
	Project-Affected People: Farmers, Households, water user associations, laborers in worksites, local communities in sub-project areas in project areas, and Local businesses.	Work schedules; construction impacts; safety measures; environmental and social mitigation measures including SEA/SH, labor risks, OHS, child labor, and security risks; grievance mechanism; community roles	Community consultations; on-site meetings; toolbox talks; leaflets at worksites; grievance mechanism notice boards	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	Monthly during work	Planned
	Disadvantaged/vulnerable groups (women, elderly, persons with disabilities, IDPs, marginalized communities)	Tailored information on project activities, rights, benefits, and grievance channels; gather feedback on access and inclusion; cover community health and safety, OHS risks, labor risks (including child labor), SEA/SH prevention, security risks, and environmental mitigation measures.	Dedicated focus group discussions, household visits, accessible materials	IPs (SFD, PWP, UWS - PMU)	Twice a year, or more frequently as needed	Planned
	Other Interested Parties: Private sector suppliers and contractors.	Procurement opportunities; health & safety requirements; environmental and social compliance; GM process	Supplier meetings; pre-bid briefings; workshops; written guidelines; email communications	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	At procurement stages as needed	Planned
	Basin Committees, Water User Associations, LWSCs, GARWSP branches	Consult on operational issues, water allocation, infrastructure management	Coordination meetings, training sessions	IPs (SFD, PWP, UWS - PMU)	Quarterly, as needed	Planned

Project Stage	Target Stakeholders	Topic of Consultation / Message	Method Used	Responsibilities	Frequency/ Timeline	Status (Completed /Planned)
Operation & Maintenance	Project-Affected People: Water user associations, farmers, local communities	O&M roles; sustainability measures; feedback on system performance; grievance mechanism	Follow-up meetings; refresher training; GM updates; community monitoring visits	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	Semi-annual during O&M phase	Planned
	Other Interested Parties: Relevant ministries and agencies; donors; NGOs	Project outcomes: lessons learned; compliance with E&S commitments; future collaboration	Review workshops; dissemination of reports	UNDP, UNOPS, and IPs (SFD, PWP, UWS - PMU)	Annually, as needed	Planned

4.3. Proposed Strategy to Incorporate the Views of Vulnerable Groups

The Project will conduct targeted and culturally appropriate stakeholder engagement with vulnerable and disadvantaged groups identified in the stakeholder analysis, including women (particularly women-headed households), elderly persons, persons with disabilities, internally displaced persons, marginalized communities, poor and landless households, and unemployed youth. Engagement will be designed to ensure their views, concerns, and priorities are meaningfully considered throughout the project life cycle.

To remove barriers to participation, consultations will be conducted at times and locations convenient for these groups, with gender-segregated sessions where appropriate, female facilitators and when feasible transport support. Information will be disseminated in accessible formats and local languages (e.g., Arabic, simplified language, visual aids, oral presentations) to accommodate low literacy levels and disabilities. Trusted community leaders and local associations will be engaged to extend outreach, build trust, and facilitate feedback collection.

Capacity-building initiatives will be provided to vulnerable groups, particularly women and WUAs, to enhance their understanding of water management practices, project benefits, and their rights and responsibilities.

Dedicated grievance channels will be adapted to meet the needs of vulnerable groups, ensuring accessibility, confidentiality, and survivor-centered handling of sensitive complaints such as GBV or SEA/SH. Participation will be regularly monitored, and feedback systematically integrated into project adjustments to ensure inclusion and accountability.

5. Resources and Responsibilities for Implementing Stakeholder Engagement

5.1. Implementation Arrangements and Resources

The overall responsibility for the implementation of the Stakeholder Engagement Plan (SEP) lies with the Project Implementation Units (PIUs) established within each Implementing Agency (UNDP and UNOPS) for their respective project components and sub-components. Each PIU will be led by a Project Manager/Coordinator and supported by Environmental and Social Risk Management (ESRM)/Environmental and Social Safeguards (ESS) team, including focal points for stakeholder engagement and grievance redress. These ESRM/ESS team and focal points will be formally appointed by the respective UN Agencies to ensure clear accountability and adequate capacity for stakeholder engagement and grievance management.

The Implementing Agencies will be responsible for planning, coordinating, and monitoring stakeholder engagement activities, ensuring that they are consistent with the requirements of the World Bank Environmental and Social Framework (ESF) and the SEP. The PIUs will work closely with their respective local implementing partners, the Social Fund for Development (SFD), the Public Works Project (PWP), and the Urban Water Supply Project Management Unit (UWS - PMU), to deliver engagement activities at the community level.

The PIUs will (i) help to supervise and streamline the Grievance Mechanism (GM) management system based on the experience from field; (ii) provide support to respective project affected communities in arranging training on SEA/SH related risk mitigation ; (iii) manage the overall training and capacity-building program; (iv) monitor and supervise all project management activities; (v) organize monitoring and evaluation activities, including GM management; (vi) prepare necessary project progress and project completion reports; and (vii) ensure full

compliance with World Bank ESF, including the management of child labor risks, occupational health and safety (OHS) risks, and relevant UN and national regulations.

Stakeholder engagement activities will be documented through meeting minutes, consultation reports, progress updates, and GM records, which will be compiled by the PIUs and shared with the World Bank and other relevant stakeholders as per the agreed reporting schedule.

Table 3: Role and Responsibilities for SEP Implementation

Actor / Stakeholder / Responsible Person	Responsibilities
UNDP and UNOPS (Implementing Agencies)	<ul style="list-style-type: none"> - Provide overall oversight of SEP implementation for their respective components. - Ensure compliance with World Bank ESF and national regulations. - Review and consolidate monthly consultation reports from IPs. - Provide technical guidance and support to IPs on stakeholder engagement, GM operation, and SEA/SH risk mitigation. - Compile and submit Bi-annual stakeholder engagement and GM reports to the World Bank. - Lead coordination with other UN agencies, government bodies, and donors on SEP-related activities.
SFD, PWP, UWS-PMU (Implementing Partners)	<ul style="list-style-type: none"> - Plan and conduct stakeholder consultations at the community level in coordination with local authorities and community representatives. - Facilitate inclusive engagement with vulnerable groups, ensuring accessibility and cultural sensitivity. - Maintain records of all consultations, including participant lists, meeting minutes, and feedback received. - Operate and publicize the GM at the community level. - Report consultation and GM activities monthly to the respective UN agency.
ESRM/ESS Specialists (appointed by both UN agencies and IPs)	<ul style="list-style-type: none"> - Inform local communities about planned work, schedules, and potential impacts. - Maintain open communication with stakeholders during construction activities. - Display GM contact details and project information at worksites. - Report any grievances, feedback, or stakeholder concerns. - Implement the Contractor’s Code of Conduct, Labor Management Procedures, and relevant E&S mitigation measures.
Local Authorities (Governorate and District Levels)	<ul style="list-style-type: none"> - Support mobilization of community members for consultations. - Facilitate coordination between the project and local stakeholders. - Monitor local-level implementation of stakeholder engagement activities. - Assist in addressing grievances where local authority intervention is required.
Community Representatives / Leaders/Community Committees	<ul style="list-style-type: none"> - Support dissemination of project information to the wider community. - Represent community concerns, priorities, and feedback to IPs and UN agencies. - Encourage participation of vulnerable groups in consultations. - Collaborate in resolving minor grievances and ensuring community awareness of GM.

The stakeholder engagement activities will be documented through detailed minutes of meetings, attendance sheets, photographic records, a dedicated stakeholder engagement log, biannual progress reports, TPM reports, and mission discussions/presentations. All feedback received, including grievances, will be systematically recorded and tracked.

The stakeholder engagement activities will be documented through the PIU, led by the ESRM Unit.

The budget estimate for preparing and implementing the SEP is USD **120,000**. The budget breakdown can be found in Annex 2. See the sample budget line items listed in Annex 2.

6. Grievance Mechanism (GM)

A Grievance Mechanism is a system that allows not only grievances, but also queries, suggestions, positive feedback, and concerns of project-affected parties related to the environmental and social performance of a project to be submitted and responded to in a timely manner.

6.1. Description of Grievance Mechanism

The project’s Grievance Mechanism (GM) ensures that stakeholders can raise concerns and receive timely, fair, and effective responses. It is designed to be accessible, confidential, transparent, and survivor-centered, in line with the World Bank’s Environmental and Social Standard 10 (ESS10), the safeguard policies of UNDP and UNOPS, as well as applicable national laws. The mechanism applies to all project components and is coordinated across three levels.

Grievance Redress Structure

Level	Description
1. Community Level	Grievances are first received at community level through Implementing Partners (SFD, PWP, UWS - PMU) via designated GM focal points and grievance boxes in project sites. These focal points ensure complaints are logged immediately and acknowledged.
2. National PIU Level	If a complaint cannot be resolved at the local level, it will be escalated promptly to the PIU Complaint Committee. The Committee, which includes ESRM Specialists and relevant technical staff, is responsible for reviewing and resolving such cases in a timely, confidential, and survivor-centered manner.
3. UN Agency Oversight Level	UNDP and UNOPS provide technical support, oversight, and consolidation of data from IPs. The ESRM teams within these agencies ensure that the GM operates according to World Bank standards, survivor-centered SEA/SH protocols, and national laws. Complex or unresolved grievances may be escalated to this level for joint decision-making and reporting to the World Bank.

Grievance Uptake Channels

Grievances can be submitted through any of the following channels:

Agency	Channels
UNDP	Toll-free: 8000939 Email: amani.al-muntaser@undp.org / mohammed.salah@undp.org Global: project.concerns@undp.org / Call +1-844-595-5206 In person: UNDP Office in Yemen
UNOPS	Toll-free: 8000190 SMS: 8000190 WhatsApp: 739888388 Email: grm.yemen@unops.org In person: UNOPS Office
SFD	Toll-free: 8009800 SMS: 771788975 WhatsApp: 771788975 Email: chm_hq@sfd-yemen.org In person: SFD Office Suggestion boxes at sub-project sites
PWP	Toll-free: 8002626 SMS: 775626262 WhatsApp: 775626262 Email: grm@pwp-yemen.org In person: PWP Office Suggestion boxes at sub-project sites
UWS - PMU	Telephone: 02-275585 Email: piuaden@gmail.com In person: UWS - PMU Office Suggestion boxes at sub-project sites

GM Process Flow

Step	Description	Timeline	Responsible Party
Sorting, processing	Any complaint received is forwarded to the designated grievance focal point; logged in the central GM database; categorized according to the following complaint types: Low, Moderate, and Critical ⁴ .	Upon receipt of complaint	Local GM focal points
Acknowledgement and follow-up	Receipt of the grievance is acknowledged to the complainant by SMS, phone, email, or written note. A grievance ID number is provided.	Within 2 – 3 days of receipt	Local GM focal points

⁴ Low = inquiries, requests for assistance, or false calls.

Moderate = operational delays, under-distribution, unclear selection criteria, quality issues, overlapping activities, dissatisfaction, labor disputes, technical shortcomings, environmental concerns, or non-critical OHS incidents.

Critical = staff misconduct, corruption, fraud, Sexual Exploitation and Abuse (SEA), Gender-Based Violence (GBV), child protection violations, abuse of authority, forced displacement, land-related issues, or fatal/serious workplace accidents.

Step	Description	Timeline	Responsible Party
Verification, investigation, action	<p>Verification of a complaint is led by the relevant GM focal point or, where necessary, by a designated Complaint Committee composed of PIU staff and, when appropriate, independent experts, with support from technical specialists as needed.</p> <p>Cases of sexual exploitation and abuse/sexual harassment (SEA/SH) are immediately referred to a specialized GBV focal point and are not investigated by project staff.</p> <p>For non-SEA/SH cases, a proposed resolution is formulated by the Complaint Committee and communicated to the complainant by the GM focal point in a timely and transparent manner.</p>	<p>Within 10 – 14 working days</p> <p>The duration also depends on each case individually, based on its type, circumstances, and sensitivity.</p>	<p>The Complaint Committee is composed of PIU GM focal points, the ESRM Specialist, and relevant technical staff as required. SEA/SH cases are referred directly to the designated GBV focal point.</p>
Monitoring and evaluation	<p>Data on complaints is collected in the GM Information System and reported to PIU management monthly. Consolidated reports are submitted bi-annually to the World Bank.</p>	<p>Monthly tracking; quarterly/bi-annually reporting</p>	<p>PIU GM Focal Points</p>
Provision of feedback	<p>Feedback from complainants regarding their satisfaction with complaint resolution is collected through follow-up calls, SMS, short surveys, or in-person meetings, and documented in the GM Information System.</p>	<p>Upon resolution of grievance</p>	<p>GM Focal Point</p>
Training	<p>Training needs for staff/consultants in the PIU, Contractors, and Supervision Consultants include grievance uptake, sorting, recording, response, and feedback mechanisms, with a strong focus on grievance handling, confidentiality, World Bank ESF requirements, SEA/SH survivor-centered protocols, and reporting procedures. Training will also cover communication skills, conflict resolution, and protocols for handling sensitive complaints, with regular refresher sessions.</p>	<p>At start of project and quarterly with refresher sessions held annually</p>	<p>ESRM Team at UNDP, UNOPS, and Implementing Partners (SFD, PWP, and UWS - PMU)</p>
Appeals process	<p>If a complainant is not satisfied with the proposed resolution, they will have the right to appeal. Appeals will first be reviewed by the PIU through a higher-level Committee and, where appropriate, an independent third party. If the grievance remains unresolved, the complainant may escalate the case to the World Bank’s Grievance Redress Service (GRS) or the Inspection Panel. The appeals process will guarantee impartiality, transparency, and timely resolution, while safeguarding the complainant’s rights to confidentiality and protection.</p>	<p>Upon request</p>	<p>PIUs at UNDP, UNOPS, and Implementing Partners (SFD, PWP, and UWS - PMU), and World Bank</p>

6.2. Labor Grievance Mechanism

A dedicated Labor Grievance Mechanism (Labor GM) will be established to address grievances from all workers engaged under the I-WISE Project. This includes workers hired by contractors, subcontractors, service providers, implementing partners (IPs), those involved in community contracting, and individuals under Cash-for-Work (CFW) arrangements. The Labor GM will align with the World Bank's Environmental and Social Standard 2 (ESS2) and applicable national labor regulations, ensuring that the process is accessible, confidential, transparent, and free from retaliation.

Structure and Oversight

The Labor GM will be integrated into the broader project grievance system, coordinated by the IPs (SFD, PWP, UWS-PMU) and overseen by the respective UN agencies (UNDP and UNOPS) based on component responsibilities. Contractors, subcontractors, and IPs will each designate site-level grievance focal points (e.g., Site Manager, OHS Officer) to receive, log, and resolve complaints raised by workers. Grievances that cannot be resolved at the site level will be escalated to the respective IP or UN agency for review and resolution.

Reporting Channels

Workers may submit grievances through multiple safe and accessible channels, including:

- Direct submission to on-site grievance focal persons
- Complaint/suggestion boxes at sub-project locations
- Toll-free telephone hotlines or SMS services operated by IPs
- Direct email or walk-in submission to IP/UN agency GM focal points
- Anonymous reporting options for sensitive cases (e.g., SEA/SH)

All workers will be informed of these channels through regular briefings and training sessions at project induction and during implementation.

Confidentiality and Protection

The Labor GM will include clear provisions to:

- Maintain confidentiality of the complainant
- Allow anonymous submissions
- Preventing retaliation or discrimination against those raising concerns
- Ensure survivor-centered response protocols for SEA/SH-related complaints

Scope of Grievances

Grievances addressed under the Labor GM may include, but are not limited to:

- Non-payment or delayed payment of wages
- Violations of employment terms or contracts
- Occupational health and safety (OHS) risks and incidents
- Poor working or living conditions
- Workplace harassment or discrimination
- Incidents of Sexual Exploitation, Abuse, or Harassment (SEA/SH)
- Inadequate access to protective equipment or breaks

SEA/SH cases will be managed under confidential protocols with referral to trained GBV focal points.

Awareness and Capacity Building

All workers will receive mandatory-induction training on:

- The Labor GM process
- Their rights under national and project-specific labor standards
- The project's Labor Code of Conduct (CoC)
- Preventive and response measures related to SEA/SH and workplace misconduct

Resolution and Monitoring

Each grievance will be:

- Logged and tracked from receipt to resolution
- Resolved within defined timeframes
- Followed up with the complainant to confirm satisfaction

Labor grievances will be summarized monthly by the IPs and shared with the respective UN agency. Consolidated reports will be submitted to the World Bank as part of regular environmental and social performance reporting.

The Labor GM will be further detailed in the Labor Management Procedures (LMP) of the project.

6.3. Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH)

The Project's Grievance Mechanism (GM) will be fully equipped and trained to receive and manage complaints related to Sexual Exploitation and Abuse and Sexual Harassment (SEA/SH) in a safe, confidential, and survivor-centered manner. This includes SEA/SH cases involving children, in line with the World Bank's Good Practice Note. All partners, including UNDP, UNOPS, and the Implementing Partners (SFD, PWP, and UWS-PMU), will ensure that their staff are trained in the ethical handling of SEA/SH complaints, with strict adherence to principles of confidentiality, informed consent, and non-retaliation. Complaints may be submitted through existing grievance channels at the community, partner, or UN agency level, and only essential non-identifying details will be documented

The GM will apply a survivor-centered approach, prioritizing the wishes, needs, and safety of survivors at every stage. Immediate referral pathways will be established with qualified service providers to guarantee access to medical, psychosocial, legal, and protection support. Information on these services and focal points will be made available to all GM operators and shared with communities through accessible means. Where perpetrators are linked to project activities, swift action will be taken in accordance with the Code of Conduct signed by all workers, which may include disciplinary measures such as suspension, termination, or referral to law enforcement. Discreet and timely handling of cases will be ensured, with reporting to the World Bank limited to consolidated, non-identifying data on cases received, actions taken, and outcomes.

Alongside grievance management, the project will invest heavily in training and capacity building. UNDP, UNOPS, and the IPs will deliver targeted and ongoing training for staff, partners, and stakeholders, with a focus on SEA/SH risk awareness, safe and confidential reporting, referral pathways, and reinforcement of the Code of Conduct. This training will be complemented by refresher sessions throughout the project cycle to ensure that readiness and responsiveness remain strong.

Awareness-raising and community engagement will also form a core part of the strategy. Regular campaigns will be conducted to ensure that all community members, particularly women and vulnerable groups, are aware of their rights, know how to report grievances, and understand the services available to them. These campaigns will specifically include the dissemination of information on the legal rights of beneficiaries to strengthen their protection and empower them to act if violations occur. Moreover, the project will guarantee equitable participation of women and vulnerable groups in project-related consultations and employment opportunities, thereby ensuring that engagement goes beyond awareness and extends into meaningful involvement in decision-making and access to benefits. Community engagement will further emphasize the role of women-led groups, vulnerable households, and local community structures in reducing risks, strengthening prevention measures, and building trust in the GM.

The GM for the I-WISE Project will be multi-tiered, allowing for various entry points and resolution levels to ensure accessibility and effectiveness for all stakeholders, including vulnerable groups. The mechanism will be designed to be culturally appropriate, transparent, and responsive to community needs.

7. Monitoring and Reporting

7.1. Summary of How SEP Will Be Monitored and Reported Upon

The SEP will be monitored based on both qualitative reporting (based on progress reports) and quantitative reporting linked to results indicators on stakeholder engagement and grievance performance.

SEP reporting will include the following:

- (i) Progress reporting on the ESS10-Stakeholder Engagement commitments under the Environmental and Social Commitment Plan (ESCP)
- (ii) Cumulative qualitative reporting on the feedback received during SEP activities, in particular (a) issues that have been raised that can be addressed through changes in project scope and design, and reflected in the basic documentation such as the Project Appraisal Document, Environmental and Social Assessment, Resettlement Plan, Indigenous Peoples Plan, or SEA/SH Action Plan, if needed; (b) issues that have been raised and can be addressed during project implementation; (c) issues that have been raised that are beyond the scope of the project and are better addressed through alternative projects, programs or initiatives; and (d) issues that cannot be addressed by the project due to technical, jurisdictional or excessive cost-associated reasons. Minutes of meetings summarizing the views of the attendees can also be annexed to the monitoring reports.
- (iii) Quantitative reporting based on the indicators included in the SEP. An illustrative set of indicators for monitoring and reporting is included in Annex 3.

7.2. Reporting Back to Stakeholder Groups

The SEP will be revised and updated as necessary during project implementation. Quarterly 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 project managers. Specific mechanisms to report back to stakeholders will include:

- Number of consultation meetings and public discussions held within the reporting period (quarterly or bi-annual), disaggregated by location and participant type (including women and vulnerable groups).
- Frequency and coverage of public engagement activities, including settlements in remote or underserved areas within the project area of influence.
- Number and type of grievances received within the reporting period, and the proportion resolved within 14 days timeline, covering both the community GM and labor GM.
- Number of press or communication materials published/broadcast in local, regional, and national media.

Feedback to communities will be provided through public/community meetings, basin committee briefings, direct communication, and grievance channels. These channels will ensure that stakeholders, including those in remote areas, are informed of project progress, decisions, and grievance outcomes.

8. Annexes

Annex 1: Template to Capture Consultation Minutes

Stakeholder (Group or Individual)	Summary of Feedback	Response of Project Implementation Team	Follow-up Action/Next Steps

Annex 2: SEP Budget Table⁵

The following budget is a provisional collective estimate covering all three UN agencies (UNDP and UNOPS). Each agency will allocate and manage its share of resources within its respective project components.

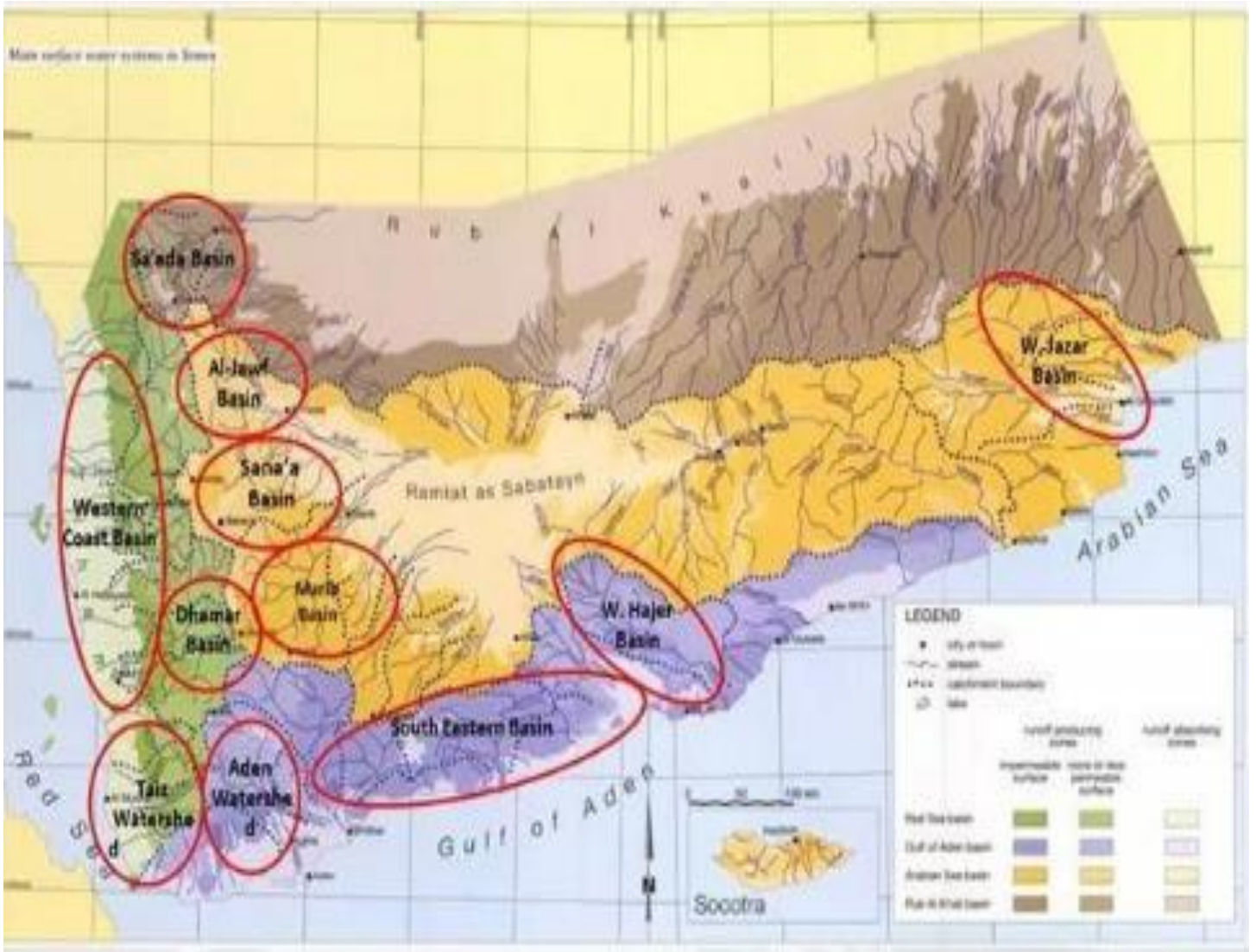
Stakeholder Engagement Activities	Quantity	Unit Cost (US\$)	Times/Years	Total Cost (US\$)	Remarks
Staff/Consultants salaries	-	-	-	-	Covered under Project Consulting Service Budget
Training on Stakeholder Engagement and GM	Lump sum	-	Annual/As needed	10,000.00	
Stakeholder/Community Meetings in project areas	Lump sum	-	Annual/As needed	10,000.00	
Meetings with District & Governorate Officials	2 meetings/year	500	5 years	5,000.00	Institutional engagement
Travel expenses (field visits, consultations)	Lump sum	-	Quarterly	80,000.00	
Communication materials (posters, brochures, flyers, billboards, website updates)	Lump sum	-	Annual	5,000.00	
GM expenses (committee meetings, follow-up, hotline costs)	Lump sum	-	Annual	10,000.00	GM operation & monitoring
TOTAL STAKEHOLDER ENGAGEMENT BUDGET:				120,000.00	

⁵ This budget is a provisional/referential estimate and should not be considered final or fully accurate. It provides an indicative allocation of resources for stakeholder engagement and grievance redress activities collectively across all participating agencies (UNDP, UNOPS, and Implementing Partners). Each agency will manage its own share of resources for SEP and GM implementation within its respective project components.

Annex 3: Monitoring and Reporting on the SEP

Key evaluation questions	Specific Evaluation questions	Potential Indicators	Data Collection Methods
<p>GM. To what extent have project-affected parties been provided with accessible and inclusive means to raise issues and grievances? Has the implementing agency responded to and managed such grievances?</p>	<ul style="list-style-type: none"> • Are project-affected parties raising issues and grievances? • How quickly/effectively are the grievances resolved? 	<ul style="list-style-type: none"> • Usage of GM and/or feedback mechanisms • Requests for information from relevant agencies. • Use of suggestion boxes placed in the villages/project communities. • Number of grievances raised by workers, disaggregated by gender of workers and worksite, resolved within a specified time frame. • Number of Sexual Exploitation, and Abuse/Sexual Harassment (SEA/SH) cases reported in the project areas, which were referred for health, social, legal and security support according to the referral process in place. (if applicable) • Number of grievances that have been (i) opened, (ii) opened for more than 30 days, (iii) resolved, (iv) closed, and (v) number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant. 	<p>Records from the implementing agency and other relevant agencies</p>
<p>Stakeholder engagement impacts on project design and implementation. How have engagement activities made a difference in project design and implementation?</p>	<ul style="list-style-type: none"> • Were there interests and support for the project? • Were there any adjustments made during project design and implementation based on the feedback received? • Was priority information disclosed to relevant parties throughout the project cycle? 	<ul style="list-style-type: none"> • Active participation of stakeholders in activities • Number of actions taken in a timely manner in response to feedback received during consultation sessions with project affected parties. • Number of consultation meetings and public discussions where the feedback and recommendation received is reflected in project design and implementation. • Number of disaggregated engagement sessions held, focused on at-risk groups in the project. 	<p>Stakeholder Consultation Attendance Sheets/Minutes</p> <p>Evaluation forms</p> <p>Structured surveys</p> <p>Social media/traditional media entries on the project results</p>
<p>Implementation effectiveness. Were stakeholder engagement activities effective in implementation?</p>	<ul style="list-style-type: none"> • Were the activities implemented as planned? Why or why not? • Was the stakeholder engagement approach inclusive of disaggregated groups? Why or why not? 	<ul style="list-style-type: none"> • Percentage of SEP activities implemented. • Key barriers to participation identified with stakeholder representatives. • Number of adjustments made in the stakeholder engagement approach to improve projects' outreach, inclusion and effectiveness. 	<p>Communication Strategy (Consultation Schedule)</p> <p>Periodic Focus Group Discussions</p> <p>Face-to-face meetings and/or Focus Group discussions with Vulnerable Groups or their representatives</p>

Annex 4: Project Map



Annex 5: Photo Documentation of Consultation Workshops

This annex provides photographic documentation of the stakeholder consultation workshops conducted under the project between July–November 2025.



**Joint Stakeholder Consultation Workshop for Wadi Tuban in Aden – UNDP and UNOPS
(August 3, 2025)**



Stakeholder Consultation with CAMA in Aden – UNDP (October 30, 2025)



Stakeholder Consultation with MoAIF in Aden – UNDP (November 2, 2025)



Stakeholder Consultation with CECS in Aden – UNDP (November 2, 2025)



Stakeholder Consultation with GSMRB in Aden – UNDP (November 3, 2025)





Annex 6: Media Coverage of Stakeholder Consultations

Stakeholder Consultation with MoWE in Aden – UNDP (July 30, 2025)

[رئاسة مجلس الوزراء - الوزير الشرجي يبحث مع البرنامج الإنمائي آليات تنفيذ مشاريع المياه والبيئة](#)

Joint Stakeholder Consultation Workshop for Wadi Tuban in Aden – UNDP and UNOPS (August 3, 2025)

[رئاسة مجلس الوزراء - وزير المياه يفتتح ورشة عمل تشاورية لمشروع تحسين إدارة المياه والري في وادي تبان](#)

Annex 7: Attendance sheet from Stakeholder Consultation

Stakeholder Consultation in Wadi Tuban – UNOPS (July 14, 2025)



Stakeholder
Consultation in Wadi

Stakeholder Consultation with the IPs in Aden – UNDP (July 28, 2025)



Stakeholder
Consultation with the

Joint Stakeholder Consultation Workshop for Wadi Tuban in Aden – UNDP and UNOPS (August 3, 2025)



Joint Stakeholder
Consultation Works

Stakeholder Consultation with the CAMA, CECS, and GSMRB in Aden – UNDP (October 30 – November 5, 2025)



Stakeholder
Consultation with the

Annex 8: Stakeholder Consultation Summary

UNDP - Conducted Consultation with Implementing Partners (IPs) – Senior Management

On 22 July 2025, UNDP conducted a stakeholder consultation in Aden at the UNDP Office with its key Implementing Partners (IPs), namely the Social Fund for Development (SFD), the Public Works Project (PWP), and the Urban Water Supply Project Management Unit (UWS-PMU). The meeting brought together 16 participants, including 3 women, representing management and senior officers of the IPs. The objective of the consultation was to present the project's objectives, components, and expected outcomes, while also gathering feedback from IPs to inform project design and implementation.

The consultation emphasized four main themes: project objectives and communication, sub-project selection criteria, timelines and preparatory work, and inclusion of vulnerable groups. Stakeholders expressed appreciation for being engaged early in the design process and highlighted the importance of clear, continuous communication. Concerns were also raised regarding the criteria for sub-project selection, the need for sufficient preparatory work, and the meaningful inclusion of disadvantaged groups such as women, IDPs, and marginalized households.

Consultation Results:

- Stakeholders welcomed the early engagement and emphasized the importance of transparent communication regarding project objectives, components, and outcomes.
- IPs requested greater clarity on the criteria and process for identifying and prioritizing sub-projects.
- Concerns were raised about the timelines and the need for preparatory work such as technical studies and safeguards assessments before implementation.
- Participants highlighted the importance of ensuring the inclusion of vulnerable groups in both planning and implementation stages.

Agreed Follow-up / Recommendations:

- The project team confirmed that clear and continuous communication will be maintained through regular update meetings.
- Sub-project selection criteria will be developed jointly with IPs and validated with community representatives to ensure transparency and fairness, drawing on thematic criteria such as IPC classification, population density, and the presence of IDPs.
- Technical studies and safeguards assessments will be conducted before implementation to minimize risks and ensure quality outcomes.
- Specific measures will be introduced to guarantee the participation of vulnerable and disadvantaged groups, including gender-responsive consultations and targeted outreach strategies.

UNDP - Conducted Consultation with Implementing Partners (IPs) – Technical and ESRM

On 28 July 2025, UNDP conducted a stakeholder consultation in Aden at the UNDP Office with the technical and Environmental and Social Risk Management (ESRM) teams of its Implementing Partners (SFD, PWP, and UWS-PMU). A total of 13 participants, including 4 women, attended. The meeting focused on strengthening coordination between IPs, addressing environmental and social risk management challenges, and ensuring inclusivity and cultural sensitivity in project design and implementation.

The discussions highlighted the need for effective coordination among IPs, improved quality and efficiency in the clearance of Environmental and Social Action Plans (ESAPs), and practical mechanisms to ensure sustainability and community ownership of sub-projects. Gender inclusion, stakeholder consultations, and conflict-sensitive approaches for water management were also key areas of concern.

Consultation Results:

- **Coordination Between IPs and Implementation Modality:** Stakeholders noted limited coordination among IPs. It was agreed to establish a Project Coordination Committee to oversee collaboration, supported by monthly coordination meetings (later shifting to bi-monthly) and annual joint work planning. This will ensure clarity on sequencing, responsibilities, and location-based implementation.
- **Environmental and Social Risk Management:** Challenges in preparing and clearing ESAPs were raised, including low quality of initial submissions, missing data, and delays due to multiple separate submissions. To address this, UNDP will group sub-projects to reduce submission volume, introduce an ESRAC system for low-risk sub-projects, and prepare quarterly/bi-annual submission plans with IPs. Standardized templates, a WB-cleared ESAP format, and targeted capacity-building will be provided. The goal is to achieve WB clearance within one or two rounds of review.
- **ESF Requirements:** IPs requested clarity on all ESF requirements. UNDP confirmed that all requirements will be outlined in a comprehensive framework, and a workshop will be organized to explain ESF instruments (SEP, SMP, LMP, etc.) and their application in practice.
- **High-Risk Sub-projects (e.g., dams over 15m):** Recognized as carrying significant OHS and social risks. These will require full ESIA, with strong mitigation and monitoring measures.
- **Water Conflicts (Upstream vs. Downstream):** Risks of reduced downstream flow and conflicts were highlighted. The project will establish water committees, apply conflict-sensitive design, and ensure equitable allocation of water across communities.
- **Stakeholder Consultations:** Concerns were raised about photos of women during consultations due to cultural sensitivities. It was agreed that photos will not be required for ESAPs; instead, gender-disaggregated attendance, feedback, and key issues will be documented.

- **Community Ownership and Maintenance:** Sustainability will be strengthened by involving communities from the outset in need identification, planning, and implementation. Training will be provided to community committees on operation and maintenance of infrastructure.
- **Women’s Participation and Inclusion:** While many sub-projects are labor-intensive, opportunities will be created for women by designing women-friendly roles, providing training, and leveraging successful models such as PWP’s women community contractors (50 trained, 20 licensed and active). Their contact lists will be used for future sub-projects.
- **Cultural and Traditional Sensitivities:** The project team reaffirmed that all activities will respect local cultural and traditional norms.

Agreed Follow-up / Recommendations:

- Establish a Project Coordination Committee to manage IP coordination.
- Group ESAP submissions, apply ESRAC for low-risk sub-projects, and standardize templates.
- Organize an ESF requirements workshop for IPs.
- Require full ESIA for substantial-risk sub-projects (e.g., dams).
- Engage communities to prevent upstream-downstream water conflicts.
- Document consultations without photos to respect cultural sensitivities.
- Train community committees for O&M of infrastructure.
- Expand women’s participation by creating tailored opportunities and drawing on PWP’s contractor experience.

UNDP - Conducted Consultation with Ministry of Water and Environment (MoWE)

On 31 July 2025, UNDP conducted a high-level stakeholder consultation at the Ministry of Water and Environment (MoWE) office in Aden. The meeting was chaired by the Minister of Water and Environment and attended by the Deputy Ministers for the Water and Environment Sectors, the UWS-PMU Director of Contracts and Consultations, the PMU General Director, and the Climate Unit Director. A total of 10 participants, including 2 women, were present.

The consultation focused on clarifying institutional roles, addressing potential social tensions, ensuring community health and safety, and embedding long-term development and climate resilience into the project’s design and implementation.

Consultation Results:

- **Clarity of Roles and Responsibilities:** The Minister emphasized the need for clearly defined roles and responsibilities for all parties, including UN agencies, local implementers, government entities, stakeholders, and beneficiaries. UNDP confirmed that a formal document will be developed during the project design phase to define these roles and ensure transparency and accountability.

- **Avoiding Social Tensions from Project Targeting:** Concerns were raised about targeting specific areas while unmet needs exist nationwide, which could create social tensions. It was agreed that coordination with MoWE and its branch offices will be central to ensuring fairness and transparency. Sub-project selection will be based on assessed needs, and multi-level consultations will be conducted with both national authorities and direct beneficiaries.
- **Strategic Vision and Development Impact:** The project was recognized as an important intervention to meet urgent community needs while also contributing to broader development goals. UNDP confirmed its commitment to aligning project interventions with long-term national development strategies and vision.
- **Climate Considerations:** The Climate Unit stressed that climate change impacts must be fully integrated into project design. UNDP confirmed that the Climate Co-Benefits (CCB) approach will be applied, ensuring activities support both resilience and sustainability.
- **Community Awareness and Engagement:** Participants emphasized the importance of community understanding of project objectives, targeting rationale, and feedback mechanisms. UNDP committed to continuous stakeholder consultations throughout the project cycle, with issues addressed through the established Grievance Mechanism (GM) and needs assessments conducted jointly with government authorities.

Agreed Follow-up / Recommendations:

- Develop a formal roles and responsibilities framework for all actors.
- Coordinate closely with MoWE and its branch offices to ensure fair targeting and avoid social tensions.
- Apply site-specific mitigation and awareness measures to address health and safety risks.
- Align interventions with national development strategies for long-term impact.
- Mainstream climate change adaptation and resilience measures through the CCB approach.
- Strengthen community awareness, consultations, and GM use to ensure accountability and transparency.

UNDP and UNOPS – Conducted Joint Stakeholder Consultation Workshop for Wadi Tuban in Aden

On 3 August 2025, UNDP and UNOPS organized a joint stakeholder engagement workshop at the Panorama Hotel in Aden. The workshop brought together representatives from the Ministry of Water and Environment (MoWE), Ministry of Agriculture, Irrigation and Fisheries (MoAIF), Implementing Partners (SFD, PWP, UWS-PMU), Water User Associations (WUAs), Irrigation Councils (ICs), Agricultural Cooperatives (ACs), local CSOs, and basin committee representatives. A total of 62 participants attended, including 16 women.

The workshop aimed to present the project’s objectives, components, and expected outcomes; discuss potential environmental and social impacts; raise awareness of grievance mechanisms; and ensure inclusivity and equitable participation of all stakeholders, including women, IDPs, and vulnerable groups.

Consultation Results:

- **Project Indication (Components and Objectives):** Participants agreed that the project would improve livelihoods through better water use, land protection, enhanced farming capacity, job creation, and improved incomes. They stressed the need for fair water distribution, irrigation repair, and active engagement of Water User Associations. The project team confirmed that water use optimization, irrigation system rehabilitation, and farmer capacity building would be prioritized, with equitable benefits ensured through stakeholder engagement and WUA support.
- **Potential Environmental and Social Impacts:** Most participants expressed confidence in the project’s positive impacts if implemented with accurate studies, proper safeguards, and strong monitoring. Some noted potential risks, including air and water pollution, climate impacts, and groundwater contamination if sanitation projects are nearby. The project team committed to conducting ES assessments, applying mitigation measures in line with the ESF, and safeguarding water, soil, and biodiversity resources.
- **Awareness of Grievance Mechanisms (GM):** Participants showed strong awareness of multiple GM channels (hotlines, complaint boxes, direct communication with IPs, emails, WhatsApp, social media, local authorities, and associations). They emphasized the need for local-level accessibility, designated community focal points, and diverse methods for inclusiveness. The project team confirmed that multiple grievance channels will be publicized, focal points established, and timely resolution of complaints ensured.
- **Inclusivity and Equitable Participation:** Participants highlighted that inclusivity of women, men, IDPs, elderly, persons with disabilities, and marginalized groups is critical for project success. Women’s role in agriculture, particularly in Wadi Tuban, was emphasized, along with the potential of IDPs as a labor force and the value of elderly farmers’ knowledge. The project confirmed that inclusive measures will be embedded, with gender-responsive consultations and safeguards to ensure all groups benefit.
- **Women’s Economic Empowerment:** Stakeholders noted the project’s potential to significantly enhance women’s economic conditions by increasing their income, participation, and leadership in agriculture. They stressed setting participation targets, supporting women-led initiatives, and ensuring fair benefit distribution. The project team confirmed that women’s empowerment will be mainstreamed through training, capacity building, and gender-responsive indicators to track results and sustain impact.

Agreed Follow-up / Recommendations:

- Prioritize equitable water distribution and irrigation repair with active WUA engagement.
- Conduct comprehensive ES assessments and apply mitigation to prevent negative environmental and social impacts.
- Strengthen and diversify grievance mechanisms with clear community focal points.
- Guarantee inclusivity and equitable participation across all groups, including vulnerable populations.
- Mainstream women's economic empowerment with specific targets, training, and monitoring indicators.

UNDP - Conducted Consultation with UWS-PMU

On 12 August 2025, UNDP held a consultation meeting with the Urban Water Supply Project Management Unit (UWS-PMU) at the PMU Office in Aden. A total of 11 participants attended, including 4 women.

The meeting served to introduce the PMU team, discuss collaboration modalities, and ensure alignment with World Bank (WB) and UNDP safeguard requirements.

Consultation Results:

- **Introduction and Alignment:** UWS-PMU presented their staff structure, current activities, and readiness to engage in project implementation. They emphasized their commitment to aligning with WB and UNDP standards.
UNDP confirmed its support in establishing collaboration mechanisms from the outset to ensure smooth implementation.
- **Environmental and Social Risk Management (ESRM):** The PMU acknowledged the need for clear procedures and updated manuals for ESRM application.
UNDP committed to reviewing and updating manuals, frameworks, and guidelines with the PMU to ensure compliance with the Environmental and Social Framework (ESF).
- **Grievance Mechanism (GM):** PMU stressed the importance of having an accessible and effective GM prior to start-up.
The project team confirmed that GM procedures will be finalized, publicized, and adapted to ensure inclusivity and responsiveness in all target areas.
- **GBV/SEA/SH Safeguards:** PMU highlighted the need for awareness and preparedness to address risks of GBV, SEA, and SH.
UNDP committed to delivering targeted capacity-building sessions and incorporating preventive and responsive measures in all project frameworks.
- **Capacity Building and Operational Readiness:** PMU expressed the need for tailored training to strengthen staff knowledge on ESRM, safeguards, and operational procedures.

UNDP confirmed that structured capacity-building sessions will be conducted on ESRM, GM, and GBV/SEA, while clear guidelines will be jointly developed and operationalized before project start-up.

Agreed Follow-up / Recommendations:

- Joint review and update of all PMU operational manuals, frameworks, and guidelines.
- Establish a structured collaboration mechanism (coordination meetings, clear lines of communication).
- Conduct targeted training on ESRM, GM, and GBV/SEA/SH safeguards.
- Ensure all procedures and tools are finalized before field implementation.

UNOPS – Conducted Stakeholder Consultation in Wadi Tuban

Total number of participants: 63 (51 male, 12 female)

Key stakeholders consulted: MoWE, WUA members, local CSOs, basin committee reps

The date of the consultations: 14 July 2025

The key findings: The key points expressed by stakeholders:

- Sanitation: There is a strong interest in expanding sanitation services, particularly in the wadi areas, to improve public health and prevent pollution.
- Water Supply and Coverage: A comprehensive study is needed to extend water, sanitation, and hygiene (WASH) services to all populated areas along the Wadi. Additionally, stakeholders suggested completing unfinished drinking water supply schemes to make them operational.
- Quality Control: The technical specifications outlined in assessment studies must be strictly followed by contractors and closely monitored by all partners to ensure the project's success and beneficiary satisfaction.
- Communication & Reporting: Stakeholders requested stronger communication channels between central coordination and field teams, as well as clearer guidance on reporting formats, timelines, and data-sharing.
- Operational Challenges: Concerns were raised about delays in funding and procurement, which could impact project timelines. Challenges were also noted regarding site access due to security, logistical issues, or local restrictions.

Capacity Building: There is a need for more technical training and support for local staff.

During the consultation UNOPS team discussed the following topics with participants:

Climate Action and Sustainability:

- UNOPS has developed a comprehensive Climate Strategy and Action Plan for 2025-2029 to guide its efforts in climate mitigation and adaptation.
- UNOPS aims to integrate climate risk screening into 100% of its infrastructure projects by 2030.

- UNOPS is working to reduce damage to critical infrastructure and essential services from climate-induced hazards.
- UNOPS plans to explore carbon removal projects (technology-based and nature-based solutions) to address hard-to-abate emissions.
- UNOPS integrates climate change considerations into projects, such as improving WASH infrastructure to reduce exposure to climate-induced diseases, rehabilitating roads and parks for flood mitigation and urban heat island effect reduction, and replacing fossil fuel-based electricity with renewable energy.
- UNOPS committed to climate neutrality and offset emissions using certified emission reductions.

Project Implementation and Management:

- UNOPS acts as an implementing agency within the UN system, bridging climate policies with practical implementation.
- UNOPS manage projects that contribute to various Sustainable Development Goals (SDGs), including poverty eradication, water and sanitation, affordable and clean energy, and sustainable cities and communities.
- UNOPS has implemented 895 sub-projects, with a focus on tertiary municipal services, road rehabilitation, water and sanitation infrastructure, electricity provision for critical services, and solid waste management.
- UNOPS engage in capacity-building activities for local institutions to enable them to manage their activities and assets independently.
- UNOPS emphasizes stakeholder engagement, establishing plans and conducting consultations throughout the project cycle.
- UNOPS has a GIS platform to display sub-project status and interventions, and a Grievance Mechanism (GM) for beneficiaries to communicate concerns.

Partnerships and Technology:

- UNOPS prioritizes partnerships with national authorities, UN entities, intergovernmental institutions, and regional/multilateral financing institutions to amplify climate efforts.
- UNOPS collaborates with the private sector for disaster risk reduction tools, early warning systems, carbon accounting platforms, and sustainable infrastructure.
- Technology is a key enabler, with UNOPS utilizing platforms like Impact for corporate emissions data management and exploring automation tools for value chain emissions calculations.
- UNOPS is enhancing ERP capabilities for product carbon footprint assessments and expanding Geographic Information Systems (GIS) to map project-specific climate risks.

UNDP - Conducted Consultation with the Civil Aviation and Meteorological Authority (CAMA)

On 30 October 2025, UNDP held a stakeholder consultation with the Civil Aviation and Meteorological Authority (CAMA) under the Ministry of Transport. The meeting gathered eight participants, including one woman, representing key technical and management staff. The discussion focused on strengthening climate and water data systems, addressing technical capacity needs, ensuring integration with existing infrastructure, and maintaining effective coordination mechanisms. CAMA emphasized that developing a reliable and integrated Climate

and Water Information Management System is a top institutional priority, noting challenges with outdated data, limited monitoring coverage, and insufficient early warning capabilities.

UNDP confirmed that Component 1 of the project directly responds to these priorities through data recovery, consolidation, digitization, and system enhancement. CAMA also highlighted the need for tailored technical training in data management, monitoring station operation, and climate-water modeling. UNDP agreed to conduct a capacity needs assessment to inform targeted training and explore options for upgrading equipment in coordination with national priorities.

CAMA requested early involvement in project design and technical planning, particularly in selecting observation station locations and technical specifications to ensure alignment with national systems. UNDP confirmed CAMA's inclusion in the design and planning stages. The institution also reaffirmed its commitment to gender inclusion, noting that women already participate in technical units without social or institutional barriers; an approach that UNDP will continue to promote through gender-responsive engagement.

Agreed Follow-up / Recommendations:

- Integrate CAMA into the early design and planning of CWIMS to ensure alignment with existing national networks.
- Conduct a detailed capacity needs assessment and develop tailored training programs.
- Ensure gender-responsive participation throughout implementation.
- Ensure full compliance with land and GM procedures under UNDP and World Bank standards.

UNDP - Consultation with the Centre of Environmental and Climate Studies (CECS), Aden University

On 2 November 2025, UNDP conducted a stakeholder consultation with the Centre of Environmental and Climate Studies (CECS) at Aden University. The meeting brought together eleven participants, including four women, representing the Director of the Training Unit, Director of the Centre, Director of the Consulting Department, Secretary of the Centre, Director of Studies and Research, and other technical staff members.

CECS confirmed that this type of project is a high priority for the community, farmers, and government institutions, emphasizing that improved climate and water information systems are essential for climate-resilient agriculture, water management, and national planning. UNDP acknowledged CECS's assessment and confirmed that the project directly responds to these national and community priorities related to climate resilience, sustainable water use, and agricultural productivity.

The Centre further stressed that ensuring long-term project sustainability requires strong capacity-building activity targeting staff and entities involved in data collection, analysis, and system operation. UNDP confirmed that capacity development is a core component of the project, with tailored technical and managerial training to be provided for relevant institutions and personnel.

Regarding operation and maintenance (O&M), CECS recommended that the project establish or strengthen O&M teams to ensure the continuous functionality of infrastructure and data systems after implementation. UNDP agreed on the importance of post-implementation sustainability and confirmed that maintenance mechanisms and institutional roles will be clearly integrated into the project design. Finally, CECS proposed enhancing collaboration and knowledge exchange with national capacity-building institutions and expressed readiness to share their expertise and research experience in climate and environmental studies.

Agreed Follow-up/Recommendations:

- Ensure post-implementation O&M mechanisms are clearly defined and institutionalized.
- Establish collaboration and knowledge-sharing arrangements with CECS and other research institutions.

UNDP - Consultation with the Yemen Geological Survey and Mineral Resources Board (GSRMB)

On 3 November 2025, UNDP conducted a stakeholder consultation with the Yemen Geological Survey and Mineral Resources Board (GSRMB) under the Ministry of Oil and Minerals. The meeting brought together nine participants, including two women, representing the Head of GSRMB, the Deputy Head, the Head of the Information Management Unit, the Information Management Officer, and other technical staff members.

GSRMB confirmed that this type of project is a high priority for the community and will generate significant institutional benefits. UNDP acknowledged the importance of the intervention and confirmed that it aligns closely with national and local development priorities, particularly in strengthening data systems. Participants emphasized the importance of regular coordination and engagement during implementation, noting that in previous projects they were often consulted only for information and not fully engaged throughout the process. UNDP agreed to ensure continuous collaboration and engagement with GSRMB during all phases of the project to enhance ownership and participation.

GSRMB also stressed the need for a strong capacity-building component to strengthen staff skills and ensure effective performance and sustainability of project outcomes. UNDP confirmed that capacity building and technical training for partners form an integral part of the project and will be implemented to support long-term institutional capacity. The institution further expressed its readiness to collaborate with UNDP and other authorities to facilitate smooth and effective implementation. UNDP welcomed this commitment and confirmed that collaboration will be formalized through regular joint coordination and reporting mechanisms. Finally, GSRMB confirmed that the project is not expected to generate any social or community conflicts. UNDP took note of this assurance and reaffirmed its commitment to maintaining a conflict-sensitive and inclusive approach throughout implementation.

Agreed Follow-up / Recommendations:

- Maintain continuous coordination and engagement with GSRMB throughout project design and implementation.
- Integrate targeted capacity-building and technical training for GSRMB staff.
- Establish formal collaboration and joint reporting mechanisms between UNDP and GSRMB.

UNDP - Consultation with the Urban Water Supply Project Management Unit (UWS-PMU)

On 5 November 2025, UNDP conducted a stakeholder consultation with the Urban Water Supply Project Management Unit (UWS-PMU) under the Ministry of Water and Environment – Hadramout Branch. The meeting brought together five participants, including two women, representing the Head of UWS-PMU, the Coordinator, and the Technical Specialist.

Discussions began with the clarification of roles and responsibilities under both Component 1 and Component 2 of the project. PMU and UNDP agreed on the importance of clearly defining who will lead, support, and coordinate specific activities to ensure smooth and efficient implementation. UNDP confirmed that detailed roles and deliverables for each component will be outlined in the updated plan and coordination framework to avoid overlaps and ensure accountability.

The teams also discussed the implementation modality, focusing on operational coordination between PMU-UWS, local partners, and other implementing entities. It was agreed that a joint implementation plan will be finalized to define timelines, communication channels, and reporting procedures to ensure effective coordination among all partners.

PMU shared their previous experience in Wadi Hajer, outlining key achievements and lessons learned that could inform current project implementation. UNDP appreciated these insights and emphasized the importance of integrating successful practices and lessons learned into the project’s design and delivery.

Discussions also addressed social inclusion and community engagement, with PMU highlighting the need to ensure meaningful participation of affected populations in project planning and implementation. UNDP confirmed that inclusive participation, gender responsiveness, and stakeholder engagement are core principles of the project and committed to providing continued guidance on social inclusion plans. Finally, the meeting reviewed the Grievance Mechanism (GM) and explored opportunities to enhance its accessibility and responsiveness. UNDP confirmed that the GM will be strengthened through multiple accessible channels and regular monitoring to ensure transparency, accountability, and effective handling of community concerns.

Agreed Follow-up / Recommendations:

- Clearly define roles and responsibilities for each project component in the updated plan and coordination framework.
- Strengthen social inclusion and gender-responsive stakeholder engagement throughout implementation.
- Enhance the accessibility and effectiveness of the Grievance Mechanism through regular monitoring and feedback loops.