



STAKEHOLDER ENGAGEMENT PLAN AND GRIEVANCE REDRESS MECHANISM

*Mainstreaming Natural Resource Management and
Biodiversity Conservation Objectives into Socio-Economic
Development Planning and Management of Biosphere
Reserve in Vietnam*

September 2023

QUALITY INFORMATION

Document: Biosphere Stakeholder Engagement Plan

Date: 5 September 2023

Prepared by: Phillip Hawes

Revision History

Revision	Revision Date	Details
0	3 May 2022	Draft for CO inputs
1	27 July 2022	Incorporation of inputs from CO
2	26 August	Addressing comments from CO/PMU
3	26 September 2022	Update for submission
4	5 September 2023	Minor amendments

Contents

Quality Information.....	2
1 Introduction.....	5
1.1 Overview of the Project.....	5
1.1.1 Purpose of this Document.....	7
2 Regulations and Requirements.....	8
2.1 UNDP requirements.....	8
2.2 GEF requirements.....	9
2.2.1 Information Disclosure.....	9
2.2.2 Stakeholder Engagement.....	9
2.2.3 Grievance Redress Mechanisms (GRM).....	10
2.3 GoV requirements.....	10
3 Summary of Previous Stakeholder Engagement Activities.....	12
4 Project Stakeholders.....	14
4.1 Stakeholder Analysis.....	14
4.1.1 Project Stakeholder Register.....	Error! Bookmark not defined.
5 Stakeholder Engagement Programme.....	20
6 Timetable.....	35
7 Resources and Responsibilities.....	36
8 Grievance Mechanism.....	38
9 Monitoring and Reporting.....	39
Appendix One – Stakeholder Register.....	1
Appendix Two – Grievance Redress Mechanism.....	2
1 Introduction.....	2
1.1 PURPOSE OF THE GRIEVANCE REDRESS MECHANISM.....	2
2 Project GRM.....	2
2.1.1 GRM Sub-Committee.....	2
2.2 GRM Processes.....	3
2.2.1 Communicating a Grievance.....	3
2.2.2 Logging, Acknowledgment, and Tracking.....	4
2.2.3 Maintaining Communication and Status Updates.....	5

2.2.4	Investigation and Consensus Building.....	5
2.2.5	Overseeing Implementation - Monitoring and Evaluation	5
2.2.6	Disclosure of GRM and its operations.....	6
2.2.7	Without Prejudice	6
3	External Resolution Mechanisms	6
3.1	UNDP’s Accountability Mechanisms	6
	GEF Conflict Resolution Commissioner	7
	Appendix Three: UNDP’s checklist of whether an activity requires FPIC	1

1 INTRODUCTION

1. The “Mainstreaming Natural Resource Management and Biodiversity Conservation Objectives into Socio-Economic Development Planning and Management of Biosphere Reserve in Vietnam Project “(BR Project) co-funded by the Government of Vietnam (GoV), United Nations Development Programme (UNDP) and Global Environmental Facility (GEF) is a five-year project that aims to address multiple threats to biodiversity and natural resources by harmonizing socio-economic development, sustainable management of natural resources and biodiversity conservation through an integrated landscape approach in the planning and management of Biosphere Reserves (BRs) in Vietnam.
2. Economic development has accelerated in recent years in Vietnam through new infrastructure developments, expanding transportation networks, tourism and socio-economic growth that is rapidly changing the landscape with consequential threats to biodiversity and ecosystem services. The project is thus aimed at addressing these multiple threats by harmonizing socio-economic development, sustainable management of natural resources and biodiversity conservation through an integrated landscape approach in the planning and management of Biosphere Reserves in Vietnam. To achieve this, actions will be taken to strengthen capacity and coordinated planning at the national and provincial levels on socio-economic development on the one hand as well as demonstrate sustainable natural resources management, biodiversity conservation and restoration, and alternative livelihood initiatives on the other.

1.1 OVERVIEW OF THE PROJECT

3. The project objective will be achieved through the implementation of three inter-related and mutually complementary Components (Project Outcomes) that are focused at addressing existing barriers. The three Outcomes of the project are:
 - Outcome 1: Regulatory and institutional framework to avoid, reduce, mitigate and offset adverse impacts on biodiversity and reduced pressures on ecosystems in Biosphere Reserves in place;
 - Outcome 2: Integrated multi sector and multi-stakeholder planning and management operational in three Biosphere Reserves to mainstream protected area management, sustainable resource use and biodiversity-friendly development; and
 - Outcome 3: Knowledge management and monitoring and evaluation support contributes to equitable gender benefits and increased awareness of biodiversity conservation..

Three project sites have been selected based on their biological importance to demonstrate the conservation of biodiversity and enhancement of ecosystem services. These sites are: (i) Cu Lao Cham - Hoi An BR; (ii) Western Nghe An BR; and (iii) Dong Nai BR. A map within target BRs is provided in

4. Figure 1.

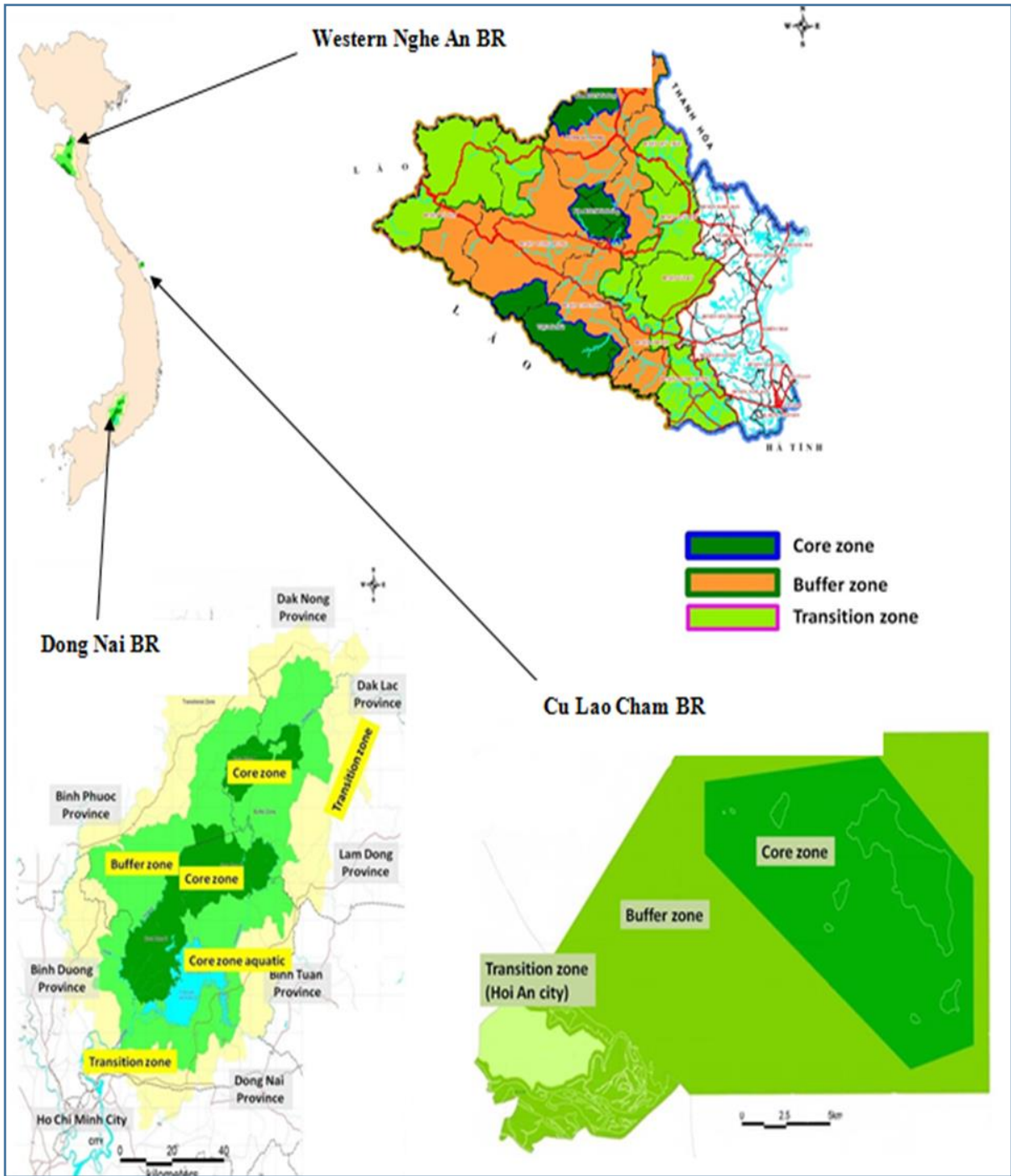


Figure 1 map of Project Biosphere Reserves

1.1.1 Purpose of this Document

5. The purpose of Stakeholder Engagement Plan (SEP) is to support the long-term sustainability of the project achievements by providing a formal document outlining the project plans to communicate with stakeholders holding interest or potential interest in the project work and objectives. The engagement plan identifies the potential stakeholders, their interest levels, power and influence, and is regularly updated to meet stakeholder circumstances.
6. The stakeholder management plan is used for: planning the engagement of stakeholders, developing strategies to reduce or eliminate resistance, valuing local knowledge and experience and creating strategies to increase sharing, support and buy-in. Because planning for stakeholder management generates activities, this plan becomes an input to other subsidiary plans.
7. The approach is based on the principles of fairness and transparency in selection of stakeholders, ensuring consultation, engagement and empowerment of relevant stakeholders comprehensively for better coordination between them from planning to monitoring and assessment of project interventions; access of information and results to relevant persons; accountability of stakeholders; implementing grievances redress mechanism and ensuring sustainability of project interventions after its completion.
8. Stakeholder involvement is guided by the objective of the enhancement of the planning and management of BRs in Vietnam to secure conservation of globally and national important biodiversity within BRs by mainstreaming biodiversity and sustainable natural resources use in socio-economic development in BR planning and management. MONRE will be instrumental in establishing collaborative links with national and provincial entities, CSOs and local communities. Provincial governments (in particular PPCs) will coordinate with provincial and local level stakeholders, may solicit the services of NGOs/Civil Society Organizations (CSOs) to implement project activities.

2 REGULATIONS AND REQUIREMENTS

2.1 UNDP REQUIREMENTS

9. UNDP is committed to meaningful, effective, and informed stakeholder engagement in the design and implementation of all UNDP projects. UNDP's commitment to stakeholder engagement arises from internal policies, procedures, and strategy documents as well as key international human rights instruments, principles, and numerous decisions of international bodies, particularly as they relate to the protection of citizens' rights related to freedom of expression and participation. UNDP also follows the UN Statement of Common Understanding on Human Rights-Based Approaches to Development Cooperation which provides for "*Participation and Inclusion: Every person and all peoples are entitled to active, free and meaningful participation in, contribution to, and enjoyment of civil, economic, social, cultural and political development in which human rights and fundamental freedoms can be realized.*"¹
10. In summary, the key UNDP Social and Environmental Standards (SES) stakeholder engagement requirements are²:
 - Ensure meaningful, effective, informed participation of stakeholders in the formulation and implementation of UNDP Programmes and Projects, providing stakeholders opportunities to express their views at all points in the Project decision-making process on matters that affect them. (SES, Part C, paras. 18, 20).
 - Conduct stakeholder analysis and engagement in a gender-responsive, culturally sensitive, non-discriminatory and inclusive manner, identifying potentially affected vulnerable and marginalized groups and providing them opportunities to participate (SES, Part C, para. 18).
 - Develop appropriately scaled Stakeholder Engagement Plans, with level and frequency of engagement reflecting the nature of the activity, magnitude of potential risks and adverse impacts, and concerns raised by affected communities (SES, Part C, para. 21).
 - Meaningful, effective, and informed consultation processes need to be free of charge and meet specified criteria, including free of intimidation and external manipulation; initiated early and iterative; inclusive; gender and age responsive; culturally appropriate and tailored to language preferences; and based on timely disclosure of relevant, accessible information regarding the project and its social and environmental risks and impacts (SES, Part C, para. 20).
 - Include differentiated measures to allow effective participation of disadvantaged or vulnerable groups, including persons with disabilities (SES, Part C, para. 20).
 - Undertake measures to ensure effective stakeholder engagement occurs where conditions for inclusive participation are unfavourable (SES, Part C, para. 18).
 - Document consultations and report them in accessible form to participants and the public (SES, Part C, paras. 20, 28).
 - Ensure early and iterative meaningful stakeholder engagement throughout the assessment and management of potential social and environmental risks and impacts (SES, Part C, para. 16).
 - Ensure that stakeholders who may be adversely affected by the project can communicate concerns and grievances through various entry points, including when necessary, an effective project-level grievance mechanism, and also UNDP's Stakeholder Response Mechanism and Social and Environmental Compliance Unit (SES, Part C, paras. 23-26, 37).

¹ Available at <http://hrbportal.org/the-human-rights-based-approach-to-development-cooperation-towards-a-common-understanding-among-un-agencies>.

² UNDP (2020), Guidance Note – UNDP Social and Environmental Standards – Stakeholder Engagement

- For projects that affect rights, lands, territories, resources, and traditional livelihoods of indigenous peoples, ensure meaningful consultations and free, prior informed consent (FPIC) (SES, Part C, para. 22; SES, Standard 6, para. 10).
- For projects that may involve physical or economic displacement, ensure activities are planned and implemented collaboratively with meaningful and informed participation of those affected (SES, Standard 5).
- Provide ongoing reporting to affected communities and individuals for projects with significant adverse social and environmental impacts (SES, Part C, para. 34).
- Seek to identify, reduce and address the risk of retaliation and reprisals against people who may seek information on and participation in project activities, express concerns and/or access project-level grievance redress processes/mechanisms or UNDP's Stakeholder Response Mechanism or Social and Environmental Compliance Unit (SES, Part C, para. 27).
- Ensure that stakeholder analysis and engagement are conducted in a gender-responsive, culturally sensitive, non-discriminatory and inclusive manner, identifying potentially affected vulnerable and marginalized groups and providing them opportunities to participate. (SES, Part C, para. 18).

2.2 GEF REQUIREMENTS

2.2.1 Information Disclosure

11. The Instrument for the Establishment of the Restructured Global Environment Facility (the "Instrument") states in part, in paragraph 5, that the GEF operational policies, with respect to GEF-financed projects, "shall provide for full disclosure of all non-confidential information." 2. In disclosing information associated with its operations, the GEF has followed what can be characterized as "best practices," 1 disclosing all non-confidential information related to the GEF's operations and policy making processes.
12. The GEF Agencies disclose information on their GEF-financed projects and activities on the basis of their respective disclosure policies. In principle, all relevant information regarding the organization, its projects and operations are made available to the general public with the intent of full disclosure.

2.2.2 Stakeholder Engagement

13. GEF Policy: SD/PL/01 Policy on Stakeholder Engagement - approved November 30 2017 - sets out the core principles and mandatory requirements for Stakeholder Engagement in GEF governance and operations, with a view to promoting transparency, accountability, integrity, effective participation and inclusion. The Policy reaffirms and operationalizes the GEF's commitment, with respect to GEF-Financed Activities, to "full disclosure of all non-confidential information, and consultation with, and participation as appropriate of, major groups and local communities throughout the project cycle".
14. GEF requires that culturally appropriate, meaningful consultation/discussions are undertaken throughout the life cycle of activities, with information provided and disclosed in a timely manner, in an understandable format, in appropriate local languages, gender inclusive and responsive, free from coercion, and incorporates the views of stakeholders in the decision-making process.
15. A public record of Stakeholder Engagement throughout the project cycle is to be maintained and disclosed. In cases where confidentiality is necessary to protect stakeholders from harm, statistical information is recorded and made publicly available. GEF requires annual reporting of engagement activities on its projects.

2.2.2.1 Engagement with Indigenous Peoples (Ethnic Minorities)

16. There are two existing GEF Policies that contain fundamental principles that inform engagement with Indigenous Peoples: 1) the GEF Policy on Agency Minimum Standards on Environmental and Social Safeguards; and 2) the GEF Policy on Public Involvement in GEF Projects.
17. For any GEF-financed project that is anticipated to adversely affect Indigenous Peoples, the GEF requires that its Partner Agencies prepare an appropriate plan. This plan should ideally be prepared at the earliest stages of project development and incorporate the elements set forth in the GEF Guidelines for Engagement with Indigenous Peoples.
18. In IPPF has been prepared for the project. The SEP and the IPPF should be applied to all activities to ensure that ethnic minorities are adequately consulted.

2.2.3 Grievance Redress Mechanisms (GRM)

19. GEF's Policy on Environmental and Social Standards (2019) *Minimum Standard 2: Accountability, Grievance and Conflict Resolution* under its requires that Agencies demonstrate that they have in place an accountability system that: (a) Identifies potential breaches of Agency policies and procedures related to the identification, management and monitoring of Environmental and Social Risks and Impacts; (b) Is independent, transparent and effective; (c) Is accessible and broadly advertised to Stakeholders; (d) Keeps Complainants abreast of progress with cases brought forward; (e) Maintains records on all cases and issues brought forward for review, with due regard for the confidentiality of Complainants' identity and of information; and (f) Takes appropriate and timely measures to minimize the risk of retaliation to Complainants.
20. Agencies demonstrate that they have in place grievance and conflict resolution systems at the appropriate level that: (a) Receive and address complaints related to the implementation of projects and programs in a timely and culturally appropriate manner; (b) Include contact information made available on the Agency's website and on a project- or program-specific website, when such a website exists, including in local languages; (c) Work proactively with Complainants and other parties to resolve the complaints or disputes determined to have standing; (d) Are independent of teams preparing and supervising projects and programs, transparent, and effective as neutral third parties able to assist in resolving disputes between Complainants and project implementers; (e) Keeps Complainants abreast of progress with cases brought forward; (f) Maintain records on all cases and issues brought forward, with due regard for the confidentiality of Complainants' identity and of information; (g) Take appropriate measures to minimize the risk of retaliation to Complainants; (h) Are readily accessible and broadly advertised to Stakeholders; and (i) Includes a locally-available option at the project or program level that is established early, proportionate to the potential risks and impacts of the project or program, readily accessible, culturally appropriate, and with appropriate confidentiality protections.

2.3 GOV REQUIREMENTS

21. The new LEP (2020) and the Decree 08/2022/NĐ-CP to implement the LEP include provisions for public consultations at two stages - in preparation phase and in review phase of the EIA report.
22. According to Article 33 of the LEP (2020), article 26 of Decree 08/2022/ND-CP on consultation requirements in environmental impact assessment, sets out the requirement for consultation for: a) Residential communities, individuals directly affected by environmental impacts caused by project activities. The consultation with the population community and individuals directly affected is carried out in the form of consultation meetings; b) Agencies and organizations directly related to the investment project. The consultation with agencies and organizations directly related to the investment project is carried out in the form of written consultation.
23. The consultation results are important information for the investment project owner to research and come up with solutions to minimize the impact of the investment project on the environment and complete the environmental impact assessment report. The consultation results must be received, fully

and honestly expressed the opinions and recommendations of the consulted subjects, the subjects interested in the investment project (if any). Obtain the cooperation and participation of local people in detecting environmental risks as well as monitoring project activities; Reducing the possibility of social conflict, reducing the risk of delaying the project; Allows the project to develop a comprehensive environmental management plan thereby maximizing the socio-economic benefits of the project.

24. The minutes of the consultation meeting are specified in Article 12, Circular 02/2022/TT-BTNMT, Form No. 04a, Appendix II of this Circular.

3 SUMMARY OF PREVIOUS STAKEHOLDER ENGAGEMENT ACTIVITIES

25. The project included a wide range of consultations during the PPG stage. Initial stakeholder analysis during the PIF stage was followed up with consultation during the PPG stage in terms of the design of the project.
26. During the PPG stage, the stakeholder analysis was updated and elaborated (Table 1 Table 2) following consultations undertaken by international and national consultants at the Biosphere sites and with the provincial governments addressing both institutional stakeholders in the context of their statutory involvement in the project, and more broadly for non-governmental stakeholders including natural resource dependent communities.
27. Provincial stakeholder workshops were conducted to obtain the perspective of the different stakeholders during the period April through July 2017. A series of validation workshops were conducted in Hanoi in June, July and August 2017 to discuss the project design and reach general consensus on project outcomes, outputs, activities and institutional arrangements for the project.
28. Stakeholder analysis identified the key stakeholders, their roles, responsibilities and project involvement. (Table 2).
29. The 21 key stakeholders identified in the ProDoc are presented herein within six main groups to describe their thus far involvement and participation in project workings, as follows:
 - Group 1. Steering Committee (PSC) members (i.e.. Ministries, UNDP, PPC BR Management Boards...). Members of this group have participated in PSC meetings (02/Feb./2021; 22/Jan./2022) for reviewing Inception Report and Project Workplan 2021 and 2022, in the Inception Report (IR) workshop (27/Oct./2020), in national BR events such as 20 Years of BR National Workshop (17/Nov./2020) and annual BR network meeting. Some related Ministries of SPC members also participated and provided technical advice into BR legal documents (ie. meeting of 7/Apr./2021, 25/Oct./2021), BR Strategy (ie. meeting of 9/Apr./2021, 18/Oct./2021, 25/Oct./2021, 11/Jan./2022), and other project guidelines, such as for the integration of biodiversity conservation in provincial planning (ie. meetings of 23/Apr./2021 and 10/May./2021); stakeholders cooperation mechanism in BR management (ie. meeting of 29/Apr./2021); BR nomination and management guideline (ie. meeting of 15/Jun./2021, 18/Oct./2021); HCV management guideline (ie meeting of 17/Jun./2021); and HCVF management guideline (ie. meeting of 25/Jun./2021); EIA guideline (ie meetings of 21/Mar./2022, 1/Jun./2022) and other technical meetings and workshops. Ministries such as MOF and MPI have played an important role in supporting and providing guidance related to project management and administrative procedures at the national level. As members of the PSC, the three Provincial People's Committees (PPCs) guide annual work plans and oversee project progress of implementation at the three pilot sites, thus ensuring that project resources are used effectively and that outputs are met as defined and approved.
 - Group 2. Project operating and monitoring agencies (MONRE, UNDP, UNESCO, DONRE, DARD, BR Management Boards Project Implementation Teams). Stakeholders included in this second group participate in regular monitoring of project work and day-to-day coordination and management of relevant project activities, including coordination of stakeholder support and cooperation to advance project implementation. Specific workshops and meetings in which this group of stakeholders has been involved include the 27 Oct. 2021 Project Inception Report workshop; BR events and national workshops (as above); related technical meetings (as above); and project planning meetings/ training (e.g. PMU and PITs meetings of 20/Aug./2021, 30/Aug./2020, and 17-18/Jun./2021); Project management meeting and training (e.g. 29-30/Sep./2021); UNDP-PMU meetings of 14/Jan./2021 and 31/Mar./2021; and UNDP-PMU-PITs meeting for developing LVGs regulations dated 1/Jun./2021. Regular less formal project consultations and meetings are also had.
 - Group 3. Other ministries. Other ministries (not members of the PSC), such as the Ministry of Foreign Affairs (MOFA), Ministry of Culture, Sport, and Tourism (MOCST), Ministry of Science

and Technology (MOSTE), provide guidance for project activities related to their managed sectors, and participate in general project technical and/ or operational workshops such as the Inception Report workshop in late 2020, providing comments on project plans and activities. This group of stakeholders have also been involved in technical meetings to provide comments and suggestions into for example BR legal documents, strategy, and guidelines, and have participated in BR events conducted by the project (detail meetings/ workshops and dates as above).

- Group 4. Non-government organizations, research institutions, private sectors, specialist: This group of stakeholders has participated in project technical meetings, providing comments for example on BR legal documents, strategy, and guidelines. They have also participated in BR events conducted by the project and in some instances acted as technical specialists and consultants to the project,
- Group 5. Local government (District, Communes), Protected Areas Management Boards, and other forest owners in the three BRs. Through the BR Management Boards and the Project Implementation Teams (PITs), these stakeholders provide regular comments and suggestions to the ongoing project documentation, such as BR management legal documents, strategy. These stakeholders have consulted and participated in the process of mapping, identification, and definition of Commune Conservation Plans (CCPs) through subject meetings/ workshops in 19-29/Apr./2021 in Dong Nai BR), set-aside areas in subject meetings/ workshops of 19-25/Apr./2021 in Dong Nai and 15 meetings in Tay Nghe An BR in Apr-May./2021. This group of stakeholders is also directly involved in the development of CCPs—in particular the Commune Peoples' Committees (CPCs), with the support of consultants (e.g. 10 commune meetings in Tay Nghe An BR in May-Jun/2021; 3 commune meetings in Cu Lao Cham – Hoi An BR in May-Jun/2021; 03 meetings in Dong Nai BR in Oct. 2021). Extensive consultation with this group of stakeholders takes place on an almost daily basis to help advance project implementation.
- Group 6. Local communities at the three BRs. Stakeholder communities have regularly been engaged in project activities and as direct beneficiaries, through meetings at the commune-level, surveys, and direct interviews to plan project activities (as above). A total of 1,496 benefited households were invested for sustainable livelihood development in Tay Nghe An BR through LVGs (Call for proposals is implementing in Cu Lao Cham and Dong Nai BRs).

30. Ongoing mechanisms for engagement have been:

- Annual meetings of the PSC.
- Technical meetings/workshops - includes communes meeting with local stakeholders ex commune people committee, local civil organizations, villagers, forest owners etc. to discuss and develop the action plan for set-aside areas, commune conservation plan, forest restoration plan for project's investment.
- Trainings.
- Communication materials such as brochures and posters.
- Websites.
- Media releases.
- Photographs to record events and locations.

31. Engagement activities are summarised each year in the annual Project Implementation Report (PIR), which are disclosed on the GEF/UNDP website.

4 PROJECT STAKEHOLDERS

32. The SEP and Annex 8 of the ProDoc have been prepared to promote the implementation of a structured approach in strengthening knowledge, awareness and understanding among and between stakeholders from the grassroots village and commune level to the national line ministries and policy makers as well as the global community (such as development partners and international NGOs).
33. The different types of stakeholder groups have different levels of engagement with the project and therefore differing, knowledge needs and subsequent awareness raising targets, as summarized in Table 1.

Table 1 Stakeholder Groups and Types of Information

Type of information	Stakeholder groups					
	Internal stakeholders / project partners		Policy developers and decision makers		General community (including ethnic minorities)	
	National	Pilot sites	National	Pilot sites	National	Pilot sites
Project goals, activities, results	High	High	Medium	Medium	Low	High
Goals, purposes and benefits from BR and PA conservation management	Low	High	Medium	High	Medium	High
Goals, purposes and benefits from mainstreaming BD into socio-economic and sectoral planning	Low	High	Medium	High	Medium	High
Opportunities for (alternative) sustainable livelihood in support of BR management objectives	Medium	Medium	Medium	High	Medium	High

Source: Vietnam Biosphere Reserves Project ProDoc Annex 8 – Knowledge Management and Communications Strategy

4.1 STAKEHOLDER ANALYSIS

34. The SEP was prepared through drawing on the analyses that had already been undertaken during the project development and inception/implementation. Stakeholders at national, province, district and local levels including relevant national agencies, provincial agencies, CSOs and local communities and others are involved in project implementation (as confirmed in the PIRs).
35. Table 2 lists key government agencies, research institutions, non-government organizations (NGOs) and civil society organizations, and provides a general description of their roles, responsibilities, and involvement in the project.

Table 2 Key Stakeholders, their Roles, Responsibilities, and Project Involvement

Key Stakeholder	Roles, responsibilities in the project	Stakeholder Typology ³
Ministry of Natural Resources and Environment (MONRE) and its constituent authorities	MONRE is the designated National Executing Agency (NEA) for the project. MONRE assumes all duties assigned to the NEA, chairs the project steering committee (PSC), and assumes a leading role in engaging national and local level stakeholders in implementing project activities. MONRE leads annual review meetings on project planning and reporting, and appraises and approves all project related documents, including annual work plans and quarterly work plans. Under MONRE, BCA/VEA	Leading

³ Stakeholder typologies: (a) Leading: where a leading stakeholder is aware of the project's impact and is actively involved. (b) Supporting: where a supporting stakeholder is aware of the project's impact and supports the project (different that active involvement). (c) Neutral: where a neutral stakeholder is aware of the project's impact but neither resists nor supports the project. (d) Resistant: where a resistant stakeholder is aware of the project's impact but resists change. (d) Unaware: where an unaware stakeholder doesn't know about the project or its impact.

	serves as the focal point for implementing this project.	
Vietnam Environment Administration (VEA)/Biodiversity Conservation Agency (BCA)/MONRE	<p>VEA is responsible for overall project implementation as Project Owner under delegated responsibility by MONRE. Its role in project implementation is described in the Project document. VEA is also responsible for coordinating relevant stakeholders within VEA in support of the overall implementation of the project. VEA has experience of managing UN projects, including GEF funded projects. VEA participates in annual review meetings, planning and reporting.</p> <p>BCA is responsible for day-to-day coordination and management of project activities at the national level and coordination of project activities at the provincial level, financial management and reporting as indicated in the work plan. BCA is also responsible for collaborating and liaising with other partners such as MARD, MOCST, MOST and its agencies, PPCs and DONREs, INGOs and VNGOs as well as other related projects in order to maximize the project's achievements.</p>	Leading
National Assembly (NA)	The NA is a beneficiary of the project, outputs and results of which inform legislative revisions in relation to BRs.	Supporting
Ministry of Foreign Affairs (MOFA)	The Vietnam National Commission for UNESCO is be a recipient of the project outputs and outcomes, in support of its advisory role to the Prime Minister.	Supporting
Ministry of Agriculture and Rural Development (MARD)	MARD and its subordinate agencies including Vietnam Administration of Forestry (VEF) and its Directorate of Fishery (DoF) work in close cooperation with BCA/VEA to implement the project. MARD collaborates in project activities to identify gaps, priority issues and solutions for sustainable forest management and biodiversity conservation within the PA core zones of the BRs, including strengthening of PA management, identification of HCV set-aside forest and marine conservation areas, forest restoration in pilot BRs, as well as other capacity building and awareness raising activities.	Supporting
Ministry of Culture, Sport and Tourism (MOCST)	MOCST collaborates with the project to identify gaps and priorities in promoting bio-friendly tourism in BRs through development policy and legislation and models, as well as advisory on certification of tourism products and services.	Supporting
Ministry of Science and Technology (MOST)	MOST has the central role to coordination genetic resources conservation activities being conducted by relevant government organizations, research institutes, etc. MOST provides support in upscaling, dissemination and application of best practices and lessons learned in other BRs, as well as in developing proposals for expanding the BR network	Supporting
Ministry of Planning and Investment (MPI)	MPI is a beneficiary of the project results, specifically capacity building, training and policy advice on how to integrate land and natural resources use considerations into national and provincial planning procedures, strategies, and plans.	Supporting
Vietnam UNESCO National Man and Biosphere (MAB) Committee	The MAB National Committee provides consultation and information to support project implementation design. The MAB Committee is one of the beneficiaries of the project, targeted for strengthening their coordinating role in management of Vietnam's BR network through improved legal status, secretariat and relevant policies and guidelines developed.	Supporting
Provincial People's Committees (PPCs) in three pilot BRs	The PPCs in pilot BRs and their subsidiary agencies at the provincial level participate in project implementation, providing information, support and co-financial contributions. The PPCs coordinates the activities of provincial departments and sectoral stakeholders, oversee implementation, management and monitoring of project activities in the respective pilot BR	Leading
District and Commune People's Committees (DPCs/CPCs)	DPCs and CPCs are key project partners at the pilot BR site level, particularly in relation to implementing activities targeting at reducing threats to biodiversity arising from current economic development and livelihood practices. CPCs participate in the commune conservation planning process and implementation of activities targeted at improving conservation outcomes as well as improved livelihood in selected communes and households.	Leading
Provincial departments	DONRE is the primary technical government partner of this project at the pilot BR level, with key partner support being provided by DARD.	Leading

	Both DONRE and DARD participate in the BR MB, and as such in development of an integrated vision, mapping of natural resources and detailed planning of project activities, including HCV set-aside areas, forest restoration areas, EIA, guiding sustainable livelihood activities, including tourism. DPI is a beneficiary of project results, specifically related to integrated vision on land and natural resources use, sectoral responsibilities to mainstream biodiversity into strategies and planning in line with the BR concept. DOCST supports tourism related initiatives, including certification, private-partnerships, and models for sustainable tourism practices.	
Biosphere Reserve Management Boards (BR MB)	The BR MBs of three pilot sites serve as co-implementation partners (CIP) for project activities under Component 2 and established the project implementation unit to support the BR MB in implementing the project at the local level. The BR MBs are responsible for providing information and identifying priority issues at each site, for ensuring stakeholder coordination and involvement, and for planning and implementation of day to day activities in their respective BRs (including in core zones, buffer zones and transition zones), including the preparation of annual work plans, managing and reporting on grant proceeds, ensuring timely completion of activities and overall reporting to PPC, BCA/MONRE and UNDP on implementation issues and their resolution.	Leading
PA Management Boards (PA MBs)	Within the three pilot BRs, PA MBs are directly involved with the planning, implementation and monitoring of project activities in their respective PAs, through providing information, identifying priority issues at each site, and participating in priority interventions on strengthening conservation of biodiversity in BR core zones, including through targeted livelihood activities as relevant. PA MBs also support strengthening conservation activities in identified HCV landscapes in BR buffer zones.	Leading
Local communities, ethnic minority groups and community-based organizations (CBOs), e.g. Farmers Unions, Fisheries Associations, Women's Unions, Youth Unions	Local communities, including CBOs, participate in the implementation of project activities and are direct beneficiaries of project investments in the conservation of biodiversity and ecosystem functioning and in sustainable land, forest and fisheries management in BRs. Specifically, they engage in: (i) preparation of commune conservation plans, including mapping of commune resources, identifying threats and responses to threats, identifying conservation and livelihood activities; (ii) the implementation of commune conservation plans, including relevant community groups and micro-revolving funds; (iii) training programs aimed at improving resource use and livelihood development, etc.	Various: Unaware, Resistant to Supporting depending upon level of exposure / perceived impacts
Research Institutes	Universities having forestry, agriculture, and conservation-related departments contribute through scientific knowhow and educational activities. To date, consultants from Vietnam National Forestry University, Vinh University, Vietnam National University, Hanoi, Nha Trang university have contributed to the project.	Supporting
National/local press and media	The project collaborates with national/local press and media on public awareness issues as well as project's results and best practices at the national level and in the three pilot BRs. Approaches include direct communication, press meetings, press releases, field visits etc. Links to examples of media coverage related to the project are contained in Appendix 4	Neutral
Development Partners (DPs)	Relevant DPs are engaged as partners to facilitate coordination and collaboration at national and BR landscape levels, to ensure convergence of ongoing programs. The Project Management Board (PMB) and UNDP maintain close relations with all relevant DPs, as appropriate, providing them with observer status during PSC meetings.	Supporting
Local, national and international NGOs	Many national and international non-government organizations are working in Vietnam for biodiversity conservation, livelihood development, community-based natural resources management, and benefit sharing. They are all potential project partners in respect of co-financing, sharing experience, and providing technical support and consultations. Policy development by the project will benefit from their technical inputs. Organisations that have contributed to the project include Silviculture Research Institute (SRI), Center for Biodiversity Resource, Environment and Center for Nature	

	Conservation and Development (CCD), Committee for Ethnic Minorities Affairs (CEMA).	
Private Sector	The private sector collaborates in implementation of and support to responsible tourism initiatives, specifically certification and models for sustainable tourism products and services.	Supporting
UNDP-Vietnam	The roles and responsibilities of UNDP-Vietnam includes: <ul style="list-style-type: none"> - Ensuring professional and timely implementation of activities and delivery of reports and other outputs identified in the ProDoc. - Coordination and supervision of the activities, including ensuring alignment of the program with the UN's One-Plan for Vietnam. - Assisting and supporting VEA for organizing, coordinating and where necessary hosting project meetings. - Responsibility for all financial administration to realize the targets envisioned in consultation with VEA. - Establishing an effective networking between project stakeholders, specialized international organizations and the donor community 	Leading

Source: Vietnam Biosphere Reserves Inception Report, 20210331

The project has a knowledge management strategy (Annex 8 of ProDoc). Its key objectives and audiences are shown in

36. Table 3.

4.1.1 [Project Stakeholder Register](#)

37. Appendix 1 contains a template for a Stakeholder Register. The template can be used to create a record of all stakeholders engaged by the project. The register should be a 'living document' that is regularly updated throughout the life of the project as new stakeholders are identified/engaged.
38. The UNDP SES require that a public record of stakeholder engagement throughout the project cycle be maintained and disclosed (refer Section 7.2). Note, where it may be necessary to safeguard the identities of stakeholders, statistical information will be recorded and disclosed.
39. The BR Project PMB will take the lead role in the implementation of the SEP and will be responsible for ensuring that a record of stakeholder engagement activities is maintained.

Table 3 Key Knowledge Management Objectives and Audiences

Objectives	Main audience
<p>Objective 1: The Project itself is well understood and implemented effectively and efficiently by all involved partners, including the public.</p>	<ul style="list-style-type: none"> • Heads and resource staff at Key National and Provincial Stakeholder Agencies and Organizations • Project Team (MONRE and BCA) and PITs in the three Provinces (Nghe An, Quang Nam and Dong Nai) • BR Management Boards • Provincial Government • MAB National Committee
<p>Objective 2: Knowledge gained through the project is treated as an asset, and Knowledge Management Products related to or arising from project implementation are documented, shared, accessed, and used to improve practices by partners, the public, and international partners.</p>	<ul style="list-style-type: none"> • Project Team • National and Provincial decision makers • Project Partners and Sub-contractors, Consultants • Web content managers • The public • International and regional partners also implementing similar projects • NGOs
<p>Objective 3a: Key stakeholders from Provincial, National, Private, and Non-profit sectors have increased their understanding of Integrated BR Planning and the importance of biodiversity mainstreaming through improved partnerships</p>	<ul style="list-style-type: none"> • Heads and resource staff at Stakeholder Agencies and Organizations • Provincial People’s Committees • District and Commune People’s Committees • Women’s Groups • Youth Groups • Private Businesses (including tourism) • Developers / Influential Landowners • Other Provincial Planning Teams (Socio-economic development planners)
<p>Objective 3b: Key stakeholders, including community resource users have increased their understanding of Best Practices in agriculture, fisheries, forestry and livelihoods</p>	<ul style="list-style-type: none"> • Farmers, • Fishers • Private Businesses (tourism and other) • Tour Guides • Community Groups • Aqua-culturists • Fishing Cooperatives • Resort owners
<p>Objective 3c: The public has increased its understanding of Biodiversity and Ecosystem services</p>	<ul style="list-style-type: none"> • The Public • Farmers • Landscapers/Gardeners • Aqua-culturists • Resort owners and workers • Importers • Tourists • Media personnel
<p>Objective 4: Documents about project content and resources (e.g. research reports) arising from the project are captured in a durable form and feed into a clear Knowledge Management system</p>	<ul style="list-style-type: none"> • Project Team and Managers • Project partners • Web manager • Head and resource staff at National and provincial Stakeholder Agencies and Organizations • Youth/Students • The Public/Practitioners/ Resource owners and users • Regional and International partners • Researchers • NGOs

5 STAKEHOLDER ENGAGEMENT ACTION PLAN

41. The stakeholder engagement action plan has been developed to provide schedule of engagement activities and who is responsible for their delivery.
42. The purpose of the stakeholder engagement action plan is to:
 - Continue to develop partnerships with stakeholders
 - Provide stakeholders with updates on the project
 - Create an avenue for stakeholder feedback (during consultations as well as via the GRM)
 - Fulfil the requirements of GEF, UNDP and GoV
 - Help build knowledge and capacity within the stakeholder groups to assist with future projects
 - Provide a timeline of engagement activities and identify who will be responsible for their delivery.

The variety of engagement methods (and technologies) that will be employed as part of the engagement programme are listed in

43. Table 4.

44. Table 5 summarizes the stakeholder engagement activities to support Outcomes, the approximate timing of the activities, who is responsible and the stakeholders targeted.

Table 4 Information needs of the different stakeholders

Stakeholder	Communication Needs	Interventions and tools
National level		
Government Agencies	<ul style="list-style-type: none"> Improved regular and open communication among sectoral agencies, including mainstreaming of intersectoral interests in policies, planning and action. Strengthened information flow on conservation aspects, sustainable livelihood initiatives from and to CBOs, NGOs, etc. Visibility of the project activities and results at national level. 	<ul style="list-style-type: none"> Improved documentation of best practice solutions. Technical workshops and meetings Training courses Study tours Web-based information portal
MAB National Committee	<ul style="list-style-type: none"> Improve visibility of the BR network at national and provincial levels. Strengthen engagement with policy makers, decision makers at all levels. Expand information role on BR principles to wider community. Ensure sharing of experiences and best practices. 	<ul style="list-style-type: none"> Policy briefs and information meetings. Media outreach campaigns. BR network meetings Web-based information portal
National media	<ul style="list-style-type: none"> Use of broad set of media instruments – newspaper, TV, radio, internet, and social media – to advocate for sustainable development and biodiversity conservation in BRs. Sufficient information to effectively and regularly inform the general public on the activities and outcomes of the project. 	<ul style="list-style-type: none"> Programming support to TV, radio, print Press tours and field visits Press releases, press conferences
General public	<ul style="list-style-type: none"> Have sufficient understanding on linkages between human activities and the state of ecology and the environment, and benefits from maintaining ecosystems services to society and individual wellbeing. Be informed on project goals, implementation progress, actual and anticipated outcomes and benefits for society 	<ul style="list-style-type: none"> Website, social media Festivals Exhibitions

Science institutions	<ul style="list-style-type: none"> • . Coordination of relevant research topics, including complex, joint thematic ones. • Better engagement with local natural resources users on livelihood practices. • Increased capacity to communicate results and meaning of scientific research for society. 	<ul style="list-style-type: none"> • Regular science-policy workshops. • Communication training. • Information platform for publishing and sharing research results, peer-reviewed as relevant. • Science to the field: extension services, town hall meetings, demonstration sites.
National CBOs	<ul style="list-style-type: none"> • Up-to-date information on the status of ecology and environment in the BRs and the country. • Regular information on project initiatives and results attained 	<ul style="list-style-type: none"> • Knowledge products and policy briefs. • Workshop participation. • Web-based information portal
National NGOs	<ul style="list-style-type: none"> • Regular information on project initiatives and results attained. 	<ul style="list-style-type: none"> • Knowledge products and policy briefs. • Workshop participation. • Web-based information portal
BR site level		
Provincial state authorities	<ul style="list-style-type: none"> • Strengthened information, from traditional land use best practices as well as scientific research on effective conservation and its mainstreaming in provincial socio-economic and sectoral planning. • Capacity building on effective communication and involvement of stakeholders. • Better awareness materials, including best practice description, policy notes • More transparent stakeholder consultation and decision making processes for collective action. • Effective communication to engage communities, private sector and households, including youth, women, indigenous people and the poor. • Visibility of the project activities and results at provincial and BR level. 	<ul style="list-style-type: none"> • Knowledge products and policy briefs. • Training courses to strengthen technical capacities and communication skills, engagement with communities and media. • Focus group discussion within and between sectors. • Workshops, intersectoral meetings and science briefings • Study tours • Web-based information portal

<p>BR Management Boards</p>	<ul style="list-style-type: none"> • Up-to-date information materials for use in campaigns, in visitor center • Sufficient technical and staff capacity for implementation of communication plan. 	<ul style="list-style-type: none"> • Staff training on communication, guide services, effective information management and visitor center operations, etc. • Outreach campaigns: public events; press releases, press field visits. • Information materials: brochures, leaflets, audio-visual products. • BR branding and visibility: billboards, logo, souvenir products. • Harmonized web-based information portal. • Information/visitor center for educational and tourism purposes.
<p>Local communities, including ethnic minorities</p>	<ul style="list-style-type: none"> • Understand the significance of BRs to the wider community, and the role the project plays in this. • More practical information on acceptable and appropriate best practice sustainable alternatives for traditional land and natural resources use for livelihoods. • Improved two-way communication between communities and commune, district and provincial agencies. • Strengthened supply chains with access to processing and markets. • Fair benefit sharing mechanisms adopted. • Strengthened engagement and voice in stakeholder consultations and decision making • Strengthened role of women in stakeholder consultations, decision making 	<ul style="list-style-type: none"> • Meetings • Field demonstrations • Awareness events: exhibitions, street events, theatre plays, campaigns, etc. • Gender-targeted campaigns: women focal groups, social media, radio & TV, etc. • Hands-on training on alternative livelihoods in agriculture, NTFP, tourism • IPPF (and IPPs where required)
<p>Local media</p>	<ul style="list-style-type: none"> • Understanding the project activities and results, as well as its significance. • Up-to-date information on BR principles, functioning, management decisions and implementation measures 	<ul style="list-style-type: none"> • Documentation (popularization) and dissemination of best practices at local level. • Harmonized web-based information portal • Press releases, press conferences • Field visits

<p>Education institutions</p>	<ul style="list-style-type: none"> • Improved knowledge on biology, ecology, environment conditions in BRs. • Better understanding of human impacts from economic development and local livelihoods on biodiversity, the value of ecosystem services for communities. • Up-to-date lecture and practical materials for use in dedicated courses. 	<ul style="list-style-type: none"> • Targeted (facultative) courses for different age groups, including teacher training, course materials. • Field visits • School command school camps • Eco-clubs
--------------------------------------	---	--

Source: ProDoc Annex 8 – Knowledge Management and Communications Strategy

Table 5 Stakeholder Engagement activities to support Outcomes

Activity / Outcome	Engagement activity that supports Activity/Outcome	Timing	Objective	Responsibility	Stakeholders
	National Inception Workshop	Year 1 (within first 6 months)	Establishment of shared understanding of project objectives, roles and responsibilities, guidelines for project implementation and road map for implementation among stakeholders	UNDP / BCA / VEA / MONRE	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE, (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), (MAB), (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), (CBOs), (ARI), (DVPS), (NNGOs), (INGOs), (PRS), (MMOs), Consultants, Media Press and experts
	GEF Project Implementation Report	Annually	Prepare Project Implementation Report and ensure the participation of key stakeholders in project activities	UNDP/BCA/VEA/MONRE	MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), Consultants,
1.1	Conduct annual/biannual meeting protocol with stakeholders to ensure their involvement and full endorsement	Annually or by event/ project activities	Discuss and share experience on the management of BRs, MAB and other technical issues.	BCA/VEA/MONRE	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MARD), (MOFA), (MOCST), Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), Others: MAB, (UNDP), (CBOs), (ARI), (DVPS), (NNGOs), (INGOs), (PRS), Consultants, Media Press and experts

1.2.	Consultation on revised legislation	On-going	Provide inputs and recommendation for revising legislation in support of integrated landscape planning and management of Biosphere Reserves	BCA/VEA/MONRE	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), Forest Owners Others: (NNGOs), (INGOs), Consultants, and experts
1.3.	Consultation on draft guidelines Publications	On-going	Consultation for developing technical guidelines for mainstreaming biodiversity conservation in the management of BR and social-economic planning (e.g. Guidelines on the establishment and management of BRs, KBA, HCV, BIA...)	BCA/VEA/MONRE	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest owners Others: (NNGOs), (INGOs), Consultants, and experts
1.4	Facilitate dialogue with provincial authorities and other stakeholders interested in replicating best practices for establishing and managing new and existing BRs. Production of training materials and publications Seminars Participate in regional and international workshops, conferences and field visits	On-going	Capacity building and experience sharing for replicating project's best practices and lesson-learn	BCA/VEA/MONRE	Government agencies: MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), MARD, (MOFA), Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), Forest Owners, local civil organizations, villagers, local private companies Others: (NNGOs), (INGOs), Consultants, and experts

2.1	<p>Capacity building</p> <p>Consultations with sector organizations</p> <p>Strengthen functionality, human resource and operation of BR Management Board and BR Secretariat</p>	On-going	Multi-stakeholder and multi-sectoral coordination mechanism at Biosphere Reserve level to support integrated planning and management established and functional	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: MONRE), (VEA/MONRE), (BCA)/MONRE), MARD, (MOFA), MAB</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MBs), (PA MBs), Forest Owners, local civil organizations, villagers, local private companies</p>
2.2	<p>Policy and guideline development consultation</p> <p>Consultation with local communities in the mapping process and project intervention plan</p> <p>Capacity building</p> <p>Publications</p>	On-going	Integrated biodiversity conservation and management planning incorporated into provincial economic and sectoral development planning within Biosphere Reserves	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), MAB</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, local private companies</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>
2.3	<p>Capacity building and training of PA field staff</p> <p>Development of training materials and Capacity building</p> <p>Biodiversity monitoring</p> <p>Consultation with local community and stakeholders on the management of PAs</p> <p>Providing field equipment for BRs and PAs</p>	On-going	<p>Annual plans, reports and five-year management plan/ Sustainable Forest Management Plans of Pas</p> <p>Targeted species monitoring plans and reports</p>	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD)</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, local private companies</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>

2.4	<p>Consultation to develop site plans for set-aside areas</p> <p>Training/ meeting to support the implementation of plan for non-exhausted use of natural resource in set-aside areas in Dong Nai and Tay Nghe An BR</p> <p>Participate and benefit from project investments for non-exhausted use of natural resources in set-aside areas in Dong Nai and Tay Nghe An BRs (Development of sustainable forest management legislation; Support for community-based patrolling team; Sustainable livelihood models ...)</p> <p>Capacity building and publication</p>	On-going	<p>Plans/ implementation reports for set-aside areas in Dong Nai and Tay Nghe An BR</p> <p>Sustainable forest management and non-exhausted use of natural resources in set-aside areas</p> <p>Technical supports for the improving sustainable management of natural resources and sustainable livelihoods</p> <p>Capacity building SFM and sustainable natural forest resources management through training on sustainable NTFP exploitation and monitoring biological, ecological and social benefits in set-aside areas</p>	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD)</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, local private companies</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>
-----	--	----------	--	--	---

2.5	<p>Community consultations for developing forest restoration plans in Dong Nai and Tay Nghe An BR</p> <p>Participate and benefit from forest restoration activities</p> <p>Training/ meeting to support the implementation of forest restoration plan for degraded forest areas</p> <p>Capacity building and publication</p> <p>Monitoring the implementation of forest restoration plans</p>	On-going	<p>Forest restoration plans/ implementation reports in Dong Nai and Tay Nghe An BR</p>	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD)</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>
2.6	<p>Institution of a participatory community-based commune level planning process to develop commune conservation plans</p> <p>Design and operate community based “revolving fund</p> <p>Capacity building on relevant livelihood and sustainable natural resources use</p> <p>Participate and benefit from sustainable livelihood development for local communities through UNDP Low Value Grants</p>	On-going	<p>Commune Conservation Plans (CCPs) for targeted communes in 3 BRs</p> <p>Reports on Low Value Grants (LVGs) on sustainable livelihood developments in targeted communes</p>	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA),</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>

2.7	<p>Community consultations and participation in ecotourism development plans and biodiversity-friendly certification</p> <p>Participate and benefit from ecotourism product development and the application of biodiversity-friendly certification</p> <p>Capacity building for local stakeholders</p>	On-going	<p>Capacity-building materials</p> <p>Strengthening of selected tourism products and services that recognize BR conservation principles</p>	<p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p> <p>BCA/VEA/MONRE</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST),</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>
3.1	<p>Baseline survey report(s) of public awareness and awareness raising program at national level and at the three BRs.</p> <p>Conduct of awareness and outreach activities for a variety of stakeholders at the national, provincial and local levels such as competitions, website, mass media, video and film, festivals, etc.</p>	On-going	<p>Knowledge management and communication action plans for each BR</p> <p>Communication materials</p> <p>Competitions, website, mass media, video and film, festivals for awareness raising</p>	<p>BCA/VEA/MONRE</p> <p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST),</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p>

3.2	<p>Development of a simplified, standardized and dedicated information management system</p> <p>Consultation process</p>	On-going	<p>Simplified, standardized and dedicated information management system (including website and social media platforms) for BRs</p> <p>Technical reports and publications documented and disseminated via mass media</p>	<p>BCA/VEA/MONRE</p> <p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST),</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs),</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p> <p>Communication organization, newspapers and press releases</p>
3.3	<p>National and provincial workshops to facilitate dissemination of field lessons and help inform legal and policy reform relevant to BR conservation practice</p> <p>Capacity building and technical support for dissemination and upscaling of project best practices</p>	On-going	<p>Project Case Studies, best practices and lessons learned documentation</p> <p>Policy notes on constraints and gaps in existing relevant policies and legislation</p> <p>Communication materials and publications</p>	<p>BCA/VEA/MONRE</p> <p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST),</p> <p>Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs),</p> <p>Others: (NNGOs), (INGOs), Consultants, and experts</p> <p>Communication organization, newspapers and press releases</p>
	<p>Lessons learned documentation and knowledge generation</p>	Annually	<p>Lessons learned documentation</p>	<p>BCA/VEA/MONRE/UNDP</p> <p>Dong Nai, Quang Nam and Nghe An PITs/ BR MBs</p>	<p>Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), (MAB), (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), (CBOs), (ARI), (DVPS), (NNGOs), (INGOs), (PRS), (MMOs)</p>

	Project Board meetings/ Project Steering Committee meetings	At least annually	Approval of project annual workplans and other decisions	BCA/VEA/MONRE Dong Nai, Quang Nam and Nghe An PITs/ PPCs and BR MBs	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), (MAB), (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs),
	Mid-term review	2021	Project Mid-term Review Report	UNDP/ BCA/VEA/MONRE Dong Nai, Quang Nam and Nghe An PITs/ PPCs and BR MBs Consultants	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI), (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs) Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs Others: (NNGOs), (INGOs), Consultants, and experts
	Terminal review	2024	Project Terminal Review Report	UNDP/ BCA/VEA/MONRE Dong Nai, Quang Nam and Nghe An PITs/ PPCs and BR MBs Consultants	Government agencies: (MONRE), (UNDP), (VEA/MONRE), (BCA)/MONRE), (MOFA), (MOF), (MARD), (MOCST), (MOST), (MPI) Provincial and local stakeholders: (PPCs), (DPCs/CPCs), (DARD), (DONRE), (BR MB), (PA MBs), Forest Owners, local civil organizations, villagers, private companies, local NGOs Others: (NNGOs), (INGOs), Consultants, and experts.

Note: List of Beneficiaries (Source: PIR 2021): Ministry of Natural Resources and Environment (**MONRE**); Vietnam Environment Administration (**VEA**)/**MONRE** Biodiversity Conservation Agency (**BCA**)/**MONRE**; Ministry of Foreign Affairs (**MOFA**); Ministry of Finance (**MOF**); Ministry of Agriculture and Rural Development (**MARD**); Ministry of Culture, Sport and Tourism (**MOCST**); Ministry of Science and Technology (**MOST**); Ministry of Planning and Investment (**MPI**); Vietnam UNESCO National Man and

Biosphere (**MAB**) Committee; Provincial People's Committees (**PPCs**) in three pilot BRs; District and Commune People's Committees (**DPCs/CPCs**); Provincial departments (**DARD** and **DONRE**); Biosphere Reserve Management Boards (**BR MB**); PA Management Boards (**PA MBs**); Local communities, ethnic minority groups and community-based organizations (**CBOs**), e.g. Farmers Unions, Fisheries Associations, Women's Unions, Youth Unions; Government and academic research institutions (**ARI**); Development Partners (including USAID, Winrock, ECODIT, GIZ, JICA, UNESCO, SNV and others (**DVPS**); Local, national, and international non-government organizations (**NNGOs** and **INGOs**); Private Sector (**PRS**); UNDP Vietnam (**UNDP**), Mass media organizations, including national and provincial television and radio networks, private communication agencies, printed media, and online media (**MMOs**).

6 TIMETABLE

Table 6 below outlines the key stakeholder activities and their timing.

Table 6 Work Plan for Implementation of SEP

Activity	2020			2021			2022			2023			2024	
Baseline Attitudinal Survey														
Participatory Workshops for preparation of BR KM and Communication Plans														
KM and Communication action plan for BRs														
Preparation of Communications Materials														
Capacity Building for KM and communication plan implementation at provincial level														
Implementation of KM and Communication Action Plan														
Media Campaign														
School programs														
Annual National level Festival, Competition, Consultation														
Monitoring community attitudes on conservation														
Annual BR review and KM sharing Workshops														
Branding and endorsement														
Knowledge Products and Information Material														
Documentation of best practices														
Policy Review, Draft document, Final Report, Submission														
National Workshop on Results														

7 RESOURCES AND RESPONSIBILITIES

7.1 IMPLEMENTATION OF THE SEP

45. The governance and management structure for the overall project is shown in Figure 2

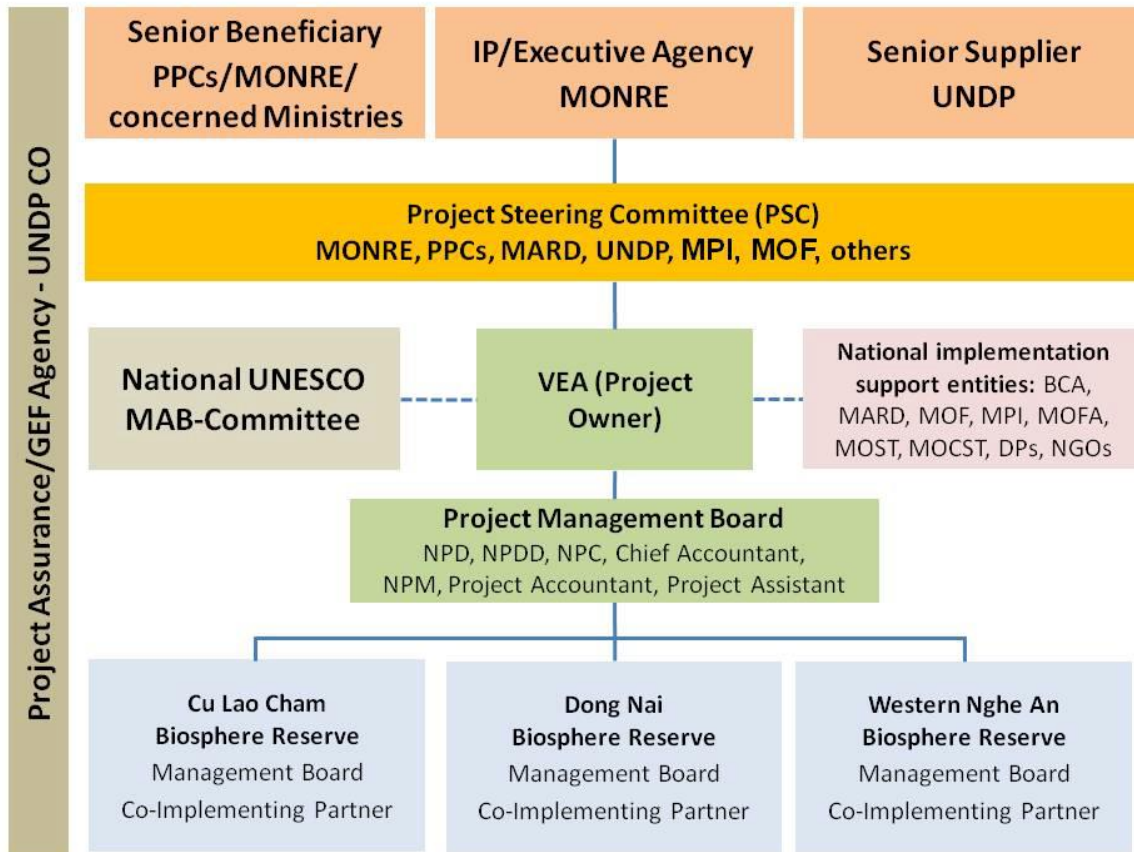


Figure 2 Project governance and management structure

46. MONRE assumes all duties assigned to the implementing partner. MONRE is responsible and accountable for managing this project, including the monitoring and evaluation of project interventions, achieving project outcomes, and for the effective use of GEF-UNDP resources.
47. MONRE assigned VEA to be the project owner. The project owner is responsible and accountable for direct implementation and management of the project including planning, implementation, monitoring and evaluation of the project intervention, reporting, achieving project outcomes.
48. The BR Project PMB will take the lead role in the implementation of the SEP and will be responsible for ensuring that the BR MBs undertake the necessary tasks outlined in the SEP. The BR MBs will be the focal point for all stakeholder queries and contacts in relation to the implementation of the SEP at site level; Project PMB will be the focal point for all stakeholder queries and contacts in relation to the implementation of the SEP at central level.
49. Table 5 provides an indication of specific engagement activities and the parties responsible for them. These parties will be provided guidance by PMB and UNDP to assist in ensuring that the requirements of the SEP are met, in particular reporting activities.

50. Working closely with MONRE, the role of UNDP is general oversight of the project, this includes ensuring that activities are carried out in compliance with UNDP/GEF procedures; providing audit services; facilitating project learning, exchange and outreach with the GEF family; as well triggering reviews and/or evaluations as necessary. As part of its quality assurance role, UNDP has reviewed the SEP and will provide guidance and assistance with its implementation. UNDP also provides an independent mechanism for the receipt and resolution of grievances (<https://www.undp.org/publications/stakeholder-response-mechanism-0>).

7.2 DISCLOSURE REQUIREMENTS

51. The UNDP SES require that a public record of stakeholder engagement throughout the project cycle be maintained and disclosed. In cases where it may be necessary to safeguard the identities of stakeholders due to potential harm, statistical information should be recorded and disclosed (SES, Part C, para. 28).
52. As part of the stakeholder engagement process, UNDP's SES require that project stakeholders have access to relevant information. Specifically, the SES (SES, Part C, para. 28) stipulates that, among other disclosures specified by UNDP's policies and procedures, UNDP will ensure that the following information be made available:
- Information on a project's purpose, nature and scale, duration, and potential risks and impacts
 - Stakeholder engagement plans and summary reports of stakeholder consultations
 - Social and environmental screening reports with project documentation
 - Draft social and environmental assessments, including any draft management plans
 - Final social and environmental assessments and associated management plans
 - Any required social and environmental monitoring reports.
53. For Substantialrisk projects, such as the BR Project, drafts of any prepared assessments and related management plans need to be disclosed and consulted on at least 60 days prior to project approval or initiation of relevant activities. When no separate assessment/management plan is needed, a summary of the analysis contained in the SESP together with the proposed management measures needs to be similarly shared with project-affected stakeholders. In addition, final assessments and management plans must also be disclosed.

8 GRIEVANCE MECHANISM

54. As noted earlier, UNDP and GEF both have policies of information disclosure and transparency, this includes ensuring that stakeholders who may be adversely affected by the project can communicate their concerns and grievances. In line with these policies, a Grievance Redress Mechanism (GRM) has been prepared (Appendix 2).
55. During implementation, and particularly construction phases of any project, a person or group of people can be adversely affected, directly or indirectly due to the project activities. The grievances that may arise can be related to social issues such as eligibility criteria and entitlements, disruption of services, temporary or permanent loss of livelihoods and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, decrease in quality or quantity of private/ public surface/ ground water resources during irrigation rehabilitation, damage to home gardens and agricultural lands, etc.
56. The Grievance Redress Mechanism (GRM) is for people seeking satisfactory resolution of their complaints on the environmental and social performance of the BR Project.
57. Special attention will be placed on ensuring that grievances related to gender issues, such as harassment, will be catered for, and that the grievance process will be designed in such a way that it facilitates access for women.
58. In addition to the project-level and national grievance redress mechanisms, complainants have the option to access two additional independent grievance mechanisms:
 - UNDP Stakeholder Response Mechanism - www.undp.org/secu-srm
 - GEF Conflict Resolution Commissioner - www.thegef.org/projects-operations/conflict-resolution-commissioner

9 MONITORING AND REPORTING

59. The PMB will monitor the impacts of stakeholder engagement activities. Stakeholder engagement will form a regular agenda item at PMB meetings. Issues and risks identified will be recorded in the project Risk Register for ongoing monitoring and/or actioning as appropriate.
60. A summary of all stakeholder engagement activities will be collated and made available to the public e.g., in Annual Project Implementation Report. The summary will contain the following information as a minimum:
 - Stakeholder engagement activities implemented
 - Dates and venues of engagement activities
 - Information shared with stakeholders
 - Outputs including issues addressed.
61. Outcomes of sharing sessions, consultations or responses to issues raised will be reported back to communities e.g., via the project website, newsletters, radio program, visits, meetings, etc.
62. The Stakeholder Engagement Programme will be monitored, reviewed at least annually and updated as required.
63. The Annual Performance Report will include a section on Stakeholder Engagement.

APPENDIX TWO – GRIEVANCE REDRESS MECHANISM

1 INTRODUCTION

1.1 PURPOSE OF THE GRIEVANCE REDRESS MECHANISM

1. During implementation, and particularly construction phases of any project, a person or group of people can be adversely affected, directly or indirectly due to the project activities. The grievances that may arise can be related to social issues such as eligibility criteria and entitlements, disruption of services, temporary or permanent loss of livelihoods and other social and cultural issues. Grievances may also be related to environmental issues such as excessive dust generation, damages to infrastructure due to construction related vibrations or transportation of raw material, noise, traffic congestions, decrease in quality or quantity of private/ public surface/ ground water resources during irrigation rehabilitation, damage to home gardens and agricultural lands, etc.
2. Should such a situation arise, there must be a mechanism through which affected parties can resolve such issues in a cordial manner with the project personnel in an efficient, unbiased, transparent, timely and cost-effective manner.

2 PROJECT GRM

3. The Project will establish and implement a transparent, fair, and free-to-access project-level Grievance Redress Mechanism (GRM) at the start of implementation. The full details of the GRM will be agreed upon during the Inception Phase, a process that will be overseen by the Project Manager with the Project Safeguards Specialist. Interested stakeholders may raise a grievance at any time to the Project Management Unit, the Executing Agency (MoNRE), Implementing Agency (UNDP), or the GEF.
4. The Grievance Redress Mechanism (GRM) is designed to be a problem-solving mechanism with voluntary good-faith efforts. The Grievance Redress Mechanism is not a substitute for the legal process. The Grievance Redress Mechanism will as far as practicable, try to resolve complaints and/or grievances on terms that are mutually acceptable to all parties. When making a complaint and/or grievance, all parties must always act, in good faith and should not attempt to delay and or hinder any mutually acceptable resolution.
5. In addition to the project-level and national grievance redress mechanisms, complainants have the option to access UNDP's Accountability Mechanism, and/or GEF's redress mechanism.

2.1 GRM FOCAL POINT

6. MONRE will establish a focal point for the GRM, and for the development and oversight of the mechanism, including reporting on the work of the Grievance Redress Focal Point (GRFP) to all stakeholders.
7. The GRFP will be made up of members balanced in composition (government and non-government). When seeking to resolve issues, members with a direct interest or role in the grievance/dispute will be excluded from deliberations to avoid conflicts of interest.
8. The Terms of Reference for the GRFP with respect to Grievance Redress are:
 - providing support to the affected persons in solving their problems
 - prioritize grievances and their resolution to advise VEA on serious cases at the earliest opportunity

- Coordinate with the aggrieved person/group and obtain proper and timely information on the solution worked out for his/her grievance
 - study the normally occurring grievances and advise PSC on remedial actions to avoid further occurrences.
9. The functions of the GRFP with respect to grievances will be to:
- Receive, log and track all grievances received.
 - Provide regular status updates on grievances to claimants, PSC members and other relevant stakeholders, as applicable.
 - Engage the PSC members, government institutions and other relevant stakeholders in grievance resolution.
 - Process and propose solutions and ways forward related to specific grievances within a period not to exceed sixty (60) days from receipt of the grievance.
 - Identify growing trends in grievances and recommend possible measures to avoid the same.
 - Receive and service requests for, and suggest the use of, mediation or facilitation.
 - Elaborate bi-annual reports, make said reports available to the public, and more generally work to maximize the disclosure of its work (including its reports, findings, and outcomes).
 - Ensure increased awareness, accessibility, predictability, transparency, legitimacy, and credibility of the GRM process.
 - Collaborate with Partner Institutions and other NGOs, CSOs and other entities to conduct outreach initiatives to increase awareness among Stakeholders as to the existence of the GRM and how its services can be accessed.
 - Ensure continuing education of PB members and their respective institutions about the relevant laws and policies that they will need to be aware of to participate in the development of effective resolutions to Grievances likely to come before the GRM.
 - Monitor the follow up to Grievance resolutions, as appropriate.
10. The GRM Focal Point will perform the following core functions:
- Take direct action to resolve the grievance/dispute (e.g. bring the relevant parties together to discuss and resolve the issue themselves with oversight by the PSC);
 - Request further information to clarify the issue, and share that information with all relevant parties, or ensure that a government agency represented on the PSC took an appropriate administrative action to deal with a complaint;
 - Refer the grievance/dispute to independent mediation, while maintaining oversight; or
 - Determine that the request was outside the scope and mandate of the PSC and refer it elsewhere (e.g. Ministry of Justice and Police or to the courts).

2.2 GRM PROCESSES

2.2.1 Communicating a Grievance

11. A Grievance can be sent by any individual or group of individuals that believes it has been or will be harmed by the Project.

12. If a Grievance is to be lodged by a different individual or organization on behalf of those said to be affected, the Claimant must identify the individual and/or people on behalf of who the Grievance is submitted and provide written confirmation by the individual and/or people represented that they are giving the Claimant the authority to present the grievance on their behalf. The GRM Focal Point will take reasonable steps to verify this authority.
13. The GRFP shall maintain a flexible approach with respect to receiving grievances considering known local constraints with respect to communications and access to resources for some stakeholders. A grievance can be transmitted to the GRFP by any means available (i.e. by email, letter, phone call, meeting, SMS, etc.).
 - The Grievance should include the following information:
 - the name of the individual or individuals making the Complaint (the “Claimant”);
 - a means for contacting the Claimant (email, phone, address, other);
 - if the submission is on behalf of those alleging a potential or actual harm, the identity of those on whose behalf the Grievance is made, and written confirmation by those represented of the Claimant’s authority to lodge the Grievance on their behalf;
 - the description of the potential or actual harm;
 - Claimant’s statement of the risk of harm or actual harm (description of the risk/harm and those affected, names of the individual(s) or institutions responsible for the risk/harm, the location(s) and date(s) of harmful activity);
 - what has been done by Claimant thus far to resolve the matter;
 - whether the Claimant wishes that their identity is kept confidential; and
 - the specific help requested from the GRFP.
14. However, complainants are not required to provide all the information listed above. Initially, the complainant need only provide enough information to determine eligibility. If insufficient information is provided, the GRFP has an obligation to make a substantial, good faith effort to contact the complainant to request whatever additional information is needed to determine eligibility, and if eligible, to develop a proposed response.

2.2.2 Logging, Acknowledgment, and Tracking

15. All grievances and reports of conflict will be received, assigned a tracking number, acknowledged to Claimant, recorded electronically, and subject to periodic updates to the Claimant as well as the office file.
16. Within one week from the receipt of a Grievance, the GRFP will send a *written* acknowledgement to Claimant of the Grievance received with the assigned tracking number.⁴
17. Each Grievance file will contain, at a minimum:
 - the date of the request as received;
 - the date the written acknowledgment was sent (and oral acknowledgment if also done);
 - the dates and nature of all other communications or meetings with the Claimant and other relevant Stakeholders.
 - any requests, offers of, or engagements of a Mediator or Facilitator;
 - the date and records related to the proposed solution/way forward;

⁴ Oral acknowledgments can be used for expediency (and also recorded), but must be followed by a written acknowledgment.

- the acceptance or objections of the Claimant (or other Stakeholders);
- the proposed next steps if objections arose;
- the alternative solution if renewed dialogues were pursued;
- notes regarding implementation; and
- any conclusions and recommendations arising from monitoring and follow up.

2.2.3 Maintaining Communication and Status Updates

18. Files for each Grievance will be available for review by the Claimant and other Stakeholders involved in the Grievance, or their designated representative(s). Appropriate steps will be taken to maintain the confidentiality of the Claimant if previously requested.
19. The GRFP will provide periodic updates to the Claimant regarding the status and current actions to resolve the Grievance. Not including the acknowledgment of receipt of the Grievance, such updates will occur within reasonable intervals (not greater than every thirty (30) days).

2.2.4 Investigation and Consensus Building

20. Within one week of receiving a Grievance, the GRFP will notify MONRE/VEA and any other relevant institutions of the receipt of the Grievance.
21. The GRFP will promptly engage the Claimant and any other relevant Stakeholders deemed appropriate, to gather all necessary information regarding the Grievance.
22. Through the PSC, the GRFP will have the authority to request from relevant Government institutions any information (documents or otherwise) relevant to resolving the Grievance and avoiding future Grievances of the same nature. As necessary, GRFP will convene one or more meetings with relevant individuals and institutions.
23. The objective of all investigative activities is to develop a thorough understanding of the issues and concerns raised in the Grievance and facilitate consensus around a proposed solution and way forward. At any point during the investigation, GRFP may determine that an onsite field investigation is necessary to properly understand the Grievance and develop an effective proposed solution and way forward.

2.2.5 Overseeing Implementation - Monitoring and Evaluation

24. The GRFP will communicate to the Claimant one or more proposed actions or resolutions and clearly articulate the reasons and basis for proposed way forward.
25. If the Claimant does not accept the resolution, the GRFP will engage with the Claimant to provide alternative options, which may include mediation.
26. If the Claimant accepts the proposed solution and way forward, the GRFP will continue to monitor the implementation directly and through the receipt of communications from the Claimant and other relevant parties. As necessary, the GRFP may solicit information from the relevant parties and initiate renewed dialogue where appropriate.
27. In all communications with the Claimant and other stakeholders, the GRFP will be guided by its problem-solving role, non-coercive principles and process, and the voluntary, good faith nature of the interaction with the Claimant and other stakeholders.

2.2.6 Disclosure of GRM and its operations

28. Stakeholders, including local communities, will be advised of the existence of the GRM and its operation. This shall be done via several mechanisms:
- During stakeholder meetings and workshops.
 - A one-page brochure, clearly outlining the existence of the GRM, the processes included and the contact details of the project community focal point/administration officer.
 - Public notice boards.
 - project website, newsletters, and social media feeds.
 - Bi-annually, the GRFP will make available to the public, a report describing the operation of the GRM, listing the number and nature of the Grievances received and processed in the past six months, a date and description of the Grievances received, resolutions, referrals and ongoing efforts at resolution, and status of implementation of ongoing resolutions. The level of detail provided with regard to any individual Grievance will depend on the sensitivity of the issues and Stakeholder concerns about confidentiality, while providing appropriate transparency about the activities of the GRM. The report will also highlight key trends in emerging conflicts, Grievances, and dispute resolution, and make recommendations regarding:
 - measures that can be taken by the Government to avoid future harms and Grievances; and
 - improvements to the GRM that would enhance its effectiveness, accessibility, predictability, transparency, legitimacy, credibility, and capacity.

2.2.7 Without Prejudice

29. The existence and use of this GRM is without prejudice to any existing rights under any other complaint mechanisms that an individual or group of individuals may otherwise have access to under national or international law or the rules and regulations of other institutions, agencies, or commissions.

3 EXTERNAL RESOLUTION MECHANISMS

30. The Project Grievance Redress Mechanism does not replace or exclude other existing avenues for complaint resolution.
31. All complainants have the right to use the courts of Vietnam at any time to seek resolution.
32. Two additional independent grievance mechanisms are also available to complainants:
- UNDP Stakeholder Response Mechanism - www.undp.org/secu-srm
 - GEF Conflict Resolution Commissioner - : <https://www.thegef.org/projects-operations/conflict-resolution-commissioner>

3.1 UNDP'S ACCOUNTABILITY MECHANISMS

33. In addition to the project-level and national grievance redress mechanisms, complainants have the option to access UNDP's Accountability Mechanism, with both compliance and grievance functions.
34. UNDP's SES recognize that even with strong planning and stakeholder engagement, unanticipated issues can still arise. Therefore, the SES are underpinned by an Accountability Mechanism with two key components:
35. A Social and Environmental Compliance Review Unit (SECU) to respond to claims that UNDP is not in compliance with applicable environmental and social policies; and

36. A Stakeholder Response Mechanism (SRM) that ensures individuals, peoples, and communities affected by projects have access to appropriate grievance resolution procedures for hearing and addressing project-related complaints and disputes.
37. UNDP's Accountability Mechanism is available to all of UNDP's project stakeholders.
38. The Social and Environmental Compliance Unit (SECU) investigates concerns about non-compliance with UNDP's Social and Environmental Standards and Screening Procedure raised by project-affected stakeholders and recommends measures to address findings of non-compliance.
39. The Stakeholder Response Mechanism helps project-affected stakeholders, UNDP's partners (governments, NGOs, businesses) and others jointly address grievances or disputes related to the social and/or environmental impacts of UNDP-supported projects.
40. Further information, including how to submit a request to SECU or SRM, is found on the UNDP website at: <http://www.undp.org/content/undp/en/home/operations/accountability/secu-srm/>

3.2 GEF CONFLICT RESOLUTION COMMISSIONER

41. In addition to the accountability, grievance and conflict resolution mechanisms required as per GEF Minimum Standard 2, the GEF Conflict Resolution Commissioner is available to receive complaints related to GEF-financed projects and programs and other issues of importance to GEF operations. The Commissioner facilitates actions among relevant parties, including Complainants, Agencies, recipient countries and other Stakeholders. The Secretariat ensures that the contact information and relevant procedures for the Conflict Resolution Commissioner, as well as complaints received, are publicly available and accessible on the GEF website.
42. Parties wishing to learn more about the service, raise an issue, file a complaint, or ask for facilitation are encouraged to visit: <https://www.thegef.org/projects-operations/conflict-resolution-commissioner>

GRM ANNEXURE ONE: GRIEVANCE REDRESS REGISTERING AND MONITORING FORM

Complainant Information (Person Reporting)						
Name:					Gender:	
Address:					Telephone:	
National ID:					Email:	
Type of complainant:						
Affected person/s	Intermediary (on behalf of the AP)	Civil organization	Service organization	Others (specify)		
Registration (assigned):						
Complaint Details						
Mode of receiving the grievance:						
Letter	Phone call	Fax	Email	Verbal complaint	Suggestion box	Others (specify)
Location of the problem/issue specified in the complaint:						
Type of problem/grievance:						
Construction	Compensation/payment	Revegetation	Access	Social nuisance	Other (specify)	

Short description of the problem:						
Short description of the factors causing the problem:						
Person/agency responsible for causing the problem:						
BR-Project	Affected parties	Service delivery agencies	Local political authority	Civil organizations	Funding agencies	Others (specify):
Past action/s taken by the complainant (if any):						
Details of the focal point that received the complaint:						
Name of the person who received the complaint:			Position:			
Name of the receiving office:			Date:			
Actions taken by the Receiving Office						
	Short Description			Name of Action Officer		Date
Action 1						
Action 2						
Action 3						

Final Resolution			
Signature:		Date:	

GRM ANNEXURE 2: CLOSE-OUT TEMPLATE

As per the GRM process, following completion of the agreed corrective action/s, a complaint can be closed. Acknowledgement from the complainant that appropriate actions have been undertaken and that complaint can be closed should be obtained. The template below can be used to record complainant agreement.

GRM CLOSE OUT LETTER TEMPLATE

Biosphere Reserves Project

Insert project office address

Date: *(insert date)*

RE: RESOLUTION OF GRIEVANCE RELATED TO THE BIOSPHERE RESERVES PROJECT

Dear *(insert name of complainant/s here)*

In response to your complaint of *(insert date of complaint registration)* regarding *(insert subject of complaint and GRM registration reference)* we wish to confirm that the following actions were undertaken:

- *(Insert summary of the actions taken and the outcomes achieved)*
- *(provide as much information as required to demonstrate that resolution has been achieved)*
- *(this information should be available from the GR Registering and Monitoring Form)*

To close out this matter, we request that you sign and return the acknowledgement below. We thank you for your participation and continued interest in the project.

Regards

(insert name)

BR Project Manager

Acknowledgement

I, the undersigned, acknowledge that the above actions have been undertaken and that all reasonable efforts have been made to address my complaint.

Name: Signature:

Date:

APPENDIX THREE: UNDP'S CHECKLIST OF WHETHER AN ACTIVITY REQUIRES FPIC

It is important to note that the processes outlined in the SEPs provide the basis for achieving FPIC, the procedures provided below clarify and reinforce the mechanisms and recording required.

Table 1. Checklist for appraising whether an activity may require an FPIC process (partial listing) ⁵	Yes/No
1. Will the activity involve the relocation/resettlement/removal of an indigenous population from their lands?	
2. Will the activity involve the taking, confiscation, removal or damage of cultural, intellectual, religious and/or spiritual property from indigenous peoples?	
3. Will the activity adopt or implement any legislative or administrative measures that will affect the rights, lands, territories and/or resources of indigenous peoples (e.g. in connection with the development, utilization or exploitation of mineral, water or other resources; land reform; legal reforms that may discriminate de jure or de facto against indigenous peoples, etc.)?	
4. Will the activity involve natural resource extraction such as logging or mining or agricultural development on the lands/territories of indigenous peoples?	
5. Will the activity involve any decisions that will affect the status of indigenous peoples' rights to their lands/territories, resources or livelihoods?	
6. Will the activity involve the accessing of traditional knowledge, innovations and practices of indigenous and local communities?	
7. Will the activity affect indigenous peoples' political, legal, economic, social, or cultural institutions and/or practices?	
8. Will the activity involve making commercial use of natural and/or cultural resources on lands subject to traditional ownership and/or under customary use by indigenous peoples?	
9. Will the activity involve decisions regarding benefit-sharing arrangements, when benefits are derived from the lands/territories/resources of indigenous peoples (e.g. natural resource management or extractive industries)?	
10. Will the activity have an impact on the continuance of the relationship of the indigenous peoples with their land or their culture?	

⁵

https://info.undp.org/sites/bpps/SES_Toolkit/SES%20Document%20Library/Uploaded%20October%202016/Final%20UNDP%20SES%20Indigenous%20Peoples%20GN_Jan2017.pdf

If the answer is 'Yes' to any of these questions, it is likely that FPIC will be required of the potentially affected peoples for the specific activity that may result in the impacts identified in the questions.

NOTES ON FREE, PRIOR AND INFORMED CONSULTATIONS (FPIC)

The extent, frequency and degree of engagement required by the consultation process should be commensurate with the identified project risks and adverse impacts and with the concerns raised by affected IPs. FPICs are built on mutually accepted process between affected communities and project actors.

The overall aim of the FPIC process with all stakeholders is to obtain a signed agreement or oral contract witnessed by an independent entity agreed to by both parties, ensuring that the greatest number of community members are involved and represented, including potentially marginalized groups. The community's customs and norms for participation, decision-making and information sharing are to be respected.

At a very general level, FPIC may be understood as the right of indigenous peoples to approve or reject certain proposed actions that may affect them and that the process for reaching such a decision must possess certain characteristics.

Procedures.

FPICs should be orientated towards obtaining broad community support and by which, broad community support consists of a collection of expressions by affected community members and/or their recognized representatives in support of the proposed project/sub-project activities.

FPICs do not necessarily require unanimity and in some instances, decisions may be achieved even if individuals or groups within the community disagree. FPICs lay out organized and iterative processes through which decisions and measures adopted by the project incorporate the views of the affected IPs on matters that affect them directly.

Effective FPICs are built upon two-way processes that should:

- Involve members of affected communities and their recognized representative bodies and organizations in good faith.
- Capture the views and concerns of men, women and vulnerable community segments including the elderly, youth, displaced persons, children, people with special needs, etc. about impacts, mitigation mechanisms, and benefits where appropriate as reflected in sub-project design. If necessary, separate forums or engagements need to be conducted based on their preferences.
- Begin early in the process of identification of environmental and social risks and impacts and continue on an ongoing basis as risks and impacts arise.
- Be based on the prior disclosure and dissemination/socialization of relevant, transparent, objective, meaningful, and easily accessible information which is in a culturally appropriate language(s) and format and is understandable to affected IPs. In designing consultation methods and use of media, a special attention needs to be paid to include the concerns of Indigenous women, youth, and children and their access to development opportunities and benefits.
- Focus on inclusive engagement on those directly affected than those not directly affected;
- Ensure that the consultation processes are free of external manipulation, interference, coercion and/or intimidation. The ways the consultations are designed should create enabling environments for meaningful participation, where applicable. In addition to the language(s) and media used, the timing, venues, participation composition need to be carefully thought through to ensure everyone could express their views without repercussions.
- Be documented.

APPENDIX FOUR: BR PROJECT LINKS TO MEDIA AND NEWS

News in Vietnamese

1. <https://baotainguyenmoitruong.vn/thuc-day-hoan-thien-hanh-lang-phap-ly-ve-khu-du-tru-sinh-quyen-313816.html>
2. <https://www.qdnd.vn/xa-hoi/tin-tuc/cong-bo-du-an-br-giup-bao-ton-da-dang-sinh-hoc-va-quan-ly-ben-vung-cac-khu-du-tru-sinh-quyen-642124>
3. <https://thoibaonganhang.vn/bao-ton-da-dang-sinh-hoc-gan-voi-phat-trien-kinh-te-107976.html>
4. <http://www.baovanhoa.vn/doi-song/moi-truong-khi-hau/artmid/2165/articleid/34775/dam-bao-muc-tieu-kep-trong-quan-ly-tai-nguyen-thien-nhien-va-phat-trien-sinh-ke-cho-nguoi-dan>
5. <http://ktcatbd.com.vn/social/detail/bao-dam-muc-tieu-kep-trong-quan-ly-tai-nguyen-thien-nhien-16606.html>
6. <https://www.thiennhien.net/2020/10/28/thuc-day-hoan-thien-hanh-lang-phap-ly-ve-khu-du-tru-sinh-quyen/>
7. <https://baoxaydung.com.vn/bao-ton-da-dang-sinh-hoc-gan-voi-phat-trien-kinh-te-291839.html>
8. <https://vovworld.vn/vi-VN/xa-hoi-doi-song/phat-trien-cac-khu-du-tru-sinh-quyen-long-ghep-vao-quy-hoach-phat-trien-kinh-te-915994.vov>
9. <https://baomoi.com/cong-bo-du-an-br-giup-bao-ton-da-dang-sinh-hoc-va-quan-ly-ben-vung-cac-khu-du-tru-sinh-quyen/c/36834117.epi>
10. <http://vea.gov.vn/detail?§id=922>
11. <http://baodongnai.com.vn/tintuc/202010/khu-du-tru-sinh-quyen-dong-nai-duoc-trien-khai-du-an-bao-ton-da-dang-sinh-hoc-cua-lhq-3027955/>
12. <http://tapchimoitruong.vn/pages/article.aspx?item=Khởi-động-Dự-án-Lồng-ghép-quản-lý-tài-nguyên-thiên-nhiên-và-các-mục-tiêu-về-bảo-tồn-ĐDSH-vào-quy-hoạch-phát-triển-kinh-tế---xã-hội-và-quản-lý-các-KDTSQ-ở-Việt-Nam-51969>

News in English

13. <https://www.vn.undp.org/content/vietnam/en/home/presscenter/pressreleases/project-inception-workshop-on-mainstreaming-natural-resource-man.html>
14. <https://en.thesaigontimes.vn/tinbaichitiet/79158/>
15. <http://vietnamnews.vn/environment/803944/vea-and-undp-jointly-launch-biosphere-reserves-management-project.html>
16. <https://en.vietnamplus.vn/project-launched-to-boost-biodiversity-preservation-management/189349.vnp>

17. <https://tienphongnews.com/vea-and-undp-jointly-launch-biosphere-reserves-management-project-99129.html>
18. <https://vnexplorer.net/project-launched-to-boost-biodiversity-preservation-management-a2020115263.html>
19. <https://www.thienhien.net/2020/10/28/thuc-day-hoan-thien-hanh-lang-phap-ly-ve-khu-du-tru-sinh-quyen/>
20. <https://vovworld.vn/vi-VN/xa-hoi-doi-song/phat-trien-cac-khu-du-tru-sinh-quyen-long-ghep-vao-quy-hoach-phat-trien-kinh-te-915994.vov>
21. <https://vietnam.opendevelopmentmekong.net/en/news/vea-and-undp-jointly-launch-biosphere-reserves-management-project/>
22. <https://english.thesaigontimes.vn/79158/biosphere-reserve-management-project-promotes-biodiversity-conservation-in-vietnam.html>
23. <https://vnexplorer.net/vea-and-undp-jointly-launch-biosphere-reserves-management-project-a2020115381.html>
24. <https://www.lecourrier.vn/le-vietnam-sefforce-de-preserver-ses-reserves-de-biosphere/880198.html>
25. <https://www.lecourrier.vn/le-vietnam-sefforce-de-preserver-ses-reserves-de-biosphere/880145.html>