



**Managing the human-wildlife interface to sustain the flow
of agro-ecosystem services and prevent illegal wildlife
trafficking in the Kgalagadi and Ghanzi Drylands**

(KGDEP)

UNDP-GEF PIMS 5590 / GEF ID 9154

**PROJECT LEVEL STAKEHOLDER ENGAGEMENT
PLAN (SEP)**

ACRONYMS

CSO	Civil society organization
CBO	Community based organization
GEF	Global environmental facility
KGDEP	Kgalagadi Ghanzi drylands ecosystem project
LEA	Local enterprise authority
TRG	Technical working Group
VDC	Village development committee
UNDP	United nations development
SEP	Stakeholder engagement plan

Table of Contents

1. INTRODUCTION.....	4
2. Purpose of the Stakeholder Engagement Plan	4
3. Objectives of the Stakeholder Engagement Plan	4
4. Justification for the SEP.....	5
5. Stakeholder Engagement Guiding Principles.....	5
6. Stakeholder Analysis Categorization	6
6.1. Implementing Partners.....	7
6.2. Affected parties.....	7
6.3. Other interested parties.....	8
6.3.1. Disadvantaged/vulnerable individuals or groups.....	8
7. Risks of Inadequate Stakeholder Engagement.....	9
8. Stakeholder Engagement Plan.....	9
8.1. Node of entry of stakeholder engagement.....	10
8.2. Proposed stakeholders' engagement action plan for KGDEP.	10
8.3. Coordination with other related projects	12
8.4. Engagement Methods and Tools.....	12
8.5. Grievance Management.....	15
8.5.1. Grievance Redress Mechanism (GRM)	15
8.6. Resources and responsibilities for implementing the SEP.	15
8.7. Roles and responsibilities	16
8.8. Monitoring and Reporting	17
8.9. Communication	17
8.10. Monitoring indicators.....	17
8.11. Supporting letters/documents for stakeholder engagement.....	18

1. INTRODUCTION

The GEF-financed, GEF 6 Child Project under the Global Wildlife Programme titled “Managing the human-wildlife interface to sustain the flow of agro-ecosystem services and prevent illegal wildlife trafficking in the Kgalagadi and Ghanzi Drylands Ecosystem” (KGDEP) seeks to improve the management of the human-wildlife interface in the Kgalagadi and Ghanzi Drylands of Botswana, in order to sustain the flow of agro-ecosystem services and prevent illegal wildlife trafficking. The project outcomes are structured under four impact pathways: (i) Increasing national capacity to tackle wildlife crime, including poaching, wildlife poisoning and illegal trafficking and trade (Component 1);(ii) creating incentives and building systems for wildlife protection by communities, including improved benefits from natural resource use/wildlife management, reduced human wildlife conflict, and diversified, non-consumptive alternative livelihoods (Component 2); (iii) Integrated landscape planning and sustainable land management (SLM) to secure wildlife migratory corridors and improve productivity in communal lands (Component 3); and (iv) gender mainstreaming, knowledge management and monitoring and evaluation.

To ensure that the project upholds the realization of human rights and the principles of accountability, rule of law, participation, inclusion, equality and non-discrimination, the project operates according to a comprehensive, inclusive and gender-responsive Stakeholder Engagement Plan (SEP) that recognizes the rights and interests of all Batswana within the project domain, and nationally (where project outputs will have reach and influence beyond the immediate project domain), contributes to collective project ownership, and makes adequate provision for meaningful participation of all vulnerable groups. The SEP will be periodically update, and changes validated during project implementation; and its effectiveness evaluated towards the end of the project.

2. Purpose of the Stakeholder Engagement Plan

This Stakeholder Engagement Plan (SEP) was developed by the KGDEP project management team and UNDP Botswana, as part of the Environmental and Social Impact Assessment (ESIA) for all KGDEP activities (The KGDEP referred to hereinafter as "the Project"). As part of the ESIA phase, the SEP describes the stakeholder engagement procedure. This SEP is a "living document" that will be continuously revised and updated by the KGDEP project management unit throughout the project's lifetime.

Given that the project has several direct and indirect stakeholders, it is critical for implementing partners involved in the project to engage their internal and external stakeholders, to ensure that there is adequate buy-in for the project and that all stakeholders can contribute meaningfully to the process and can raise questions, concerns, and request clarifications whenever necessary throughout the project life cycle. This is particularly important for the project beneficiaries and vulnerable groups because it would give them opportunities to contribute and play a key role in the project implementation and its sustainability.

3. Objectives of the Stakeholder Engagement Plan

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

- Define roles and responsibilities for the implementation of the SEP.
- Define reporting and monitoring measures to ensure the efficacy of the SEP, as well as periodic reviews of the SEP based on findings.
- Guide stakeholder engagement that conforms to International Best practice standards.

- Identify key stakeholders who are affected by and/or able to influence the Project and its activities.
- Identify the most effective methods, timing, and structures for sharing project information and ensuring regular, accessible, transparent, and appropriate consultation.
- Develop a stakeholder engagement process that allows stakeholders to influence project planning and design.
- Establish formal grievance redress mechanisms.

4. Justification for the SEP

Policies of the Government of Botswana, UNDP, and GEF require that if a project may cause impacts on land and natural resources, including restrictions on land use or loss of access to land that is subject to traditional ownership or under customary use or occupation, Free, Prior, and Informed Consent (FPIC) of affected indigenous peoples is required. UNDP and GEF policies also require that gender-responsive approaches are applied throughout project design and implementation.

5. Stakeholder Engagement Guiding Principles.

Following UNDP and GEF stakeholder engagement policies and guidelines, the project stakeholder engagement plan encourages adherence to the following guiding principles:

- **Inclusivity:** Promoting inclusive and diverse stakeholder engagement through a customized approach to constructive, responsive, accountable, and transparent stakeholder engagement.
- **Targeting:** Involving stakeholders early (during the design phase) and throughout project implementation to ensure equitable, balanced, and inclusive participation in project governance and operation.
- **Transparency:** Ensuring transparent, fair, and straightforward communication with pertinent stakeholders, access to information; main provisions of the project's plans and results will be published in local mass-media
- **Resourced:** Ensuring the project's commitment to meaningful and effective stakeholder engagement by allocating adequate budgetary resources.
- **Respect:** Respect for socio-cultural values and ethics of diverse stakeholders is one of the guiding principles of the engagement strategy to ensure effective participation and improved outcomes.
- **Capacity building:** Developing the skills and capacities of stakeholders through project activities to ensure the sustainability of project initiatives and outcomes.
- **Adaptation:** Adapting collaborative strategies to protect the interests and concerns of all stakeholders
- **Openness:** Open dialogue and constant communication are required for a sustained and healthy relationship with feedback mechanisms
- **Confidentiality:** Confidentiality of information
- **Value Adding:** Be an essential means of adding value to the project.
- **Accessibility and Access:** Be accessible and promote access to the process.
- **Fairness:** Ensure that all stakeholders are treated in a fair and unbiased way.
- **Accountability:** Be based on a commitment to accountability by all stakeholders
- **Constructive:** Seek to manage conflict and promote the public interest
- **Redressing:** Seek to redress inequity and injustice
- **Needs Based:** Be based on the needs of all stakeholders.
- **Flexible:** Be flexibly designed and implemented.

- **Rational and Coordinated:** Be rationally planned and coordinated, and not be ad hoc.
- **Excellence:** Be subject to ongoing reflection and improvement
- **Sustainability:** Sustained commitment and action, including allocation of resources.

6. Stakeholder Analysis Categorization

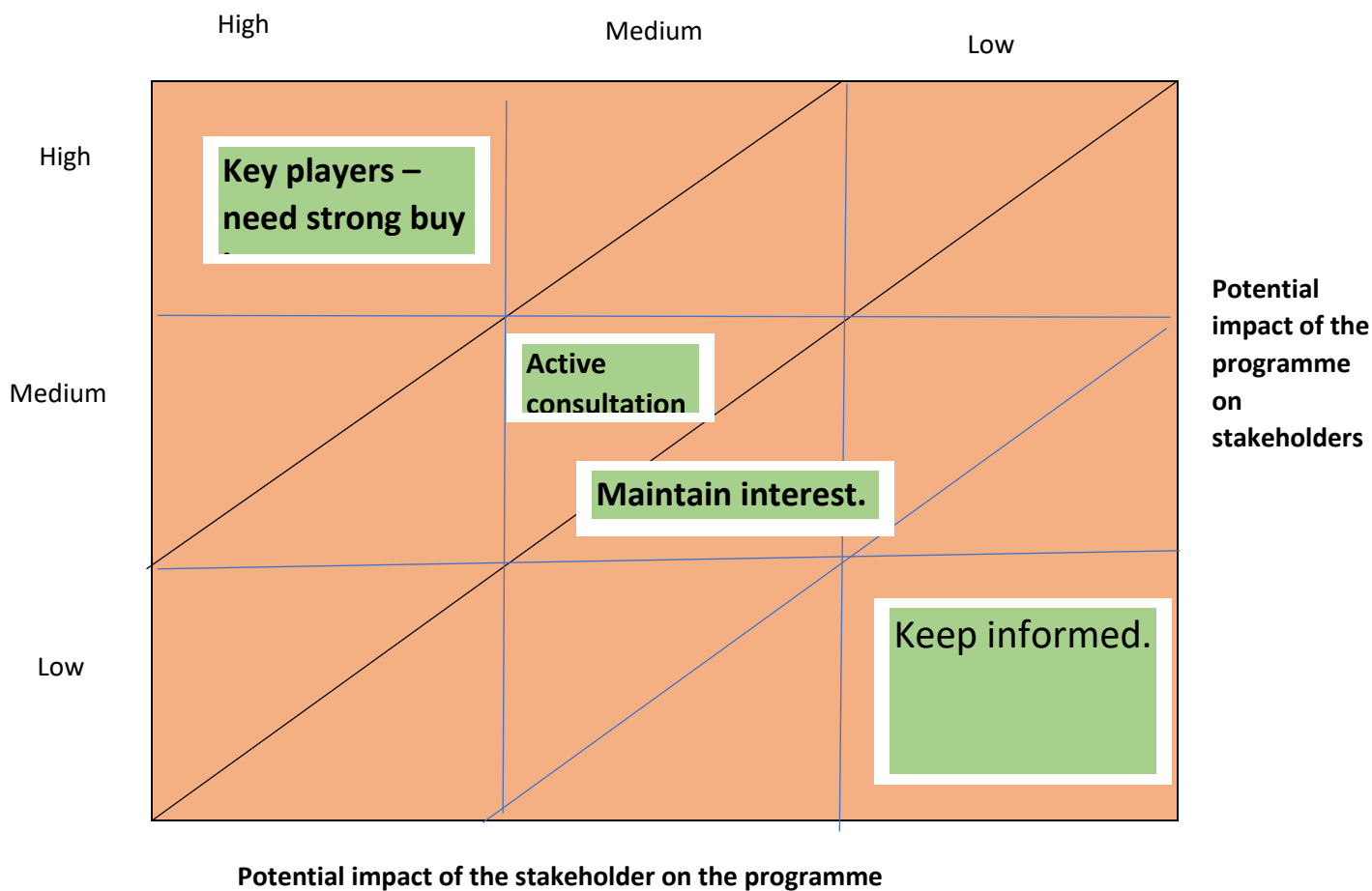
Project stakeholders are individuals who have a role in the Project, who may be affected by the Project, or who have an interest in the Project. These can be divided into primary or secondary stakeholders,

- Primary stakeholders are individuals, groups or local communities that may be affected by the Project, positively or negatively, directly or indirectly, especially those who are directly affected, including the disadvantaged or vulnerable.
- secondary stakeholders are broader stakeholders who may be able to influence the outcome of the Project because of their knowledge about the affected community.

Typically, a stakeholder analysis involves identifying, analysing, and mapping stakeholders. Identification entails determining the variety of stakeholders; analysis entails analysing the situation. Identifying essential characteristics of the identified groups, such as demographics, level, and socioeconomic status pertaining to environmental consciousness, education, etc.; mapping entails delineating stakeholders based on their primary characteristics and geographic location. The exercise facilitates a clear comprehension of the stakeholders and, as a result, an appropriate means of engaging with them.

Not all stakeholders will have the same impact on a programme, and not all will have the same influence. A programme will have a similar impact on all parties involved. Relevant parties are categorised as follows:

- Key actors - those with the greatest influence and those affected most.
- those who require active consultation.
- Those whose interests must be protected.
- Those who only require information (refer to stakeholder impact matrix) below.



Potential impact of the stakeholder on the programme
Stakeholder Impact Matrix (Source MSP from Stapleton)

For effective and tailored engagement, the categorization is founded on stakeholder analysis, which provides a thorough examination of the stakeholder groups. Identified stakeholder groups/stakeholders will be analysed continuously, and the process can be repeated at any time during project implementation; this will serve as the evidence base for the stakeholder engagement strategy. The stakeholders of KGDEP can be divided into three core categories:

- a) Implementing Partners
- b) Affected Parties:
- c) Other Interested Parties

6.1. Implementing Partners

This category of stakeholders encompasses the leading departments responsible for overseeing the successful implementation of the KGDEP. They include the:

- Department of Town and Country Planning
- Department of Wildlife and National Parks
- Ministry of Agriculture
- Department of Environmental Affairs
- Department of Forestry and Range Resources
- Botswana Tourism Organization
- Local Enterprise Authority

6.2. Affected parties.

The Affected Parties encompass local communities, community members, and other entities that are likely to be affected by the project due to actual or prospective impacts or risks to their

physical environment, health, security, cultural practices, well-being, or means of subsistence. These parties may consist of individuals or organizations, including local communities. They are the individuals or households most likely to observe changes because of the project's environmental and social impacts. In particular, the category encompasses the following individuals and groups, Community members, including men, women, youth, and local businesses.

6.3. Other interested parties

These are individuals, groups, or organizations with an interest in the project, which may be because of the project location, its characteristics, its impacts, or matters related to public interest. They include the following:

- Civil society groups and NGOs on regional, national, and local levels that pursue environmental and socio-economic interests and may become partners of the project; they are potential co-implementers of the risk communication and misinformation tackling activities.
- Other donor organizations (UNDP, UNICEF, UNFPA, and other UN agencies).
- Businesses with international links; and
- Public at large
- Social media administrators and users.
- Traditional media and journalists.

6.3.1. Disadvantaged/vulnerable individuals or groups.

It is of utmost significance to ascertain whether the impacts of a project may disproportionately affect individuals or groups who are disadvantaged or vulnerable. These individuals or groups often lack the means to voice their concerns or comprehend the ramifications of a project. Therefore, it is crucial to ensure that efforts to raise awareness and engage stakeholders in sustainable land use management and natural resource management are tailored to accommodate the unique sensitivities, and concerns Vulnerability can arise from factors such as an individual's background, gender, age, economic limitations, financial insecurity, disadvantaged position within the community (e.g., minority status), and reliance on others or natural resources.

The involvement of vulnerable groups and individuals necessitates the implementation of targeted interventions and support to enable their active participation in decision-making processes related to the project. This ensures that their level of awareness and contribution to the overall process is equitable to that of other stakeholders. Within the Project, the vulnerable or disadvantaged groups include and are not limited to the following:

- Retired and elderly people.
- People living with disabilities.
- Pregnant women and children.
- Women-headed households and/or single mothers with underage children.
- Extended low-income families.
- Unemployed

Depending on the circumstances, vulnerable groups within the communities impacted by the project will be identified and consulted via specialized channels. The following sections describe the methodologies of engagement employed by the project.

7. Risks of Inadequate Stakeholder Engagement

The KGDEP implementing partners must be aware of the following potential risks to stakeholder engagement in the implementation process and take the necessary precautions to avoid them, as they could result in a loss of stakeholder confidence, thereby jeopardising the achievement of KGDEP's objectives. These risks are as follows:

- **Slow Delivery of project outputs:** KGDEP recognises slow project start-up, substantial delays in project execution, low delivery, and insufficient provision of managerial and technical support could strain the relationship with different stakeholder groups and especially the funding agency and the local communities who are the primary beneficiaries.
- **Inconsistent engagement:** KGDEP recognises that stakeholder engagement plans must be executed and modified as necessary. KGDEP acknowledges that communication disparity inconsistent engagement may impede stakeholder [projects ownership and sustainability.
- **Lack of inclusivity:** KGDEP recognises, based on the UN principle of inclusivity, that all stakeholders should be included in all stakeholder engagements, and that women should be encouraged to contribute during meetings and consultations more.

8. Stakeholder Engagement Plan

The SEP aims to define a culturally and technically appropriate strategy for consultation and information disclosure. This SEP aims to improve and facilitate communication, grievance redress mechanisms feedback mechanisms, and decision-making, and create an atmosphere of understanding that actively involves project-affected individuals and other stakeholders promptly, and that these groups are given many opportunities to express their opinions and concerns that may influence Project decisions. As stated in the introduction the SEP will be.

- a strategic tool for all project-related engagements.
- Periodically updated, and changes validated during project implementation; and
- Monitored, and its effectiveness evaluated towards the end of the project.

KGDEP will commence all its project Implementation with Project inception workshops or meetings to enable stakeholder awareness of the start of project activity implementation. The project was launched by a multi-stakeholder workshop. This workshop provided an opportunity to provide all stakeholders with the most updated information on the project and the project work plan. It also established a basis for further consultation as the project's implementation commences. To meet best practice approaches, KGDEP Project implementing agencies will apply the following principles for stakeholder engagement:

- **Openness and life-cycle approach:** Community consultations for the activities(s) will be arranged during the whole life cycle, carried out openly, free of external manipulation, interference, coercion, or intimidation.
- **Informed participation and feedback:** Information will be provided to and widely distributed among all stakeholders in an appropriate format; opportunities are provided for communicating stakeholders' feedback, for analysing and addressing comments and concerns.
- **Inclusivity and sensitivity:** Stakeholder identification is conducted to facilitate improved communications and establish productive relationships. The project(s)' participation process is inclusive. All stakeholders are encouraged to always participate in the consultation process. All stakeholders have access to the same amount of information. The principle guiding the selection of engagement methods is

sensitivity to the requirements of stakeholders. Special consideration is given to the project's designated vulnerable groups, such as the rural area dwellers population, people living with disabilities, women, and disadvantaged youth.

8.1. Node of entry of stakeholder engagement

KGDEP acknowledges and respects entry points for engagement with various stakeholder groups. In the case of KGDEP, the two entry points are the technical working group and technical advisory committee and the DEA, the main government department. In the case of local communities, KGDEP will recognise as entry points traditional authorities, such as Headmen and Chiefs, or recognised community structures, such as Community Based Organisations, which may only be engaged with the consent of the traditional leadership. In the case of non-government and private institutions, KKGDEP will engage via respective organisation leaders.

8.2. Proposed stakeholders' engagement action plan for KGDEP.

Stakeholder engagement activities need to provide specific stakeholder groups with relevant information and opportunities to voice their views on topics that matter to them. The below table presents a proposed action plan for stakeholder engagement and the activities to be performed throughout the project by KGDEP and the selected NGOs, in addition to stakeholder communication techniques to ensure that all stakeholders are informed of the project and are engaged and aware of their rights and the mechanism for voicing out their concerns.

Table 1. Stakeholder engagement action plan.

Project stage	Topic consultation	Method used	Timetable location and dates	Responsibilities	
Preparation stage	<ul style="list-style-type: none"> • Project components and project timeline • Important highlights of Project, announcements of planned activities 	<ul style="list-style-type: none"> • Correspondences (Phones, Emails, official letters) media outlets 	<ul style="list-style-type: none"> • Kgotlas 	<ul style="list-style-type: none"> • Selected NGOs, and CSOs, development committees • Vulnerable communities, groups, women, and government officials • Media 	<ul style="list-style-type: none"> • DEA • PMU • TAC
Implementation stage	<ul style="list-style-type: none"> • Project status • Project progress Risks & mitigation measures • Communication campaign: written information will be disclosed including brochures, flyers, posters, public awareness activities etc. • Website to be updated regularly 	<ul style="list-style-type: none"> • Formal meetings • Communication materials • Reports • Press release 	<ul style="list-style-type: none"> • As required 	<ul style="list-style-type: none"> • Media • Government agencies • Public • NGO • CSO 	
Supervision & Monitoring	<ul style="list-style-type: none"> • Project's outcomes, overall progress, major achievements, and major setbacks 	<ul style="list-style-type: none"> • Formal meetings • Press releases. • Kgotla meetings • Reports 	<ul style="list-style-type: none"> • 	<ul style="list-style-type: none"> • Media • General population • NGO's 	

8.3. Coordination with other related projects

This project is a Child Project under the Global Wildlife Programme covering the SADC and EAST Africa region. The Project Management Unit (PMU) continues to scan for new and existing projects addressing similar issues and seek collaborations to learn lessons and build synergies. The project would where possible, develop collaborative agreements with relevant NGOs, national and international research institutions to support the implementation of selected project activities (e.g., advancing research on strategies for reducing depredation, value chain development, managing invasive and economic exploitation of bush clearance, etc.). The project will, within the framework of these collaborative agreement/s, then assist in reimbursing the costs of NGOs and academic institutions in the direct implementation of activities that fall directly within the ambit of the project outputs.

8.4. Engagement Methods and Tools

The project utilizes various methods of engagement to ensure continuous interaction with the stakeholders. For the engagement process to be effective and meaningful, a range of techniques needs to be applied that are specifically tailored to the identified stakeholder groups. Methods used for consulting with Government officials may be different from a format of liaising with the local communities (e.g., focus group discussions, displays, and visuals with a lesser emphasis on technical aspects).

The following table provides a summary of the engagement methods and techniques that will be utilized by PMU. The summary describes a variety of approaches to facilitate the information provision, information feedback, and participation and consultation processes.

Table 1. Method and tools of stakeholder engagement

Method/Tool	Description and use	Contents	Target Groups
<ul style="list-style-type: none"> • Correspondences (phone emails official letters) 	<ul style="list-style-type: none"> • To distribute information to Government officials, NGOs, and CBOs • To invite stakeholders to meetings and follow-up 	<ul style="list-style-type: none"> • Introduction of the project/activity and information about time and venue of meetings 	<ul style="list-style-type: none"> • Government officials • NGOs • CBOs • universities
<ul style="list-style-type: none"> • Individual meetings 	<ul style="list-style-type: none"> • To discuss specific project activities and related issues 	<ul style="list-style-type: none"> • Project's specific activities and plans, design solutions and impact mitigation/management measures that require in-depth discussion with stakeholders. 	<ul style="list-style-type: none"> • Government officials, • NGOs, • CBOs, and • beneficiaries
<ul style="list-style-type: none"> • Kgotla meetings 	<ul style="list-style-type: none"> • Project/activity launch meetings and community public meetings throughout the project life cycle. • To present project information affected parties and larger communities. • To allow participants to provide their views and opinions. • To build relationship with the communities • To register feedback on discussions and questions. 	<ul style="list-style-type: none"> • Important highlights of Project, announcements of planned activities, measures for risk mitigation, overall progress and major achievements. 	<ul style="list-style-type: none"> • Community members •

<ul style="list-style-type: none"> • Mass/social media communication 	<ul style="list-style-type: none"> • Post information on the dedicated project a 	<ul style="list-style-type: none"> • Key project updates; Information on project activities; 	<ul style="list-style-type: none"> • General population
<ul style="list-style-type: none"> • Communication materials 	<ul style="list-style-type: none"> • Written information will be disclosed to the public via a variety of communication materials including brochures, flyers, posters, etc. - Website to be updated regularly. - Short video about the project with interactive content with the beneficiaries to be used during public meetings and on social media platforms. 	<ul style="list-style-type: none"> • Key project updates and reports on the project's environmental and social performance. 	<ul style="list-style-type: none"> • Public
<ul style="list-style-type: none"> • Tours and site visits 	<ul style="list-style-type: none"> • At appropriate points during the development phases, site visits or demonstration tours will be organized for selected stakeholders 	<ul style="list-style-type: none"> • Information on project activities 	<ul style="list-style-type: none"> • TRG • CBO, • NGOS • MEDIA
<ul style="list-style-type: none"> • Feedback & Suggestion Box 	<ul style="list-style-type: none"> • A suggestion box can be used to encourage residents in the affected communities to leave written feedback and comments about the Project. Contents of the suggestion box should be checked by designated Project staff on a regular basis to ensure timely collection of input and response/action, as necessary. 	<ul style="list-style-type: none"> • Any questions, queries or concerns, especially for stakeholders that may have a difficulty expressing their views and issues during public meeting 	<ul style="list-style-type: none"> • Project affected parties, especially vulnerable groups.

8.5. Grievance Management

In compliance with applicable GEF and UNDP operational procedures, a project-specific mechanism is being set up to handle complaints and issues. This process would be specially designed to collect, collate, review, and redress stakeholders' concerns, complaints, and grievances. This process will be carried out using dedicated communication which will be developed to help stakeholders become familiar with the grievance redress channels and procedures.

Locked suggestion/complaint boxes will be posted in each village and implementing partner office, and they will maintain a grievance register to capture and track grievances from submission to resolution and communication with complainants. UNDP website will include clear information on how feedback, questions, comments, concerns, and grievances can be submitted by any stakeholder. It will also provide information on the way grievances will be handled, both in terms of process and deadlines.

8.5.1. Grievance Redress Mechanism (GRM)

Project-affected people and any other stakeholders may submit comments or complaints at any time by using the project's Grievance Redress Mechanism (GRM). The overall objectives of the GRM are to provide a transparent process for timely identification and resolution of issues affecting the project and people, including issues related to specifics in project components, as well as strengthen accountability to beneficiaries, including project-affected people. The GRM is attached for details.

8.6. Resources and responsibilities for implementing the SEP.

KGDEP will mobilize human and material resources for the implementation of the SEP and management of the Grievance Resolution Mechanism (GRM). The Project Management Unit (PMU) will oversee SEP activities, while the Department of Project Coordination (DEA) will oversee the corresponding responsibilities. The material resources that will be mobilized by KGDEP are:

- A specific area on the UNDP website.
- A Facebook page for the DEA; and
- Printed documents (manuals, brochures, posters, etc.) that will be used, based on the needs of the SEP.

8.7. Roles and responsibilities

To implement the various activities envisioned in the SEP, the PMU will need to coordinate closely with other critical stakeholders, including other national and local government departments. Summary of the duties and responsibilities of these actors/stakeholders are depicted in table 3 below.

Table 3. Stakeholder engagement roles and responsibilities

Stakeholder	Responsibilities
PMU/DEA	<ul style="list-style-type: none"> • Planning and implementation of the SEP. • Leading stakeholder engagement activities; Management and resolution of grievances; Coordination/supervision of contractors on SEP activities. • Social performance monitoring and reporting to PMU management and the KGDEP. • direct operational and administrative responsibility for facilitating stakeholder involvement and ensuring increased local ownership of the project and its results.
PSC	<ul style="list-style-type: none"> • A Project Steering Committee (PSC) was constituted to ensure broad representation of all key interests throughout the project’s implementation. The representation, and broad terms of reference, of the SC are further described in (Management Arrangements) of the Project reset Document.
Consultants	<ul style="list-style-type: none"> • Inform PMU of any issues related to their engagement with stakeholders. • Transmit and resolve complaints caused by the consultancy activities in close collaboration with and as directed by PMU/DEA. • Prepare, disclose, and implement various plans (e.g., emergency plan etc.). • Inform local communities of any environmental monitoring e.g., noise, air pollution. • Announce important development activities (such as water closures and available alternatives);
Government departments	<ul style="list-style-type: none"> • Monitor Project compliance with Botswana legislation. <ul style="list-style-type: none"> • Participate in the implementation of certain activities in the ESMP and SEP. • Make the ESMP Reports available to the public and engage with them.
Project affected people	<ul style="list-style-type: none"> • Invited to engage and ask questions about the Project at Project Meetings where it is of interest or of relevance to them. • Lodge their grievances using the Grievance Redress Mechanism defined in the SEP (See annexed GRM)

8.8. Monitoring and Reporting

The Stakeholder Engagement Plan will undergo regular revisions and updates as required during the implementation of the KGDEP implementation. This is to ensure that the information provided remains consistent and up to date. Additionally, it aims to ensure that the stakeholders identified, and the methods of engagement employed continue to be suitable and effective about the project context and specific implementation stages.

The process of monitoring and reporting on activities involving stakeholder engagement will aid the project in tracking issues/concerns raised by stakeholders. This will serve as a resource for understanding trends, which will contribute to risk management by all stakeholders, particularly the KGDEP and its implementation partners. In addition, the SEP monitoring will assist in evaluating the terminal project's stakeholder management.

The project will report every quarter and annually on the PIR progress made toward the implementation of the SEP, which will involve:

- Updates of the stakeholder list.
- Records of all consultations held; and
- Records of all grievances received and dealt with

8.9. Communication

Every meeting and interaction related to the project engagement should be recorded by the KGDEP through the following:

- Stakeholder list.
- Grievance Mechanism Log.
- Minutes of all meetings; and
- Meeting attendance registers.

8.10. Monitoring indicators

Key indicators to monitor the implementation of the SEP are depicted below.

Table 2. SEP monitoring indicators

SEP indicators to be documented in progress reports
Value chain and livelihood activities Worker's grievances
<ul style="list-style-type: none"> • Number of grievances raised by workers
<ul style="list-style-type: none"> • Number of workers grievances <ul style="list-style-type: none"> ➤ opened, ➤ Failed to resolve. ➤ closed, and ➤ number of responses that satisfied the workers, during the reporting period.
<ul style="list-style-type: none"> • Profile of those who lodge a grievance (gender, age, worksite), by category of grievances
<ul style="list-style-type: none"> • Average time of complaint's resolution process, disaggregated by gender of complainants and categories of complaint
<ul style="list-style-type: none"> • Trend in time and comparison of number, categories, and location of complaints with previous reporting periods

Grievance Redress Mechanism
<ul style="list-style-type: none"> • Number of grievances received, in total and at the project’s sites, at PMU office, and on the website, disaggregated by complainant’s gender and means of receipt (telephone, email, discussion)
<ul style="list-style-type: none"> • Number of grievances received from affected people, external stakeholders
<ul style="list-style-type: none"> • Number of grievances that have been. <ul style="list-style-type: none"> ➤ filed, ➤ resolved ➤ closed, and ➤ number of responses that satisfied the complainants, during the reporting period disaggregated by category of grievance, gender, age, and location of complainant.
<ul style="list-style-type: none"> • Average time of complaint’s resolution process, disaggregated by gender of complainants and categories of complaints.
<ul style="list-style-type: none"> • Trends in time and comparison of number, categories, and location of complaints with previous reporting periods.
Engagement with other stakeholders
<ul style="list-style-type: none"> • Number and nature of engagement activities with other stakeholders, disaggregated by category of stakeholder (Governmental departments, Academia, NGOs, CBOs, CSO)
<ul style="list-style-type: none"> • Issues raised by stakeholders, actions agreed with them and status of those actions
<ul style="list-style-type: none"> • Minutes of meetings annexed
<ul style="list-style-type: none"> • Updates/revisions of the SEP
Engagement with project affected parties
<ul style="list-style-type: none"> • number and location of meetings with Responsible Parties
<ul style="list-style-type: none"> • Number of men and women that attended each of the meetings above
<ul style="list-style-type: none"> • Number, location, attendance, and documentation of the meetings held with the Ips and communities or other stakeholders
<ul style="list-style-type: none"> • Minutes of meetings will be annexed to the report. Summarizing the views and comments of attendees.

8.11. Supporting letters/documents for stakeholder engagement.

The stakeholder engagement process will be accompanied by the following documents that show proof and validity of the engagement. The documents include not limited to

- Invitation letters
- Agendas/programs
- Photographs
- Consent letters
- Signed attendance registers with contact details of attendees.
- GPS coordinates of the location of where the engagements were held.
- Videos or photographic recordings
- Report minutes of engagements (including key issues that required further considerations/follow-up).