

**For Disclosure**



## **STAKEHOLDER ENGAGEMENT PLAN**

Promoting Green Transformation in the Pacific Region towards  
Net-zero and Climate-resilient Development

Climate Action Pathways for Island Transport (CAP-IT)

<b>PROJECT ID</b>	01000418
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**DECEMBER 2024**

**Public Consultation/Disclosure Notice****Date - December 2024**

The United Nations Development Programme (UNDP) launched today a public consultation on the attached Stakeholder Engagement Plan - Promoting Green Transformation in the Pacific Region towards Net-zero and Climate-resilient Development - Climate Action Pathways for Island Transport (CAP-IT).

**Comments to this consultation can be sent to the following address:**

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**comments - December 2024**

## ACRONYMS

Acronym	Definition
ADB	Asian Development Bank
CAP-IT	Climate Action Pathways for Island Transport
UNCBD	United Nations Convention on Biological Diversity
CEDAW	Convention on the Elimination of All Forms of Discrimination Against Women
CES	Corporate Environmental and Social Standards
COC	Code of Conduct
UNCRC	United Nations Convention on the Rights of the Child
EPC	Electric Power Corporation
ESIA	Environmental and Social Impact Assessment
ESMF	Environmental and Social Management Framework
EV	Electric Vehicle
FPIC	Free, Prior, and Informed Consent
GHG	Greenhouse Gas
GPS	Global Positioning System
GRM	Grievance Redress Mechanism
ILO	International Labour Organization
LEP	Livelihoods Enhancement Plan
LMC	Local Monitoring Committee
LTA	Land Transport Authority
M&E	Monitoring and Evaluation
MWTI	Ministry of Works, Transport & Infrastructure
NDC	Nationally Determined Contributions
NGO	Non-Governmental Organization
NUS	National University of Samoa
PSC	Project Steering Committee
PWD	Persons with Disabilities
SECU	Social and Environmental Compliance Unit
SEP	Stakeholder Engagement Plan
SES	Social and Environmental Standards
SESP	Social and Environmental Screening Procedure
SIDS	Small Island Developing States

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<b>Acronym</b>	<b>Definition</b>
SQA	Samoa Qualifications Authority
SRM	Stakeholder Response Mechanism
UNCCD	United Nations Convention to Combat Desertification
UNDP	United Nations Development Programme
UNDRIP	United Nations Declaration on the Rights of Indigenous Peoples
UNFCCC	United Nations Framework Convention on Climate Change
WB	World Bank

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## EXECUTIVE SUMMARY

The SEP introduces the "Climate Action Pathways for Island Transport (CAP-IT)" project, which is designed to address the challenges of climate change in Samoa, particularly in the land and maritime transport sectors. It begins by contextualizing the project within the broader initiatives led by Small Island Developing States (SIDS) in response to the escalating climate impacts and socio-economic challenges brought about by the COVID-19 pandemic.

The key focus of Samoa's climate initiatives is on reducing greenhouse gas (GHG) emissions, with a particular emphasis on the transport sector, which is the largest emitter of GHG in the country. Samoa has committed to a 26% reduction in GHG emissions by 2030, as outlined in its Enhanced Nationally Determined Contributions (NDCs).

This project is supported by funding from the Government of Japan and is implemented by the UNDP under its Direct Implementation Modality (DIM). It is planned to run from June 2023 to February 2025, and aims to engage a wide range of stakeholders, including government bodies, NGOs, civil society, and marginalized groups, to ensure a just and inclusive transition toward a zero-carbon future for Samoa.

The report focuses on the Legal and Institutional Framework governing the CAP-IT project in Samoa. It details the national and international laws, regulations, and conventions relevant to the project, particularly those emphasizing stakeholder engagement, environmental protection, and social inclusivity.

Key National Laws and Policies include but not limited to the Planning and Urban Management Act 2004, the Land and Titles Act 2020, the Environmental Management Act 1993 (revised in 2005), the Energy Act 2020, the Water Resources Management Act 2008, the Disaster and Emergency Management Act 2007, the Climate Change Act, the Public Finance Management Act, the Community Development Sector Plan 2021-2026 and the Waste Management Act 2010

Key International Obligations identified include but not limited to United Nations Framework Convention on Climate Change (UNFCCC), Convention on Biological Diversity (CBD), United Nations Convention to Combat Desertification (UNCCD), International Labour Organization (ILO) Conventions, United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP).

The SEP provides stakeholder analysis for the CAP-IT project in Samoa. It emphasizes the importance of understanding and engaging with various stakeholders throughout the project's lifecycle. The analysis categorizes stakeholders into primary, secondary, and tertiary groups to facilitate targeted engagement.

The plan details the Stakeholder Engagement Program for the CAP-IT project in Samoa. This program is essential to ensure that stakeholders are actively involved and consulted throughout the entire project lifecycle. The engagement strategy outlined follows the UNDP's Social and Environmental Standards (SES) Stakeholder Engagement Guidance, which mandates meaningful and informed participation.

The plan outlines the Stakeholder Engagement Schedule for the CAP-IT project in Samoa. It provides a structured timetable of the planned activities to ensure timely and effective engagement with all relevant stakeholders throughout the project's lifecycle. It focuses on the Grievance Mechanism established for the CAP-IT project in Samoa. This mechanism is designed to provide a systematic and transparent process through which stakeholders can raise concerns or grievances related to the project. It ensures that grievances are handled promptly, fairly, and efficiently, maintaining the accountability and integrity of the project.

The report outlines the UNDP SES Disclosure Requirements, which ensure that stakeholders have access to all relevant project information. It describes the steps taken to meet these transparency and engagement standards as part of the CAP-IT project. It discusses Monitoring and Evaluation for the CAP-IT project in Samoa, focusing on the importance of continuous oversight and stakeholder involvement to ensure project transparency, accountability, and effective implementation.

It outlines the Monitoring and Evaluation (M&E) framework for the CAP-IT project, which is essential to ensure transparency, accountability, and the effectiveness of the project. The M&E framework involves the participation of stakeholders and third-party monitors, allowing for a comprehensive assessment of the project's progress and impacts. The plan focuses on the Capacity Building initiatives designed to empower stakeholders, particularly local communities and marginalized groups, to effectively participate in and benefit from the CAP-IT project.

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## CHAPTER 1: PROJECT DESCRIPTION

### 1.1 Introduction

Confronted by the escalating effects of climate change and the socioeconomic hurdles arising from the COVID-19 pandemic, Small Island Developing States (SIDS) in the Pacific are proactively initiating their transition to greener, more resilient economies. Utilizing their Nationally Determined Contributions (NDCs), which detail priorities and targets for clean energy and climate resilience, these nations are leveraging UNDP's Climate Promise. This initiative represents the largest global support platform for developing countries aimed at crafting and executing national climate commitments. The Climate Promise framework underpins actions and investments across four nations—Papua New Guinea, Samoa, Timor-Leste, and Vanuatu—tailored to specific national needs to foster a sustainable, gender-inclusive, and climate-resilient future.

### 1.2 Samoa's Climate Initiatives

Despite its minimal contribution to global greenhouse gas (GHG) emissions, Samoa recognizes climate change mitigation as a vital governmental focus, driven by increasing frequency and severity of extreme weather events. The transport sector, reliant entirely on fossil fuels, is the largest emitter, contributing 27.4% of national GHG emissions. Since 2013, a 69.5% rise in vehicle ownership has escalated fuel import demands, underscoring the urgency of transitioning to a greener transport system as a key component of Samoa's enhanced NDCs. This sector, responsible for 59% of the energy sector's emissions, necessitates a swift shift toward zero-emission vehicles both on land and at sea to meet Paris Agreement objectives.

This project proposes a transformative shift towards a low-carbon transport system, enhancing Samoa's infrastructure, governance, and technical capacities to accelerate decarbonization. The approach is tri-fold -

- Creating an enabling environment through strengthened and gender-sensitive institutional governance, financial, legal and technical capacities for accelerating the decarbonization of both land and maritime transport systems.
- Accelerating inclusive decarbonization of the land transport sector with a focus on adoption and imports of electric vehicles and accessible electrification service networks targeting public transport and public service delivery vehicles; and

- Introducing and piloting low-carbon outboard motors for Samoa’s fishing fleet through a gender sensitive grant mechanism for local fisherfolk and training scheme on installation, operation, and maintenance.

This strategy ensures inclusive participation across all transport modalities, emphasizing support for marginalized groups, including women, the elderly, youth, children, and persons with disabilities. It aims to integrate diverse perspectives throughout the project’s planning and execution phases, reflecting a commitment to inclusivity.

### **1.3 Implementation and Collaboration**

Supported by funding from the Government of Japan and implemented by UNDP under its Direct Implementation Modality (DIM), this 24-month project, spanning from June 2023 to February 2025, will engage a broad spectrum of stakeholders. This includes government bodies, non-government organizations, and civil society, particularly focusing on groups often overlooked in policymaking. By fostering strong partnerships and leveraging existing institutional frameworks, such as the National Energy Coordination Committee, the project aims to build local capacities, ensuring Samoa’s successful transition to a zero-carbon future.

### **1.4 Project Description**

Samoa continues to be a leader in climate action, committed to accelerating and enhancing the implementation of its Nationally Determined Contributions (NDC) to global climate change mitigation efforts. The focus is on green transformation and zero-emission pathways. In July 2021, Samoa launched its Enhanced NDC with the ambitious goal of reducing greenhouse gas (GHG) emissions by 26% by 2030 compared to 2007 levels. This initiative is part of the UNDP’s Climate Promise, which aims to expedite actions toward emissions reduction and increase the resilience of Small Island Developing States (SIDS) to climate change.

The project is aligned with Pillar 1 - Clean Energy and Just Transition towards Net-Zero Pathways. It aims to accelerate the achievement of Samoa’s Enhanced NDC by supporting the decarbonization of the land and maritime transport sectors, moving towards zero-emission islands. The overall objective is to promote urgent and inclusive transformation of these sectors by accelerating the adoption of electric vehicles and low-carbon outboard motors. This will support the attainment of Samoa’s enhanced NDCs for the energy and transport sectors by 2030.

The project follows a three-fold approach with specific objectives;

- Creating an Enabling Environment - Strengthening and gender-sensitive institutional governance, financial, legal, and technical capacities to accelerate the decarbonization of both land and maritime transport systems.
- Accelerating Decarbonization of Land Transport - Focusing on the adoption and importation of electric vehicles and establishing accessible electrification service networks, particularly targeting public transport and public service delivery vehicles.
- Introducing Low-Carbon Outboard Motors - Piloting low-carbon outboard motors for Samoa's fishing fleet through a gender-sensitive grant mechanism for local fisherfolk, accompanied by training on installation, operation, and maintenance.

This strategy adopts a gender-sensitive approach, based on the principles of leaving no one behind, to achieve green and zero-emission transformational change in the transport sector. Guided by the Samoa NDC Implementation Roadmap and Investment Plan (2021), the strategy identifies key enablers for accelerated nation-wide decarbonization of both land and maritime transport sectors. It ensures equal participation, access, and safety for all, with a special focus on marginalized groups such as women, the elderly, youth, children, and persons with disabilities (PWDs). The women and other marginalized groups, often overlooked in planning and implementation, will have a platform to ensure their perspectives are considered throughout the project design and implementation.

The strategy is based on the core theory of change that;

- IF zero-emission economic development in the transport sector is enhanced through strengthened, integrated, and gender-sensitive institutional governance, financial, and technical capacity;
- IF there is accelerated decarbonization of the land transport sector focusing on inclusive, accessible, and greener public transport systems;
- IF there is accelerated decarbonization of the maritime sector to optimize energy efficiency, especially for fishing vessels,

THEN, an enabling environment will be created for inclusive and accessible transformational change towards a green and low-carbon transport sector,

THUS, accelerating the achievement of Samoa's enhanced NDC mitigation targets to reduce GHG emissions in the energy sector by 30% and overall GHG emissions by 26% by 2030 compared to 2007

levels, while meeting its sustainable development goals through inclusive and climate-responsive transport systems.

### 1.5 Proposed project location

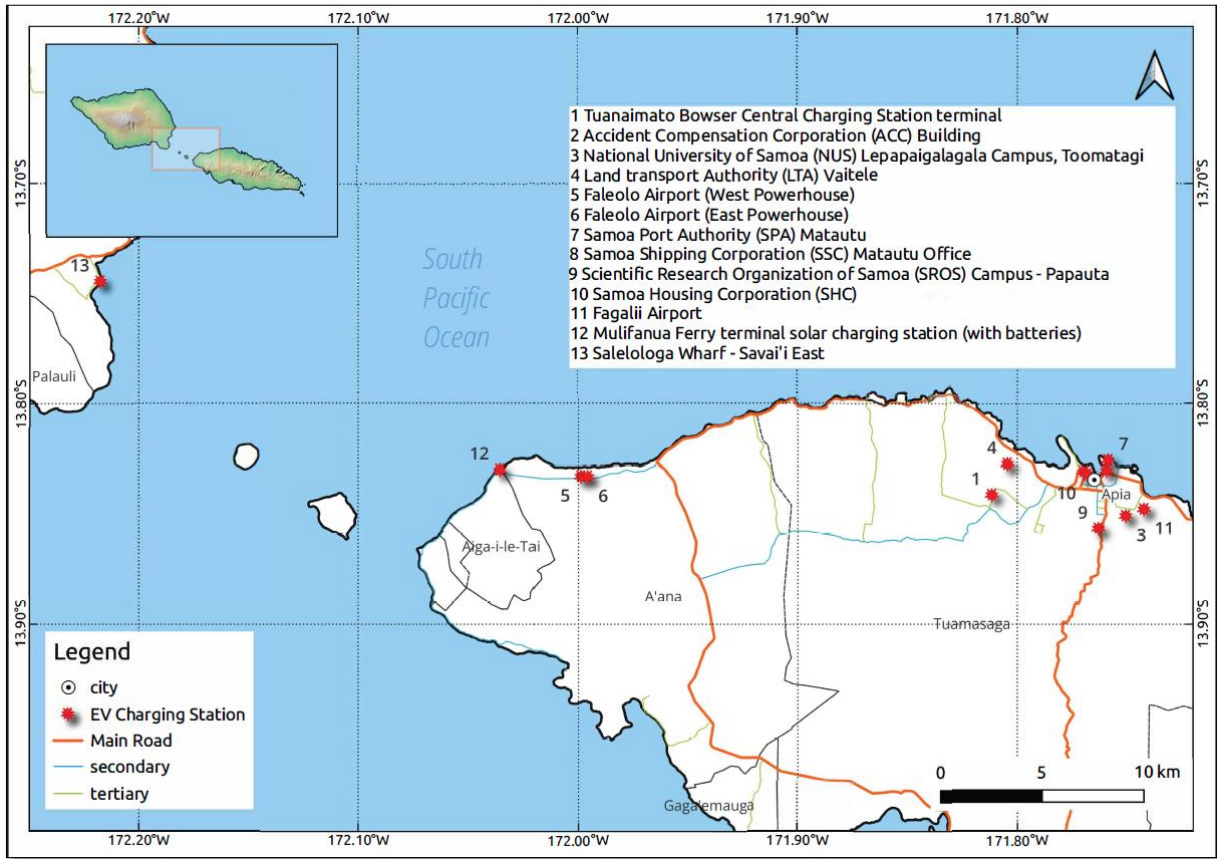


Figure 1: Map of the proposed EV charging station in Samoa under the proposed CAP-IT project

Table 1: GPS location of the proposed EV charging stations in Samoa

EV CHARGING STATION LOCATION	LATITUDE	LONGITUDE	INST. TYPE	AC/DC CHARGER	PHASES	MOUNTING TYPE	LAND CERTIFICATE (LOT/PLAN)
Tuanaimato Bowser Central Charging Station terminal	-13.84123	-171.81165	Ministry	DC + AC	3-phase	Ground	1767/4318 (see annex 1a)
Accident Compensation Corporation (ACC) Building	-13.83074	-171.76983	SOA	AC	3-phase	Wall	512/4980 (see annex 1b)
National University of Samoa (NUS) Lepapaigalagala Campus, Toomatagi	-13.8508	-171.75059	SOA	AC	3-phase	Pedestal	2742/5818 (see annex 1c)
Land transport Authority (LTA) Vaitele	-13.82742	-171.80453	SOA	AC	3-phase	Wall	7/10318 (see annex 1d)
Faleolo Airport (West Powerhouse)	-13.83288	-171.99891	SOA	AC	3-phase	Wall	228/5041 (see annex 1e)
Faleolo Airport (East Powerhouse)	-13.83299	-171.99591	Public	DC	3-phase	Ground	
Samoa Port Authority (SPA) Matautu	-13.82576	-171.75865	SOA	AC	3-phase	Wall	1069/7704 (see annex 1f)
Samoa Shipping Corporation (SSC) Matautu Office	-13.83025	-171.75934	SOA	AC	3-phase	Wall	657/3464 (see annex 1g)
Scientific Research Organization of Samoa (SROS) Campus - Papauta	-13.85652	-171.76307	SOA	AC	3-phase	Wall	1/11977 (see annex 1h)
Samoa Housing Corporation (SHC) - Motootua	-13.83176	-171.76826	SOA	AC	3-phase	Pedestal	XXXX/XX X (see annex 1i)
Fagalii Airport	-13.84778	-171.74233	Public	DC	3-phase	Ground	1/12242 (see annex 1j)
Mulifanua Ferry terminal solar charging station (with batteries)	-13.83005	-172.03538	Public - Solar powered with storage	DC	3-phase	Ground	1326/7569 (see annex 1k)
Salelologa Wharf - Savai'i East	-13.74433	-172.21763	Public	AC	3-phase	Wall	863/7570 (see annex 1l)

## 1.6 Stakeholder Inception Workshop

The Stakeholder Inception Workshop for the CAP-IT project served as a foundational platform to engage diverse stakeholder groups at the commencement of the project. This workshop was designed to introduce the project's scope, objectives, and expected impacts, laying the groundwork for continuous stakeholder engagement throughout the project lifecycle. The primary aim was to gather initial feedback, foster a mutual understanding of the project's benefits and challenges, and establish a collaborative environment from the outset.

The workshop brought together representatives from government agencies, private sector entities, NGOs, academia, and local communities (women, youth PWD, and local fishermen). Each group was provided with an opportunity to voice their expectations, concerns, and suggestions regarding the project's implementation and its broader environmental, social, and economic implications. This inclusive approach was crucial for ensuring that the project aligns with the needs and values of all stakeholders, particularly those directly impacted by the project's outcomes.

During the workshop, detailed presentations were made by the project team, outlining the technical aspects of the project, the anticipated environmental and social management frameworks (ESMF), and the mechanisms in place for ongoing stakeholder participation and feedback. Open discussions facilitated deeper dialogues on specific issues, allowing stakeholders to engage directly with project experts and the Energy Policy Coordination and Management Division (EPCMD) of MWTI, and the Renewable Energy Division (RED) of MNRE. Where questions required further consultations, they were documented.

The inception workshop also marked the beginning of a structured engagement process, where stakeholders were informed about how they could remain involved in the project's development, monitor its progress, and contribute to its success. This initial engagement was critical in building trust and transparency, setting the stage for a participatory approach to project planning and implementation. Table 2 below provides the summary of the key findings of the workshop.

Table 2: Summary of the findings of the inception workshop

KEY ISSUES RAISED	KEY CONCERNS RAISED	RESPONSES AND FOLLOW-UP ACTIONS
Electrification of Transport	Concerns about infrastructure readiness and public acceptance of electric vehicles.	Assurances of government commitment to infrastructure development and public awareness campaigns.



Legal and Policy Frameworks	Need for updates in legislation to support electrification and decarbonization initiatives.	Plans to review and propose necessary amendments to existing laws to align with decarbonization goals.
Funding and Resource Allocation	Stakeholders highlighted the necessity for adequate funding to support the transition to low-carbon transport.	Engagement with international partners and exploration of funding opportunities to support project activities discussed.
Technological Adaptation and Support	Concerns about the local capacity to maintain and service new technologies like electric vehicles.	Commitment to capacity building and training programs for local technicians and engineers.
Community Engagement and Inclusion	Emphasis on the need for involving local communities and ensuring that interventions are inclusive.	Strategies for community engagement and ensuring inclusivity in project planning and implementation were outlined.
Environmental Impact and Sustainability	Questions about the long-term environmental impact of proposed changes and how sustainability will be ensured.	Detailed discussions on environmental assessments and sustainable practices to be integrated into project activities.

### 1.7 Potential social and environmental impacts

The Environmental and Social Management Framework (ESMF) delves into the potential social and environmental impacts associated with the project, providing an overview of both the positive and negative consequences that may arise from the typology of likely activities, sub-projects, policies, and regulations supported during the project's implementation. It extends the initial findings of the Social and Environmental Screening Procedure (SESP), offering an examination and discussion of the risks and impacts identified. Table 3 below shows a summary of standards/principle triggered, its negative impact and triggering activity, while table 4 below provides a summary of the risk anticipated and the negative impacts of the proposed project.

Table 3: Risk anticipated and the negative impacts of the proposed project

STANDARD OR PRINCIPLE	POTENTIAL NEGATIVE IMPACT	TRIGGERING ACTIVITIES
Standard 1 - Biodiversity Conservation and Sustainable Natural Resource Management	Disruption of natural habitats and biodiversity loss	Construction and development activities in or near sensitive ecosystems
Standard 2 - Climate Change and Disaster Risks	Increased vulnerability to climate-related hazards	Infrastructure projects that do not consider future climate variability
Standard 3 - Community Health, Safety and Security	Health and safety risks to local communities	Increased traffic, use of hazardous materials, and construction activities
Standard 4 - Cultural Heritage	Damage to cultural heritage sites	Construction near sites of cultural significance
Standard 6 - Indigenous Peoples	Impacts on indigenous rights and cultures	Development activities in areas culturally significant to indigenous communities
Standard 7 - Labour and Working Conditions	Labor disputes and unfair labor practices	Employment practices during the project construction and operation phases

STANDARD OR PRINCIPLE	POTENTIAL NEGATIVE IMPACT	TRIGGERING ACTIVITIES
Standard 8 - Pollution Prevention and Resource Efficiency	Pollution and waste management issues	Mismanagement of construction waste and hazardous materials
Gender Equality and Women's Empowerment Principle	Marginalization of women in project benefits	Technological training programs not accessible to all genders
Accountability	Lack of transparency and stakeholder engagement	Inadequate community consultation processes
Sustainability and Resilience	Reduced resilience to environmental shocks	Infrastructure not designed to withstand future climate or disaster risks

Table 4: Summary of main project activities resulting in potential social and environmental impacts.

ACTIVITY	POTENTIAL ENVIRONMENTAL IMPACT	SESP REFERENCE	POTENTIAL PROJECT BENEFIT
<b>Activity 1.1</b> - Review and update Samoa's legislative and policy framework in support of a national transition to low-carbon land and maritime transport.	<ul style="list-style-type: none"> <li>The project may exacerbate existing social tensions or create new ones if communities perceive that it benefits some groups over others or lacks transparency.</li> <li>The project may exacerbate existing social tensions or create new ones if communities perceive that it benefits some groups over others or lacks transparency.</li> <li>The regulations and policies may not be adequate to operationalize the proposed project.</li> </ul>	Risk 8 Social Tensions and Conflict) Risk 16 (Sustainability of the Project)	Enhances legislative and policy frameworks to support sustainable transport, fostering long-term environmental and economic benefits.
<b>Activity 1.3</b> - Develop a gender responsive Decarbonization Strategy in support of the Sector Plan for Land and Maritime Transport, to include sub-sector specific NDC emission target reductions and abatement measures, including a monitoring framework.	<ul style="list-style-type: none"> <li>The project may exacerbate existing social tensions or create new ones if communities perceive that it benefits some groups over others or lacks transparency.</li> </ul>	Risk 8 (Social Tensions and Conflict)	Promotes gender equity in environmental policies, ensuring that emission reduction strategies are inclusive and effectively address specific needs.
<b>Activity 1.5</b> - Design and roll out an inclusive public awareness campaign promoting the environmental benefits and co-benefits of a transition to low-emissions vehicles and infrastructure.	<ul style="list-style-type: none"> <li>The project may exacerbate existing social tensions or create new ones if communities perceive that it benefits some groups over others or lacks transparency.</li> </ul>	Risk 8 (Social Tensions and Conflict)	Increases public awareness and support for low-emission vehicles, leading to broader community engagement and environmental stewardship

ACTIVITY	POTENTIAL ENVIRONMENTAL IMPACT	SESP REFERENCE	POTENTIAL PROJECT BENEFIT
<p><b>Activity 2.4</b> - Develop a gender-sensitive Sustainable Land Use and Mobility Plan, to promote green, inclusive, and accessible infrastructure and mobility.</p>	<ul style="list-style-type: none"> <li>Construction and operational activities may lead to habitat disruption, pollution, and resource depletion. Improper handling and disposal of construction and operational waste could lead to pollution and environmental degradation.</li> </ul>	<p>Risk 1 (Environmental Degradation)</p>	<p>Facilitates the development of green, inclusive, and accessible infrastructure, promoting sustainable urban mobility and enhanced quality of life.</p>
<p><b>Activity 2.5</b> - Design and install charging station network for public service delivery electric vehicles (EVs).</p>	<ul style="list-style-type: none"> <li>Project benefits might not be equitably distributed, leading to increased social inequality.</li> <li>Construction and operational activities may lead to habitat disruption, pollution, and resource depletion. Improper handling and disposal of construction and operational waste could lead to pollution and environmental degradation.</li> <li>Project benefits might not be equitably distributed, leading to increased social inequality.</li> <li>Project activities could potentially impact sites of cultural significance or cultural practice associated with fishing due to the uptake of new technology.</li> <li>Construction activities could cause significant noise, affecting local communities and wildlife.</li> <li>Construction sites pose risks to both workers and nearby residents, potentially leading to accidents or health issues.</li> <li>Direct and indirect impacts on local ecosystems and wildlife due to construction and operation activities.</li> <li>The project may exacerbate existing social tensions or create new ones if communities perceive that it benefits some groups over others or lacks transparency.</li> <li>Local businesses or street vendors might experience temporary or permanent</li> </ul>	<p>Risk 1 (Environmental Degradation)                      Risk 2 (Social Inequality and Exclusion)                      Risk 4 (Noise Pollution)                      Risk 6 (Worker and Community Health and Safety)                      Risk 7 (Impact on Local Wildlife and Ecosystems)                      Risk 8 (Social Tensions and Conflict)                      Risk 10 (Economic Displacement)                      Risk 11 (Impact on Indigenous Peoples)                      Risk 16 (Sustainability of the Project)</p>	<p>Establishes essential infrastructure for electric vehicles, supporting a reduction in greenhouse gas emissions and promoting cleaner urban environments.</p>

ACTIVITY	POTENTIAL ENVIRONMENTAL IMPACT	SESP REFERENCE	POTENTIAL PROJECT BENEFIT
	<p>economic impacts due to construction activities or changes in the local environment.</p> <ul style="list-style-type: none"> <li>Boat makers may also be affected when adopting the electric boats and this impact may be permanent.</li> <li>Activities could affect the lands, resources, or cultural practices of indigenous communities without adequate engagement and informed consent.</li> <li>Duty-bearers may not be adequately equipped sensitively and effectively to design and implement these activities.</li> </ul>		
<p><b>Activity 3.3</b> - Assess and pilot low-carbon propulsion systems of Samoa’s fishing fleet through a gender sensitive grant mechanism for local fisherfolk and training scheme on installation, operations and maintenance.</p>	<ul style="list-style-type: none"> <li>Project activities could potentially impact sites of cultural significance or cultural practice associated with fishing due to the uptake of new technology.</li> <li>Direct and indirect impacts on local ecosystems and wildlife due to construction and operation activities.</li> <li>Local businesses or street vendors might experience temporary or permanent economic impacts due to construction activities or changes in the local environment.</li> <li>Boat makers may also be affected when adopting the electric boats and this impact may be permanent.</li> <li>Activities could affect the lands, resources, or cultural practices of indigenous communities without adequate engagement and informed consent.</li> </ul>	<p>Risk 3 (Cultural Heritage Disruption)                      Risk 7 (Impact on Local Wildlife and Ecosystems)                      Risk 10 (Economic Displacement)                      Risk 11 (Impact on Indigenous Peoples)</p>	<p>Provides local fisherfolk with access to low-carbon technologies, enhancing sustainability in the fishing industry and reducing environmental impacts.</p>

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## CHAPTER 2: LEGAL AND INSTITUTIONAL FRAMEWORK

### 2.1 National laws, regulations, and policies

Samoa has several laws and regulatory frameworks that emphasize and facilitate stakeholder engagement in project design and implementation. These laws aim to ensure that all relevant parties, especially local communities, and other stakeholders, are involved in the decision-making processes that affect them.

- a. Planning and Urban Management Act 2004 - This act provides for the establishment of planning schemes that require public participation in the development and approval stages to ensure community interests and concerns are considered.
- b. Land and Titles Act 2020 - This law involves traditional and community leaders in decisions regarding land use, which is critical in Samoa where land is predominantly communally owned.
- c. Environment Management Act 1993 (revised in 2005) - This act mandates the requirement for Environmental Impact Assessments (EIAs) for development projects, which must include public consultation to inform and gather feedback from potentially affected communities.
- d. Energy Act 2020 - Under this act, any new energy projects, especially those involving significant infrastructure, require consultations with affected stakeholders to mitigate impacts and optimize benefits.
- e. Water Resources Management Act 2008 - This act emphasizes the importance of involving communities and stakeholders in water management planning processes to ensure sustainable use and protection of water resources.
- f. Disaster and Emergency Management Act 2007 - This legislation requires community involvement in disaster preparedness and response planning, ensuring that all relevant stakeholders are engaged in creating strategies that address local needs and vulnerabilities.
- g. Climate Change Act - the legislation mandates stakeholder involvement in the formulation and implementation of climate change mitigation and adaptation strategies. This includes ensuring that community voices are heard in the context of environmental sustainability projects.
- h. Public Finance Management Act - This act requires transparency and public accountability in the management of public resources, which indirectly supports stakeholder engagement by mandating openness in governmental projects and financial undertakings.

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- i. Community Development Sector Plan 2021 to 2026 - This plan focuses on empowering local communities through engagement and participation in developmental projects that affect their socio-economic conditions.
  - j. Waste Management Act 2010 - Requires stakeholder involvement in the development and implementation of waste management strategies, ensuring that these strategies are effectively communicated to and supported by the public.
  - k. Ministry of Women Affairs Act 1990 - This act emphasizes the inclusion of women in decision-making processes and projects that affect their communities. It ensures that gender perspectives are considered in development initiatives and that women have a platform for engagement in national development strategies.
  - l. Codes of Environmental Practice 2007 - These codes provide specific guidelines for environmental management in Samoa. They ensure that any project, especially under CAP-IT, adheres to best practices in minimizing environmental impacts. Stakeholder engagement is crucial in the planning and monitoring phases to ensure compliance and address community concerns regarding environmental protection.
  - m. Labor and Employment Relations Act 2013 - This law mandates fair labor practices and includes provisions for stakeholder engagement in ensuring that workers' rights are respected in all projects. It requires that workers and unions are consulted in the development of employment terms, ensuring equitable treatment and compliance with labor standards.
  - n. Occupational Safety and Health Act 2002 - This act requires that all workplace safety protocols are developed in consultation with workers and stakeholders. It ensures that employers engage employees in identifying potential hazards and developing strategies to promote safety in the workplace.
  - o. Occupational Safety and Health Regulation 2017 - These regulations further detail the responsibilities of employers to involve employees in maintaining a safe working environment. They mandate ongoing consultation with workers on safety issues, ensuring that all parties are involved in promoting health and safety standards across projects, including those under CAP-IT.

## **2.2 Fundamental Role in UNDP SES**

Stakeholder engagement is fundamentally integrated into the United Nations Development Programme's Social and Environmental Standards (UNDP SES), reflecting its critical importance in sustainable development and project management.

- Inlusiveness - The UNDP SES are built around the principle of inclusiveness, which necessitates active and meaningful stakeholder engagement. This ensures that all relevant parties, especially potentially affected communities, are involved in the decision-making process.
- Transparency and Accountability - Stakeholder engagement is a key driver of transparency and accountability within projects. The UNDP SES emphasize the need for clear, accessible information sharing and dialogue with stakeholders, which helps build trust and ensures that project decisions are made transparently.
- Enhanced Decision-Making - Engaging with a diverse range of stakeholders provides project teams with multiple perspectives and local knowledge, which can lead to better-informed decisions and more robust environmental and social management plans. This is in line with UNDP's commitment under the SES to integrate environmental and social sustainability in its programming.
- Grievance Redress Mechanisms - UNDP SES requires the establishment of effective grievance redress mechanisms. Stakeholder engagement is crucial to designing and implementing these mechanisms, ensuring they are accessible and effective for all community members, particularly the most vulnerable.
- Mitigation of Social and Environmental Impacts - Effective stakeholder engagement helps identify potential social and environmental risks early in the project cycle, allowing for timely and appropriate mitigation measures. This proactive approach is a central tenet of the SES, aiming to avoid or minimize adverse impacts before they occur.
- Compliance with International Standards - UNDP SES align with international best practices and guidelines on stakeholder engagement, such as those outlined by the International Finance Corporation (IFC) and the Equator Principles. These standards require projects to engage with stakeholders early and continuously throughout the project lifecycle.
- Building Local Capacity and Ownership - Through stakeholder engagement, projects under UNDP's oversight work to enhance local capabilities and empower communities. This supports sustainable development goals by ensuring that projects leave behind a positive legacy of increased community resilience and self-sufficiency.
- Addressing Needs of Vulnerable Groups - UNDP SES specifically highlight the importance of engaging with and addressing the needs of vulnerable and marginalized groups. Through targeted engagement strategies, projects can ensure that these groups are not only heard but actively participate in and benefit from development activities.

## **2.3 Implementation in Project Cycles**

In practical terms, stakeholder engagement within the framework of the UNDP SES involves several key activities throughout the project cycle, including -

- Scoping and Identification - Engaging stakeholders to understand the area, its needs, and potential project impacts.
- Assessment and Planning - Involving stakeholders in identifying and planning how to address environmental and social impacts.
- Implementation and Monitoring - Regular communication with stakeholders to adapt strategies as the project progresses and to monitor impacts.
- Closure and Evaluation - Engaging stakeholders in evaluating the project's success and long-term sustainability after completion.

## **2.4 International laws and Regulations**

Samoa, as a participant in the global community, has ratified several international laws, regulations, and conventions that emphasize the importance of stakeholder consultation in development projects, particularly those that impact the environment and human rights. These international frameworks ensure that projects undertaken not only comply with global standards but also respect and involve local communities and stakeholders.

### **2.4.1 United Nations Framework Convention on Climate Change (UNFCCC)**

As a signatory to the UNFCCC, Samoa is committed to stakeholder engagement in the formulation and implementation of national strategies for climate change mitigation and adaptation. This includes involving local communities and stakeholders in decision-making processes to ensure that climate-related projects are effective and equitable.

### **2.4.2 United Nations Convention on Biological Diversity (UNCBD)**

By ratifying the UNCBD, Samoa has agreed to promote and facilitate public participation, particularly concerning the conservation and sustainable use of biological diversity. Stakeholder consultation is seen as essential for achieving the objectives of the UNCBD, ensuring that biodiversity considerations are integrated into planning and project implementation.



### **2.4.3 United Nations Convention to Combat Desertification (UNCCD)**

This convention stresses the importance of community participation in combating desertification and land degradation. For Samoa, this involves engaging local communities in efforts to manage land sustainably, particularly in areas prone to degradation.

### **2.4.4 International Labour Organization (ILO) Conventions**

Samoa has ratified various ILO conventions that require stakeholder consultation, especially in projects impacting labor rights and working conditions. This includes ensuring that workers' rights are protected in project planning and execution, with explicit provisions for consulting with labor organizations and communities.

### **2.4.5 United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)**

Although not a binding convention, adherence to the principles of UNDRIP<sup>1</sup> underscores Samoa's commitment to respecting the rights of indigenous populations by involving them in any projects that affect their lands, cultures, or traditions.

### **2.4.6 Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW) -**

Under CEDAW<sup>2</sup>, Samoa is obliged to ensure women's equal participation in political and public life, which extends to stakeholder consultations for projects impacting women's social, economic, and cultural conditions.

### **2.4.7 United Nation Convention on the Rights of the Child (UNCRC)**

The CRC requires that children's views be considered in matters affecting them, which would include stakeholder consultations in projects that could impact child welfare or development.

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<sup>1</sup> The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) was adopted by the General Assembly on Thursday, 13 September 2007, by a majority of 143 states in favour, 4 votes against (Australia, Canada, New Zealand and the United States) and 11 **abstentions** (Azerbaijan, Bangladesh, Bhutan, Burundi, Colombia, Georgia, Kenya, Nigeria, Russian Federation, Samoa and Ukraine).

<sup>2</sup> Samoa is the first Pacific island country to ratify the Convention at the conclusion of the United Nations Decade for Women and the first to set up a separate Ministry for Women Affairs.



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## CHAPTER 3: STAKEHOLDER ANALYSIS

### 3.1 Introduction

The stakeholder engagement process is a crucial component of the Environmental and Social Management Framework (ESMF) for the project, guided by UNDP SES. This ensures compliance with international standards and guarantees that the project is finely attuned to both global expectations and local needs. The stakeholder analysis performed as part of the ESMF is key to understanding the varied perspectives and contributions of different groups affected by or interested in the project. This analysis serves as a tool to capture the community's pulse and the concerns of other pertinent stakeholders, facilitating open dialogue and partnerships throughout the project's lifecycle. It reflects a deep commitment to respecting the rights of all participants to be informed and actively involved in decisions that impact them, aligning with UNDP's focus on promoting democratic governance and social equity. This and the subsequent section will detail the methods used in the stakeholder engagement process, summarize essential feedback, and outline strategies to address stakeholder concerns.

### 3.2 ESMF stakeholder Consultation

Following this, Table 4 will present the results from consultations with government agencies, state-owned enterprises, the private sector, NGOs, academia, and research institutions. These consultations took place on July 16th and 17th, 2024, at two locations - the Lava Hotel in Apia and the UNDP conference room at the One UN House in Tuanaimato. Consultation with the local community were held on the 23<sup>rd</sup> of July 2024. Details on the participants from these workshops are available upon request from the Ministry of Works, Transport & Infrastructure (MWTI).

Stakeholders were formally invited through official letters dispatched by the Ministry of Works, Transport & Infrastructure (MWTI) one month prior to the meeting, providing ample time for planning and preparation. Accompanying the invitations were tailored questionnaires, designed specifically for each category of stakeholders to gauge their understanding, roles, and expectations regarding the project. These questionnaires are included in Annex 1 of the Stakeholder Engagement Plan (SEP). At the workshop, UNDP utilized PowerPoint to present the background of the proposed project, followed by the findings from the Social and Environmental Screening Procedure (SESP) and the Environmental and Social Management Framework (ESMF). Although the presentations were conducted in English, discussions were held in both English and Samoan to accommodate all participants. Local community

consultations were primarily conducted in Samoan to ensure clarity and inclusivity. It was further agreed that a validation process will be undertaken with the stakeholders before disclosure.

Table 5: Issues discussed, and concerns during the Stakeholder consultation workshops with the Government, Private sector, NGOs and Academia

KEY ISSUES DISCUSSED	KEY CONCERNS RAISED	RESPONSES AND FOLLOW-UP ACTIONS
Incorporation of the private sector, public-private partnerships, discussions with the electricity sector	Concerns about the inclusion of the private sector in climate finance, EV procurement and station connectivity, fees, and incentives. Previous 'green transformation' initiatives faced financing challenges. Need for public-private frameworks to facilitate private sector involvement.	Acknowledged the need for private sector inclusion and government setting standards for private sector interventions. Assured ongoing discussions with relevant stakeholders including EPC for the electricity sector's involvement.
Administration and future usage of EVs and charging stations.	Emphasized the importance of SES frameworks and training for sustainability. Concerned about the future administration under Ministry of Finance or the Ministry of Public Enterprises.	Reiterated the development of an ESMF and targeted ESIA/ESMP to cover safety risks and ensure sustainability. Highlighted the need for government to set standards to guide private sector interventions.
Support for the SES Frameworks in guiding long-term transformation.	Agreed with the need for frameworks to guide the transformation towards EV usage.	Supported the view of using SES Frameworks as guidelines for the transformation process.
Development of National Competency Standards for EVs and related technologies.	Questioned whether standards for EVs and electric fleets were developed to inform existing qualifications.	Confirmed ongoing legislative framework reviews to identify gaps and integrate standards into governmental recommendations.
Carbon footprint calculations for installing EV charging stations.	Inquired about carbon offset calculations with the import of EVs and installation of charging stations. Concerned about the environmental impact.	Explained the plan to calculate carbon emissions avoided at the end of the project, emphasizing the reduction in emissions from the transition to EVs.
Waste Disposal, Uptake of EVs, Risks	Concerns about the preparedness for EV adoption, the viability of second-hand EVs, waste disposal of batteries, grid stability for charging EVs.	Detailed discussion on handling EV waste, especially batteries. Confirmed plans for a temporary storage facility for hazardous materials. Emphasized ongoing legislative reviews to ensure safe disposal and recycling processes. Assured of government's role in setting standards for EV imports to maintain safety and quality.
Incentivizing EV Use, Government Revenue, Gender-responsive Decarbonization Strategy	Suggested incentives for EV adoption, concerns about loss of government revenue from reduced fuel imports, requested examples of gender-responsive strategies.	Explained that incentives could include tax reductions and that a feasibility study has been conducted regarding the economic shifts due to EV adoption. Discussed the importance of incorporating gender perspectives in transport sector reforms to improve inclusivity.

KEY ISSUES DISCUSSED	KEY CONCERNS RAISED	RESPONSES AND FOLLOW-UP ACTIONS
Solar Charged Car Ports	Proposed the installation of solar-charged ports for EVs, considering their expertise in solar technologies.	Confirmed the installation of a public solar-charged car port and discussed challenges with securing land for additional ports. Mentioned ongoing projects with MNRE for developing solar charging stations at strategic locations.
Transition to EVs, Economic Viability of EVs	Concerns about the cost and maintenance support for EVs, especially the need for adequate technical training and support infrastructure.	Highlighted the long-term economic benefits of EVs despite higher initial costs. Discussed training programs with local educational institutions to build capacity for EV maintenance. Confirmed partnerships for installing e-charging stations and detailed the strategic plan for using renewable energy sources to power these stations effectively.
Tax Cuts, Safety Risks	Advocated for tax cuts to encourage EV adoption among businesses and raised safety concerns regarding EV batteries.	Agreed on the need for tax incentives to boost EV adoption and provided details from a study on safe disposal and recycling of EV batteries. Stressed the importance of government standards to ensure the safety of EV technologies.
Curriculum development and integration, Trainings and Resourcing	Concerns about current curriculum and lack of resources and qualified trainers to deliver new programs. Need for bonding to retain skills learned from overseas training.	Project team discussing with NUS and TVET providers. Research support from KVA Consulting Specialist. Discussions ongoing with SQA. Private sector interest noted. Commitment to gender equality and inclusion in training.
Ministry of Education curriculum scope, TVET Pathway Programme	Curriculum does not extend to PSET which is with SQA, NUS, & APTC. Concerns about embedding climate change and renewable energy in existing programs.	Informs about TVET pathways established for secondary level. Urges the project to loop MEC in progress for awareness initiatives like Career Day.
Education - Geography strand	Inclusion of new developments and risks discussed within existing programs through case studies.	Discussion on how case studies on environmental impacts can be included in the existing curriculum.
Timelines and alignment, Gender inclusive	Concerns over outdated or delayed reports affecting alignment with inter-related institutions. Questions about inclusivity extending to disabilities.	Assurances of sufficient electricity capacity by EPC. Emphasized the need for setting proper foundations and regulations for e-technologies.
Resourcing impacts due to delays in setting EV standards, Gender inclusive, Grievance system	Impact of delayed EV standards on resources. Questions if gender inclusivity covers disabilities. Concerns over e-charging stations affecting electricity stability.	Confirmation that gender response includes women, youth, and disabilities. Discussions on updating sustainability plans and establishing a robust grievance system.

Table 6: Issues discussed, and concerns during the Stakeholder consultation workshops with the Community

KEY ISSUES RAISED	KEY CONCERNS RAISED	RESPONSES AND FOLLOW-UP ACTIONS
Introduction of Electric Vehicles (EVs)	Concerns about the preparedness for EV adoption, including infrastructure and public awareness.	The project team outlined ongoing efforts to enhance infrastructure, such as installing charging stations, and plans for public awareness campaigns to educate the community about EV benefits and usage.
Environmental and Health Impact	Worries about the environmental impact of battery disposal and health implications of new technology.	Clarifications were provided on safe battery disposal methods and health safety measures. Environmental impact assessments have been conducted to ensure sustainable practices are in place.
Economic Impact	Anxiety over the economic implications, especially concerning job opportunities in the new EV market and the impact on traditional automotive businesses.	Discussions on potential job creation in the EV sector were highlighted, with additional training programs proposed to help transition current automotive workers to the new technology.
Cultural and Social Considerations	Questions about how the project aligns with local cultural values and social norms, particularly regarding community involvement and benefit-sharing.	The project team emphasized community engagement and the inclusion of cultural values in the project planning. Meetings and workshops are scheduled to ensure continuous dialogue and community benefit-sharing arrangements are being considered.
Safety and Risk Management	Safety concerns related to EV technology, particularly the risks associated with battery usage and the adequacy of emergency services to handle potential incidents.	The project has integrated stringent safety protocols and is working with local emergency services to enhance their capacity to respond to incidents involving EV technology. Specific training on EV safety will be provided to first responders.
Sustainability and Long-term Viability	Doubts about the long-term sustainability and viability of the technology, including maintenance and compatibility with existing infrastructure.	The team reassured stakeholders of the robustness of the technology and its compatibility with existing infrastructures. Long-term sustainability plans include regular assessments and updates to technology and infrastructure to adapt to evolving needs.

Table 7 below shows the stakeholder mapping list that was developed stating the interest of the stakeholders in the project, expected outcomes or influence on the project or roles of the stakeholders.

Table 7: Overview of Stakeholders identified, Interests, and Expected Outcomes<sup>3</sup>.

ORGANIZATION	INTEREST IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
<b>Government and SOEs</b>		
Ministry of Commerce, Industry and Labour (MCIL)	Concerns about labor standards and employment impacts during the project implementation.	Oversee adherence to labor standards and employment regulations within the project.
Ministry of Works, Transport & Infrastructure (MWTI)	Integration of sector policies with project activities, focusing on transport and infrastructure development.	Influence on policy alignment and infrastructure planning; ensure project compliance with local regulations.
Electric Power Corporation (EPC)	Technical aspects of integrating Electric Vehicles (EVs) and related infrastructure into Samoa's power grid.	Provide technical expertise and support in energy-related project components.
Land Transport Authority (LTA)	Ensuring compliance with transportation safety and environmental standards.	Monitor and enforce transportation and safety standards throughout the project's implementation.
Ministry of Communication, Information & Technology (MCIT)	Impact on communication infrastructure and technological integration.	Oversee and support the integration of communication technologies within the project.
Samoa Water Authority (SWA)	Management of water resources in relation to project activities, especially those that may affect water quality and availability.	Manage water resources effectively and ensure that project activities adhere to sustainable water use practices.
Scientific Research Organization of Samoa (SROS)	Research on environmental impacts and sustainability measures; concerns about carbon footprint calculations for EVs and related infrastructure.	Conduct environmental research and provide data to guide sustainability efforts within the project.
Samoa Bureau of Statistics (SBS)	Provision of data for environmental and social impact assessments.	Supply data to support decision-making and impact assessments.
Ministry of Agriculture & Fisheries (MAF)	Interests in how the project affects agricultural sectors and fisheries, particularly concerning environmental impacts.	Advise on mitigating negative impacts on agriculture and fisheries; ensure sectoral concerns are addressed.
Ministry of Prime Minister & Cabinet (MPMC)	Broader governmental policy alignment and support for the project, especially in areas affecting national development goals.	Coordinate cross-ministry support and initiatives to ensure project alignment with national policies.
Ministry of Women, Community & Social Development (MWCSD)	Community impacts, particularly regarding social development and inclusion.	Facilitate community engagement and ensure that social development goals are integrated into the project.

<sup>3</sup> Note that this list may change during project implementation and will be reviewed regularly.

ORGANIZATION	INTEREST IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
Samoa Tourism Authority (STA)	Concerns about the impact of project activities on Samoa's tourism, especially in relation to environmental sustainability and infrastructure development.	Provide insights into the tourism sector's needs; ensure project activities bolster rather than hinder tourism growth.
Samoa Fire and Emergency Services Authority (SFESA)	Interest in the project's compliance with fire safety and emergency response standards, particularly in new infrastructure developments.	Assess and advise on fire safety and emergency preparedness measures for the project.
Ministry of Natural Resources and Environment (MNRE)	Oversight of the project's adherence to environmental standards and policies, including impact assessments and sustainability practices.	Ensure environmental compliance and sustainability; influence environmental policy integration.
Ministry of Education, Sports, and Culture (MESC)	Integration of educational and cultural considerations in project planning, especially in fostering awareness and training related to project themes.	Influence educational content and cultural considerations; promote awareness and training initiatives.
Ministry of Health	Interest in public health aspects of the project, especially concerning the environmental and infrastructural changes that may affect community health.	Oversee health impact assessments and ensure public health considerations are prioritized.
Office of the Regulator	Regulatory compliance, especially in utilities and services affected by the project, such as telecommunications and power.	Monitor regulatory compliance; ensure that utility services related to the project meet standards.
Ministry of Finance	Financial oversight of the project, ensuring budgetary compliance and effective use of resources.	Oversee financial management and accountability; ensure fiscal compliance with national standards.
<b>Private sector and NGOs in Samoa</b>		
Maali Company Pty Ltd	Concerned about waste disposal and integration of EVs	Manage waste disposal effectively, ensuring environmental compliance
Asco Motors Samoa	Interest in tax cuts and safety standards for EV adoption	Influence policy on EV incentives and safety standards
SkyEye Pacific Limited	Advocacy for public incentives for EV adoption and considerations on government revenue implications	Influence public policy and economic assessments related to EV adoption
AutoSaver Samoa Co. Ltd	Focused on training, EV readiness, and waste disposal of EVs	Lead training programs and manage EV-related waste
Loibl Car Parts	Concerns about parts supply for EVs and potential business impacts	Supply chain management for EV parts and related business adaptation
Nissan Samoa	Economic viability and maintenance support for EVs	Provide technical support and ensure maintenance capabilities for EV infrastructure



ORGANIZATION	INTEREST IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
Vagana Electrical Engineering Solutions Ltd	Smooth transition to EVs, and regulatory frameworks for sustainable charging	Implement and manage EV charging infrastructure; advise on regulatory compliance
T&N Toleafoa Petrol Station	Impact of EV adoption on petrol stations and new energy market opportunities	Adapt business model to accommodate EVs and explore new market opportunities
Frank & Sons Boatcraft & Construction	Safety risks and standards related to EV technologies	Ensure safety standards are met and provide construction support for infrastructure
Henry Silva Shipyard	Integration of EV technologies in maritime applications	Develop and implement EV solutions in maritime vehicles, contribute to sector innovation
Don Bosco College & Vocational Technical Center	Curriculum development for training in EV technology	Facilitate technical education and training, produce skilled workforce for the project
Samoa Environmental Society (SES)	Environmental sustainability and monitoring of the project's ecological impact	Monitor environmental impacts, provide sustainability insights and advocacy
Women in Business Development Inc	Enhancing economic opportunities for women through project-related activities	Promote gender equity and empower women through project engagement opportunities
Samoa Chamber of Commerce	Business impacts and opportunities related to the project's economic activities	Represent business interests, facilitate networking and partnerships within the project
Samoa Conservation Society	Conservation of biodiversity and natural resources affected by the project	Ensure biodiversity protection measures are integrated and adhered to in project activities
Nuanua O Le Alofa (NOLA)	Accessibility and inclusivity in project design and implementation	Advocate for disability rights and ensure project accessibility for all community members
Samoa Umbrella for Non-Governmental Organizations (SUNGO)	Community impacts and the NGO sector's role in project monitoring	Coordinate NGO involvement, oversee community engagement and feedback mechanisms
O le Siosiomaga Society Inc. (OLSSI)	Advocacy for environmental protection and sustainable practices in project operations	Provide expert environmental advice, engage in advocacy and educational activities
<b>Academia and research institutions</b>		
Australia Pacific Training Coalition (APTC)	Curriculum development and integration with national competency standards; resource and training needs.	Lead in developing and implementing new curriculums; provide training resources.
Don Bosco College & Vocational Technical Center	Safety standards and overseas training for EV technologies.	Facilitate practical training and workshops; enhance safety protocols.
Ministry of Education & Culture (MEC)	Development of the TVET pathway for secondary education.	Influence curriculum development at secondary and TVET levels, especially in science and technology.
National University of Samoa (NUS)	Alignment of project initiatives with academic calendars and resource availability.	Support in aligning project timelines with academic schedules; provide faculty and resources.

ORGANIZATION	INTEREST IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
Samoa Qualifications Authority (SQA)	Development of workplace assessment models and qualifications for EV technologies.	Oversee the development and implementation of national qualifications and certifications.
Scientific Research organization of Samoa (SROS)	Research on environmental impacts and sustainability measures; interest in innovative technologies.	Provide critical research data, contribute to technology development and environmental assessments.
University of the South Pacific (USP) Samoa Campus	Integration of sustainable development practices in education and community engagement.	Offer expertise in sustainable practices, engage students and staff in project activities.
Samoa Polytechnic	Technical training and skill development in areas directly impacted by the project.	Develop specific technical skills among students, align training programs with project needs.
Oceania University of Medicine	Health impacts related to the project, especially in community health and safety.	Conduct health impact studies, provide health and safety training.
Institute of Research, Extension, and Training in Agriculture (IRETA)	Agricultural impacts and sustainable agricultural practices influenced by the project.	Advise on agricultural methods, ensure project aligns with sustainable agricultural practices.

Table 8: Overview of Community Stakeholders identified, Interests, and Expected Outcomes

ORGANIZATION/COMMUNITY MEMBER	INTERESTS IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
Nu'ualuga Leaumoana - Manonouta	Interested in how the project will benefit women and the overall community.	Expecting enhanced community infrastructure and participation in project decisions.
Community member 1	Concerned with the project's impact on local governance and community practices.	Seeking to ensure the project aligns with community values and provides tangible benefits.
Community member 2	Focused on youth engagement and how the project can provide employment opportunities.	Aiming for youth training programs and job creation aligned with project needs.
Community member 3	Interested in environmental conservation and sustainable practices within the community.	Expecting the project to implement environmentally friendly technologies and practices.
Community member 4	Concerned about the project's transparency and its direct impact on the local community.	Aiming to enhance community understanding and involvement in the project.
Community member 5	Looking for economic opportunities that the project might bring to the community.	Expecting economic growth and stability as a direct result of the project's implementation.
Community member 6	Concerned with cultural preservation and the integration of traditional practices.	Expecting the project to respect and incorporate local customs and traditions.

ORGANIZATION/COMMUNITY MEMBER	INTERESTS IN THE PROJECT	EXPECTED OUTCOMES/INFLUENCE ON THE PROJECT/EXPECTED ROLE
Community member 7	Interested in the project's approach to community health and welfare.	Aiming for the project to contribute positively to the community's health and well-being.
Community member 8	Looking for improvements in local infrastructure and services.	Expecting the project to lead to upgraded infrastructure and better services.
Community member 9	Concerned with the accessibility of project benefits to the elderly and less mobile residents.	Aiming for inclusive project benefits that consider the needs of all community members, especially the vulnerable.
Community member 10	Focused on the economic impact of the project on the village.	Expecting the project to bring economic benefits and enhance local business opportunities.
Community member 11	Concerned with women's roles in project planning and execution.	Aiming for significant female participation and leadership in project activities.
Community member 12	Interested in educational opportunities arising from the project.	Expecting the project to offer educational enhancements and learning opportunities for local youth.
Community member 13	Focused on the integration of the project into local governance structures.	Aiming for the project to align with local governance and support municipal objectives.
Community member 14	Interested in how the project will handle environmental concerns.	Expecting robust environmental protections and sustainable practices to be a core component of the project.
Community member 15	Concerned with the project's long-term sustainability and its impact on future generations.	Aiming for the project to set a precedent for sustainable development in the region.
Community member 16	Looking for direct community benefits such as job creation and infrastructure improvements.	Expecting the project to provide immediate and tangible benefits to the local community.
Community member 17	Interested in the project's impact on local agricultural practices and land use.	Aiming for the project to enhance, not hinder, local agricultural practices.
Community member 18	Concerned with the project's approach to cultural and historical sites.	Expecting the project to preserve and respect cultural and historical sites.
Community member 19	Focused on the project's alignment with national development goals.	Aiming for the project to complement broader national development strategies and objectives.
Community member 20	Interested in the project's potential to improve local transport and connectivity.	Expecting the project to enhance local transportation systems and connectivity.

### 3.3 Stakeholder categorization

To effectively manage stakeholder engagement for the project in Samoa, categorizing stakeholders into primary, secondary, and tertiary groups will help prioritize communication efforts and resource allocation.

Table 9: Stakeholder categorization

STAKEHOLDER	STAKEHOLDER GROUP	ENTITY	REASON FOR CATEGORIZATION
Primary <sup>4</sup>	Local Communities	Intended beneficiaries, adversely affected person, groups, and local residents (include community and traditional leaders, religious groups, women organizations).	Directly impacted (positive or negative) by project outcomes and activities
	Government Agencies	Ministry of Works, Transport & Infrastructure, Ministry of Natural Resources and Environment	Regulatory approval and oversight; policy alignment
	Project Implementing Partners	Construction companies, environmental consultant and project workers, contractors and sub-contractors	Direct roles in executing project activities
Secondary <sup>5</sup>	NGOs	Environmental NGOs, social development organizations	Influence public perception and provide advocacy on project impacts
	Private Sector	Local businesses, suppliers	Supply chain involvement and potential economic beneficiaries
	Academia and Research Institutions	National University of Samoa, Research organizations	Provide research support, training, and innovation insights
Tertiary <sup>6</sup>	Media	Local news agencies	Disseminate information about the project, influence public opinion
	International Donors	Foreign aid agencies, international development banks	Fund project but are not involved in day-to-day operations
	Tourism Sector	Hotels, tourism agencies	Indirectly affected by infrastructural developments or environmental changes

<sup>4</sup> These are stakeholders who are directly affected by the project or have a direct role in its execution and outcomes

<sup>5</sup> These stakeholders have an indirect influence or interest in the project's success but are not directly affected by its day-to-day operations

<sup>6</sup> These are stakeholders who are peripherally involved or have a minor interest in the project.

## CHAPTER 4: STAKEHOLDER ENGAGEMENT PROGRAM

### 4.1 Introduction

The purpose and goals of the stakeholder engagement program for the CAP-IT project, as outlined in the UNDPs SES Stakeholder Engagement Guidance Notes, are centered around ensuring meaningful, effective, and informed participation of stakeholders throughout the project's lifecycle. This engagement is integral to the project's success, aiming to -

- a. **Strengthen Programming Quality** - The engagement process is designed to enhance the quality of programming by adopting a principled approach, thereby ensuring that projects are developed and implemented in ways that maximize social and environmental benefits while minimizing adverse impacts.
- b. **Facilitate Robust Partnership** - By involving stakeholders early and continuously, the program seeks to build strong, constructive, and responsive relationships that are essential for successful project outcomes.
- c. **Promote Inclusivity and Transparency** - The goal is to engage a broad range of stakeholders in a way that is inclusive, transparent, and free from coercion. This includes ensuring that disadvantaged and vulnerable groups have the opportunity to participate actively in the decision-making processes.
- d. **Feedback and Grievance Redress** - A critical component of the engagement program is to establish mechanisms for stakeholders to provide feedback and voice concerns, ensuring these are addressed promptly and effectively. This includes integrating grievance mechanisms into the project's framework to handle complaints from those affected by the project.
- e. **Align with Global Standards and Local Needs** - The stakeholder engagement program aims to align the project with both global developmental standards and local socio-cultural contexts, ensuring that interventions are culturally sensitive and locally appropriate.

### 4.2 Objective and Principles

Stakeholder engagement is essential for fostering strong, positive, and responsive relationships, which are fundamental for well-designed and successfully implemented projects. Effective engagement not only boosts project acceptance and ownership but also reinforces the social and environmental sustainability of the interventions. It serves a dual purpose - it upholds the rights of individuals and communities to participate in decisions that impact them, and it is an effective tool for achieving key project outcomes.

These outcomes include promoting democratic governance, environmental protection, respect for human rights, and the prevention and resolution of conflicts.

Full and effective stakeholder engagement is one of the six overarching SES policy objectives (SES, para. 3) and seeks to;

- provide meaningful access to dialogue and decision-making in development processes
- strengthen development results through effective partnerships
- identify stakeholder priorities to better tailor project activities, opportunities and benefits
- seek to ensure no one is left behind and disadvantaged and vulnerable project stakeholders have a voice in project development and implementation
- identify potential constraints and conflicts that could affect project effectiveness
- ensuring transparency, accountability and integrity
- learn from and incorporate local knowledge to improve project design and avoid and mitigate project-related risks and impacts
- provide a feedback and monitoring mechanism to ensure the project is achieving its intended results, and identifies potential unintended consequences

### **4.3 Key SES stakeholder engagement requirements**

- 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)
- 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).

#### **4.4. Information disclosure**

For the CAP-IT project, ensuring that information is disclosed effectively and inclusively across different stakeholder groups is crucial. The types of information disclosed, the formats used, and the methods of communication are tailored to the needs, preferences, and accessibility of each stakeholder group. CAP-IT project information will be disclosed as follows;

- a. Information to be disclosed
  - Project goals, timelines, and potential impacts.
  - Environmental and social management plans.

- Opportunities for stakeholder engagement and feedback.
  - Progress updates and results from ongoing monitoring.
- b. Formats and Languages
- The information will be available in multiple formats to ensure accessibility for all stakeholders -
    - Brochures, Leaflets, and Posters - Summarizing key project information in a visually appealing and easy-to-understand format.
    - Non-technical Summary Documents and Reports - Providing detailed descriptions in simplified language.
    - Visual Displays and Exhibitions - For interactive engagement and visual explanation of project details and impacts.
  - Information will be translated into local languages to ensure that it is understandable to all community members, particularly in areas with high project impact.
- c. Methods of Communication
- Target Audience - General Public, Local Communities, Government Officials, NGOs, Academia.
  - Methods
    - Newspapers and Television - Utilized for reaching a broad audience to announce major updates and developments.
    - Radio - Particularly effective in rural areas for regular updates and engaging discussions.
    - Information Centers - Set up at local community centers or near project sites to provide ongoing access to detailed project information and staff to answer questions.
    - Exhibitions or Other Visual Displays - Located in public places such as community halls or libraries to engage the public and provide detailed visual explanations.
    - Brochures, Leaflets, and Posters - Distributed at community meetings, local government offices, schools, and markets to ensure wide reach.
    - Social media - Platforms like Facebook, Twitter, and Instagram will be used to reach a wider, technologically savvy audience. Social media allows for real-time updates, interactive Q&A sessions, and direct engagement with younger demographics.
    - Community Workshops and Public Consultations - These face-to-face interactions are crucial for engaging directly with local communities and stakeholders. They provide an opportunity for detailed discussions, gathering feedback, and addressing concerns in an interactive setting.
    - Academic Conferences and Seminars - Engaging with academia through targeted conferences and seminars will disseminate information and foster debate among scholars, which can provide critical feedback and innovative ideas to the project.



- Email Newsletters - Regular newsletters will be sent to a database of stakeholders who have opted in to receive updates. This method allows for the distribution of detailed content directly to stakeholders' inboxes, ensuring they remain informed about the project's progress.
- Stakeholder-specific Meetings - Tailored meetings with specific groups such as government officials, business leaders, or NGO representatives to address their unique concerns and roles within the project.

#### d. Tailored Approaches

The project will develop customized engagement strategies tailored to the unique needs and interests of each stakeholder group. This includes scheduling regular interactions such as meetings, workshops, and public consultations, which are vital for gathering input and fostering an environment of open communication. The plan will define specific methods and tools for engagement, utilizing diverse formats like surveys for quantitative feedback, focus groups for in-depth qualitative insights, and public forums to ensure transparency and broad participation. These activities are designed to integrate stakeholder contributions effectively, ensuring that the project benefits from a wide range of perspectives and that stakeholders feel a sense of ownership and commitment to the project's success.

Table 10: CAP-IT proposed stakeholder engagement planning

STAKEHOLDERS	STAKEHOLDER GROUP	ENGAGEMENT STRATEGY	METHODOLOGY/TOOLS	SCHEDULE OF ENGAGEMENT
Primary	Local Communities	In-depth consultation (in culturally sensitive and traditional ways of community engagement)	Public meetings, workshops, surveys	Monthly meetings; workshops as project milestones are reached
	Government Agencies	Policy alignment	Formal presentations, reports, one-on-one meetings	Quarterly meetings; ongoing communication via emails and reports
	Project Implementing Partners	Collaborative development	Joint planning sessions, regular updates, integration workshops	Bi-weekly meetings; daily or weekly updates as needed
Secondary	NGOs	Partnership and advocacy	Focus groups, strategic alliances	Bi-monthly focus groups; strategic meetings annually
	Private Sector	Business integration	Networking events, business forums	Semi-annual forums; quarterly networking events
	Academia and Research Institutions	Knowledge exchange	Seminars, collaborative research projects	Annual seminars; ongoing collaborative projects
Tertiary	Media	Information dissemination	Press releases, media briefings	Press releases at major milestones; monthly media briefings

STAKEHOLDERS	STAKEHOLDER GROUP	ENGAGEMENT STRATEGY	METHODOLOGY/TOOLS	SCHEDULE OF ENGAGEMENT
	International Donors	Reporting and compliance	Progress reports, audit presentations	Annual reports; presentations per funding cycle
	Tourism Sector	Community impact awareness	Community forums, impact reports	Annual forums; impact reports bi-annually

#### 4.5 Information dissemination

To ensure effective communication and engagement with stakeholders, developing tailored information packages that suit their specific needs and literacy levels is crucial. Table 11 below shows a structured approach to creating these packages and selecting appropriate communication channels for each stakeholder group;

Table 11: CAP-IT Project proposed stakeholder communication process

STAKEHOLDER GROUP	INFORMATION NEEDS	LITERACY CONSIDERATIONS	INFORMATION PACKAGE CONTENT	COMMUNICATION CHANNELS
Local Communities	Project impacts, benefits	Visual aids, simple language	Flyers, brochures, community newsletters	Community meetings, local radio, social media, town hall meetings
Government Agencies	Regulatory requirements, compliance	Technical, detailed	Policy briefs, technical reports	Formal presentations, email updates, official letters
Project Implementing Partners	Project timelines, technical details	High technical literacy	Project plans, progress updates	Workshops, regular meetings, secure online portals
NGOs	Environmental and social impact	Varied, include summaries for broader audiences	Position papers, impact assessments	Focus groups, webinars, email newsletters
Private Sector	Business opportunities, impact	Business-oriented, concise	Market analysis, case studies	Business forums, direct mail, LinkedIn
Academia and Research Institutions	Research findings, collaboration opportunities	Academic, detailed	Research articles, white papers	Conferences, academic journals, collaborative platforms
Media	Newsworthy elements, public interest stories	Media-savvy, concise	Press releases, media kits	Press conferences, exclusive interviews, press briefings
International Donors	Funding use, project sustainability	Detailed, formal	Audit reports, sustainability reports	Annual meetings, email communications, official reports
Tourism Sector	Community and environmental benefits	Industry-specific, engaging	Promotional materials, success stories	Industry trade shows, newsletters, social media

Key Considerations;

- Visual Aids - Use charts, infographics, and videos where possible to enhance understanding and retention, especially for community presentations.
- Language and Terminology - Adapt the language to fit the literacy and technical understanding of each group, avoiding jargon where not appropriate.
- Accessibility - Ensure all materials are accessible, offering translations or adaptations as necessary to meet the diverse needs of the stakeholders.
- Feedback Mechanisms - Include a way for stakeholders to provide feedback on the information provided, ensuring a two-way communication flow.

#### **4.6 Women, minorities, the elderly, youth, and other marginalized groups**

Ensuring the inclusive participation of women, minorities, the elderly, youth, and other marginalized groups in the project is fundamental to achieving equitable and effective outcomes. To facilitate their meaningful involvement, several detailed strategies will be implemented. Firstly, targeted outreach initiatives will be designed to reach these groups where they are, using communication channels and languages that are accessible and understandable to them. For example, information sessions might be held in community centers, schools, and places of worship, and materials will be provided in multiple languages, including local dialects, and formats (audio, visual, and printed) that cater to different literacy levels and sensory abilities.

Special focus groups will be organized to gather insights from these communities, ensuring their views are heard and considered in the planning and implementation phases of the project. These sessions will be scheduled at convenient times and locations to maximize participation, with transportation, childcare, or eldercare provided as needed to reduce barriers to attendance. Additionally, to empower these groups and build their capacity to engage effectively, training workshops will be conducted. These workshops will educate participants about the project details and teach advocacy and engagement skills, enabling them to articulate their needs and concerns more effectively.

Liaison officers who are representative of or specially trained to work with these groups will be appointed. These officers will act as bridges between the project team and the communities, ensuring ongoing dialogue and responsiveness to emerging issues and concerns. In all these activities, a gender-sensitive approach will be maintained, with specific attention to the dynamics that may affect the participation of women and other vulnerable groups, ensuring that the project not only meets its inclusivity goals but also contributes positively to the empowerment of these often-underrepresented populations.

#### **4.7 Indigenous Peoples of Samoa**

Since the Samoan constitute 90% of the population and are considered Indigenous, it is critical to ensure the participation and consent of these communities for any proposed project. Prior consultation and obtaining Free, Prior, and Informed Consent (FPIC) are fundamental to activities that might significantly affect local communities, their lands, resources, or cultural heritage. The FPIC process is a cornerstone of the UNDP SES, specifically under Standard 6, which focuses on the rights of Indigenous Peoples. The FPIC protocols and the Indigenous Peoples Plan (IPP) provide a robust framework, ensuring that any project activities that could impact Indigenous lands or traditions adhere to these critical processes, fostering respect and ensuring meaningful engagement with the Indigenous communities of Samoa.

- Land Development and Resource Extraction - Any activities that involve significant alterations to the land or the extraction of natural resources such as mining, logging, or large-scale agriculture must undergo FPIC to ensure that they do not infringe on the rights and livelihoods of Indigenous peoples.
- Infrastructure Projects - This includes construction projects such as roads, bridges, and public facilities that may cut through Indigenous lands or necessitate the relocation of Indigenous communities.
- Legislative and Administrative Changes - Any changes in local or national policies that directly affect Indigenous peoples, such as changes in land ownership laws or administrative reforms that impact Indigenous governance structures, must be preceded by consultations to gain FPIC.
- Environmental Conservation Projects - Projects aimed at environmental conservation that restrict access to resources traditionally used by Indigenous communities require FPIC to ensure these measures do not adversely affect the Indigenous ways of life and subsistence.
- Cultural and Archaeological Projects - Initiatives that may affect sacred sites, cultural heritage, or involve the commercialization of cultural knowledge or artifacts must also seek FPIC to ensure these activities are conducted in a manner that respects Indigenous culture and provides equitable benefits.

#### **4.8 Indigenous people linkage with the CAP-IT Project**

The CAP-IT project, focuses on technological infrastructure and capacity building, may involve activities that intersect with the use and management of lands and resources traditionally owned or used by Indigenous communities. Therefore, it is essential to integrate FPIC processes from the project's outset to ensure all activities are compliant with UNDP's SES, particularly in respects to acknowledging and safeguarding the rights and interests of Samoa's Indigenous population. This process should be guided by the IPP (if applicable), which would outline the specific measures and steps to manage and mitigate impacts, ensuring that the project aligns with the self-determined priorities and consent of the Indigenous peoples.

In essence, activities that potentially alter the socio-economic landscape, utilize natural resources, or impact cultural sites within Indigenous territories must not only consult but also secure the consent of Indigenous communities in Samoa, reflecting a commitment to uphold their rights and integrate their insights and preferences throughout the project lifecycle.

#### **4.9 FPIC Protocols and Indigenous Peoples Plan**

The FPIC protocols and IPP provide a framework for conducting these consultations in a manner that respects the rights and sovereignty of the Indigenous communities in Samoa. Since Samoa is 90% indigenous, this presents a unique situation that calls for national dialogue and outreach.

- **Initial Contact and Information Sharing** - The project initiators must first approach the Indigenous communities with information about the proposed activities. This information should be detailed, accessible, and in a language that the community members understand, allowing them to make informed decisions.
- **Consultative Meetings** - A series of meetings should be held at times and locations convenient for the community members. These meetings should be conducted in an environment that encourages open dialogue and allows every member, including women, youth, and elders, to express their views without coercion.
- **Consensus-Building** - The process should aim to reach a consensus through traditional decision-making processes of the Indigenous communities. If consensus cannot be achieved, the project must consider significant modifications or even cancellation.
- **Documentation and Continuous Engagement** - All agreements and consent forms should be documented in written form and signed by representatives of the Indigenous communities and the project team. Continuous engagement should be maintained throughout the project lifecycle to address any emerging issues or grievances.
- **Grievance Redress Mechanisms** - Effective grievance mechanisms should be established to resolve disputes or complaints that arise during the project implementation. These mechanisms should be culturally appropriate and easily accessible to community members.

#### **4.10 Feedback Mechanisms**

For the CAP-IT project in Samoa, establishing multiple feedback channels is essential to ensure all stakeholders can easily communicate their views, suggestions, and concerns regarding the project.

### 4.10.1 Feedback Channels for the CAP-IT Project

To enhance the effectiveness of the grievance redress mechanism for the CAP-IT project in Samoa, offering multiple feedback channels is crucial. These channels should be accessible, convenient, and cater to the diverse needs of the community. Table 12 below presents various feedback channels that will be implemented for the CAP-IT project;

Table 12: CAP-IT project feedback channels

FEEDBACK CHANNEL	DESCRIPTION	ADVANTAGES	TARGET AUDIENCE
Community Meetings	Regularly scheduled meetings held in community centers or local gathering spots.	Face-to-face interaction; immediate feedback.	Local residents, especially elderly and those without internet access.
Dedicated Phone Line	A toll-free number that stakeholders can call to submit their grievances or feedback.	Easy access; can be anonymous.	Widely accessible to all stakeholders.
Email Address	A specific email created for the project to receive feedback electronically.	Convenient for written detailed feedback; easy to document and track.	Technologically savvy stakeholders, NGOs, and academics.
Online Portal	A website or online form specifically designed for submitting feedback and tracking resolution status.	Accessible 24/7; good for detailed feedback.	Younger population, businesses, and tech-friendly individuals.
Postal Mail	Traditional mail for submitting written feedback.	Accessible to those preferring traditional methods; anonymous.	Rural areas and those preferring traditional communication methods.
Suggestion Boxes	Boxes placed in strategic locations like local stores, schools, and community centers.	Anonymity; easy to access locally without traveling far.	Local communities, schools, elderly.
Social Media Platforms	Utilization of platforms like Facebook or Twitter where stakeholders can leave comments or messages.	Engages a broad audience; interactive and immediate.	Young adults, general public, tech-savvy stakeholders.
SMS/Text Messaging	Allows stakeholders to send quick and direct messages via mobile phones.	Fast and convenient, especially for urgent feedback.	Wide reach, including remote areas with mobile service.

This array of feedback channels ensures that every segment of the stakeholder community has an opportunity to communicate their thoughts and grievances in a manner that is most convenient and accessible to them. By implementing these diverse channels, the CAP-IT project maximizes stakeholder engagement and ensures robust monitoring and responsiveness throughout the project's lifecycle.

### 4.10.2 CAP-IT Project Timelines for response and action on feedback received.

To maintain trust and ensure effective stakeholder engagement for the CAP-IT project in Samoa, it is crucial to establish clear timelines for responding to and acting on feedback received. This structured approach will

help manage expectations and demonstrate the project team's commitment to transparency and accountability. Table 13 below shows a detailed plan for response and action timelines based on the type of feedback received;

Table 13: Timelines for Response and Action on Feedback

FEEDBACK CHANNEL	RESPONSE TIME	ACTION TIME	DETAILS
Online Portal	Within 24 hours	Within 7 days	Initial acknowledgment within 24 hours. Detailed response or action taken within 7 days, depending on the complexity of the feedback.
Mobile App	Immediately (auto-reply)	Within 7-14 days	Automated confirmation upon submission. Actions such as further inquiries or resolutions within 14 days.
Community Feedback Boxes	Within 3 days	Within 14-21 days	Collect feedback every 3 days; respond via community meetings or direct contact within 21 days.
Dedicated Email Address	Within 48 hours	Within 10 days	Acknowledge receipt within 48 hours. Provide a detailed response or outline actions to be taken within 10 days.
Hotline Phone Number	Immediate	As required (case by case)	Provide immediate verbal responses for simple queries or concerns. More complex issues may require follow-up actions detailed during the call or thereafter.
Feedback Workshops	Immediate (during session)	Next scheduled workshop or within 30 days	Discuss and address feedback during the workshop. Any unresolved issues are addressed in the next workshop or within a month.
Social Media Channels	Within 24 hours	Within 7 days	Respond to direct messages and comments within 24 hours. Necessary follow-ups or actions completed within 7 days.
Public Consultations	Immediate (during meeting)	Follow-up within 30 days	Provide immediate verbal responses during consultations. Detailed follow-up actions communicated at subsequent meetings or through direct communications.

#### Key Practices for Managing Feedback;

- Documentation - All feedback and responses should be meticulously documented to ensure accountability and enable ongoing monitoring.
- Feedback Loop Closure - Inform stakeholders once their feedback has been fully addressed or if further action is required, closing the loop on each piece of feedback.
- Regular Updates - Provide regular updates to all stakeholders about the overall feedback trends and the improvements made based on their suggestions.
- Adjustment of Timelines - Be flexible and adjust response times based on the urgency and complexity of the feedback. Urgent matters, especially those affecting safety or critical project milestones, should be prioritized.

#### 4.11 Other stakeholder engagement Activities

The CAP-IT project in Samoa incorporates several additional engagement activities designed to foster collaboration, enhance decision-making processes, and create partnerships with local communities, NGOs, and other stakeholders. These activities not only ensure effective implementation but also help build local capacities and deliver shared benefits.

Table 14: Additional stakeholder engagement activities

ENGAGEMENT ACTIVITY	DESCRIPTION	OBJECTIVE	TARGET STAKEHOLDERS
Community-led Monitoring	Local communities will be trained and involved in the environmental monitoring of project activities.	To empower local communities to directly participate in monitoring project impacts.	Local community members, especially youth and women.
Joint Decision-Making Committees	Committees comprising project members, community leaders, and NGO representatives to make decisions collectively.	To involve stakeholders in key project decisions, ensuring transparency and inclusivity.	Local leaders, NGOs, project management.
Benefit-Sharing Programs	Programs that distribute a portion of project benefits (e.g., profits, improvements) to the local communities.	To ensure that the local communities directly benefit from the project economically and socially.	Local communities.
Capacity Building Workshops	Training programs focusing on skills relevant to the project, such as technical skills for renewable technologies.	To enhance the capabilities of local stakeholders and improve their livelihood opportunities.	Local community members, particularly the unemployed and youth.
Partnership with Local NGOs	Collaborative projects and initiatives with local NGOs that align with the project's goals.	To leverage the expertise and networks of NGOs for project implementation and advocacy.	Local and international NGOs.
Educational Partnerships	Collaborations with educational institutions to integrate project-related topics into the curriculum.	To educate and engage the younger generation in project themes and sustainability.	Schools, colleges, and vocational training centers.
Cultural Heritage Initiatives	Projects specifically designed to protect and promote local cultural heritage through the project activities.	To respect and enhance the cultural practices and sites significant to the local communities.	Cultural groups, local historians, community elders.
Stakeholder-led Research	Support for research initiatives proposed and led by academic stakeholders or local researchers.	To generate locally-relevant data and foster innovation directly from community insights.	Academia, local researchers.

In situations where a risk assessment indicates potential reprisals and retaliation against stakeholders involved in the CAP-IT project in Samoa, it is imperative to implement a zero-tolerance policy and develop robust preventive and response measures. These measures (see table 15 below) are designed to ensure stakeholder safety and maintain the integrity of the engagement process.



Table 15: Measures against the risk of potential reprisals and retaliation

MEASURE	DESCRIPTION	IMPLEMENTATION STRATEGY
Respect for Confidentiality	Ensure that the identities and information of stakeholders expressing concerns or providing feedback remain confidential.	Implement secure data handling and storage protocols; restrict access to sensitive information.
Adjustments in Communication	Modify the means and timing of communications to protect stakeholder privacy and safety.	Use secure and private communication channels; schedule communications at safe times.
Safe Meeting Protocols	Adjust the locations and timing of meetings to enhance security. Provide safe transportation if necessary.	Choose discreet, secure venues for meetings; provide transport to ensure safe passage to and from meetings.
Use of Intermediaries	Employ trusted intermediaries, interpreters, and facilitators to bridge communication gaps and reduce direct exposure of at-risk stakeholders.	Hire professionals who are respected and trusted by the community; ensure they are trained in confidentiality.
Clear Response Protocols	Establish protocols for immediate response if reprisals are reported or anticipated, including notification, reporting, and support systems.	Develop an emergency contact system; train staff and stakeholders on how to report and respond to threats.
Protection Strategies	Develop specific strategies to protect stakeholders from potential harm, which may include physical security measures or legal assistance.	Coordinate with local law enforcement; provide legal support to stakeholders facing threats.
Monitoring and Evaluation	Continuously monitor the effectiveness of these measures and adjust as needed based on feedback and changing circumstances.	Regularly review safety measures; adapt strategies based on ongoing risk assessments and stakeholder feedback.

## CHAPTER 5: STAKEHOLDER ENGAGEMENT SCHEDULE

### 5.1 Timetable

Creating a detailed schedule for stakeholder engagement activities is critical to ensure systematic and timely interactions with all stakeholders involved in the CAP-IT project. Table 16 below is a proposed schedule that outlines the dates/periodicity, locations, and deadlines for various stakeholder engagement activities such as consultations, disclosures, and partnerships;

Table 16: schedule for stakeholder engagement activities

ACTIVITY	DESCRIPTION	FREQUENCY/DATE	LOCATION	DEADLINE
Initial Community Consultation	Gather initial feedback and introduce the project to the community.	July 10, 2024	Community Hall, Apia	July 10, 2024
Stakeholder Workshops	Detailed workshops to discuss project impacts and mitigation measures.	Monthly starting August 2024	National University of Samoa, Apia	December 15, 2024
Disclosure of Environmental Impact Assessment (EIA)	Public disclosure of EIA results and mitigation strategies.	September 1, 2024	Online and Local Government Offices	September 30, 2024
NGO Partnership Meetings	Establish partnerships with NGOs for project implementation support.	Quarterly starting September 2024	NGO Offices, Apia	Ongoing per quarter
Educational Collaborations	Initiate educational partnerships and curriculum developments.	October 2024	Samoa Polytechnic, Apia	October 31, 2024
Youth Engagement Sessions	Engage with youth to discuss their role and opinions on the project.	Bi-monthly starting October 2024	Community Centers in rural areas	June 30, 2025
Government Liaison Meetings	Regular meetings to update and get feedback from government officials.	Monthly starting November 2024	Ministry Buildings, Apia	December 31, 2025
Feedback and Grievance Redress Mechanism Review	Review and adjust the grievance mechanism based on feedback received.	Bi-annual review starting January 2025	Project Office, Apia	Every 6 months
Final Project Review Meeting	Final meeting to discuss project outcomes and future steps.	Project end review, June 2026	National Conference Center, Apia	June 30, 2026

This schedule provides a clear roadmap of where and when key stakeholder engagement activities will take place, ensuring that all parties involved have the opportunity to participate and contribute to the project effectively. It also sets specific deadlines for each activity, helping to manage the project timeline efficiently and maintain momentum throughout the project lifecycle

## 5.2 Resources and responsibilities

To effectively manage and implement the stakeholder engagement activities for the CAP-IT project in Samoa, it is essential to clearly define the responsibilities and allocate appropriate resources, including budget considerations.

Table 17: detailed outline of responsibilities and resources for conducting these activities

ACTIVITY	RESPONSIBLE PARTY	BUDGET/RESOURCES ALLOCATED	ADDITIONAL NOTES
Initial Community Consultation	Local Project Manager	\$2,000 for venue, materials, and refreshments	Community facilitators fluent in Samoan should be involved; consider engaging a gender expert.
Stakeholder Workshops	Stakeholder Engagement Facilitator	\$10,000 (includes multiple sessions)	Hire facilitators skilled in local languages and customs; gender expert for gender-responsive planning.
Disclosure of Environmental Impact Assessment (EIA)	Environmental Consultant	\$1,500 for printing and dissemination	Online platform maintenance for wider accessibility.
NGO Partnership Meetings	NGO Liaison Officer	\$3,000 per quarter for travel and meeting costs	Ensure representation from diverse groups, including gender and youth perspectives.
Educational Collaborations	Academic Partnership Coordinator	\$5,000 for initial setup, materials, and workshops	Collaboration with local educational institutions; include curriculum experts.
Youth Engagement Sessions	Youth Outreach Coordinator	\$2,000 bi-monthly for workshops and activities	Utilize local community centers; engage facilitators from similar age groups for relatability.
Government Liaison Meetings	Government Relations Manager	\$4,000 annually for travel and documentation	Regular updates and compliance checks with governmental policies.
Feedback and Grievance Redress Mechanism Review	Grievance Officer	\$1,000 bi-annually for system maintenance and updates	Include training for staff on handling sensitive issues effectively.
Final Project Review Meeting	Project Director	\$3,000 for venue, materials, and closing ceremony	Summarize project outcomes and future recommendations; ensure inclusivity in final review.

### Overall Budget and Resource;

- Total Estimated Budget - Approximately \$30,500 for the first year.
- Human Resources - Aside from the specific roles listed, additional support staff may be required for document management, logistics, and communication.
- Facilitation and Consultancy - Given the project's significant potential impacts and diverse stakeholder groups, hiring a qualified stakeholder engagement facilitator is recommended. This should include community facilitators who are culturally and linguistically aligned with the local communities. A gender expert should also be engaged to ensure all activities are gender-responsive and inclusive.

- Training and Development - Allocate funds for training the facilitators and local staff, especially in effective communication, conflict resolution, and gender sensitivity to ensure all engagements are productive and respectful.

## CHAPTER 6: GRIEVANCE MECHANISM

For the CAP-IT project in Samoa, an effective and transparent Grievance Redress Mechanism will be established to ensure that all concerns and issues raised by stakeholders are addressed systematically. This multi-step process will allow individuals who are impacted by or concerned about the project to express their grievances efficiently, ensuring they receive due consideration and resolution. The mechanism integrates UNDP's Accountability Mechanism, providing an additional avenue for addressing grievances. This ensures a robust framework where grievances are not only received and reviewed but also resolved in a manner that communicates the outcomes back to the complainant, maintaining a clear, accountable, and responsive process throughout the project lifecycle.

The following are the steps that will be followed to set up CAP-IT project GRM;

- a. Design of the Grievance Redress Mechanism - To create a fair, transparent, and accessible mechanism for all stakeholders, particularly indigenous communities, to voice and resolve grievances.

Components;

- Clear Definition of Grievances - Specify what constitutes a grievance related to the project, including environmental, social, labor, and cultural issues.
  - Multiple Filing Options - Provide various channels for submitting grievances, such as a dedicated phone line, email, postal service, and a drop box at community centers.
  - Accessibility Features - Ensure that all communities, including those with limited literacy or disabilities, can access the mechanism. This may involve providing support in local languages and offering assistance to file grievances.
  - Anonymity and Confidentiality - Allow for anonymous complaints and ensure confidentiality to protect the identity of the grievant.
- b. Operational Framework - To establish structured procedures for handling grievances efficiently and transparently.

Steps;

- Receive and Register Grievance - Log all grievances received and acknowledge receipt within 48 hours.
- Assess and Assign - Assess the grievance for its validity and urgency. Categorize it based on severity and type.
- Develop Proposed Response - Conduct a thorough investigation to understand the context and implications of the grievance. Involve neutral third parties if required and prepare a response

- Implement a response - Propose a resolution based on the findings and in accordance with project policies and legal frameworks.
  - Review and closures - Implement the agreed-upon remedies and ensure that the grievant is informed about what actions will be taken.
- c. Oversight and Accountability - To ensure that the grievance mechanism is functioning effectively and maintaining high standards of integrity.
- Monitoring - Regularly review the functioning of the GRM to assess its effectiveness and fairness.
  - Independent Oversight - Engage an independent body or ombudsman to oversee the grievance process and ensure unbiased handling.
  - Reporting - Provide regular reports to the project management and stakeholders about the status of grievances and actions taken. This promotes transparency and accountability.
- d. Capacity Building and Awareness - To ensure that all stakeholders are aware of the grievance mechanism and understand how to access it.
- Training - Conduct training sessions for project staff and local leaders on how to manage and respond to grievances appropriately.
  - Information Campaigns - Launch information campaigns using brochures, posters, local radio, and community meetings to educate stakeholders about the GRM and encourage its use.
- e. Feedback Loop - To enhance the mechanism based on stakeholder feedback and evolving project needs.
- Feedback Surveys - Regularly solicit feedback from users of the grievance mechanism on its effectiveness and areas for improvement.
  - Adaptive Management - Adjust policies and processes in response to feedback and changes in the project environment to ensure the GRM remains effective and relevant.

Table 18 below shows the steps that will be included in the GRM.

Table 18: Grievance Redress Mechanism Process

STEP	ACTIVITIES/DESCRIPTION	RESPONSIBLE PARTY	COMMUNICATION WITH COMPLAINANT
Receive and Register Grievance	Grievances can be communicated through various channels such as email, phone, or physical meetings.	Project-level Grievance Officer	Complainants receive a receipt confirmation within 3-5 days after receipt of grievance
Assess and Assign	Grievances are assessed for relevance and assigned to the appropriate handler based on the nature of the complaint.	Grievance Officer and Specialist Team	Initial assessment and assignment details are communicated to the complainant within 10 days after receipt of grievance.

STEP	ACTIVITIES/DESCRIPTION	RESPONSIBLE PARTY	COMMUNICATION WITH COMPLAINANT
Develop Proposed Response	A response is formulated based on the grievance details. This may involve consultation with relevant experts or stakeholders.	Specialist Team	Proposed response is communicated and feedback is solicited from the complainant within 15 days after receipt of grievance.
Communicate Proposed response	The proposed response is formally communicated to the complainant. The communication includes a detailed explanation of the proposed resolution, the rationale behind it, and any next steps required. The complainant is given the opportunity to provide feedback, accept, or suggest modifications to the proposed resolution. Clear timelines for feedback and next actions are outlined.	Grievance Officer and Specialist Team	The proposed response is communicated to the complainant through their preferred communication method (e.g., email, phone, or in-person meeting). The complainant is requested to provide feedback or agreement within 5-7 days of receiving the proposed response.
Implement Response	Upon agreement, the response is implemented. If the grievance requires complex solutions, further negotiations may be needed.	Assigned Handler	Implementation actions and timelines are communicated. Regular updates are provided until resolution.
Review and Closure	If the grievance is resolved, the case is closed. If unresolved, the case may be escalated or referred to external mechanisms (the grievance officer should communicate with the complainant and other stakeholders if it involves multi-stakeholder process about referral or recourse to other alternatives, including legal alternatives).	Grievance Officer	Final resolution or referral information is communicated. If unresolved, information about UNDP's SRM and SECU is provided for further action.

### Additional Notes

- Confidentiality and Safety - Measures are in place to ensure confidentiality and protect stakeholders from reprisals. Adjustments to communication methods and meeting arrangements may be made to safeguard participant privacy and security.
- UNDP's Accountability Mechanism - Stakeholders are informed about the availability of UNDP's Stakeholder Response Mechanism (SRM) and Social and Environmental Compliance Unit (SECU) as avenues for further recourse if they are dissatisfied with the handling of their grievances by the project-level mechanism.
- Transparency and Documentation - All steps in the grievance process are documented and, where appropriate, shared with the complainant to maintain transparency. Sensitive information is handled according to strict privacy protocols.

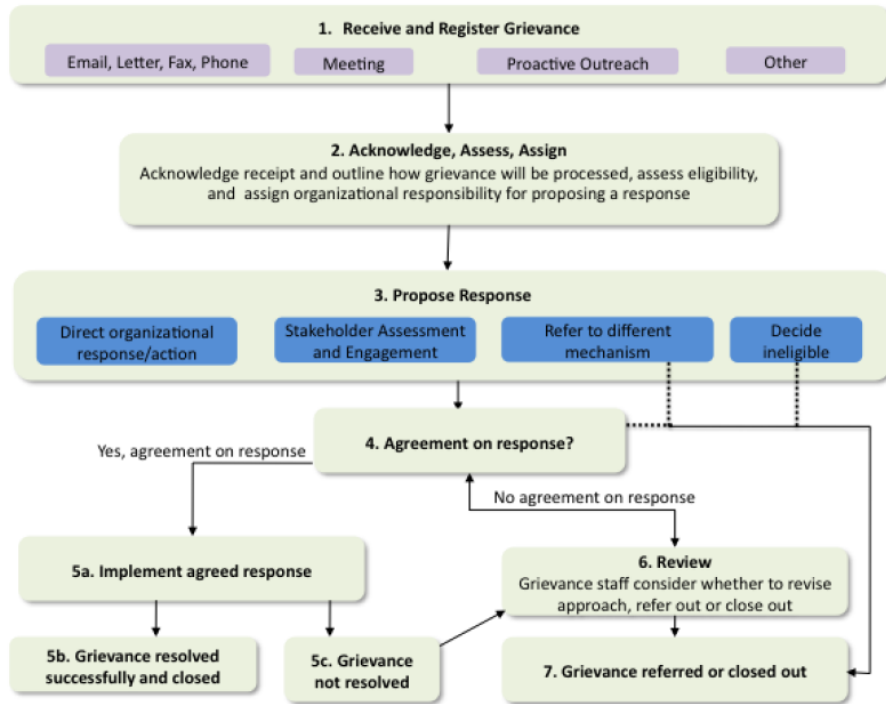


Figure 2 - GRM process

The GRM Valuation Tools and Terms of reference are included in Annex 2 and 3.



## CHAPTER 7: UNDP SES DISCLOSURE REQUIREMENTS

As part of the stakeholder engagement process, UNDP's SES require that project stakeholders have access to relevant information. Specifically, the SES (SES, Policy Delivery Process, para. 21) stipulates that, among other disclosures specified by UNDP's policies and procedures, UNDP will ensure that the following information be made available -

- a. Information on a project's purpose, nature and scale, duration, and potential risks and impacts
- b. Stakeholder engagement plans and summary reports of stakeholder consultations
- c. Social and environmental screening reports with project documentation
- d. Draft social and environmental assessments, including any draft management plans
- e. Final social and environmental assessments and associated management plans
- f. Any required social and environmental monitoring reports.

As outlined in the SES and UNDP's Social and Environmental Screening Procedure (SESP), the type and timing of assessments and management plans vary depending of the level of the social and environmental risks and impacts associated with a project as well as timing of the social and environmental assessment. Table 19 below outlines various scenarios for disclosing both draft and final screenings, assessments and management plans.

For the CAP-IT project in Samoa categorized as Moderate risk, the disclosure scenario involving key documents such as ESMF, ESIA, SESA, SESP, and SEP follows a structured approach to ensure stakeholders are well-informed and engaged. Below is a detailed table outlining the disclosure requirements for each document, their purpose, methods of disclosure, and timing related to the project phases;

Table 19: Proposed CAP-IT disclosure requirements

DOCUMENT	DISCLOSURE REQUIREMENT	PURPOSE OF DISCLOSURE	METHOD OF DISCLOSURE	TIMING/PROJECT PHASE
ESMF (Environmental and Social Management Framework)	Disclose draft and final versions for public feedback.	To ensure stakeholders are aware of and can provide input on environmental and social management plans.	Public meetings, online publication, and distribution at community centers.	Early planning phase and after finalization.

DOCUMENT	DISCLOSURE REQUIREMENT	PURPOSE OF DISCLOSURE	METHOD OF DISCLOSURE	TIMING/PROJECT PHASE
ESIA (Environmental and Social Impact Assessment)	Full disclosure of assessment findings and mitigation measures.	To communicate the potential environmental and social impacts of the project and planned mitigation strategies.	Public consultations, online access, local government offices for hard copies.	Before project commencement and after assessment completion.
SESA (Social and Environmental Screening Assessment)	Initial disclosure to gather feedback, followed by updates as project progresses.	To engage stakeholders from the outset in identifying potential impacts and refining project design based on their input.	Workshops, community forums, project website.	During preliminary screening phase and ongoing as needed.
SESP (Social and Environmental Screening Procedure)	Disclose after completion to ensure transparency and ongoing stakeholder involvement.	To keep stakeholders informed about the procedures used to screen social and environmental risks throughout the project.	Information sessions, online updates, available at local administrative offices.	After screening results are compiled and periodically throughout project lifecycle.
SEP (Stakeholder Engagement Plan)	Continuous disclosure of updated plans and engagement outcomes.	To maintain an open and transparent process regarding how stakeholder engagement is conducted and adapted over time.	Regular newsletters, updates on the project's website, bulletin boards in key community locations.	At the start of the project and regularly updated throughout the project's duration.

This disclosure strategy ensures that all relevant stakeholder groups are adequately informed and engaged in every phase of the project, from initial assessments to the ongoing management of social and environmental issues. This approach not only complies with UNDP's requirements but also fosters a transparent, inclusive, and responsive project environment.

Stakeholders are also informed about the availability of UNDP's Accountability Mechanism, which includes the Stakeholder Response Mechanism (SRM) and the Social and Environmental Compliance Unit (SECU). These mechanisms provide avenues for additional grievance redress and are highlighted during initial and ongoing stakeholder engagements. Stakeholders are encouraged to utilize these mechanisms if there are concerns about the project's compliance with social and environmental standards or the effectiveness of the stated mitigation measures.

The dissemination methods for these disclosures are chosen based on their accessibility to the affected and broader stakeholder groups, ensuring that information is understandable and available in appropriate formats and languages to accommodate various literacy levels and accessibility needs.

## CHAPTER 8: MONITORING AND EVALUATION

Involving stakeholders and third-party monitors in the oversight of the CAP-IT project in Samoa is crucial for ensuring transparency, accountability, and effectiveness in implementation and impact management. Table 19 below is a detailed plan outlining the engagement of project stakeholders and third-party monitors in various monitoring activities -

Table 20: Outlining the engagement of project stakeholders and third-party monitors

STAKEHOLDER GROUP	ROLE IN MONITORING	ACTIVITIES	FREQUENCY	OBJECTIVE
Target Beneficiaries	Direct feedback on project impact and effectiveness.	Participate in feedback surveys and community meetings.	Bi-monthly and after major milestones	Assess the direct benefits and impacts of the project on local communities.
Project-Affected Groups	Reporting on negative impacts and efficacy of mitigation measures.	Engage in focus group discussions and individual interviews.	Monthly and after each project phase	Monitor and report on any adverse impacts and the success of mitigation efforts.
Local NGOs	Independent monitoring of project outcomes and sustainability.	Conduct independent assessments and provide third-party verification reports.	Quarterly	Ensure the project's sustainability and alignment with community needs.
Academic Institutions	Research-based monitoring focusing on long-term impacts.	Collaborate on longitudinal studies and environmental impact assessments.	Annually and at project completion	Provide in-depth analysis of environmental and social changes due to the project.
International Monitoring Bodies	Compliance with international standards and best practices.	Regular audits and compliance checks according to international guidelines.	Annually	Ensure the project meets international environmental and social standards.
Government Agencies	Regulatory compliance and oversight.	Inspections, regulatory compliance checks, and official reporting.	Quarterly and after each phase	Ensure all project activities comply with national laws and regulations.
Community Representatives	Community-led monitoring initiatives.	Community-driven monitoring activities, local reporting, and grievance collection.	Ongoing, with regular community meetings	Facilitate direct community involvement and responsiveness to local concerns.

Additional Monitoring Strategies;

- Capacity Building - Training sessions for local stakeholders and community representatives to enhance their skills in monitoring techniques and effective reporting.
- Technology Utilization - Use of technology, such as mobile apps and online platforms, to facilitate real-time monitoring and feedback.
- Transparency Portal - Establishment of an online portal where monitoring reports, project updates, and impact assessments are publicly accessible.

Effective communication of the results from stakeholder engagement activities is essential for maintaining transparency, building trust, and ensuring the accountability of the CAP-IT project in Samoa. Table 21 below shows a structured approach detailing how and when these results will be communicated back to project-affected and broader stakeholder groups.

Table 21: Communication Methods and Schedule

COMMUNICATION METHOD	CONTENT	FREQUENCY	TARGET AUDIENCE	PURPOSE
Newsletters/Bulletins	Updates on project progress, key milestones, results from stakeholder meetings, and future engagement opportunities.	Monthly	All stakeholders, especially project-affected communities.	To keep stakeholders informed about ongoing activities and involved in upcoming events.
Social and Environmental Assessment Reports	Detailed findings from environmental and social impact assessments, including stakeholder feedback incorporated into the assessments.	After each assessment phase (typically annually)	Environmental agencies, NGOs, community leaders, and the general public.	To provide an overview of the project's social and environmental footprint and mitigation measures.
Monitoring Reports	Results from ongoing monitoring of project impacts, effectiveness of mitigation measures, and stakeholder engagement outcomes.	Quarterly	Project-affected groups, local government, NGOs, and international donors.	To demonstrate accountability and the continuous assessment of impact and adjustment of project strategies.
Community Meetings	Face-to-face discussions to present detailed results of engagement activities, gather direct feedback, and address community concerns.	Bi-monthly	Local communities directly affected by the project.	To facilitate direct dialogue and ensure community concerns and suggestions are addressed promptly.
Online Portal Updates	Regular updates posted on an official project website, including downloadable copies of	As updates are available	Broad audience including local stakeholders, international	To ensure accessibility of information to all stakeholders and

COMMUNICATION METHOD	CONTENT	FREQUENCY	TARGET AUDIENCE	PURPOSE
	assessment and monitoring reports, newsletters, and an upcoming engagement calendar.		partners, and the public.	provide a centralized location for project documentation.
Annual Stakeholder Forums	Annual meetings to discuss the year's activities, present detailed reports, and plan for future engagement activities.	Annually	All stakeholders including community members, NGOs, government officials, and private sector partners.	To review annual progress, foster collaborative discussion, and align project goals with stakeholder expectations.
Social Media Updates	Frequent updates and highlights of key project activities and results, interactive sessions to engage younger demographics.	Weekly to bi-weekly	General public, especially younger stakeholders and those active on digital platforms.	To engage a broader audience and maintain high visibility and transparency of project activities.

Additional Communication Strategies;

- Feedback Mechanisms - Implementing feedback tools such as surveys or feedback forms during community meetings and on the online portal to gather stakeholder reactions to the engagement results and suggestions for improvement.
- Language and Accessibility - Ensuring all communications are available in local languages and accessible formats (audio, visual) to cater to different literacy levels and sensory abilities.

## CHAPTER 9: CAPACITY BUILDING

This section focuses on enhancing the capabilities of all stakeholders, with a particular emphasis on local communities and marginalized groups. The objective of this chapter is to empower these stakeholders to engage effectively with the project, ensuring their voices are heard and their needs are addressed. This chapter will outline the strategy to provide necessary training and resources on critical topics.

The activities detailed in this chapter aim to -

- Equip stakeholders with the skills and knowledge needed to understand and contribute to the project effectively.
- Strengthen the capacity of local institutions and organizations, enabling them to participate in, influence, and benefit from the project.

By enhancing stakeholder capacity, the CAP-IT project not only promotes inclusive participation but also ensures that the project's benefits are sustainable and widely shared. This chapter will describe the specific training initiatives and resource allocations planned, and it will discuss how these efforts will be integrated into the broader project framework to support long-term development and empowerment of local communities and marginalized groups.

For the CAP-IT project, an essential component involves capacity building, which equips stakeholders with the necessary skills and knowledge to effectively participate in and benefit from the project. Table 22 shows a detailed plan outlining various training programs and resources that will be provided to stakeholders.

Table 22: Plan outlining various training programs and resources for CAP-IT project stakeholders

STAKEHOLDER GROUP	TRAINING TOPIC	RESOURCE PROVIDED	OBJECTIVE	METHOD OF DELIVERY	TIMING
Local Communities	Environmental Management	Manuals, online tutorials	To enhance community understanding and involvement in sustainable practices.	Workshops, online courses	Quarterly throughout the project
Government Officials	Regulatory Compliance	Regulatory handbooks, seminars	To ensure that government stakeholders are up-to-date on compliance requirements.	Seminars, webinars	Annually and as regulations update

STAKEHOLDER GROUP	TRAINING TOPIC	RESOURCE PROVIDED	OBJECTIVE	METHOD OF DELIVERY	TIMING
NGO Representatives	Project Management & Reporting	Project management software, training guides	To improve the efficiency and effectiveness of NGOs in project management roles.	Hands-on training sessions, online tutorials	Bi-annually
Educational Institutions	Curriculum Development in Sustainability	Educational materials, expert consultations	To integrate project-related topics into school curriculums.	Workshops, direct consultations with experts	At the start of the academic year
Business Partners	Innovation and Sustainability Practices	Case studies, innovation workshops	To foster innovation and sustainability within local businesses.	Conferences, interactive workshops	Twice a year
Youth Groups	Leadership and Environmental Stewardship	Leadership camps, resource kits	To develop future leaders with a strong foundation in environmental stewardship.	Leadership camps, group activities	Summer and winter camps

Strengthening local institutions' and organizations' ability to participate in and influence the CAP-IT project involves a multifaceted approach designed to enhance capacity, ensure meaningful involvement, and empower these groups to contribute effectively throughout the project's lifecycle. For the CAP-IT project in Samoa, strengthening local institutions' and organizations' ability to participate in and influence the project is a key component. Table 23 below outlines the strategies to enhance the capabilities of these entities, ensuring they can effectively contribute to and benefit from the project's initiatives;

Table 23: Strategies to enhance the capabilities for CAP-IT project stakeholders

STRATEGY	OBJECTIVE	ACTION PLAN	TARGET INSTITUTIONS	EXPECTED OUTCOME
Capacity Building Workshops	Enhance skills and knowledge related to the project's objectives.	Conduct regular training sessions on project management, environmental conservation, and sustainable development practices.	Local government, NGOs, community groups	Empowered institutions with improved project management and sustainability practices.
Resource Allocation	Provide necessary tools and information.	Distribute resources such as technical guides, software, and access to expert consultations to help institutions better understand and implement project-related activities.	Educational institutions, local government	Institutions are better equipped to address project challenges and opportunities.
Partnership Development	Foster collaborative relationships for	Establish formal partnerships through memorandums of understanding (MOUs) and	NGOs, private sector, academic entities	Stronger collaboration and increased influence on



STRATEGY	OBJECTIVE	ACTION PLAN	TARGET INSTITUTIONS	EXPECTED OUTCOME
	shared project ownership.	joint ventures that outline roles and responsibilities clearly linked to project outcomes.		project direction and outcomes.
Advisory Committees	Include local institutions in decision-making processes.	Create committees that include representatives from local institutions to advise on project decisions and ensure that local needs and perspectives are integrated into the planning.	Local government, traditional leaders, NGOs	Local institutions have a direct say in project decisions, ensuring alignment with community needs.
Monitoring and Evaluation Roles	Engage institutions in ongoing project assessment.	Train local representatives to monitor project impacts and participate in evaluation processes, providing them with a critical role in accountability and continuous improvement.	Community groups, educational institutions	Increased local capacity to independently assess and report on project outcomes.
Leadership Development Programs	Develop leadership skills within local institutions.	Offer leadership training and mentorship programs to emerging leaders within local institutions to prepare them for larger roles in current and future projects.	Youth organizations, local government	Cultivate a new generation of leaders ready to sustain long-term project benefits.

**REFERENCES**

<https://ses-toolkit.info.undp.org/guidance-and-templates>

<https://ses-toolkit.info.undp.org/programming-principles>

<https://ses-toolkit.info.undp.org/capacity-development>

**ANNEXES**

**Annex 1: Questionnaires for Stakeholder**



**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK**

**PROMOTING GREEN TRANSFORMATION IN THE PACIFIC REGION TOWARDS NET-ZERO AND CLIMATE-RESILIENT DEVELOPMENT**

**CLIMATE ACTION PATHWAYS FOR ISLAND TRANSPORT (CAP-IT) - SAMOA**

**QUESTIONNAIRE FOR GOVERNMENT OF JAPAN**

<b>Respondent Information</b>	
1. Name:	
2. Position:	
3. Department/Agency:	
4. Years in position:	

<p><b>5. Project Understanding and Alignment:</b></p> <ul style="list-style-type: none"> <li>How does the CAP-IT project align with Japan's interests and priorities in terms of international development and environmental sustainability?</li> </ul>
<p><b>6. Funding and Support:</b></p> <ul style="list-style-type: none"> <li>Can you provide insights into potential funding opportunities from Japan for projects like CAP-IT that focus on sustainable transportation and climate change mitigation?</li> </ul>
<p><b>7. Technical Collaboration:</b></p> <ul style="list-style-type: none"> <li>What opportunities are there for technical collaboration between Samoan entities and Japanese companies or institutions within the scope of the CAP-IT project?</li> </ul>
<p><b>8. Cultural and Social Considerations:</b></p> <ul style="list-style-type: none"> <li>Are there aspects of the CAP-IT project that could benefit from incorporating Japanese technological innovations or practices, particularly in terms of environmental conservation and community engagement?</li> </ul>



<p><b>9. Long-term Partnership:</b></p> <ul style="list-style-type: none"> <li>• What is the Embassy’s vision regarding long-term partnerships for sustainable development projects in Samoa? How does CAP-IT fit into this vision?</li> </ul>
<p><b>10. Impact Assessment:</b></p> <ul style="list-style-type: none"> <li>• What are the Embassy’s expectations regarding the social and environmental impact assessments for CAP-IT?</li> <li>• Are there specific standards or practices that Japan recommends?</li> </ul>
<p><b>11. Risk Management:</b></p> <ul style="list-style-type: none"> <li>• What risk management practices does the Embassy recommend based on Japan’s experience with similar international development projects?</li> </ul>
<p><b>12. Stakeholder Engagement:</b></p> <ul style="list-style-type: none"> <li>• How does the Embassy view its role in facilitating broader stakeholder engagement for the CAP-IT project, including other international donors and local communities?</li> </ul>
<p><b>13. Success Metrics:</b></p> <ul style="list-style-type: none"> <li>• What metrics or indicators would the Embassy of Japan consider most critical in evaluating the success of the CAP-IT project?</li> </ul>
<p><b>14. Challenges and Obstacles:</b></p> <ul style="list-style-type: none"> <li>• Are there particular challenges or obstacles that the Embassy anticipates could impact the success of the CAP-IT project?</li> <li>• How might these be mitigated?</li> </ul>



**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK**

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**QUESTIONNAIRE FOR GOVERNMENT OF JAPAN**

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2. Position:	
3. Department/Agency:	
4. Years in position:	

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<b>13. Success Metrics:</b>
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<b>14. Challenges and Obstacles:</b>
<ul style="list-style-type: none"> <li>• Are there particular challenges or obstacles that the Embassy anticipates could impact the success of the CAP-IT project?</li> <li>• How might these be mitigated?</li> </ul>



**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK  
PROMOTING GREEN TRANSFORMATION IN THE PACIFIC REGION TOWARDS NET-ZERO AND  
CLIMATE-RESILIENT DEVELOPMENT**

**CLIMATE ACTION PATHWAYS FOR ISLAND TRANSPORT (CAP-IT) - SAMOA**

**QUESTIONNAIRE FOR STAKEHOLDERS – PRIVATE SECTOR**

<b>Name:</b>	
<b>Age</b>	
<b>Gender</b>	
<b>Position</b>	
<b>Organization</b>	
<b>Date</b>	

<p><b>1. Impact Awareness Question</b> How aware are you of the potential environmental and social impacts of the proposed transport sector changes? Please elaborate on any specific concerns you may have.</p>
<p><b>2. Adaptation and Mitigation Question</b> What measures do you think should be implemented to mitigate any negative impacts on the environment and local communities due to the transport sector’s transformation towards greener technologies?</p>
<p><b>3. Inclusivity Question</b> In your opinion, how can the project ensure inclusive benefits across all demographics, including marginalized groups, within the transport sector?</p>
<p><b>4. Communication and Engagement Question</b> How effective do you find the current methods of communication and stakeholder engagement regarding the project? What improvements would you suggest to enhance stakeholder involvement?</p>
<p><b>5. Feedback and Grievance Redress Question</b> Are you aware of the existing grievance redress mechanisms related to the transport sector project? How can these mechanisms be improved to better address and resolve stakeholder grievances?</p>





ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK  
 PROMOTING GREEN TRANSFORMATION IN THE PACIFIC REGION TOWARDS NET-ZERO AND  
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**QUESTIONNAIRE FOR STAKEHOLDERS – LOCAL COMMUNITY MEMBERS**

<b>Name:</b>	
<b>Age</b>	
<b>Gender</b>	
<b>Occupation</b>	
<b>Date</b>	

<p><b>1. Awareness and Impact Perception Question</b>                  How aware are you of the transport sector project currently underway? What are your perceptions of its potential impacts on your local environment and community?</p>
<p><b>2. Community Involvement Question</b>                  What are your current levels of involvement in the project's decision-making processes? How would you like to be more involved in shaping the project moving forward?</p>
<p><b>3. Concerns and Priorities Question</b>                  What specific environmental or social concerns do you have regarding the project? Are there particular areas or issues you believe the project should address as a priority?</p>
<p><b>4. Benefit Sharing Question</b>                  In what ways do you think the project could directly benefit your community? Are there specific improvements or resources you hope the project will bring?</p>
<p><b>5. Feedback Mechanism Question</b>                  Are you aware of any existing mechanisms to express your concerns or complaints about the project? How can these mechanisms be improved to better serve your community?</p>



**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK**

**PROMOTING GREEN TRANSFORMATION IN THE PACIFIC REGION TOWARDS NET-ZERO AND CLIMATE-RESILIENT DEVELOPMENT**

**CLIMATE ACTION PATHWAYS FOR ISLAND TRANSPORT (CAP-IT) - SAMOA**

**QUESTIONNAIRE FOR STAKEHOLDERS – NGOs**

<b>Name:</b>	
<b>Age</b>	
<b>Gender</b>	
<b>Position</b>	
<b>Organization</b>	
<b>Date</b>	

<p><b>1. Impact Assessment Question</b> Based on your expertise, what are the key environmental and social risks associated with the transport sector project? How significant are these risks?</p>
<p><b>2. Collaboration Opportunities Question</b> What opportunities do you see for collaboration between your organization and the project team to address these risks effectively?</p>
<p><b>3. Best Practices Question</b> Could you share any best practices or lessons learned from similar projects that could be applied to enhance the environmental and social safeguards of this project?</p>
<p><b>4. Monitoring and Evaluation Question</b> What role do you believe NGOs should play in the monitoring and evaluation processes of the project's environmental and social impacts?</p>
<p><b>5. Community Engagement Question</b> How can the project improve its engagement with local communities and other stakeholders to ensure more inclusive and effective communication?</p>



**ENVIRONMENTAL AND SOCIAL MANAGEMENT FRAMEWORK**  
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**CLIMATE ACTION PATHWAYS FOR ISLAND TRANSPORT (CAP-IT) - SAMOA**

**QUESTIONNAIRE FOR STAKEHOLDERS – WOMEN AND YOUTH**

<b>Name:</b>	
<b>Age</b>	
<b>Gender</b>	
<b>Occupation</b>	
<b>Date</b>	

<p><b>1. Awareness and Participation Question</b>                  How informed do you feel about the ongoing transport sector project and its implications for your community? What additional information would you like to receive?</p>
<p><b>2. Impact Assessment Question</b>                  What are your primary concerns regarding the environmental and social impacts of the transport sector changes on your community? Are there specific issues that you believe should be prioritized?</p>
<p><b>3. Inclusion in Benefits Question</b>                  In what ways do you think the project could be designed to benefit young people and women specifically? Are there particular opportunities you would like to see made available through this project?</p>
<p><b>4. Engagement and Communication Preferences Question</b>                  What are the most effective ways for you to receive updates and participate in discussions about the project? How would you prefer to communicate your feedback or concerns?</p>
<p><b>5. Training and Capacity Building Question</b>                  Would you be interested in participating in training programs related to the new technologies being introduced in the transport sector? What specific skills or knowledge areas are you interested in?</p>

**Annex 2: Stakeholders Consultation Photos**





## Annex 3: The GRM Evaluation Tool

<b>Questions to Consider</b>		
<i>Design Stage</i>		
What environmental and/or social impacts, risks or concerns led you to include a Grievance Redress Mechanism (GRM) in your project? Where/how did you locate the GRM? How did you determine it would be effective? Was the GRM designed with participation from the communities it is intended to serve?		
<i>Implementation Stage</i>		
<b>1. Organizational Commitment</b>	Do the project's management and staff recognize and value the GRM process as a means of improving public administration and enhancing accountability and transparency?  Is grievance redress integrated into the project's core activities?  Is grievance redress integrated into staff job descriptions and responsibilities?  Is it appropriately resourced and monitored?	
<b>2. Principles:</b>		
<b>2.1 Legitimacy</b>	Does the GRM operate independently of interested parties? Is the GRM widely-perceived as independent?	
<b>2.2 Accessibility</b>	Is the GRM accessible to all stakeholders, irrespective of their remoteness, language, education or income level? Are procedures to file grievances and seek action easily understood by project beneficiaries? Can grievances be filed anonymously? Are there a range of contact options? Is the GRM appropriately advertised and communicated to project-affected people?	
<b>2.3 Predictability</b>	Is the GRM responsive to the needs of all complainants? Does the GRM offer a clear procedure with time frames for each stage and clarity on the types of results it can (and cannot) deliver?	
<b>2.4 Fairness</b>	Are grievances treated confidentially, assessed impartially, and handled transparently?	
<b>2.5 Rights Compatibility</b>	Are the GRM's outcomes consistent with applicable national and international standards? Does it restrict access to other redress mechanisms?	
<b>2.6 Transparency</b>	Are the GRM's procedures and outcomes transparent enough to meet the public interest concerns at stake?	

<b>2.7 Capability</b>	Do GRM officials have the necessary technical, human and financial resources, means and powers to investigate grievances?	
<b>3. Staff</b>	Are there dedicated and trained staff available to handle the GRM? Are they given learning opportunities and do they receive any systematic reviews of their performance?	
<b>4. Processes:</b>		
<b>4.1 Uptake</b>	Do multiple uptake channels exist?	
<b>4.2 Sorting and processing</b>	Is there a system to categorize, assign priority, and route grievances to the appropriate entity?	
<b>4.3 Acknowledgement and follow-up</b>	Are complaints acknowledged in writing? Does the acknowledgement outline the GRM process, provide contact details and indicate how long it is likely to take to resolve the grievance? Are there clear timetables that are publicly available?	
<b>4.4 Verification, investigation and action</b>	Is the merit of each grievance judged objectively against clearly defined standards? Are investigators neutral or do they have a stake in the outcome? Is action taken on every grievance?	
<b>4.4 Monitoring and Evaluation</b>	Is there a process to track grievances and assess progress being made to resolve grievances? Are there indicators to measure grievance monitoring and resolution? If there is data being collected, is this data used to make policy and/or process changes to minimize similar grievances in the future?	
<b>4.6 Feedback</b>	Does a user survey exist to get feedback on the credibility of the process? Is such feedback publicly available? Is there right to appeal? If yes, are GRM users informed about this right?	
<b>4.6. Analysis</b>	Is there a process to analyze the effectiveness of the GRM? Is there a timeframe?	

**Annex 4: Terms of reference for GRM**



**Annex 5: Grievance Log Template**

**Project Name:**

**Grievance Redress Mechanism (GRM) ID:**

Grievance ID	Date Received	Grievant Details (Optional: Can be Anonymous)	Type of Grievance	Description of Grievance	Stakeholder Group	Assigned To	Action Plan	Resolution Date	Status	Follow-Up Actions

**Instructions for Use**

1. **Grievance ID:** A unique identifier assigned to each grievance.
2. **Date Received:** The date when the grievance was first logged.
3. **Grievant Details:** If not anonymous, include name and contact information (ensure confidentiality as needed).
4. **Type of Grievance:** Classify the grievance into categories (e.g., environmental issues, labor disputes, social concerns).
5. **Description of Grievance:** A concise description of the grievance.
6. **Stakeholder Group:** Identify the group or individual raising the grievance (e.g., community member, employee, contractor).
7. **Assigned To:** The person or team responsible for addressing the grievance.
8. **Action Plan:** Outline the steps planned to resolve the grievance.
9. **Resolution Date:** The date by which the grievance was resolved or is expected to be resolved.
10. **Status:** Indicate the current status (e.g., pending, in progress, resolved).
11. **Follow-Up Actions:** Any additional steps or monitoring required post-resolution.

**Annex 6: Grievance Receipt Form****Project Name:****Grievance Redress Mechanism (GRM) ID:****Part 1: Complainant Details (Optional)**

1. **Name:**
2. **Contact Information:**
  - Phone:
  - Email:
  - Address:
3. **Preferred Method of Contact:**
  - Phone
  - Email
  - In Person
  - Other (Specify):

**Part 2: Grievance Details**

1. **Date Submitted:**
2. **Location of Incident:**
3. **Type of Grievance:**
  - Environmental Issue
  - Social Issue
  - Health and Safety Concern
  - Labor Dispute
  - Cultural or Heritage Issue
  - Other (Specify):

4. **Description of Grievance:**

*(Please provide as much detail as possible, including who was involved, what occurred, and when and where the incident took place.)*

**Part 3: Preferred Outcome**

1. **What resolution or action would you like to see?**

**Part 4: For Office Use Only**

1. **Grievance ID:**
2. **Date Received:**
3. **Received By:**
  - Name:
  - Position:
4. **Mode of Receipt:**
  - In Person
  - Phone
  - Email
  - Letter
  - Other (Specify):

**Acknowledgment of Receipt**

We acknowledge receipt of your grievance and will address it promptly.

- **Received By (Name):**
- **Position:**
- **Date:**
- **Signature:**

**Annex 7: Grievance Tracker/Grievance Database Template**

Grievance ID	Date Received	Complainant Details <i>(Optional)</i>	Type of Grievance	Description of Grievance	Location	Status	Assigned To	Action Taken	Resolution Date	Follow-Up Required <i>(Yes/No)</i>	Follow-Up Details

**Column Details**

1. **Grievance ID:** Unique identifier for each grievance.
2. **Date Received:** When the grievance was first logged.
3. **Complainant Details:** Optional fields for name and contact information (to maintain confidentiality if required).
4. **Type of Grievance:** Categorized by type (e.g., Environmental, Social, Labor).
5. **Description of Grievance:** Detailed description of the grievance.
6. **Location:** Where the grievance incident occurred.
7. **Status:** Indicates the progress (Pending, In Progress, Resolved).
8. **Assigned To:** The person or team handling the grievance.
9. **Action Taken:** Summary of steps taken to address the grievance.
10. **Resolution Date:** The date the grievance was resolved.
11. **Follow-Up Required:** Yes/No, depending on the resolution and monitoring needs.
12. **Follow-Up Details:** Details of any further actions, monitoring, or stakeholder engagements needed